



ANNUAL  
REPORT  
2008–2009  
NATIONAL  
LIBRARY OF  
AUSTRALIA

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AUSTRALIA

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Cover image: Craig Mackenzie (b.1969)  
The podium of the National Library of Australia, 2009  
The Library building was opened in August 1968 and  
this year celebrated its 40th anniversary. The Library  
now holds more than 10 million items in its collections  
and is visited annually by some 550 000 people.



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The Hon. Peter Garrett AM, MP  
Minister for the Environment, Heritage and the Arts  
Parliament House  
CANBERRA ACT 2600

Dear Minister

The Council of the National Library of Australia has pleasure in submitting to you, for presentation to each House of Parliament, its forty-ninth annual report covering the period 1 July 2008 to 30 June 2009.

The report is submitted to you in accordance with Section 9 of the *Commonwealth Authorities and Companies Act 1997* and the Commonwealth Authorities and Companies (Report of Operations) Orders 2008.

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 selected regard to the Requirements for Departmental Annual Reports, approved on 17 June 2009 by the Joint Committee of Public Accounts and Audit under Subsections 63(2) and 70(2) of the *Public Service Act 1999*.

We commend the Library's achievements to you.

A handwritten signature in black ink, appearing to read "James Gobbo".

Sir James Gobbo AC, CVO  
Chair of Council

A handwritten signature in black ink, appearing to read "Jan Fullerton".

Ms Jan Fullerton AO  
Director-General



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Unknown photographer  
National Library of Australia under construction, c.1967  
black and white photograph; 16.6 x 21.5 cm  
Pictures Collection, nla.pic-an24808642

Libraries are not made;  
they grow.

Augustine Birrell

From the exhibition *Treasures Gallery 2010: A Preview*,  
22 April–19 July 2009

PART I  
INTRODUCTION





Loui Seselja (b. 1948)  
Ms Jan Fullerton AO, Director-General  
of the National Library of Australia, with  
Sir James Gobbo AC, CVO, Chair of  
the Council of the National Library of  
Australia, in the Maps Reading Room.

## CHAIR'S REPORT

In August 2008 the National Library of Australia celebrated the fortieth anniversary of the opening of its landmark building in Canberra. An exhibition of early photographs and architectural plans, *The Opening Chapter*, brought the excitement of the design and construction of the nation's premier library to life. Former and current staff used the occasion to reminisce about the way in which the Library's services have changed from the time when large banks of card catalogues were moved into the new building in 1968. Since then progress has been remarkable and not only do Australian libraries have online catalogues, but the information in more than 1250 of these catalogues is also available through the Library's flagship national information discovery service, Libraries Australia. The Library was an early adopter of technology and it is interesting to note that the annual report for 1968–1969 states that technology was 'being increasingly applied to library services' and that for the forthcoming implementation of an online research service 'computers will be used but these are expensive to buy and operate'.

While the impact of today's digital environment was unimaginable at the time, computers were recognised by Library staff as a potent force for the future, bringing with it both significant opportunities and challenges. In 2008–2009, most library users start their search for information online and most library services are delivered online. The Library collects, creates, preserves and provides access to a large number of collections in digital form. It has been collecting

Australia's digital heritage for more than 14 years and our staff are recognised as leaders in their field. To better fulfil our mandate, the Library is seeking to expand its digital collecting and digitisation activities to ensure that Australia's documentary heritage in digital form is not lost to future generations. Together with the National Archives of Australia and the National Film and Sound Archive, we have been funded by the government to develop a business case for a national infrastructure to support digital collection and preservation activities. At the same time, traditional publishing has not diminished to any great extent and we remain committed to developing and preserving our print collections.

While the popularity of online information is growing, during the year the number of visitors to our public reading rooms has steadily increased. This trend accords with the experience of libraries worldwide, as the economic downturn reinforces the value of libraries as socially inclusive public institutions. Visitor numbers in Australian libraries are on the rise as more and more people take advantage of free access to a wealth of information and a wide range of cultural and educational activities. We know from evaluations of our reading room services that those who visit the Library regularly do so because of the strength of our collections, the excellence of our services, and because the environment we provide is conducive to research and study. Our physical spaces, therefore, remain important to us and we are continually looking at ways in which we can improve facilities for our users. This year we have opened a new space in which those with laptop computers or those wishing to work in groups or discuss their research can do so in an informal setting.

It was pleasing to achieve the target for the first stage in our fundraising campaign for the Treasures Gallery. This enabled the Library to select a company, Cunningham Martyn Design, to commence work on a design concept for the state-of-the-art gallery. By creating a space for the long-term display of iconic, rare and interesting items from the Library's Australian and overseas collections, we will be able to connect Australians with their heritage and let people see many of our treasures for the first time. The Sidney Myer Fund and the Harold Mitchell Foundation were significant donors this year.

In the second half of the year, the Library reviewed its strategic directions for the next three years. This provided Council members and staff with an opportunity to examine the challenges and opportunities before the Library. We will continue to build on our strengths, at the heart of which lie our Australian collections, and we will continue to take advantage of technology to place our collections and services at the fingertips of all Australians.

On behalf of the Council, I express my continuing admiration for the commitment and achievements of the Director-General, Jan Fullerton, and her staff. I also thank the other members of Council for their support and enthusiasm.

Sir James Gobbo AC, CVO

A handwritten signature in black ink, appearing to read 'James Gobbo', written in a cursive style.

# THE NATIONAL LIBRARY OF AUSTRALIA IN 2008–2009:

## DIRECTOR-GENERAL'S REVIEW

Jan Fullerton AO

In August 2008 staff of the National Library of Australia celebrated the fortieth anniversary of the opening of the Library's main building in the Parliamentary Triangle. The Library was opened on 15 August 1968 by Prime Minister John Gorton and admitted its first readers three days later. Today the Library holds more than 10 million items and more than 550 000 people are recorded visiting the Library annually.

The use of technology has always been recognised by Library staff as a key strategy for delivering library services. Within 10 years of settling into its new home, staff were implementing automated systems that supported the sharing of library resources nationally. This has evolved into the present-day service, Libraries Australia, which brings into a single national database information about the collections held by Australian libraries.

Australian libraries are connected more than ever before through the services provided by Libraries Australia. The material in library catalogues is easily found through international search engines such as Google, but because it is seemingly transparent, the public is often not aware that the activities of services such as Libraries Australia have made this access possible. Libraries Australia enables users to easily discover the resources they need and to obtain a copy of these resources, either directly from their local library or via the Australian inter-library lending system.

One of the major challenges facing the Library and other cultural and data-collecting institutions is to develop sustainable strategies to manage the rapid growth of information in digital form, the 'digital deluge'. The Library has been active in collecting, archiving and preserving Australia's documentary heritage in digital form since 1996, and works collaboratively at the national and international level to develop policies and practices to deal with common issues such as digital obsolescence. However, while the Library selectively archives key Australian digital resources and supplements this by undertaking annual snapshots of the Australian internet domain (.au), this is no longer enough to ensure that Australia's cultural expression, now predominantly in digital form, will be collected and preserved. Together with the National Archives of Australia and the National Film and Sound Archive, the Library is currently working on a business case that seeks government funding for the development of an information technology infrastructure to support collecting and preserving digital resources. It will also facilitate the migration of existing audiovisual collections to digital form to rescue them from obsolescence, and the conversion of traditional content into digital form. The agencies are pleased that the significance of this issue has been recognised through the allocation of \$0.805 million for the development of the business case in the 2009–2010 Federal Budget.

Technology continues to provide us with new opportunities and during 2008–2009 we have made significant improvements in the delivery of services and access to our collections. This year, use of our services remotely through our website has increased by 30 per cent. This is in keeping with one of our major objectives—to continually improve our service delivery to users by increasing access to our collections online. Notably, several long-term projects have been completed and successfully implemented. In August 2008 we commenced the delivery of items from our Oral History and Folklore Collection online. While much remains to be done, 570 audio recordings are now available for streaming and downloading. Among the biographical interviews users can access online are recordings with Sir Walter Florey, Sir Hubert Opperman, Mem Fox, May Gibbs and Heather McKay.

In September 2008 we launched a new interface to our collection of electronic journals and reference resources. In particular, we are now able to offer our users offsite access to online journals, indexes and databases where licence conditions permit. This has resulted in increased usage of these resources. We have also recently implemented a rights management database that will provide both staff and users with information about the copyright status of many of the items in our collection. Once the system is fully operational, users will have much more certainty about the use they can make of collection items.

Following the implementation of a new, easy-to-use search interface, use of our catalogue almost doubled during 2008–2009. Also, further progress was made in providing online access to the Library's collections through the catalogue. Ongoing innovation in processing and describing collections has increased online catalogue access to 89.2 per cent of the collections. In 2008–2009, 75 539 catalogue records were created.

By asking creators to provide more detailed information about the content of new manuscripts collections and devising a basic catalogue entry from their lists, we are now able to make all newly acquired material immediately accessible to users. We have also made significant progress towards improving access to items in the Maps Collection. With the implementation of online access to the graphical indexes that indicate holdings of individual map sheets within a series, and a facility for map coordinates to be combined with other information in our catalogue records, it is now easier for users to search for a specific geographical area of interest.

Each year the Library invests considerable resources in developing its collection, which provides the basis for all that we do. We nurture curatorial expertise across a range of collection types and formats, including printed and digital works, maps, personal papers and records, music, dance, oral history, and pictures and photographs. Our collection experts develop long-term relationships with creators, donors and vendors that result in the acquisition of important material which may otherwise not have found its way to a public institution. Significant acquisitions this year include:

- A collection of around 4700 titles of Australian children's books that was owned by Marcie Muir, author of several important works on children's literature including the two-volume *A Bibliography of Australian Children's Books* published in 1970 (Volume 1) and 1976 (Volume 2). The collection was created over half a century, beginning in the mid-1950s and continuing until Muir's death in 2007. It includes many rare, early and elusive books. The collection was an important source for the Muir bibliography and also supported her areas of specific research interest, including Australian children's book illustration.
- Two William Bligh-related items that the Library had been seeking for many years. They are *Engelske Capitainens Wilhelm Blighs Resa*, a very rare 1792 abridged Swedish translation of Bligh's account of the mutiny, and *Songs &c. in Pitcairn's Island: A New, Romantik, Operatick Ballet Spectacle ...*, a rare 1816 booklet on a theatrical response to the news of the discovery of *Bounty* mutineers on Pitcairn Island.
- *Bushfires, Victoria, February 2009*, a collection of websites, including media sites, blogs and sites of involved organisations, relating to the Victorian bushfires, accessible through PANDORA: Australia's Web Archive.
- *On the Origin of Species by Means of Natural Selection, or, The Preservation of Favoured Races in the Struggle for Life* by Charles Darwin, published in 1859. This first edition of Darwin's work has a significant Australian connection. It is one of the earliest surviving copies to have arrived in Australia and was owned by Dr William Woolls of Parramatta, New South Wales, whose inscription is in the front flyleaf with the date '17 March 1860'. Woolls, a clergyman and botanist, made numerous annotations throughout the book, showing a careful reading of the text and scrutiny of Darwin's theory on Australian flora.
- Three items relating to early Pacific exploration. These include an unrecorded 1611 manuscript copy of memorial number eight, contained within a larger volume of Spanish and Italian diplomatic writings. In the years following the 1605–1607 voyage in search of *Terra Australis* by Pedro Ferdinand de Quiros and Luis Vaez de Torres, de Quiros sent King Ferdinand III at least 65 'memorials' seeking support for further exploration. Two manuscript charts by Alexander Dalrymple, showing the track of Bougainville's 1768–1769 expedition, were also acquired for the Maps Collection. One, drawn before James Cook's voyages, includes speculative traces of the South Land's east coast, marked 'land seen from masthead'.
- Outstanding collections of personal papers from Sir Arvi Parbo, Jim Sharman and Sir James Killen. Other significant manuscript collections acquired include the records of Rural Australians for Refugees, containing moving correspondence between internees and their supporters, and the archives of the Melba Conservatorium of Music, featuring an extensive collection relating to Dame Nellie Melba and other leading musicians of the early twentieth century.

- A drawing from John McDouall Stuart's transcontinental expedition of 1861–1862, sketched from memory by the expedition artist Stephen King. It records Stuart, nearly blind after falling ill with scurvy, being carried on a stretcher for a large part of the return journey. Other notable acquisitions to the Pictures Collection include a beautiful collection of set designs used in the 1976 Ballet Victoria production of *Petrouchka*, believed to be copied from original designs by Alexandre Benois for Diaghilev's Ballets Russes, and a large collection of photographs by Horrie Miller documenting the early aviation industry in Western Australia.
- A number of significant additions to oral history collections as a result of Australian Research Council-funded partnerships. For example, Chief Justice Robert French was interviewed for the High Court history project, as were barrister Tom Hughes and retired judge Michael McHugh. Significant additions were made to the Childhood, Tradition and Change project, which follows in the footsteps of American Fulbright scholar Dr Dorothy Howard, who spent 10 months in Australia in 1954–1955 recording children's playground folklore.
- Recordings of extended biographical interviews with actor Reg Livermore, opera singer Joan Carden, politician John Hatton, equestrian Bill Roycroft, entrepreneur Kevin Jacobsen, physicist Professor Harry Medlin, tennis great Thelma Long, business figures Kerry Stokes, John Prescott and Thérèse Rein, author Cassandra Pybus, philanthropists and arts advocates Gordon and Marilyn Darling and Barbara Blackman, artist Ken Done, and adventurer and environmental activist Warwick Deacock.

There is growing evidence that use of libraries is increasing and that this is an ongoing trend. During the year we have looked at ways of improving the physical environment for our users and a new informal space, *paperplate*, was created where users can converse or work in groups or just relax with their laptops and a cup of coffee.

We have continued to engage successfully with the community through our vibrant Friends of the National Library of Australia organisation, and our exhibitions, events and publications programs. In 2008–2009 the Friends of the National Library of Australia hosted two major events among a full calendar of talks, seminars, trips and other activities. Professor Tim Flannery delivered the annual Kenneth Myer Lecture on the topic 'Climate Change: An Update to July 2008', and Maureen and Tony Wheeler, founders of the Lonely Planet publishing company, were guests at the annual celebration of Australian literature and publishing.

The Library also hosts its own program of events and we are frequently asked to co-host events with the university, research or literary communities. Collaborative events held in 2008–2009 include:

- 'Race, Nation, History: A Conference in Honour of Henry Reynolds'—a two-day conference held in conjunction with the Research School of Humanities and the Research School of Social Sciences at The Australian National University and the University of Tasmania.

- 'Home and Away: Writing About Place'—a colloquium in honour of Emeritus Professor Bruce Bennett held in collaboration with the University of New South Wales.
- 'Voss: From Novel to Opera'—a viewing of collection items relating to Patrick White's novel *Voss* and its re-creation as an opera, and a seminar 'From Novel to the Opera Stage', both presented in association with the Voss Journey, a four-day celebration coordinated by the National Film and Sound Archive as part of the Canberra International Music Festival.
- 'Getting the Story: Truth, Media and Conflict'—held in association with the C.E.W. Bean Foundation and the Australian Centre, University of Melbourne, and generously supported by Dame Elisabeth Murdoch.
- 'The Prime Ministers: Biography and Public Life'—a seminar held in association with Monash University.

In addition, a wide range of talks, concerts, launches and collection viewings were held in association with our exhibitions, publications and fundraising activities.

Exhibitions have continued to raise public awareness of the depth of our collections. In 2008–2009 we highlighted works from our collections in a diverse range of exhibitions: *A Modern Vision: Charles Bayliss, Photographer, 1850–1897*; *Thomas Griffith Taylor: Prophet and Pariah*; *Lord of the Rings: Arnold Thomas Boxing Collection*; *The Ballets Russes in Australia 1936–1940*; and *Treasures Gallery 2010: A Preview*. The Library also hosted an exhibition of the work of South African photographer Roger Ballen. *Treasures Gallery 2010: A Preview* provided an opportunity for the public to glimpse some of the iconic items that will be on long-term display in the Treasures Gallery. Charles Goode, Chairman of The Ian Potter Foundation, launched the exhibition in April 2009. At the launch we were able to publicly acknowledge and thank those foundations and individuals who generously donated to the Treasures Gallery Appeal.

Several milestones in the development of the Treasures Gallery were reached during the year. The target of \$3 million for our first phase of raising funds to build the Gallery was met, work on the opening exhibition was completed and the design of the Gallery commenced. Supporters during the year include the Sidney Myer Fund, the Harold Mitchell Foundation, John T. Reid Charitable Trusts, Professor Henry Ergas, Mr Kevin McCann and the Macquarie Group Foundation. By creating a space for the long-term display of significant items in our collections we will increase our profile as a destination for local, national and international visitors to the nation's capital.

The Library also received welcome support during the year from a wide range of benefactors and donors, including ongoing contributions for the Norman McCann Summer Scholarships which commemorate a former National Library of Australia Council member, from his widow Mrs Pat McCann; the Seymour Summer Scholarships for research relating to biography, from Dr John and Mrs Heather Seymour; the Kenneth Binns Lecture and Travelling Fellowship,

commemorating an early National Librarian, from his daughter Mrs Alison Sanchez; and the Friends of the National Library Travelling Fellowship, from our valued Friends of the National Library of Australia.

We were again very successful in highlighting the depth of our collections through our publishing program in 2008–2009. *A Brush with Birds: Australian Bird Art from the National Library of Australia*, featuring the works of artists from the First Fleet to today; *First Fleet Artist: George Raper's Birds and Plants of Australia*, which tells the story of George Raper and the recent discovery of a large number of his works; and two titles in our Collection Highlights series, *Cook's Endeavour Journal: The Inside Story* and *Picturing Australia*, are among a range of titles that received acclaim. Together with the books and other items sold through the National Library's Bookshop, these publications can be purchased through our new online bookshop, implemented in February 2009.

The Library has a long tradition of working with the Australian library sector and the wider research and cultural communities to bring the collections and information held by those communities within the easy reach of all Australians. Digital technologies present many opportunities for doing this and during 2008–2009 we made good progress on several collaborative projects that will significantly improve public access to online information about Australia and Australians.

Our Australian Newspapers service, developed in collaboration with the state and territory libraries, now provides free online public access to more than 520 000 pages from 28 newspaper titles representing each state and territory. By early 2011 we aim to have digitised more than 4 million pages of out-of-copyright Australian newspapers, which will form the basis of a remarkably rich resource for researchers, students, genealogists and anyone interested in Australia's social, economic and political history.

This year we have implemented innovative web technologies that enable users to contribute to the Australian Newspapers service. Our users can add subject terms to articles to assist others searching on the same topic and correct electronically translated text so the quality of the service is improved for all. This has been extremely successful and in the first few months of the service more than 15 000 subject tags were added to articles and 720 000 lines of text corrected. The response from researchers using the service has been extremely enthusiastic and we have received requests for many more newspaper titles to be added. Curator and art historian Angus Trumble recently posted the following praise for the service on his blog: 'I cannot think of any single resource for the study of Australian history that has in my lifetime come as close to providing almost overnight such an enormous sweep of access as does the National Library of Australia's brilliant Australian Newspapers beta service.'



The Department of Families, Housing, Community Services and Indigenous Affairs has provided funding for two significant oral history projects. The first will continue the Bringing Them Home (Stolen Generations) project by enabling interviews to be made available online. Follow-up interviews will be recorded with some of the Indigenous people interviewed in the original project seeking their views since the National Apology to the Stolen Generations in February 2008. The second project is on a scale similar to that of the original Bringing Them Home project and will involve a significant number of oral history interviews with the 'Forgotten Australians', documenting experiences of childhood in institutional or other out-of-home care.

This year we embarked on an ambitious set of projects with the state and territory libraries that will form the focus of collaboration among members of National and State Libraries Australasia for the next few years. Reimagining Libraries consists of 10 projects that aim to transform the 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 is leading several projects in which we have particular expertise and is also participating to a high degree in others. We want our users to be able to access our combined resources and services as if we were a single library service. We will do this by developing mechanisms for searching and accessing our collections through a single search point and a single user access facility.

Underpinning these goals are practical projects that will examine how we collect electronic resources more successfully through a consortium model, and how we will find more effective ways to catalogue our collections so that they can be easily discovered by our users. In the long term, the Library aims to ensure that every Australian resident can access a core set of e-resources, free to the user but paid for by the Australian library community, assisted where possible by direct government funding. We also aim to enable Australian library users to easily discover and access those e-resources that they are entitled to by virtue of their multiple library memberships.

During 2008–2009 Libraries Australia continued to be strongly supported by the 1250 Australian libraries that contribute information about their collections. A national survey of holdings was conducted during the year in order to improve the service and encourage libraries to continue to contribute to the database. The relationship between Libraries Australia and the world's largest library network, OCLC, was strengthened through an agreement that has led to information about Australian collections in Libraries Australia being made available internationally through the OCLC's WorldCat database. The Library has subsequently experienced a noticeable increase in requests from users here and overseas for copies of items in our collections.

Although the state and territory libraries are our natural partners, the Library also works closely with many other collecting and cultural institutions. In 2008–2009 the Library coordinated Vivid: National Photography Festival, a major collaborative event held in Canberra

from July to October. Fifty-eight institutions held 119 exhibitions, conferences and events during this time celebrating the role of photography in Australian life and history. More than 370 000 visitors participated in the festival.

The Library continued to manage Community Heritage Grants on behalf of the program partners: the National Archives of Australia, the National Film and Sound Archive, the National Museum of Australia, and the Department of the Environment, Water, Heritage and the Arts. An external review of the program, now in its sixteenth year, was completed in May 2009. The review confirmed the important role played by the Community Heritage Grants program in assisting community groups preserve local collections of national significance. The recommendations of the review will contribute to an ongoing process of promoting the program nationally and refining the procedures for establishing the national significance of local collections. Each year improvements are also made to the program in light of feedback from grant recipients.

We are continuing to work with our colleagues overseas in areas that are mutually beneficial. In 2008–2009 the Library embarked on a program of workflow analysis to improve our internal operations and ensure that we are using our resources as effectively as possible. To complement this we joined an international project known as the Open Library Environment, which is funded by the Mellon Foundation and managed by Duke University in the United States. The project's goal is to define the requirements for an open source library management system that successfully incorporates workflow associated with digital and other non-book library materials, such as pictures and manuscripts. We are keen to take advantage of open source software that will allow us to integrate the management of our diverse collections and expose these collections to our users in new and exciting ways.

In the first half of 2009 the Library issued its strategic directions for 2009–2011. Reviewing our future priorities prompted us to look critically at the environment in which we operate, the challenges we face in managing growing physical and digital collections, and the opportunities for offering new online services, with a steadily declining resource base. We know that our core functions are highly relevant and that our collections support research, creativity, study and life-long learning. With this in mind, our new strategic directions acknowledge that we will not be able to do all that we would like to over the next three years, but that much can be achieved nevertheless by continuing to exploit our strengths—the commitment, skills and expertise of our staff; our ability to exploit new technologies to improve and expand the reach of our services; and our reputation as a strong collaborative partner.

# SUMMARY OF FINANCIAL PERFORMANCE

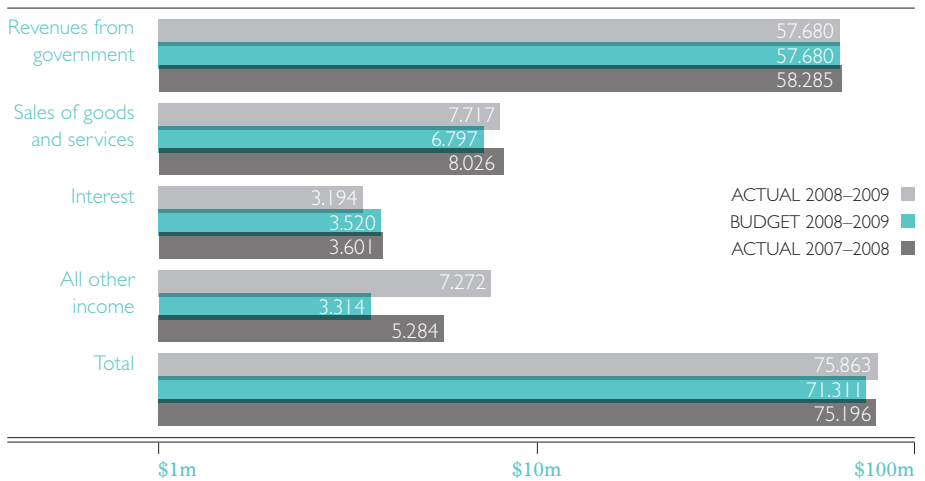
## OPERATING OUTCOME

During 2008–2009 income, including revenue from government, amounted to \$75.863 million and expenses were \$70.056 million, resulting in a net surplus of \$5.807 million.

## INCOME

Total income of \$75.863 million for 2008–2009 was \$4.552 million above budget and compared with total actual income of \$75.196 million for 2007–2008. Figure 1.1 shows a comparison of income across items against budget for the 2008–2009 and 2007–2008 financial years.

**Figure 1.1** Income, 2008–2009 and 2007–2008



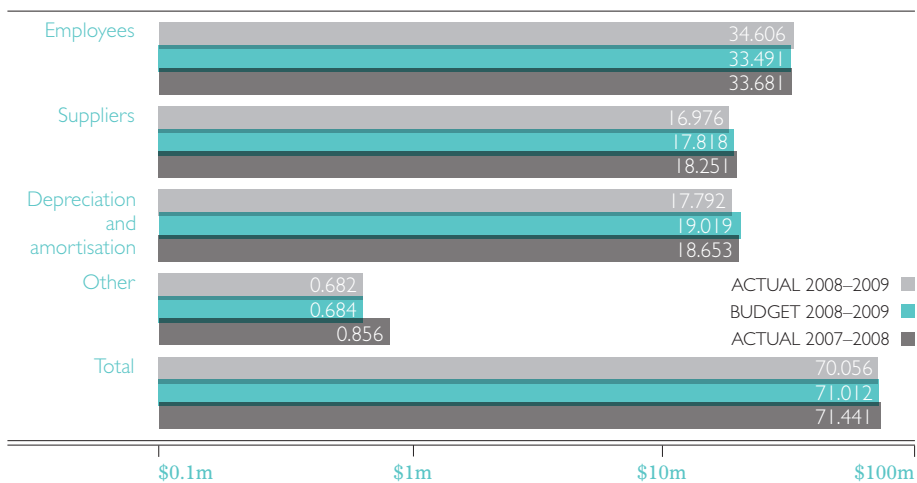
Note: A logarithmic scale is used.

The variations between financial years relate to decreases in interest revenue of \$0.407 million, sales of goods and services of \$0.309 million and in (appropriation) revenue from government of \$0.605 million, and an increase in other income of \$1.988 million. The reduction in interest revenue is primarily the result of reduced deposit rates received during 2008–2009. The reduction in appropriation revenue largely reflects the reduction in government funding for depreciation for the film and video collection of \$0.372 million as a consequence of this collection being transferred to the National Film and Sound Archive, with effect 1 July 2008. The increase in other revenue is largely due to the receipt of two grants totalling \$1.8 million from the Department of Families, Housing, Community Services and Indigenous Affairs, with the funding to be used in future financial years.

## EXPENSES

Total expenses of \$70.056 million were \$0.956 million below budget and \$1.385 million less than 2007–2008 expenditures. Figure 1.2 shows a comparison of expenditure across items and against budget for the 2008–2009 and 2007–2008 financial years.

**Figure 1.2 Expenses, 2008–2009 and 2007–2008**



The variation between financial years of \$1.385 million in operating expenses primarily relates to increased employee expenses (\$0.925 million), which is largely the result of pay increases, the recognition of additional long-service leave expenses (\$0.515 million) as a consequence of a reduction in the long-term bond rate compared with the previous year; offset by a small reduction in staff numbers (nine average staffing level); a reduction in supplier expenses (\$1.275 million); and depreciation and amortisation expenses (\$0.861 million). Of the \$0.861 million variance between years for depreciation and amortisation expenses, the transfer of the film and video collection to the National Film and Sound Archive contributed \$0.375 million to the variance.

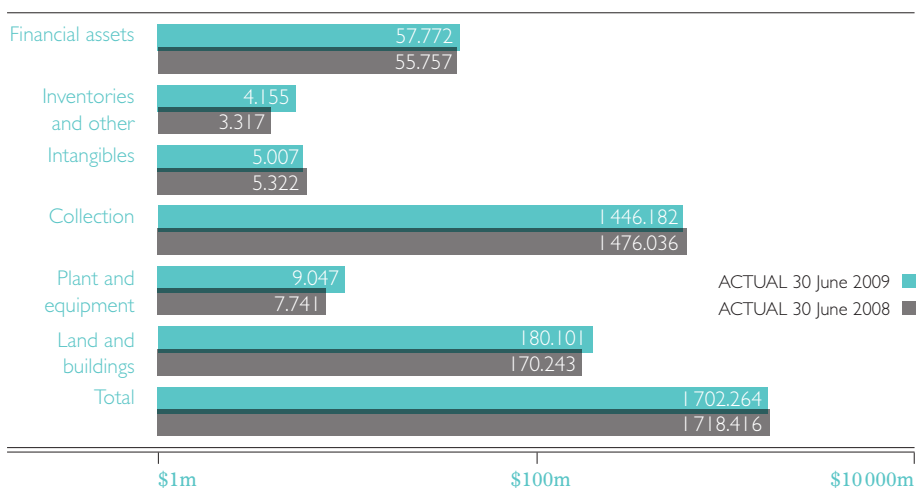
## EQUITY

The Library's total equity reduced by \$15.873 million to \$1 686.274 million in 2008–2009. The net reduction was a result of an equity injection (\$1.030 million) for collection acquisition; a net revaluation decrement (\$14.049 million) following the revaluation of the Library's land, buildings and collections; the transfer of the film and video collection to the National Film and Sound Archive (\$8.661 million); and the net operating result (\$5.807 million) for 2008–2009.

## TOTAL ASSETS

Figure 1.3 shows that the total value of the Library's assets decreased by \$16.152 million to \$1702.264 million in 2008–2009.

**Figure 1.3 Total assets, 2008–2009 and 2007–2008**



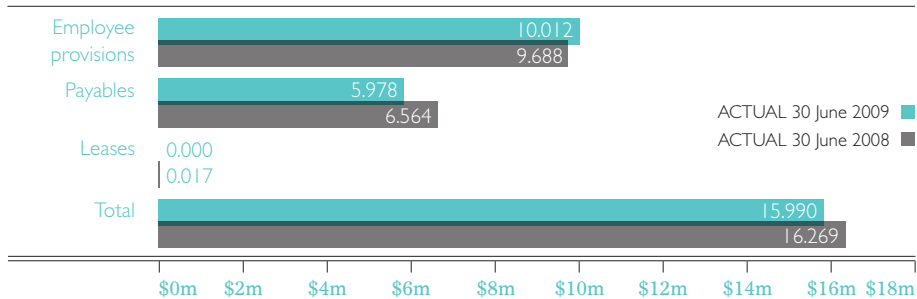
Note: A logarithmic scale is used.

The reduction in non-financial assets (\$18.717 million) was largely the result of the revaluation of the Library's land, buildings and collections (a decrement of \$14.049 million), the transfer of the film and video collection to the National Film and Sound Archive (\$8.661 million), and the net difference between current year assets acquisitions and current year depreciation expenses (\$3.880 million). In addition, there were minor movements in the value of inventories (\$0.064 million) and the value of prepaid supplier expenses (\$0.224 million). The increase in financial assets (\$2.015 million) relates to an increase in receivables (\$0.511 million), an increase in cash at bank (\$3.227 million), and a small decrease in investments (\$0.897 million).

## TOTAL LIABILITIES

As Figure 1.4 shows, the Library's total liabilities decreased by \$0.279 million from last financial year to \$15.990 million.

Figure 1.4 Total liabilities, 2008–2009 and 2007–2008

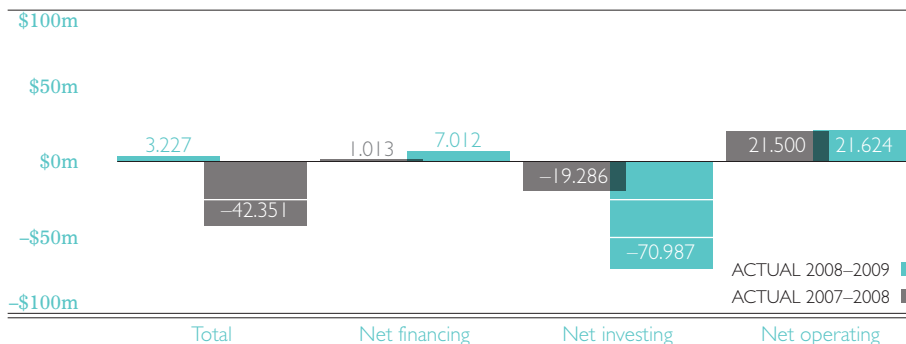


The main changes in liabilities relate to a decrease in supplier payables (\$0.629 million) and grants payable (\$0.010 million), an increase in employee provisions (\$0.324 million), a reduction in lease liabilities (\$0.017 million), and a minor increase in other payables (\$0.053 million).

## CASH FLOW

Overall, in 2008–2009 there was an increase in the Library's cash balance, which increased by \$3.227 million to \$7.198 million as at 30 June 2009. Figure 1.5 shows a comparison of cash flow items for 2008–2009 and 2007–2008.

Figure 1.5 Net cash flow, 2008–2009 and 2007–2008



The \$0.124 million decrease in net operating activities reflects the comments made under 'Income' and 'Expenses'. The \$51.701 million decrease in net investing activities primarily reflects the movement of funds from cash at bank to investments (\$48.493 million) and a reduction in the investment in property, plant, equipment and intangibles (\$3.208 million). The reduction in the investment in property, plant, equipment and intangibles is largely the result of expenditure on the podium refurbishment project during 2007–2008. The reduction in net cash (\$5.999 million) from financing activities reflects the receipt of \$5.874 million for the podium restoration project in 2007–2008.

## RESOURCE STATEMENT AND TABLE

The agency resource statement provides information about the various funding sources that the Library may draw on during the year (Table 1.1). The table reconciles the final use of all resources in cash terms by identifying the actual available appropriation for 2008–2009, including carried forward cash reserves, and comparing this with the actual payments made net of GST payments and receipts. Table 1.2 shows the total resources for Outcome 1 in 2008–2009.

Table 1.1 Agency resource statement

	Actual available appropriations for 2008–2009 (\$'000)	Payments made (\$'000)	Balance remaining (\$'000)
	(a)	(b)	(a–b)
<i>Ordinary annual services</i>			
Opening balance/reserve at bank	53 387	(1 845)	55 232
Departmental appropriation <sup>a</sup>	57 680	57 680	–
Receipts from independent sources	14 606	14 606	–
<b>Total ordinary annual services</b>	<b>125 673</b>	<b>70 441</b>	<b>55 232</b>
<i>Other services</i>			
<i>Departmental non-operating</i>			
Equity injection <sup>b</sup>	1 030	1 030	–
<b>Total other services</b>	<b>1 030</b>	<b>1 030</b>	<b>–</b>
<b>Total resourcing and payments</b>	<b>126 703</b>	<b>71 471</b>	<b>55 232</b>

Notes:

All figures are GST exclusive. Receipts from independent sources reflect the actual receipts received during the 2008–2009 financial year and are higher than the budgeted figure of \$11 036 000. The remaining balance of opening balance/reserve at bank is net of GST cash flows and cash received on behalf of others totalling \$485 000.

The Library is not directly appropriated as it is a *Commonwealth Authorities and Companies Act 1997* body. Appropriations are made to the Department of the Environment, Water, Heritage and the Arts, which are then paid to the Library and are considered 'departmental' for all purposes.

<sup>a</sup> Appropriation Bill (No. 1) 2008–09

<sup>b</sup> Appropriation Bill (No. 2) 2008–09

Table 1.2 Outcome 1: total resources, 2008–2009

	Budget (\$'000)	Actual (\$'000)	Variation to budget (\$'000)
<i>Output 1.1—The collection</i>			
Departmental output	35 536	35 536	–
Revenues from other sources	5 371	7 873	2 502
<b>Subtotal for Output 1.1</b>	<b>40 907</b>	<b>43 409</b>	<b>2 502</b>
<i>Output 1.2—Information services</i>			
Departmental output	20 794	20 794	–
Revenues from other sources	3 291	5 682	2 391
<b>Subtotal for Output 1.2</b>	<b>24 085</b>	<b>26 476</b>	<b>2 391</b>
<i>Output 1.3—Collaborative services</i>			
Departmental output	1 350	1 350	–
Revenues from other sources	4 969	4 628	–341
<b>Subtotal for Output 1.3</b>	<b>6 319</b>	<b>5 978</b>	<b>–341</b>
<b>Total resources for Outcome 1<sup>a</sup></b>	<b>71 311</b>	<b>75 863</b>	<b>4 552</b>
Average staffing level (number)	430	432	2

<sup>a</sup> Total revenue from government and other sources.

Note: The budget is as published in the Portfolio Budget Estimates Statements 2008–2009, page 291.





Max Dupain (1911–1992)

*Conference Room at the National Library of Australia* 1968

black and white photograph; 37.3 × 50.0 cm

Pictures Collection, nla.pic-vn4317941-s10

I ransack public libraries,  
& find them full of  
sunk treasure.

Virginia Woolf

From the exhibition *Treasures Gallery 2010: A Preview*,  
22 April–19 July 2009

**PART 2**  
CORPORATE  
OVERVIEW



Craig Mackenzie (b.1969)

National Library of Australia Conference Room, 2009

Located on the fourth floor of the Library building, the Conference Room today hosts a range of meetings, events and functions. This year, the Conference Room was the venue for presentations by the Library's Harold White Fellows and the winner of the inaugural Prime Minister's Literary Award for non-fiction, Dr Philip Jones.

## ROLE

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

- a to maintain and develop a national collection of library material, including a comprehensive collection of library material relating to Australia and the Australian people;
- b 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;
- c 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; and
  - iii the Territories; and
  - iv the Agencies (within the meaning of the *Public Service Act 1999*);
- d to co-operate 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 Environment, Water, Heritage and the Arts portfolio with responsibilities for collecting Australian cultural heritage materials and making them available to the Australian public. The Hon. Peter Garrett AM, MP, the Minister for the Environment, Heritage and the Arts is the Minister responsible for the Library. The affairs of the Library are conducted by the National Library Council, with the Director-General as chief executive officer and member of the Council.

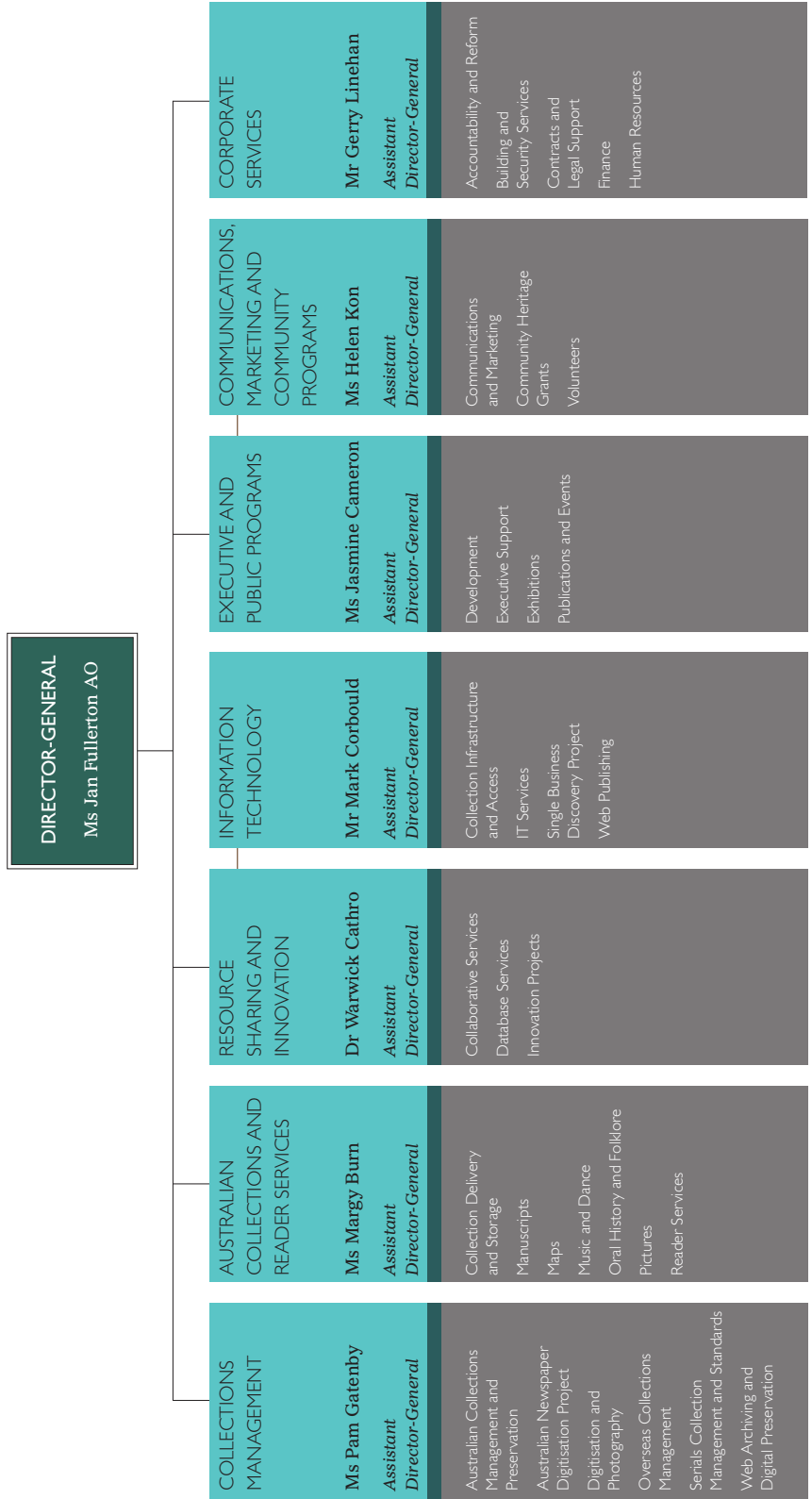
## LEGISLATION

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*, which provides the reporting and accountability framework.

## ORGANISATION

The Library's senior management structure comprises the Director-General and seven Assistant Directors-General. Figure 2.1 describes the organisational and senior management structure at 30 June 2009 (page 22).

Figure 2.1 Organisational structure, 30 June 2009

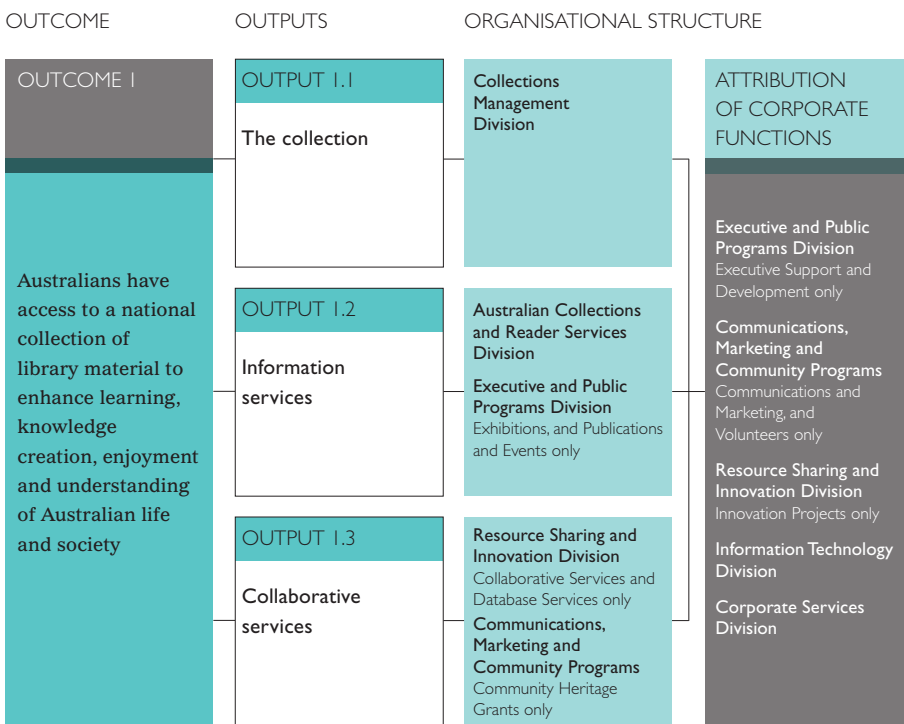


# OUTCOME AND OUTPUT STRUCTURE

The Library is funded by the Australian Government to achieve one agreed outcome through a number of outputs.

Figure 2.2 shows the relationship between Outcome 1, the contributing outputs and the organisational structure. Financial details by outcome, outputs and output groups are provided in Table 1.2 on page 17.

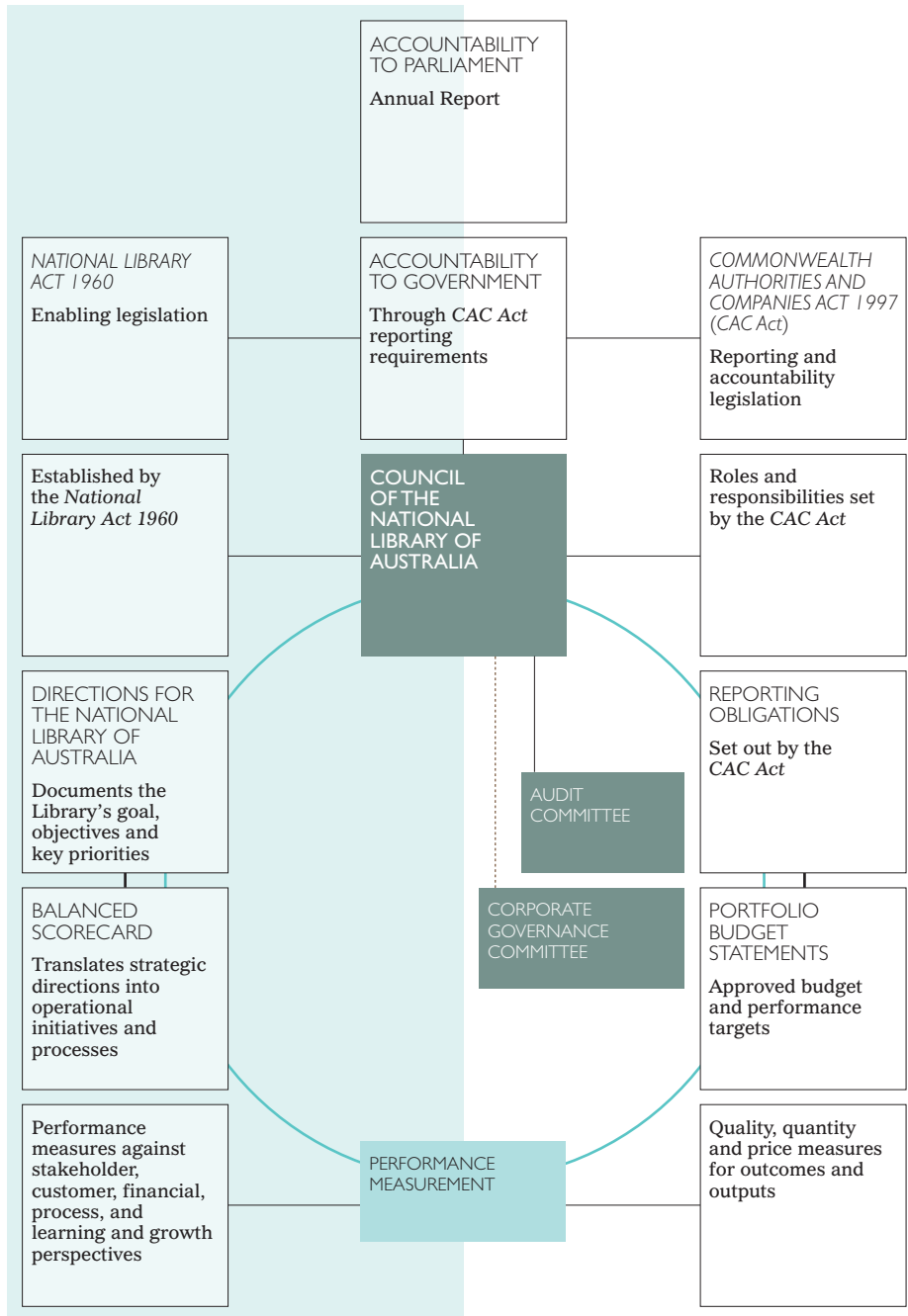
**Figure 2.2 Outcome 1: outputs and organisational structure, 2008–2009**



# CORPORATE GOVERNANCE

Figure 2.3 shows the key elements of the Library's corporate governance structure.

Figure 2.3 Corporate governance structure



## THE 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 2009 there were four vacancies on the Council. Appendix A lists the Council members and their attendance at Council meetings for 2008–2009.

In addition to general administrative and financial matters, in 2008–2009 the Council considered a range of specific issues. Among them were:

- strategic directions for 2009–2011
- emerging technologies
- new acquisitions
- the Treasures Gallery
- management and online delivery of the Oral History and Folklore Collection
- digital preservation
- Community Heritage Grants program
- international collaboration
- trends and activities in the Library for 2008–2009.

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

### The Audit Committee

The Audit Committee has the following roles:

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

The Audit Committee comprises a minimum of three non-executive Council members; the Director-General also attends Audit Committee meetings. Details of Audit Committee membership and meeting attendance can be found at Appendix A.

In 2008–2009, the Audit Committee considered a range of matters. Among them were:

- financial statements for 2007–2008
- report on the Library's legal services for 2007–2008
- Audit Committee annual report for 2007–2008
- internal assessment of Audit Committee performance
- Australian National Audit Office 2008–2009 financial statements audit strategy



- risk management and business continuity in the Library
- annual report on fraud management
- annual report on contract management and training
- Library investments
- compliance report for 2007–2008
- Auditor-General reports—report on action taken in respect of recommendations from the Australian National Audit Office
- draft internal audit plan for 2009–2010
- internal audit schedule for 2008–2009
- internal audits of:
  - goods and services tax and fringe benefits tax compliance
  - information technology strategic planning
  - sales and distribution, and bookshop annual stocktakes
  - digital collection management and preservation
  - online shop user acceptance testing guidelines
  - control framework assessment
  - registers of portable attractive items
  - password management controls
  - budgeting.

## The Corporate Governance Committee

The Corporate Governance Committee has the following roles:

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

The Committee comprises three non-executive Council members—the Chair, the Deputy Chair and the Chair of the Audit Committee—and has the power to co-opt non-executive Council members from time to time. Appendix A lists the Corporate Governance Committee members and meeting attendance details for 2008–2009.

## THE CORPORATE MANAGEMENT GROUP

The Corporate Management Group, consisting of the Director-General and seven senior executive 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. The group meets weekly.

A number of cross-organisational committees advise the Corporate Management Group in key areas such as workforce planning, information technology, collection development, events and education, exhibitions and publications.

## THE 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 adoption in 2000–2001, the Balanced Scorecard has proven to be a successful performance management tool that is well accepted by staff and other stakeholders, including the Council. All scorecard achievements, initiatives and targets are reviewed regularly as part of the strategic management setting and monitoring processes.

## THE RISK MANAGEMENT FRAMEWORK

The Library's Risk Management Framework provides effective tools for management and staff to use in the ongoing identification, evaluation and response to risks that may affect the collections, core business functions or strategic decision-making. The Library's Risk Management Register is central to this framework and as a consequence is subject to annual review. The register lists all identified risks to the organisation. These are managed through established mitigating planning processes, including the Collection Disaster Plan, the Information Technology Disaster Recovery Plan, the Business Contingency Plan for Critical Building Systems, and the Business Continuity Plan. The Balanced Scorecard performance reporting tool also provides a means through which the Corporate Management Group can monitor major project risks.

In July 2008 the Library commenced a comprehensive review of its risk management policies and procedures to bring them in line with current standards. A protective security risk review was completed in March 2009, resulting in further improvements to the Library's security regime.

The issue of risk management has ongoing significance for the Library's Emergency Planning Committee—a group of senior staff representing interests across the Library and providing a clear control structure to measure and discuss risks. New and emerging risks are continuously identified and monitored by the Emergency Planning Committee.

# PUBLIC ACCOUNTABILITY

## EXTERNAL AND INTERNAL AUDIT

The Library's Audit Committee met three times during 2008–2009 to consider external and internal audit reports.

### Australian National Audit Office Reports

The following Australian National Audit Office reports contain Auditor-General recommendations that were implemented by the Library throughout the reporting period:

2004–2005

- No. 59, Safe and Accessible National Collections

2007–2008

- No. 31, Management of Recruitment in the Australian Public Service
- No. 37, Management of Credit Cards
- No. 41, Management of Personnel Security: Follow-up Audit

2008–2009

- No. 13, Government Agencies' Management of Their Websites
- No. 21, The Approval of Small and Medium Sized Business System Projects
- No. 25, Green Office Procurement and Sustainable Office Management.

### Internal Audit Reports

During 2008–2009, the Audit Committee considered a number of internal audit reports. These are listed on page 26.

## PARLIAMENTARY COMMITTEES AND GOVERNMENT INQUIRIES

During 2008–2009 the Library lodged a submission with the Joint Committee of Public Accounts and Audit Inquiry into the Effects of the Ongoing Efficiency Dividend on Smaller Public Sector Agencies.

## MINISTERIAL DIRECTIONS

Under section 48A of the *Commonwealth Authorities and Companies Act 1997*, the Finance Minister may make General Policy Orders specifying a general policy of the Australian Government that is to apply to the Library provided the Finance Minister is satisfied that the Minister for the Environment, Heritage and the Arts has consulted the Library on the application of the policy. No General Policy Orders applying to the Library were made during

2008–2009. However, the Library received a Charter of Operations from the Minister and has responded with a statement of how it will fulfil the Charter. General policies of government that apply to the Library under Section 28 of the *Commonwealth Authorities and Companies Act 1997* are the Foreign Exchange Risk Management Policy, Australian Government Cost Recovery Guidelines and National Code of Practice for the Construction Industry.

## LEGAL ACTION

In 2008–2009 action continued on the claim lodged in the ACT Supreme Court in 2003 on behalf of Wagdy Hanna and Associates Pty Ltd, which is seeking damages from the Library for an alleged breach of contract in respect of a 1996 tender process for one of the Library's offsite storage facilities. The court proceedings were held in December 2008, with Justice Refshauge reserving his decision.

## THE OMBUDSMAN

No issues relating to the Library were referred to the Commonwealth Ombudsman during 2008–2009.

## FREEDOM OF INFORMATION

The Library received no formal requests for access to documents under the *Freedom of Information Act 1982* during 2008–2009. The Library's freedom of information statement is at Appendix D.

## INDEMNITIES AND INSURANCE PREMIUMS

Directors and officers of the Library are indemnified under the existing Comcover insurance coverage. Insurance premiums cover general liability; directors' and officers' indemnity; property loss, damage or destruction; business interruption and consequential loss; motor vehicles; personal accidents; and official travel overseas.

The Library's 2008–2009 insurance premium received an 8.9 per cent discount. This is a result of its overall risk management performance as measured by Comcover's 2008 Risk Management Benchmarking Survey. The Library also received an honourable mention in the Comcover Awards for Excellence in Risk Management 2008.

Under the terms of the insurance schedule of cover, the Library may not disclose its insurance premium price.

## SOCIAL JUSTICE AND EQUITY

The Library serves a culturally and socially diverse Australian community and aims to make its collections accessible to all. The Library's collections consist of more than 10 million items, including material in over 300 languages collected from around the world. 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 provides all Australians with the opportunity to access documentary resources of national significance in accordance with the *National Library Act 1960*. In particular, during 2008–2009 the Library:

- provided an increasing range of collection items, events and services to Australians through its website. For example:
  - the Australian Newspapers service provides remote access to newspaper resources
  - all Australian residents can register online for a Library card and access a range of electronic journals and databases
  - the Library's program of webcasts, whereby recordings of events are made available online, was expanded
- installed the magnifying MyReader2 auto-reader for people with limited vision in the Main Reading Room
- arranged Library tours and reader education programs for community groups. Events and Education staff provided five tours for a total of 133 people from culturally and linguistically diverse backgrounds; in addition, Pictures staff provided two tours of natural history illustrations for groups that included mobility-impaired visitors
- contributed the content for a joint Vision Australia/ABC audio book titled *Drover's Stories: Life in the Long Paddock*
- facilitated access to collections for Indigenous people, including a group of Aboriginal curators and film-makers who visited the Library to use maps, photographs and oral history interviews about the Canning Stock Route
- helped community organisations—including geographically isolated and culturally diverse groups—preserve nationally significant cultural heritage collections through the Community Heritage Grants program
- supported community-based literacy projects, including the Indigenous Literacy Project, Children's Book Week, Books Alive and the National Simultaneous Storytime
- continued to work collaboratively with National and State Libraries Australasia to improve library services for Indigenous people through the National Policy Framework for Indigenous Library Services and Collections
- engaged Vision Australia to assess use of the Library's web services by those with a visual impairment; recommendations from this review are being progressively implemented
- supported eight charities through the National Library Workplace Giving Scheme, an initiative that commenced in February 2008. As at 30 June 2009, 6 per cent of staff were contributing to the scheme, with more than \$16 000 donated.

## SERVICE CHARTER

The Library's Service Charter sets out its commitment to users, the standards of service users can expect, and the mechanisms for providing feedback or making a complaint. The Service Charter is available on the Library's website and as a print publication.

Overall adherence to the standards in the Service Charter is reported on in 'Output 1.2: Information Services' (pages 61–5). During 2008–2009 the Service Charter standards were met as follows:

- 96 per cent of reference inquiries were answered within standards (target: 95 per cent)
- 90 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 99.94 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 its website. This year, 205 formal compliments and 77 formal complaints were received from users (see Tables 2.1 and 2.2).

**Table 2.1 Compliments received, 2008–2009**

Subject	Number	Nature
The collection	19	<ul style="list-style-type: none"> <li>• Quality of collection material</li> <li>• Appreciation of remote access availability of collection material</li> </ul>
Information services to individuals	139	<ul style="list-style-type: none"> <li>• Quality, professionalism and responsiveness of staff</li> <li>• Quality and speed of response to inquiries and delivery of collection material</li> <li>• Quality of assistance and availability of resources in special collection areas</li> </ul>
Online services	20	<ul style="list-style-type: none"> <li>• Quality of the website, Australian Research Online (formerly ARROW Discovery Service), Picture Australia and Australian Newspapers service</li> </ul>
Public programs	24	<ul style="list-style-type: none"> <li>• Quality of tours and support provided for educational visits</li> <li>• Quality of events programs</li> <li>• Quality of publications</li> <li>• Appreciation of caption details in exhibitions</li> <li>• Quality and organisation of the Community Heritage Grants program</li> </ul>
Facilities and support	3	<ul style="list-style-type: none"> <li>• Quality of venue hire services and support for events</li> <li>• Quality of service and professionalism of <i>bookplate</i> cafe</li> </ul>
<b>Total</b>	<b>205</b>	

In addition, this year informal compliments were received from participants in conferences, forums and tours organised by the Library and contributors to events and publications.

Table 2.2 Complaints received, 2008–2009

Subject	Number	Nature
The collection	12	<ul style="list-style-type: none"> <li>• Concern about perceived censoring of Library material</li> <li>• Confusion around cataloguing and holdings information provided for some collection material</li> <li>• Misconception relating to Library bidding at auction for collection material</li> <li>• Concern about the release of personal letters and their subsequent publication by a newspaper</li> <li>• Misunderstanding relating to a declined offer of collection material</li> <li>• Misunderstanding relating to use of collection material to gain a perceived profit</li> </ul>
Information services to individuals	14	<ul style="list-style-type: none"> <li>• Concern about delays, misunderstandings and perceived lack of assistance relating to requesting/receiving/reserving/discharging material</li> <li>• Concern about a perceived breach of confidentiality</li> <li>• Concern about removal of a title from display in the Main Reading Room</li> <li>• Concern about a phone request for material to be reserved that was delayed during a PABX outage</li> </ul>
Online services	5	<ul style="list-style-type: none"> <li>• Concern about access to e-resource material</li> <li>• Concern about restricted access to some websites</li> <li>• Concern about wireless and internet access availability on occasions</li> </ul>
Public programs activities	8	<ul style="list-style-type: none"> <li>• Concern about caption information relating to exhibitions</li> <li>• Concern about confusing information relating to opening hours and events on the website</li> <li>• Concern about changed publishing arrangements</li> <li>• Concern about potential use of material for commercial gain</li> <li>• Concern about inappropriate behaviour by a participant in a Library event</li> </ul>
Facilities and support	38	<ul style="list-style-type: none"> <li>• Quality and temperature of the airconditioning in some of the reading rooms</li> <li>• Bag restrictions in the reading rooms</li> <li>• Poor state of photocopiers in the reading rooms</li> <li>• Users engaged in noisy and inappropriate behaviour</li> <li>• Concern about inappropriate external signage</li> <li>• Concern about slow maintenance of the ATM machine</li> <li>• Concern about heavy doors restricting access to the exhibition gallery</li> <li>• Concern about maintenance undertaken in some public areas</li> <li>• Concern about absence of visibility markers on large glass areas</li> <li>• Concern about handling of some security incidents</li> <li>• Concern about restricted weekend opening hours of the Library, special collections reading rooms and the <i>bookplate</i> cafe, particularly on Sundays</li> </ul>
<b>Total</b>	<b>77</b>	

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

## CONSULTANCY SERVICES

The Library entered into 35 new consultancy contracts during 2008–2009, at a total actual expenditure of \$462 447 (inclusive of GST). In addition, 11 ongoing consultancy contracts were active during the same period, involving total actual expenditure of \$439 474. The consultants were selected in accordance with processes described in the Library's Procurement Guidelines. Major consultancies involved software design and development, and the architectural design and superintendent activities for the Treasures Gallery. Two architectural design and project management consultancies were associated with the food services refurbishments on the Ground and Lower Ground Level 1 floors. Appendix F lists consultancies with an individual value of \$10 000 or more.

## ADVERTISING AND MARKET RESEARCH

In 2008–2009 the advertising and market research organisations shown in Table 2.3 were contracted for amounts in excess of \$10 900 to provide non-recruitment and non-tender advertising and market research services at a total cost of \$131 749 (inclusive of GST).

**Table 2.3 Advertising and market research organisations contracted, 2008–2009**

Organisation	Cost (\$)	Purpose
hma Blaze	\$36 973	Newspaper advertising promoting the Library
John Fairfax Media	\$21 164	Newspaper advertising promoting Library exhibitions
Prime TV	\$36 300	Television advertising promoting Library exhibitions
Stamford Interactive	\$25 198	Survey of catalogue usability
WIN Television	\$12 114	Television advertising promoting Library exhibitions
<b>Total</b>	<b>\$131 749</b>	



# CORPORATE MANAGEMENT

Corporate management broadly covers people and asset management. Along with these functions, the Library plays a part in corporate management across other collecting and portfolio agencies through its participation in the Corporate Management Forum.

## PEOPLE MANAGEMENT

### Workforce Planning

The Workforce Planning Committee, which meets quarterly, oversees the development and implementation of the Library's Strategic Workforce Plan and workforce planning initiatives. The Strategic Workforce Plan was reviewed and updated during 2008–2009 in response to changes in workforce demographics and the Library's operating environment and strategic directions.

Improving recruitment capability was a key focus for 2008–2009, with the procurement of an e-recruitment system that will be fully implemented by 2009–2010. Complementing this will be improvements to the Library's advertising approach, along with training for staff in recruitment and selection processes.

As in previous years, Library staff participated in the annual Australian Public Service Commission's State of the Service Employee Survey. The Library scored exceptionally well in several areas, including employee perceptions of agency management, effective communication with senior leaders, the agency being a good place to work, respect within work groups, employees motivated to do the best work possible, understanding of how individual jobs contribute to team roles, low levels of harassment and bullying, and employees working to their full potential. Most employees would recommend the Library as a good place to work.

### Industrial Democracy: Collective and Workplace Agreements

The terms and conditions of employment for Library staff are provided for through the *National Library of Australia Collective Agreement 2007–2010*, Australian Workplace Agreements (AWAs), and *Public Service Act 1999* Section 24(1) Determinations. AWAs ceased being offered to staff in 2008.

The Library's Consultative Committee continues to serve as an effective forum for consultation and discussion among management, staff and unions. The committee met five times during 2008–2009, discussing a range of matters such as healthy work–life initiatives, policies, employee survey results, energy savings and Collective Agreement issues.

## Remuneration (Including Non-salary Benefits)

The Director-General's remuneration is determined by the Council in accordance with the Principal Executive Office Classification Structure and Terms and Conditions. At 30 June 2009, all seven senior executive service (SES) staff continued to have their terms and conditions of employment determined through AWAs, which include non-salary benefits such as access to mobile phones and vehicles. An additional 72 staff were also covered by AWAs. The remaining 404 staff were covered by the *National Library of Australia Collective Agreement 2007–2010*. Of these, 19 received enhanced benefits through *Public Service Act 1999* Section 24(1) Determinations.

Remuneration for SES officers and non-SES staff above that which is provided for in the Collective Agreement is determined by the Director-General after consultation between the employee and the relevant Assistant Director-General. Table 2.4 shows the salary ranges for classifications below SES level and the number of Library employees at each level.

**Table 2.4 Salary ranges below SES level and number of employees, 30 June 2009**

Classification	Salary range (\$)	Number of employees
APS 1	35 455–39 185	0
APS 2	40 126–45 576	62
APS 3/Graduate	45 703–50 410	82
APS 4	50 937–55 524	77
APS 5	56 814–60 569	77
APS 6	61 362–84 759	80
EL 1	78 481–106 022	72
EL 2	90 451–119 905	26

All ongoing and longer-term non-ongoing staff participate in the Library's Performance Management Framework. Performance pay is linked to the level of achievement against individual performance agreements.

## Fraud Risk Assessment and Fraud Control

The Library is required to review and update its Fraud Risk Assessment and Fraud Control Plan every two years. This was undertaken in 2007–2008. Under the Library's Fraud Management Policy, all staff must be aware of their responsibilities in relation to preventing, detecting, reporting and investigating fraud against the Commonwealth. To achieve this, the Library's Corporate Management Group agreed that fraud awareness training be mandatory for all staff. Consequently, during 2008–2009 a series of training sessions was provided to those staff who had not attended such training in the past four years.

The Library also has in place fraud prevention, detection, investigation, reporting and data-collection procedures and processes which, together with the Fraud Risk Assessment and Fraud Control Plan, meet the specific needs of the Library and comply with the *Commonwealth Fraud Control Guidelines 2002*.

## Ethical Standards

The *National Library of Australia Collective Agreement 2007–2010* endorses the Library's commitment to, and compliance with, the APS Code of Conduct and Values. Corporate induction sessions have continued to promote the APS Code of Conduct and Values.

The Performance Management Framework Policy reinforces these standards and assessments are conducted every six months for all staff. The Fraud Management Policy was also promoted at corporate induction and other specific training sessions during 2008–2009.

The Library is a member of the newly formed Ethics Contact Officer Network, which was established following the launch of the Ethics Advisory Service by the Australian Public Service Commission in May 2009. Staff have been encouraged to use the service to discuss any concerns they have regarding ethical issues.

## Disability Strategy

The Library continues to meet the Australian Government's guidelines in relation to the *Disability Discrimination Act 1992*. It maintains a Disability Action Plan that ensures Library staff or users with a disability are not disadvantaged. Under the Commonwealth Disability Strategy Performance Reporting Framework, the Library is covered by the categories of provider, employer and purchaser. The Library's Disability Action Plan sets out specific actions to maintain and enhance its roles under these categories. The Library reports on the employer role activities through the Australian Public Service Commission's State of the Service Agency Survey.

The Library has a Disability Charter that requires the Disability Contact Officer to:

- provide support within the workplace to people with a disability
- act as a point of referral on workplace disability issues for all employees and to act as an employee advocate on disability issues
- encourage an awareness of workplace disability issues.

Library recruitment policies and selection processes accommodate those with a disability, as do training and development activities. The Library continued to use the services of a disability employment organisation to support staff with a disability in the workplace. Special office equipment and furniture are available for staff with a short or long-term disability. Staff with a disability may have reserved parking allocated to them, and a recently refurbished wheelchair ramp provides access to the building for staff and users.

The Library's Service Charter aims to provide innovative, responsive and effective services to meet the needs of users. The Library welcomes suggestions and comments from users and ensures this feedback is responded to within one week.

## Workplace Diversity

At 30 June 2009, 69 per cent of Library staff were female and approximately 25 per cent of staff identified themselves as being from a culturally and linguistically diverse background. The Library's Workplace Diversity Program was supported through the continuation of the Mature Age Staff Strategy, appropriate recruitment and selection processes, and participation in the Australian Public Service Commission's Indigenous Graduate Program.

## Occupational Health and Safety

The Library continues to achieve high standards of occupational health and safety performance in its day-to-day operations, and fulfils its duty of care to staff through the provision and maintenance of a safe and healthy working environment. The safety of contractors, users and members of the public is also of prime consideration.

The Library has a strong commitment to achieving better workplace health, safety and rehabilitation through agreed targets, which include:

- a reduction in workplace injuries
- no fatalities
- a reduction in the average number of weeks lost due to injury or illness
- a reduction in the average number of weeks taken before return-to-work activity begins.

An assessment of the Library's occupational health and safety management system was conducted in 2007–2008. The assessment identified actions required to ensure compliance with the *Occupational Health and Safety Act 1991*. During 2008–2009 significant work was undertaken to respond to this report, in particular activities surrounding the Library's risk management processes. A tailored and structured occupational health and safety hazard identification, risk assessment and risk control process was developed, and ongoing workplace assessments continued.

Following amendments to the *Occupational Health and Safety Act 1991*, the Library developed Health and Safety Management Arrangements in consultation with staff under Section 16(2)(d) of the Act. These arrangements are one of the main mechanisms by which the Library demonstrates its commitment to its duty of care under the Act.

Two committees assist in monitoring occupational health and safety activities within the Library: the Health and Safety Committee, which comprises management and health and safety representatives, and the First Aid Committee. Particular attention has been paid to establishing regular training for managers and supervisors on their role in maintaining a safe and healthy workplace.

The effective management of staff with an injury or medical condition is strongly promoted to minimise workers' compensation premiums and to achieve the best outcomes for staff.

The Library continued its strong focus on positive health initiatives. In October 2008 the Library participated in Safe Work Australia Week, which encouraged staff to become involved in workplace safety to reduce the potential for injury and illness.

In December 2008 the Library celebrated Health Week, which aimed to raise staff awareness of a range of health and fitness activities to promote a healthy workforce. The activities included individual health assessments, wellness seminars and physical activity sessions such as Pilates, boxercise and walking.

Exercise classes, conducted by qualified instructors, are available onsite for staff twice a week on a user-pays basis. Tailored programs have also been provided to address specific workplace conditions within the Library. In May 2009 the Library offered staff influenza vaccinations onsite.

There was a strong focus during 2008–2009 on supporting staff with mental health issues. This has included the provision of training for managers and first aid officers in supporting staff with mental health issues.

Library staff continued to have access to an employee assistance program, which provides free professional counselling to employees and members of their immediate families. The program also offers a managers' hotline and provides access to an extensive library of informative resources.

In 2008–2009 the Library further reduced its Comcare premium rate, and has consistently achieved lower premium rates compared with all agencies combined since 2005–2006. Since this time its premium has reduced by more than 53 per cent and it currently stands at 77.9 per cent of the Service-wide average. The improvement in the premium rate is the result of significant reductions in both claim frequency and estimated lifetime claim costs since 2004.

**Table 2.5 Premium rates for injuries suffered, 2005–2006 to 2008–2009  
(as a per cent of wages and salaries)**

Premium rates	2005–2006 (%)	2006–2007 (%)	2007–2008 (%)	2008–2009 (%)
National Library of Australia	2.29	1.73	1.09	1.06
All agencies combined (for comparison)	1.77	1.77	1.55	1.36
National Library of Australia as a per cent of all agencies	129.40	97.70	70.30	77.90

**Table 2.6** Reporting requirements under the *Occupational Health and Safety Act 1991*

Section 68 occurrences	Notification and reporting of accidents and dangerous occurrences	There were three notifications under Section 68 of the Act
Section 45 directions	Power to direct that workplace, etc. not be disturbed	No directions were issued under Section 45 of the Act
Section 29 notices	Provisional improvement notices	No notices were issued under Section 29 of the Act
Section 30 notices	Duties of employers in relation to health and safety representatives	No notices were issued under Section 30 of the Act
Section 41 investigations	Investigations addressing non-compliance and possible breaches	No investigations were reported under Section 41 of the Act
Section 46 notices	Power to issue prohibition notices	No notices were issued under Section 46 of the Act
Section 47 notices	Power to issue improvement notices	No notices were issued under Section 47 of the Act

## ASSET MANAGEMENT

### Plant and Equipment

The Asset Management Committee continued to play a central role in whole-of-life plant and equipment management within the Library. The committee oversees the Library's asset management plan and coordinates asset-acquisition programs for each financial year. It also develops and monitors a three-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 2008–2009 include the purchase of information technology network infrastructure equipment, a horizontal book delivery system, photocopiers and printers.

The total value of the plant and equipment at 30 June 2009 was \$9.047 million.

### 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 \$1 455.229 million.

### Land and Buildings

The Library's land and buildings are valued at \$180.101 million and encompass the main building located in the Parliamentary Zone and the repository at Hume. The major components of these assets are managed by the Building Works Coordination Committee.

The committee uses a long-term strategic management plan to set the direction for the building works, including a 15-year forward maintenance program and a five-year building capital works plan, both of which are reviewed annually.

In December 2008 the Library developed a Strategic Building Master Plan to guide future refurbishments. The plan provides direction for Library facility planning and outlines estimated costs associated with the proposed works. It endeavours to separately group together staff spaces, public areas and stack spaces to improve functional workflows as well as to provide greater efficiency for planning. A major plank of the plan is the construction of the Treasures Gallery. Following an extensive procurement process, the Library awarded the design and superintendent project in May 2009.

Three major capital works projects were undertaken in 2008–2009: the completion of the podium refurbishment, the provision of a new cafe on Lower Ground Level 1, and the upgrade of the commercial kitchen facilities located on the ground floor.

The refurbishment of the podium commenced in May 2007 and was completed in December 2008. The core component of the project was the replacement of the waterproofing membrane under the paved area, which had reached the end of its useful life. The project offered the opportunity to address a number of other issues, including upgrading the balustrade, stairs and handrails to ensure they comply with current building codes. The Library's outdoor cafe area, located on the podium, was also redesigned. All refurbishment work was consistent with the Library's Heritage Management Strategy and draft Conservation Management Plan.

The Library has for many years operated its successful cafe, *bookplate*, on the ground floor. This year, the kitchen was refurbished to improve the efficiency of service and to ensure that current building code standards and health regulations continue to be met. The kitchen and cafe area have a high public profile and are located within close proximity to significant heritage elements of the Library. The design and refurbishment were approached with sensitivity to these key issues.

A new cafe, *paperplate*, was opened on Lower Ground Level 1 in April 2009. The project included the refurbishment and redevelopment of an existing kitchen and the provision of wireless internet, furniture and fittings to provide a relaxed and informal internet-cafe atmosphere.

A number of other capital works projects were completed in 2008–2009. On Level 4 some walls, built-in laboratory-style furniture and redundant services were removed to form open-plan work areas for Preservation Services with new fume cupboards and flooring, and repainting. New staff amenities were provided on Level 2 for the Pictures and Manuscripts branches, and improved work and storage areas were provided for the Manuscripts branch. Solar heat gain through windows on Lower Ground Level 1 was reduced by installing energy-efficient glass and improving local airconditioning. Vinyl floor tiles on corridors on Lower Ground Level 2 were replaced to facilitate a new horizontal book delivery system and new fire doors were also installed. Some initial works were undertaken towards the upgrading of the fire systems throughout the building. The uninterruptible power supply was upgraded in June 2009.

The National Capital Authority's Humanities and Science Campus Redevelopment project commenced in September 2008. Stage 1 of the works included demolition activities around the Library forecourt and fountain. This stage of the work is still under way, with the whole project expected to be completed in late 2009. The Library has continued to work with the National Capital Authority to ensure the upgrade reflects stakeholder requirements.

## HERITAGE MANAGEMENT STRATEGY

The Library considers heritage issues in line with its endorsed Heritage Management Strategy. This includes consultation with recognised heritage specialists as an integral part of any relevant project development.

Under the strategy, a Conservation Management Plan exposure draft was prepared. This satisfies Sections 341S and 341V of the *Environment Protection and Biodiversity Conservation Act 1999*, and provides the framework and basis for the conservation and good management of the Library building, in recognition of its heritage values. The Conservation Management Plan outlines the history of the Library and the construction of its building, describes the elements that have heritage significance, and assesses that significance using Commonwealth Heritage List criteria. The plan has been finalised for presentation to the Minister for the Environment, Heritage and the Arts.

A policy for the management of the Library's Historical Furniture Register was developed and significantly upgraded, with the final update to be completed in late 2009.

## SECURITY AND BUSINESS CONTINUITY

During 2008–2009 the Library continued to develop and test its business continuity plans. The Emergency Planning Committee monitors all aspects of protective security and emergency planning. It comprises senior staff with responsibility for corporate communications, security of staff, the collections, the building and other assets.

In 2008–2009 the Emergency Planning Committee considered risks to the Library as identified in the ongoing Risk Management Plan, and realigned the policies in the Business Continuity Framework to provide a streamlined approach. This framework brings together all of the Library's disaster and emergency management plans to effectively deal with emergency situations while ensuring continued availability of the Library's resources.

The Library has maintained strong policy and practice in ensuring a safe, secure and accessible collection. In December 2008 the Emergency Planning Committee tested components of its Business Continuity Framework.

Through mechanisms such as internal security reporting, the Emergency Planning Committee has remained abreast of emerging security threats within the Library. This has seen a more targeted and proactive approach to the identification of security risks, resulting in the reduction of security incidents throughout the Library.



## ENERGY CONSUMPTION AND ENVIRONMENTAL MANAGEMENT

The Library is committed to enhancing, protecting and sustaining the environment. It has undertaken a number of initiatives to improve its environmental performance and the sustainability of its operation, such as the introduction of monitoring to assist with the reduction of greenhouse gases. Specific targets have been set by the Library in relation to water, energy, waste and transport.

During the reporting period enhancements were made to the building plant, mechanical systems and lighting that will result in substantial reductions in electricity and gas consumption. Plant and equipment upgrades in particular have been designed and implemented to optimise energy efficiency. For example, energy efficiencies were obtained through the upgrade of the public lifts, installation of variable speed drives within the cooling towers and the implementation of stage 1 of the lighting strategy (which included the installation of sensor lighting within high-use areas).

The Library has specific references in its procurement and purchasing documentation relating to whole-of-lifecycle costing, minimising environmental impact, and initiatives to be taken to reduce and recycle waste. For example, the cleaning contract includes recycling to assist the Library meet its recycling targets. Within all capital works projects, smart lighting systems are specified as part of the tender documentation.

The Library's Consultative Committee has also considered environmental management and continues to introduce measures to increase staff awareness of energy conservation initiatives. The Library has various healthy lifestyle policies that have a positive impact on the environment, such as encouraging walking or cycling to work. The Library finalised the construction of a bike shelter for staff use during 2008–2009.

## COMPETITIVE TENDERING AND CONTRACTING

The Library market tests and utilises outsourcing options in cases where it can be demonstrated to be cost-beneficial. In December 2008 the catering service contract and lease were extended. The facilities covered by the lease were increased, with a new outlet on a lower floor and an expanded podium service. In June 2009 the Library approached the open market with a tender for the provision of indexing for its Australian Public Affairs Information Service. This service indexes articles from journals, a small number of newspaper features, selected chapters from monographs, and papers from conference proceedings in the subject areas of social sciences and humanities.

## PURCHASING POLICIES

Consistent with core Australian Government purchasing principles, the Library continued to focus on cost-effective contract management and procurement practices. Following the release of new *Commonwealth Procurement Guidelines* in December 2008, all standard procurement and contract templates were updated by the Library's contracted lawyers. Similarly, the Library's Procurement Guidelines were reviewed to ensure consistency and to improve descriptions

of processes and procedures. The new guidelines formed the basis of in-house procurement training offered in April and May 2009. For the first time, this training allowed participants the opportunity of accreditation for a recognised unit of the Certificate IV in Government (Procurement). During 2008–2009, 40 staff were identified by the Corporate Management Group to maintain their awareness and level of skills in procurement, and to attend refresher training. The Library's contract management and procurement practices were assessed through an internal audit in 2008–2009. The auditors concluded that the Library was to be commended on its tendering and contract management policies and framework, and identified areas of better practice.

## PROJECT MANAGEMENT METHODOLOGY

Following a review of the Library's project management methodology, a number of revisions were made including a reduction in the number of templates and simplification of protocols to better reflect, where appropriate, the current requirements of the Library. A series of training courses was held for staff during 2008–2009 to implement the revised project management methodology. Use of the methodology continues to be widely encouraged and supported across the Library.

## GRANTS

In 2008–2009 the Library operated nine grant programs:

- **Community Heritage Grants.** The Library awarded 70 grants of up to \$15 000 each to assist community organisations preserve and manage nationally significant cultural heritage collections. Financial support and assistance for this grants program were received from the Department of the Environment, Water, Heritage and the Arts, National Archives of Australia, National Film and Sound Archive, and National Museum of Australia.
- **Friends of the National Library Travelling Fellowship.** Funded by the Friends of the National Library of Australia, this fellowship provides a significant professional development opportunity for a Library staff member. The 2009 fellowship was awarded to Dr Martin Woods.
- **Harold White Fellowships.** The Library funded four fellowships, awarded to established scholars and writers—Dr Robert Cribb, Dr Tatiana Gabrussenko, Dr Phillip Jones and Professor Kenneth Morgan—to spend between three and four months at the Library researching collection material in their areas of expertise. Honorary Harold White Fellowships were awarded to Dr David Carter, Dr John Arnold and Dr Fiona Wheeler.
- **Japan Fellowships.** Fellowships of three to six months are administered under the Japan Fellowship Scheme and are funded from the Harold S. Williams Trust. No fellowships were awarded in 2008–2009.
- **Japan Study Grants.** These grants, funded from the Harold S. Williams Trust, 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 Dr David Chapman, Dr Yasuko Claremont, Ms Caroline Norma and Dr Sandra Wilson.

- **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, this fellowship supports travel for professional development purposes by Library staff in the early stages of their career. The 2009 Kenneth Binns Travelling Fellowship was awarded to Ms Deborah Hanington.
- **National Library of Australia National Folk Festival Fellowship.** With assistance from the National Folk Festival, the Library provided a four-week residency to Dr Jennifer Gall to research original source materials in the Library's collections and to prepare for a performance at the National Folk Festival.
- **Norman McCann Summer Scholarships.** Funded by Mrs Pat McCann, the Library awarded two scholarships of six weeks duration to young Australians—Ms Nicole Berry and Mr Dave Earl—to undertake research on topics in Australian history or Australian literature.
- **Seymour Summer Scholarships.** Funded by Dr John and Mrs Heather Seymour, this scholarship of six weeks duration to support research, preferably in biography, was awarded to Ms Kate Robertson.

## COOPERATION ON CORPORATE MANAGEMENT ISSUES

The Corporate Management Forum consists of senior executives with corporate management responsibilities from 11 agencies within the Environment, Water, Heritage and the Arts portfolio and four other agencies. The forum considers issues in the areas of human resource management, financial management, procurement, information technology and facilities management with a view to achieving economies of scale, sharing experience and encouraging best practice.

The forum met four times during the year. Among matters it considered were energy procurement, insurance, the Australian Government's Operation Sunlight, efficiency dividends, collective agreements, risk management and the impact of the global financial crisis.

Following an open market tendering process, the National Archives of Australia selected another provider during the year for its payroll processing. The service had been previously provided by the Library for a number of years.

# 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.

## INNOVATION

In 2008–2009 the Library undertook a range of IT development activities aimed at improving its services. Major new IT-based services provided to Library users include:

- a public catalogue interface based on an open source application, VuFind. This has allowed the Library to significantly improve the usability of its catalogue and implement a range of enhanced services such as:
  - presentation of search results from catalogue records and finding aids to improve the discovery of items within the Library's collections
  - extension of the search function to include more than 750 000 full-text items available in a number of open online repositories
  - use of content from the *Australian Dictionary of Biography* to provide biographical information about Australian authors and creators of items held by the Library
  - development of a copyright-status tool based on the Library's rights management system, which provides an estimate of whether copyright has expired and general advice on how a collection item may be used based on its copyright status
  - integration with the Library's new online bookshop
- online access to heritage newspapers through the Australian Newspapers service. This has proved to be a popular and effective service that greatly enhances both access to, and ease of use of, these valuable resources
- remote access for registered users to some 60 commercial electronic resources licensed by the Library through the eResources service. This not only saves users the time and cost of travel to the Library but also provides continuous access to this material
- an audio-delivery system, making it possible to listen to interviews in the Oral History and Folklore Collection that have open access by clicking on the link in the catalogue record.

In 2008 the Library began development of a new discovery service based on metadata and digital collections of value to Australians regardless of whether they are held by the Library, other collecting institutions or other sources. The release of the prototype service in May 2009 attracted national and international interest in this innovative and ambitious project. A production release of the new service is planned for late 2009.

Preservation of digital content remains a significant unsolved problem for collecting institutions around the world. The Library took a small but important step forward with the release of the first stage of a digital preservation system, Prometheus. Prometheus enables staff to preserve and manage the Library's extensive collection of digital material that is held on physical media

which will fail over time, such as floppy disks and CDs. Prometheus allows this material to be properly described and transferred to a managed permanent storage environment.

During 2008–2009 the Library continued to explore social networking and Web 2.0 technologies. The open collaborative nature of social networking and associated technologies exposes the Library's collections to a wider audience and provides efficient mechanisms to enable users to enrich the Library's collections and services. Examples of such activities include:

- extending the capabilities of the Library's catalogue through the use of 'mash up' technology—that is, including content from non-library websites to enrich the user experience. The Library's catalogue seamlessly incorporates full-text previews from Google Books, access to the full-text content of out-of-copyright books from Project Gutenberg, cover art from Google, and user-generated tags and book reviews from LibraryThing
- enabling a number of libraries throughout Australia involved in the online reference service, AskNow, to collaboratively create and make public reference guides using a community bookmarking service, Delicious
- enhancing Library services to support a much higher degree of user interaction. For example, the Australian Newspapers service allows users to tag and comment on newspaper articles as well as correct the electronic text versions of printed articles that are created automatically using optical character recognition technology
- exploring ways of engaging with the wider online community through the use of blogging and social networking sites. For example, during the Library's 2009 Innovative Ideas Forum the audience, speakers and the wider community were invited to engage with each other through blogging, Twitter and photo-sharing sites.

The Library continues to actively use and contribute software to the open source software community. The commitment to release source code developed in-house to the open source community was increased in 2008–2009 with the introduction of LibraryForge, a public web-based code repository that will host all of the Library's open source software development projects.

## INFRASTRUCTURE AND SERVICES

In 2008–2009 the Library's digital collections grew in size by almost 90 per cent to occupy 570 terabytes of storage. Figure 2.4 shows the growth in storage required to support the Library's digital collections from January 2003. The major contributor to storage growth was the Australian Newspapers service, which, as shown in Figure 2.5, is now the largest digital collection held by the Library in terms of storage size. During 2008–2009 the Library completed a fourth Australian whole-of-domain web harvest, by archiving an additional 1 billion web items and bringing this collection to some 2.5 billion items requiring a total storage capacity of more than 100 terabytes.

Figure 2.4 Growth in digital collection storage, January 2003 to June 2009

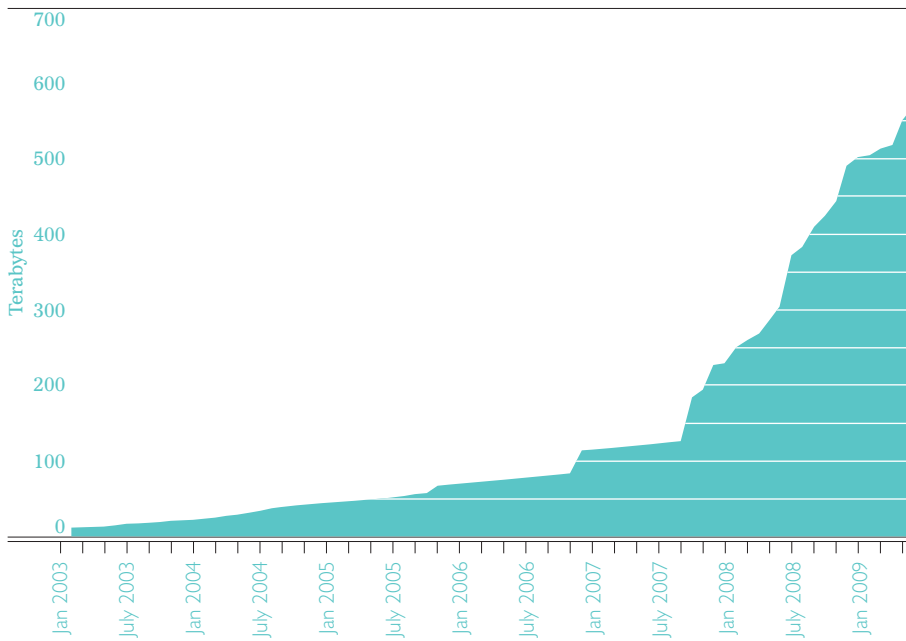
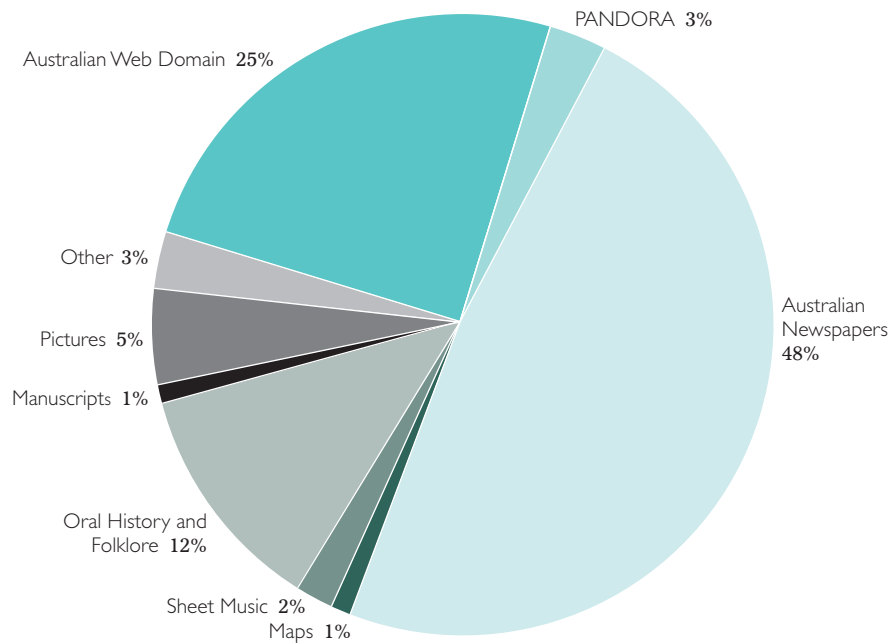


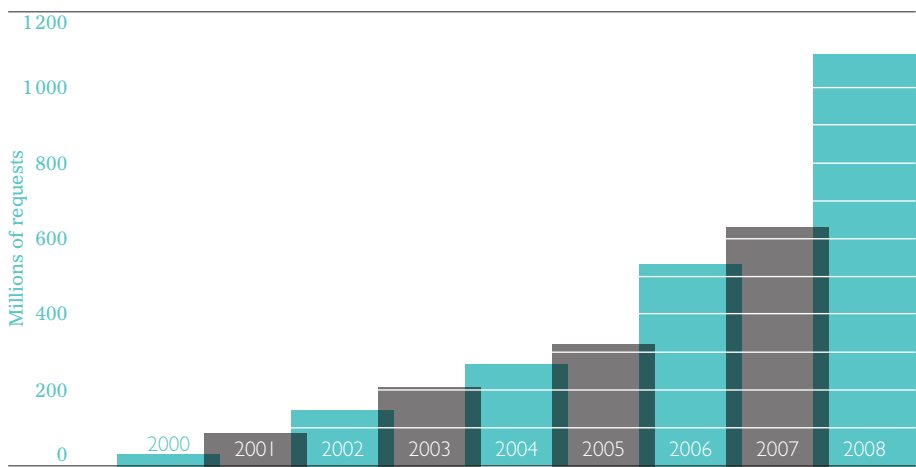
Figure 2.5 Digital collection storage by material



The Library also supports a substantial infrastructure to enable discovery of, and access to, its own and other collections. Figure 2.6 shows the growth in use of the Library's web-based services since 2000. The strong growth in activity in 2008 was driven primarily by the release of three new or enhanced services: the catalogue, Australian Newspapers and Australian Research Online. This reflects a continuing trend of existing services experiencing moderate ongoing growth in use (reflecting both their utility and the general growth in the use of the internet). New or enhanced services experience rapid growth because they attract new audiences and provide existing users with new paths for discovery of, and access to, Australian content.

Analysis of web usage statistics also identifies the significant role that web search engines, such as Google, play in exposing and promoting the use of the Library's online services and collections to the general community. In 2008–2009 significant use of a number of the Library's online services was due to referral from a web search engine.

**Figure 2.6 Use of Library web services, 2000–2008**



During 2008–2009 the Library engaged Vision Australia to examine the use of Library web services by those with a visual impairment. Although Library web services were generally accessible, a number of areas for improvement were identified and changes are being progressively implemented.

Underpinning storage and access services must be reliable IT infrastructure. The average availability during the year of nine key service areas is shown in Table 2.7. The target availability of 99.5 per cent was met for all services except Libraries Australia. Libraries Australia experienced a significant outage due to a configuration problem and a number of lesser outages associated with a third-party software component. Following a review of these incidents the Library has made a number of changes to the systems that support Libraries Australia to reduce both the likelihood and impact of similar problems occurring in the future.

Table 2.7 Availability of nine key service areas, 2008–2009

Service	Availability (%)
Local Area Network	99.8
File Services (Microsoft Windows Servers)	100.0
Email (Microsoft Exchange)	100.0
Website	99.9
Integrated Library Management System	100.0
PANDORA: Australia's Web Archive	100.0
Finance One	100.0
Libraries Australia	99.4
Picture Australia	99.8

Under its asset management program, the Library continued to regularly replace or upgrade IT infrastructure. The reporting period consequently saw several important developments:

- the Library's printers were refreshed and the number of printers reduced as multi-function devices were introduced to replace dedicated photocopiers
- the introduction of virtualisation technology reduced the number of servers needed to support some services and contained the growth in energy use associated with IT services
- the increased use of low-cost commodity hardware contained hardware replacement costs and allowed a limited degree of server duplication to improve the performance and reliability of some services
- the implementation of a substantial improvement in network infrastructure, including the extension of public wireless access to the podium surrounding the Library building, additional wireless access points within the building to support the new book delivery system, and an upgrade of wireless routing capacity
- the replacement of a number of end-of-life assets, including:
  - email spam filter
  - voice mail system
  - uninterruptible power supply for the computer room.





Max Dupain (1911–1992)

*Main Reading Room at the National Library of Australia* 1968

black and white photograph; 37.3 × 50.0 cm

Pictures Collection, nla.pic-vn4317941-s8

Riches do not consist in the  
possession of treasures, but  
in the use made of them.

Napoleon

From the exhibition *Treasures Gallery 2010: A Preview*,  
22 April–19 July 2009

**PART 3**  
REPORT OF  
OPERATIONS



Craig Mackenzie (b.1969)

National Library of Australia Main Reading Room, 2009

Located on the ground floor of the Library building, the Main Reading Room provides access to the Library's general collection of published material. Services available include study areas with facilities for laptops and other portable devices, computers and a selection of books, journals and daily newspapers. This year, demand for study tables in the Main Reading Room has been high—with all available seating taken on a number of occasions.

Performance reporting in this chapter is based on the Library's outcome and output structure set out in the Portfolio Budget Statements 2008–2009 and the Additional Estimates Statements 2008–2009. The Library has one outcome and three outputs.

## OUTCOME I

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

## OUTPUTS

The Library reports on its operations in terms of three outputs:

- Output 1.1—The collection
- Output 1.2—Information services
- Output 1.3—Collaborative services.

# OUTPUT 1.1 THE COLLECTION

A developing, organised and preserved National Library of Australia collection

## DESCRIPTION

To ensure a comprehensive record of Australian history and endeavour, and a selected record of the world's knowledge, are collected, cared for and accessible, Australian library materials and a selection of non-Australian publications are collected, catalogued and preserved by the Library for current and future access. The Australian Collection includes print publications such as books, serials, maps and music scores, which are collected comprehensively, and online publications and unpublished material such as manuscripts, pictures and oral histories, which are collected selectively. A considerable collection of general overseas and rare book materials, as well as world-class Asian and Pacific collections, augment the Australian Collection. Selected materials from the collections are digitised to provide immediate online access. Preservation programs are in place for the print and digital collections to protect them to ensure long-term access.

Table 3.1 provides details of funds appropriated and spent in support of this output in 2008–2009.

**Table 3.1 Output 1.1: funds appropriated and spent, 2008–2009**

	Budget (\$'000)	Actual (\$'000)	Variation to budget (\$'000)
Departmental appropriations	\$35 536	\$35 536	–
Revenue from other sources	\$5 371	\$7 873	2 502

## PERFORMANCE

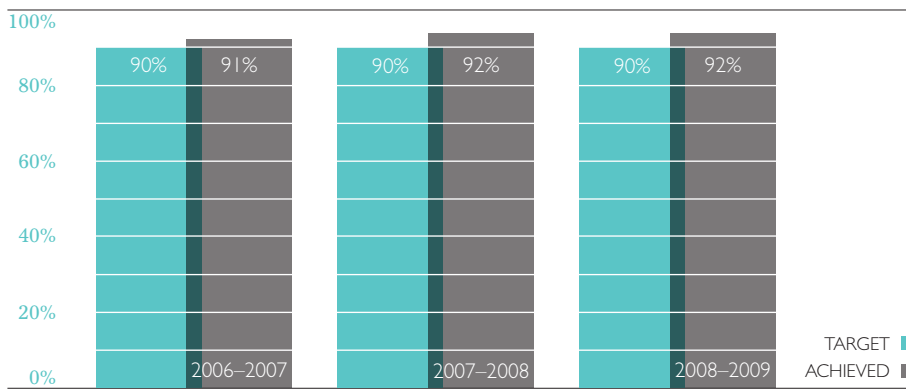
Table 3.2 shows measures, targets and achievements in relation to Output 1.1 in 2008–2009.

Table 3.2 Output 1.1: measures, targets and achievements, 2008–2009

	Measure	Target	Achieved
Quality	Percentage of identified legal deposit items within the Library’s Collection Development Policy that have been collected	90%	92%
	Percentage of new collection items that have been checked in, catalogued or indexed within set standards and timeframes	95%	95%
	Percentage of time storage standards met for the Library’s high-priority collections	95%	95%
Quantity	Number of collection items stored and maintained	6 067 000	6 088 282
	Percentage of collection items identified or captured	95%	100%
	Number of collection items catalogued or indexed	96 000	98 160
Price	Cost of Output 1.1	\$40.907m	\$40.249m

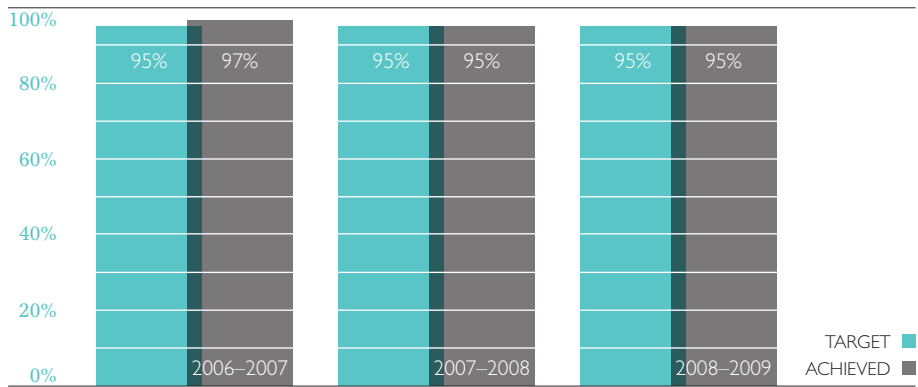
### Quality

Figure 3.1 Percentage of identified legal deposit items within the Library’s Collection Development Policy that have been collected



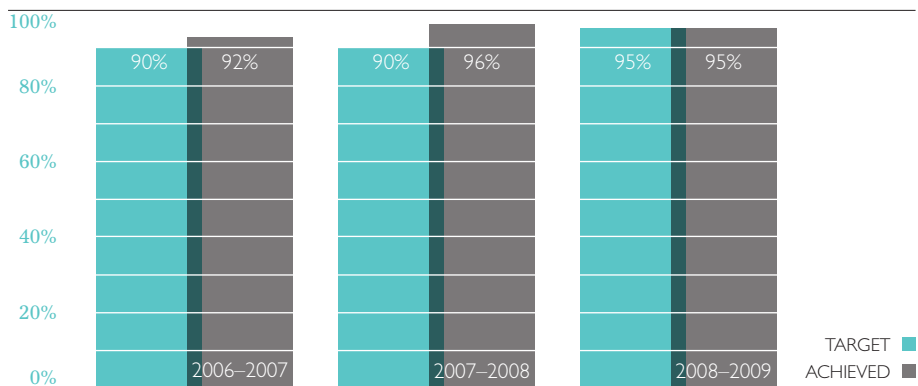
The target for this and previous years was exceeded. This was due to the success of projects to identify and acquire publications that had not been deposited under legal deposit provisions.

**Figure 3.2** Percentage of new collection items that have been checked in, catalogued or indexed within set standards and timeframes



The target was met.

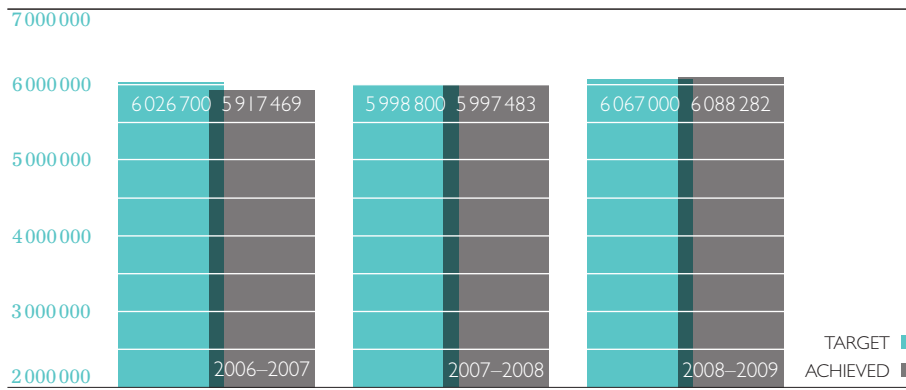
**Figure 3.3** Percentage of time storage standards met for the Library's high-priority collections



The target was met. The target for 2008–2009 was increased to reflect ongoing improvements in collection storage for the Library's high-priority collections and, while the result was slightly below last year, the low humidity levels during the Canberra winter months continue to impact on the full year outcome.

## Quantity

Figure 3.4 Number of collection items stored and maintained



The target was exceeded.

Figure 3.5 Percentage of collection items identified or captured

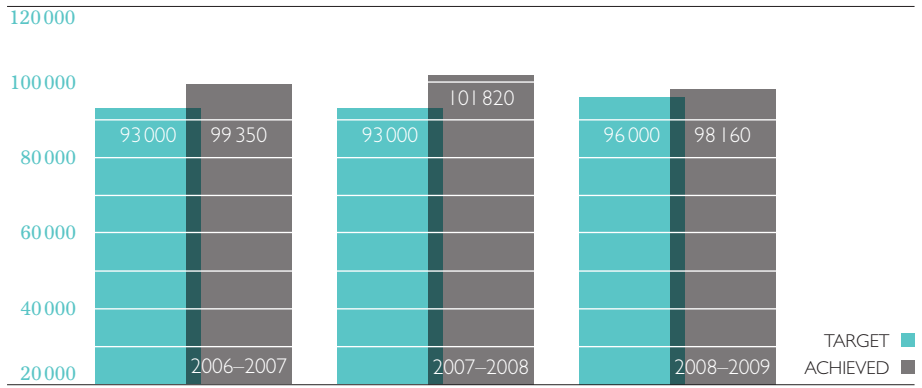


*Note: This was a new performance measure in 2007-2008.*

The target was exceeded. This was due to the acquisition of some large collections including the Marcie Muir collection of Australian children’s books and the Peter Dombrovskis archive of transparencies.



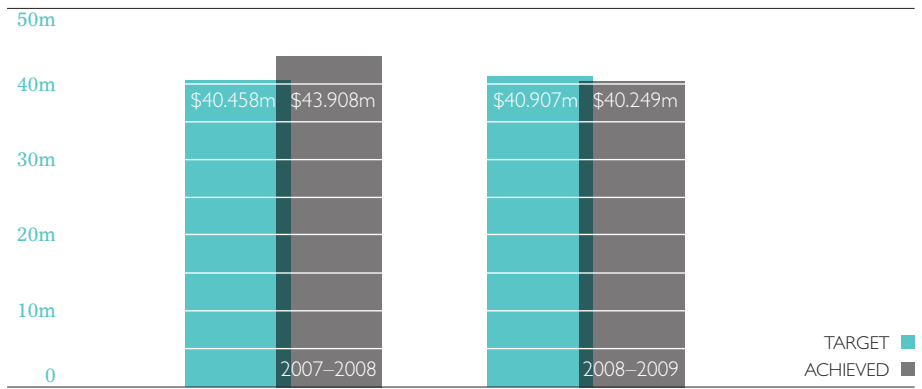
Figure 3.6 Number of collection items catalogued or indexed



The target was exceeded.

## Price

Figure 3.7 Cost of Output 1.1



Note: This was a new performance measure in 2007–2008.

## KEY ISSUES AND DEVELOPMENTS

The Library has operated an office from the Australian Embassy in Jakarta since 1971 in order to acquire Indonesian publications for the Library's collection. It also acquires publications for other libraries through a purchasing program. In response to ongoing budget pressures and rising costs associated with managing the office, the Library took the decision to suspend the purchasing program from 1 July 2009.

Work continued during the year on providing online catalogue access to the Library's collections. A total of 75 539 collection items were catalogued, increasing online catalogue access to 89.2 per cent of the collections. Significant projects included Victorian cadastral maps, the P.G. Taylor collection of nautical and aeronautical charts, the Kristian Fredrikson collection of costume designs for the performing arts, and the popular music collection of Geoff Harvey, the Musical Director at Channel Nine television from 1962 to 1998.

In 2008 the Library launched a new catalogue based on open source software called VuFind. This year the Library's catalogue was enhanced to include full-text searching across its manuscript collection finding aids and titles that have been digitised by external services such as the Open Library, Hathi Trust and Project Gutenberg. Users can now easily locate new items added to the Library's collection, link to the online bookshop via thumbnail images, and listen to oral history audio recordings.

The Library's fourth harvest of the Australian web domain—the largest so far—was carried out during the year. From a continuous crawl conducted between July and September, 1 billion unique files (or around 35 terabytes of data) were collected from more than 3 million host domains.

A major review of the Library's web archiving activities confirmed the value of the general approach that has been pursued since 1996, but recommended some significant shifts, including an expanded repertoire of tools and approaches, increased collecting in some areas such as online Australian newspapers, and greater coherence between web collections and other collections in the Library.

A number of information tools that support digital library management were developed, including an online register of information on digital carriers and their processing requirements, called Mediapedia; the Digitisation of Heritage Materials training package, which was presented to a number of regional partner organisations in South-East Asia; and the ICADS (IFLA-CDNL Alliance for Digital Strategies) website, which contains information about leading-edge digital library initiatives at a number of national libraries. All of these are available through the Library's website.

During 2008–2009 an in-depth review of requirements for preserving ongoing access to the Library's rapidly growing digital collections was initiated. The review involves evaluation and planning at the levels of preservation intentions, workflows, strategies and infrastructure.

Many important collections were digitised throughout the year, including several rare books and manuscript items that will be displayed in the new Treasures Gallery to be opened in 2011. A total of 146 037 collection items have now been digitised and are searchable through the

Library's catalogue. Some highlights for the year include Volume 1 of the three-volume *Journal of Alexander Weynton*, created between 1841 and 1860, which document his many sea voyages, nine of which were between England and Australia; Kenneth Slessor's notebooks, including his first 1930s drafts of *Five Bells*, one of Australia's best-known poems; 529 photographs of Sir Charles Maurice Yonge's 1928–1929 Great Barrier Reef expedition; a collection of drawings and watercolours of costume designs for the performing arts by Kristian Fredrikson; British Admiralty charts of Australian waters between 1814 and 1891; *The English and Australian Cookery Book: Cookery for the Many ... by an Australian Aristologist*, 1864; *Birds of New Holland with Their Natural History Collected, Engraved and Faithfully Painted After Nature* by John William Lewin, 1808; and *New South Wales Pocket Almanack and Colonial Remembrancer: For the Year of Our Lord and Saviour*, 1806.

A panel of providers of digital scanning and optical character recognition services was established to support ongoing digitisation of newspapers for access through the Australian Newspapers service. The panel will also provide digitisation services for other formats of material.

The Australian Newspaper Plan is a collaborative program involving the national, state and territory libraries that aims to preserve and provide access to all Australian newspapers. During 2008–2009 it conducted a Search and Rescue campaign to raise awareness of the role of the plan and to seek titles known to be missing from member library collections. Some titles found by the public include the *Spring Creek Advertiser and Rodney Standard* (1868–1869), the *Kanowna Democrat* (1896), and the *Norwesteer* (May 1926).

## OUTPUT 1.2 INFORMATION SERVICES

Information services providing access to the National Library of Australia collection

### DESCRIPTION

Information services—meeting the needs of Library users for rapid and easy access to its collections and other resources—are delivered nationally and internationally. These services may be delivered onsite through the Library's reading rooms; electronically through websites, including collaborative websites such as Picture Australia and Australia Dancing; or offsite via services such as AskNow, a collaborative national online reference service, inter-library loans and Copies Direct, which supplies copies of library collection materials. A range of public programs, including events, exhibitions, education and publishing activities, promote and interpret the collections to make them more widely accessible.

Table 3.3 provides details of funds appropriated and spent in support of this output in 2008–2009.

Table 3.3 Output 1.2: funds appropriated and spent, 2008–2009

	Budget (\$'000)	Actual (\$'000)	Variation to budget (\$'000)
Departmental appropriations	\$20 794	\$20 794	–
Revenue from other sources	\$3 291	\$5 682	\$2 391

### PERFORMANCE

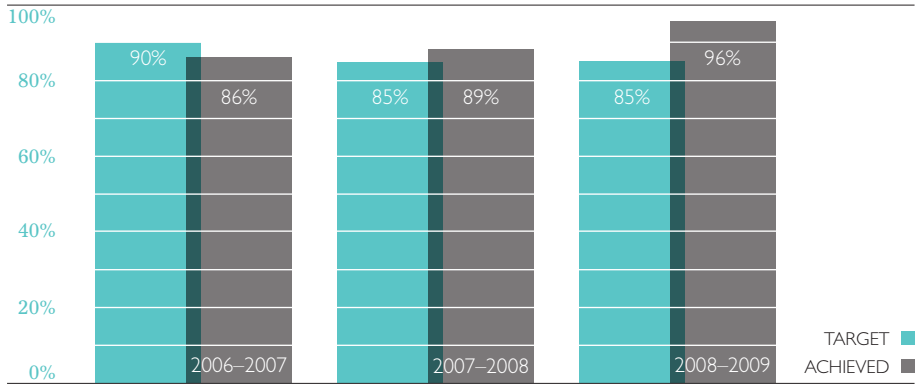
Table 3.4 shows measures, targets and achievements in relation to Output 1.2 in 2008–2009.

Table 3.4 Output 1.2: measures, targets and achievements, 2008–2009

	Measure	Target	Achieved
Quality	Percentage of users satisfied with information services	85%	96%
	Percentage of Service Charter standards met	100%	100%
Quantity	Number of physical collection items delivered to users	256 000	295 511
	Percentage increase in number of page views on the Library's websites	7%	63%
	Number of users and visitors to the Library	480 000	557 551
Price	Cost of Output 1.2	\$24.085m	\$23.599m

## Quality

Figure 3.8 Percentage of users satisfied with information services



The target was exceeded. The 2008–2009 figure reflects the average of three onsite surveys of visitors to exhibitions held at the Library between July 2008 and February 2009. It also includes two reference surveys, the last of which was undertaken in 2008.

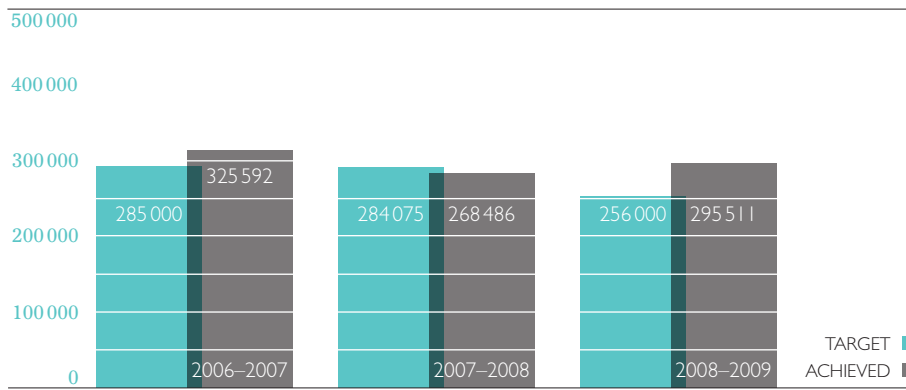
Figure 3.9 Percentage of Service Charter standards met



The target was met. The Library's Service Charter specifies delivery times for collection items, response times for reference inquiries and the availability of the Library's website (for further details, see the Service Charter section on pages 31–3).

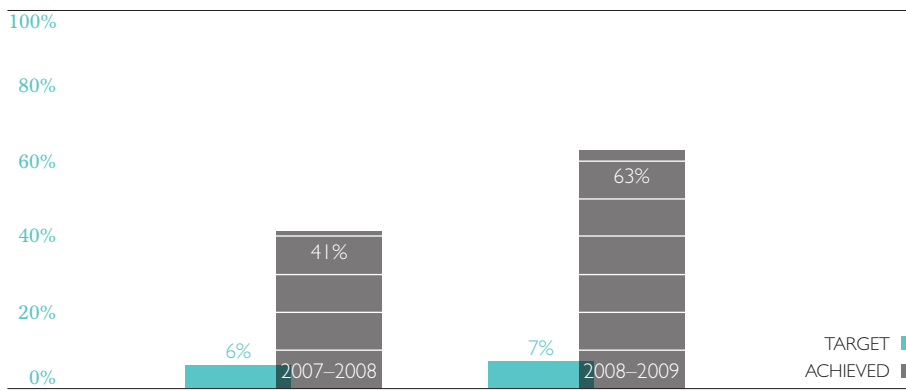
## Quantity

Figure 3.10 Number of physical collection items delivered to users



The target was significantly exceeded. This reflects the increased onsite use of physical collection items and significant increases in offsite use through Copies Direct and the Inter-library Loan Service.

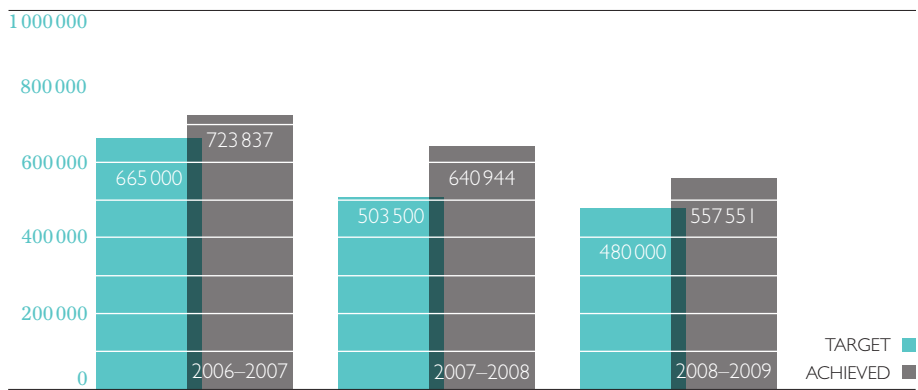
Figure 3.11 Percentage increase in number of page views on the Library’s websites



*Note: This was a new performance measure in 2007-2008.*

The target was significantly exceeded. This reflects the increased use of the website by individuals as well as a range of automated activity such as indexing by search engines, robots and crawlers.

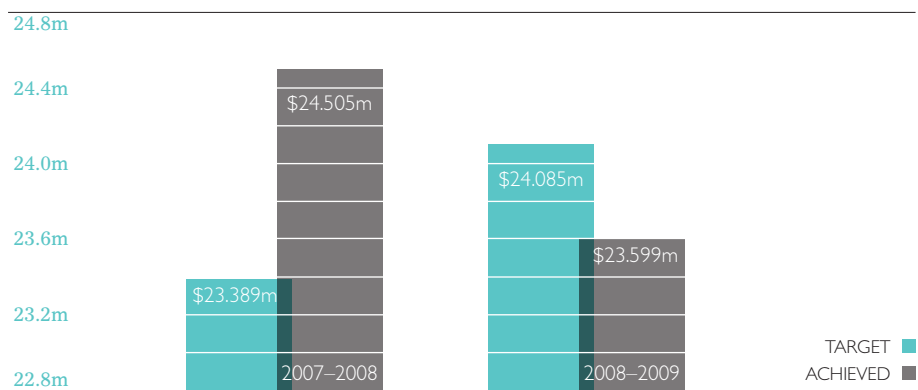
Figure 3.12 Number of users and visitors to the Library



The target was exceeded. This performance measure includes visitors to the Library and Library programs delivered offsite. This year's target was reduced from that of the previous year due to the expected closure of the Library's exhibition gallery for redevelopment and the temporary suspension of the Travelling Exhibitions Program. However, the commencement of the gallery redevelopment was delayed and two additional exhibitions were held during the year: *Brutal, Tender, Human, Animal: Roger Ballen Photography* and *Treasures Gallery 2010: A Preview*, resulting in a greater than anticipated number of visitors to the Library.

## Price

Figure 3.13 Cost of Output 1.2



Note: This was a new performance measure in 2007–2008.

## KEY ISSUES AND DEVELOPMENTS

In August 2008 the Library redeveloped its user registration system, allowing people to register as users online from anywhere in Australia. The new approach also allows registered users offsite access to electronic resources such as journals, indexes and databases, as licence conditions permit. A total of 26 000 new users were registered in 2008–2009.

The increased visibility of the Library's catalogue records in search engines such as Google and the visibility of the Ask a Librarian inquiry service on the Library's website resulted in 29 000 reference inquiries being received from people throughout Australia and overseas. Despite this increase of 27 per cent, Library staff were able to respond to 91 per cent of reference inquiries within one week. The Library's new reference management system, implemented early in the year, proved a useful tool for efficient tracking of reference inquiries.

Door counters in the Main and Newspapers and Microforms reading rooms recorded 690 108 entries—a 4 per cent increase on the previous year. On several occasions the Main Reading Room was completely full with users having to be re-directed to other reading rooms.

Use of the collection also increased significantly, with a 7.5 per cent increase in collection items delivered to the Library's reading rooms, a 15.4 per cent increase in requests supplied through the Inter-library Loan Service, and an 86.5 per cent increase in copies of collection items supplied directly to individuals through Copies Direct. Increase in offsite collection usage may be attributed to wider exposure of the Library's catalogue records through the OCLC WorldCat database, interoperability improvements between inter-library loan management systems and greater visibility of Copies Direct on the online catalogue.

The visibility and ease of use of the Library's collections led to an increase in orders for copies of collection material, including for new exhibitions at the National Portrait Gallery and the Museum of Australian Democracy at Old Parliament House, and in the SBS Television series *First Australians*.

The Library continued to engage with the community through its events, education, exhibition and publications programs. Work on the Treasures Gallery continued to be a major focus. In May 2009 Melbourne-based firm Cunningham Martyn Design was awarded the tender to design and superintend the building of the new Treasures and Exhibition galleries, scheduled to open in early 2011.

Publications and merchandise are distributed nationally through more than 1100 retail outlets and online through the Library's website. In February 2009 the Library launched a new online shop, which has greatly enhanced online customer service and contributed to an increase in online sales revenue of 46 per cent. During 2008–2009 the Library negotiated new arrangements with an external distributor, which has improved the distribution of Library merchandise to the general retail sector:

The Friends of the National Library of Australia continued to play a central role in the cultural life of the organisation, hosting a number of public events that showcased the collection and aspects of the Library's work. This year, membership of the Friends of the National Library of Australia increased by 7 per cent to 1979, reflecting the Library's increasing engagement with the community.



## OUTPUT 1.3 COLLABORATIVE SERVICES

Collaborative services supporting access to library and other collections

### DESCRIPTION

The Library collaborates with other Australian libraries and collecting institutions, sharing the goal of providing users with simple and easy access to Australian collections and to the world's knowledge. To this end, the Library hosts a set of services—Libraries Australia, Electronic Resources Australia, Picture Australia, Australian Research Online, Music Australia and Australia Dancing—in which many Australian libraries and cultural institutions participate.

Table 3.5 provides details of funds appropriated and spent in support of this output in 2008–2009.

Table 3.5 Output 1.3: funds appropriated and spent, 2008–2009

	Budget (\$'000)	Actual (\$'000)	Variation to budget (\$'000)
Departmental appropriations	\$1 350	\$1 350	–
Revenue from other sources	\$4 969	\$4 628	\$–341

### PERFORMANCE

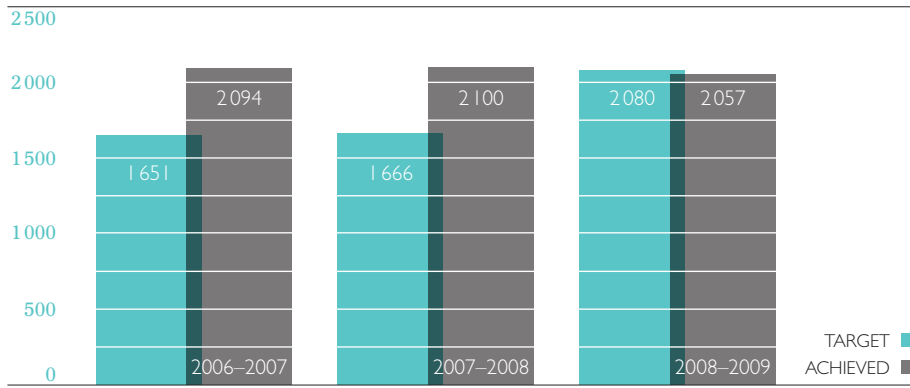
Table 3.6 shows measures, targets and achievements in relation to Output 1.3 in 2008–2009.

Table 3.6 Output 1.3: measures, targets and achievements, 2008–2009

	Measure	Target	Achieved
Quality	Number of agencies subscribing and contributing to Libraries Australia retained; and annual targets for the number of contributors to other federated e-services met or exceeded	2 080	2 057
	Percentage of collaborative services standards and timeframes met	98%	100%
Quantity	Number of records/items contributed by participating institutions	2 396 000	3 498 740
Price	Cost of Output 1.3	\$6.319m	\$6.208m

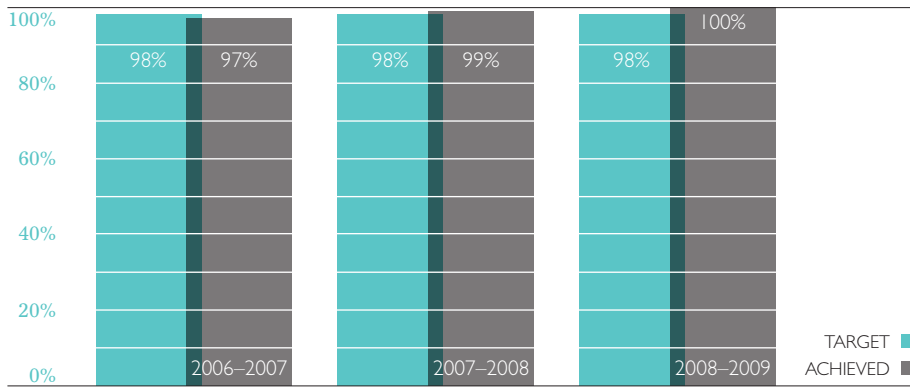
## Quality

**Figure 3.14** Number of agencies subscribing and contributing to Libraries Australia retained; and annual targets for the number of contributors to other federated e-services met or exceeded



The target was not met. Several factors combined to slightly reduce the number of Libraries Australia member libraries including the closure of some small libraries, and local council amalgamations which resulted in the merging of some public libraries.

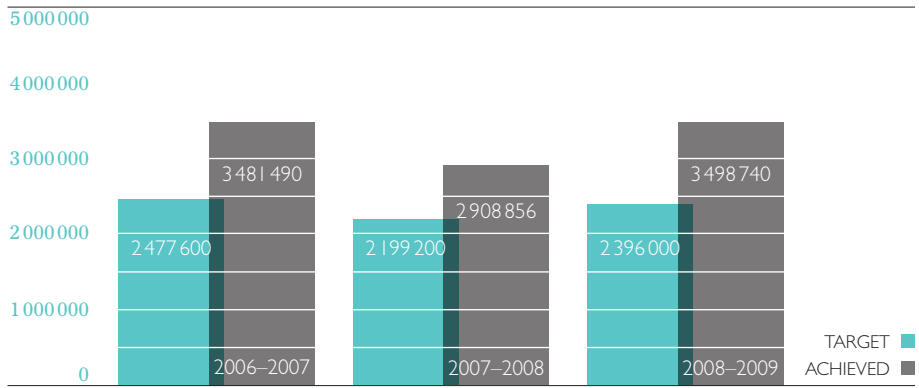
**Figure 3.15** Percentage of collaborative services standards and timeframes met



The target was exceeded.

## Quantity

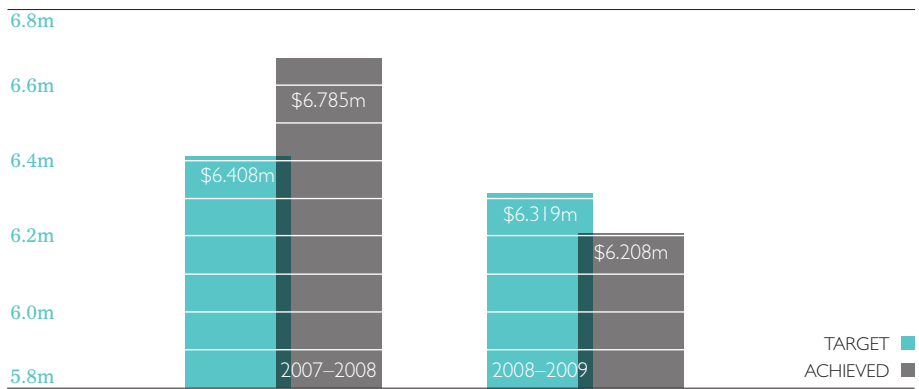
Figure 3.16 Number of records/items contributed by participating institutions



The target was exceeded.

## Price

Figure 3.17 Cost of Output 1.3



*Note: This was a new performance measure in 2007–2008.*

## KEY ISSUES AND DEVELOPMENTS

In 2008–2009 Electronic Resources Australia significantly improved the Australian community's access to electronic journals and databases. The Electronic Resources Australia product panel was expanded from nine to 25 products in the areas of Australian news and business, general reference, health, humanities and social sciences, and science and technology. The Australian library community's response to the initiative continued to be very strong, with more than 1 100 libraries now purchasing electronic resources through the consortium.

The Libraries Australia service implemented key enhancements to improve the operations of Australian libraries. These included real-time synchronisation of the Australian National Bibliographic Database with the world's largest catalogue, the OCLC WorldCat, to ensure that library holdings are up to date globally. In addition to assisting Australian libraries' workflows, this resulted in an increase in requests from overseas agencies for print items in Australian collections. Throughout the year, Libraries Australia trialled innovative technologies to strengthen contact among colleagues and support the operational workflows of member libraries. The technologies were chosen to supplement existing methods of contact, such as help desk services. They also included a Facebook presence for searching Libraries Australia and a social networking service. During the year, Libraries Australia added two new sources to search simultaneously: the catalogues of the National Film and Sound Archive, and the Powerhouse Museum.

The Library undertook a survey to determine gaps in the coverage of the Australian National Bibliographic Database, which holds details of the collections of more than 800 libraries and cultural agencies. The survey also collected information on potential actions to rectify those gaps, and generated a commitment from key libraries to increase the amount of information contributed about Australia's unique collections. In response, the Libraries Australia office devised a detailed action plan for expanding contributions to all of the Library's discovery services.

Picture Australia continued to seek new ways to deliver value to its audiences. Through its arrangement with the Flickr service, the ability to 'mash up' public domain images into new works was launched. The value of Picture Australia was demonstrated in a YouTube video, where Catherine Martin from Bazmark explained how she used the service to source appropriate images of work, dress and furnishings for the costume and set design in the film *Australia*.

The service added collections from four new participants in 2008–2009: the City of Canterbury Library (NSW), Randwick City Library (NSW), Warringah Library Service (NSW) and the National Museum of Australia (ACT). The number of contemporary images sourced from Flickr into Picture Australia, including photographs of the aftermath of the Victorian bushfires in February 2009, increased to 12 700. This brings the total contribution to more than 1.7 million images.

To make its role clearer, the former ARROW Discovery Service was renamed Australian Research Online during 2008–2009. The service now gathers data relating to research publications from almost all Australian universities, and is also receiving contributions from government research agencies including the Defence Science and Technology Organisation's Scientific Publications Online service, the Queensland Department of Primary Industries and Fisheries eResearch Archive, and the South Australian Government's SA Health Publications. This freely available service repays the significant investment in publicly funded research by making almost 300 000 research outcomes easier to find.



Max Dupain (1911–1992)

*Display Cases in the Foyer of the National Library of Australia* 1968

black and white photograph; 37.3 × 50.0 cm

Pictures Collection, nla.pic-vn4317941-s5

**PART 4**  
FINANCIAL  
STATEMENTS



Craig Mackenzie (b.1969)

National Library of Australia Bookshop, 2009

The Bookshop opened in 1989 and moved to its current location on the southern side of the Library foyer in 1991–1992. It was conceived as a retail outlet that would complement the Library's mission, stocking books by Australian authors, produced by Australian publishers. It also sells a range of merchandise and gift items featuring the work of Australian artists. In February 2009 the Library launched a new online shop, which greatly enhanced online customer service and contributed to a 46 per cent increase in online sales revenue.

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## INDEPENDENT AUDITOR'S REPORT

### To the Minister for the Environment, Water, Heritage and the Arts

#### Scope

I have audited the accompanying financial statements of the National Library of Australia for the year ended 30 June 2009, which comprise: a Statement by Council Members and Chief Financial Officer; Income Statement; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Schedule of Contingencies; and Notes to and forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

#### *The Council Members' Responsibility for the Financial Statements*

The members of Council are responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, including the Australian Accounting Standards (which include the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### *Auditor's Responsibility*

My responsibility is to express an opinion on the financial statements based on my audit. I 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 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 and fair presentation of the financial statements 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 accounting policies used and the reasonableness of

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accounting estimates made by the Council, 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 the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

**Auditor's Opinion**

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

- (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 financial position as at 30 June 2009 and its financial performance and cash flows for the year then ended.

Australian National Audit Office



Alana Foster  
Executive Director  
Delegate of the Auditor-General  
Canberra  
7 August 2009

STATEMENT BY COUNCIL MEMBERS AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2009 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*.


In our opinion, at the date of this statement, there are reasonable grounds to believe that the National Library of Australia 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 

J. Gobbo  
Chair

7 August 2009

Signed 

J. Fullerton  
Director-General

7 August 2009

Signed 

G. Linehan  
Chief Financial Officer

7 August 2009

**NATIONAL LIBRARY OF AUSTRALIA  
INCOME STATEMENT**

*for the year ended 30 June 2009*

	Notes	Consolidated		NLA	
		2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>INCOME</b>					
<b>Revenue</b>					
Revenue from Government	2A	57,680	58,285	57,680	58,285
Sale of goods and rendering of services	2B	7,717	8,026	8,104	8,363
Interest	2C	3,194	3,601	2,933	3,333
Royalties	2D	403	360	387	343
Other revenue	2E	6,842	4,910	5,662	3,473
<b>Total revenue</b>		<b>75,836</b>	<b>75,182</b>	<b>74,766</b>	<b>73,797</b>
<b>Gains</b>					
Sale of assets	2F	26	-	26	-
Other gains	2G	1	14	1	14
<b>Total gains</b>		<b>27</b>	<b>14</b>	<b>27</b>	<b>14</b>
<b>Total Income</b>		<b>75,863</b>	<b>75,196</b>	<b>74,793</b>	<b>73,811</b>
<b>EXPENSES</b>					
Employee benefits	3A	34,606	33,681	34,606	33,681
Suppliers	3B	16,976	18,251	16,877	18,159
Grants	3C	427	544	408	490
Depreciation and amortisation	3D	17,792	18,653	17,792	18,653
Finance costs	3E	1	4	1	4
Write-down and impairment of assets	3F	222	234	222	233
Losses from asset sales	3G	-	27	-	27
Other expenses	3H	32	47	32	47
<b>Total Expenses</b>		<b>70,056</b>	<b>71,441</b>	<b>69,938</b>	<b>71,294</b>
<b>Surplus</b>		<b>5,807</b>	<b>3,755</b>	<b>4,855</b>	<b>2,517</b>

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

**NATIONAL LIBRARY OF AUSTRALIA  
BALANCE SHEET**  
*as at 30 June 2009*

	Notes	Consolidated		NLA	
		2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>ASSETS</b>					
<b>Financial Assets</b>					
Cash and cash equivalents	4A	7,198	3,971	6,522	2,985
Trade and other receivables	4B	1,226	1,737	1,168	1,618
Investments	4C	48,519	49,416	44,200	45,613
Other financial assets	4D	829	633	829	880
<b>Total financial assets</b>		<b>57,772</b>	<b>55,757</b>	<b>52,719</b>	<b>51,096</b>
<b>Non-Financial Assets</b>					
Land and buildings	5A, C	180,101	170,243	180,101	170,243
National Collection, infrastructure, plant and equipment	5B, C	1,455,229	1,483,777	1,455,229	1,483,777
Intangibles	5D, E	5,007	5,322	5,007	5,322
Inventories	5F	1,565	1,501	1,394	1,331
Other non-financial assets	5G	2,040	1,816	2,040	1,816
<b>Total non-financial assets</b>		<b>1,643,942</b>	<b>1,662,659</b>	<b>1,643,771</b>	<b>1,662,489</b>
Assets held for sale		550	-	-	-
<b>Total Assets</b>		<b>1,702,264</b>	<b>1,718,416</b>	<b>1,696,490</b>	<b>1,713,585</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	6A	2,026	2,655	2,021	2,655
Grants	6B	21	31	21	31
Other payables	6C	3,931	3,878	3,944	3,877
<b>Total payables</b>		<b>5,978</b>	<b>6,564</b>	<b>5,986</b>	<b>6,563</b>
<b>Interest Bearing Liabilities</b>					
Leases	7	-	17	-	17
<b>Total interest bearing liabilities</b>		<b>-</b>	<b>17</b>	<b>-</b>	<b>17</b>
<b>Provisions</b>					
Employee provisions	8	10,012	9,688	10,012	9,688
<b>Total provisions</b>		<b>10,012</b>	<b>9,688</b>	<b>10,012</b>	<b>9,688</b>
<b>Total Liabilities</b>		<b>15,990</b>	<b>16,269</b>	<b>15,998</b>	<b>16,268</b>
<b>Net Assets</b>		<b>1,686,274</b>	<b>1,702,147</b>	<b>1,680,492</b>	<b>1,697,317</b>
<b>EQUITY</b>					
Contributed equity		21,005	28,636	21,005	28,636
Reserves		229,097	243,146	229,097	243,146
Retained surplus		1,436,172	1,430,365	1,430,390	1,425,535
<b>Total Equity</b>		<b>1,686,274</b>	<b>1,702,147</b>	<b>1,680,492</b>	<b>1,697,317</b>
<b>Current Assets</b>		<b>61,068</b>	<b>58,252</b>	<b>55,439</b>	<b>53,546</b>
<b>Non-Current Assets</b>		<b>1,641,196</b>	<b>1,660,164</b>	<b>1,641,051</b>	<b>1,660,039</b>
<b>Current Liabilities</b>		<b>13,684</b>	<b>14,352</b>	<b>13,692</b>	<b>14,351</b>
<b>Non-Current Liabilities</b>		<b>2,306</b>	<b>1,917</b>	<b>2,306</b>	<b>1,917</b>

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

**NATIONAL LIBRARY OF AUSTRALIA  
STATEMENT OF CHANGES IN EQUITY (CONSOLIDATED)**

as at 30 June 2009

	Retained Earnings		Asset Revaluation Reserves		Contributed Equity / Capital		Total Equity	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Opening balance</b>								
Balance carried forward from previous period	1,430,365	1,426,610	243,146	252,900	28,636	21,541	1,702,147	1,701,051
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
<b>Adjusted opening balance</b>	<b>1,430,365</b>	<b>1,426,610</b>	<b>243,146</b>	<b>252,900</b>	<b>28,636</b>	<b>21,541</b>	<b>1,702,147</b>	<b>1,701,051</b>
<b>Income and expenses recognised directly in equity</b>								
Revaluation adjustments	-	-	(14,049)	(9,754)	-	-	(14,049)	(9,754)
<b>Sub-total income and expenses recognised directly in equity</b>	<b>-</b>	<b>-</b>	<b>(14,049)</b>	<b>(9,754)</b>	<b>-</b>	<b>-</b>	<b>(14,049)</b>	<b>(9,754)</b>
Surplus for the period	5,807	3,755	-	-	-	-	5,807	3,755
<b>Total income and expenses</b>	<b>5,807</b>	<b>3,755</b>	<b>(14,049)</b>	<b>(9,754)</b>	<b>-</b>	<b>-</b>	<b>(8,242)</b>	<b>(5,999)</b>
<b>Transactions with owners</b>								
<i>Distributions to owners</i>								
Returns on capital:								
Dividends	-	-	-	-	-	-	-	-
Returns of capital:								
Restructuring (Note 9)	-	-	-	-	(8,661)	-	(8,661)	-
Other	-	-	-	-	-	-	-	-
<i>Contributions by owners</i>								
Equity injection	-	-	-	-	1,030	7,095	1,030	7,095
Other	-	-	-	-	-	-	-	-
Restructuring	-	-	-	-	-	-	-	-
<b>Sub-total transactions with owners</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(7,631)</b>	<b>7,095</b>	<b>(7,631)</b>	<b>7,095</b>
Transfers between equity components	-	-	-	-	-	-	-	-
<b>Closing balance as at 30 June</b>	<b>1,436,172</b>	<b>1,430,365</b>	<b>229,097</b>	<b>243,146</b>	<b>21,005</b>	<b>28,636</b>	<b>1,686,274</b>	<b>1,702,147</b>

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

**NATIONAL LIBRARY OF AUSTRALIA**  
**STATEMENT OF CHANGES IN EQUITY (NLA)**  
*as at 30 June 2009*

	Retained Earnings		Asset Revaluation Reserves		Contributed Equity / Capital		Total Equity	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Opening balance</b>								
Balance carried forward from previous period	1,425,535	1,423,018	243,146	252,900	28,636	21,541	1,697,317	1,697,459
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
<b>Adjusted opening balance</b>	<b>1,425,535</b>	<b>1,423,018</b>	<b>243,146</b>	<b>252,900</b>	<b>28,636</b>	<b>21,541</b>	<b>1,697,317</b>	<b>1,697,459</b>
<b>Income and expense recognised directly in equity</b>								
Revaluation adjustments	-	-	(14,049)	(9,754)	-	-	(14,049)	(9,754)
<b>Sub-total income and expenses recognised directly in equity</b>	<b>-</b>	<b>-</b>	<b>(14,049)</b>	<b>(9,754)</b>	<b>-</b>	<b>-</b>	<b>(14,049)</b>	<b>(9,754)</b>
Surplus for the period	4,855	2,517	-	-	-	-	4,855	2,517
<b>Total income and expenses</b>	<b>4,855</b>	<b>2,517</b>	<b>(14,049)</b>	<b>(9,754)</b>	<b>-</b>	<b>-</b>	<b>(9,194)</b>	<b>(7,237)</b>
<b>Transactions with owners</b>								
<i>Distributions to owners</i>								
Returns on capital:								
Dividends	-	-	-	-	-	-	-	-
Returns of capital:								
Restructuring (Note 9)	-	-	-	-	(8,661)	-	(8,661)	-
Other	-	-	-	-	-	-	-	-
<i>Contributions by owners</i>								
Equity injection	-	-	-	-	1,030	7,095	1,030	7,095
Other	-	-	-	-	-	-	-	-
Restructuring	-	-	-	-	-	-	-	-
<b>Sub-total transactions with owners</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(7,631)</b>	<b>7,095</b>	<b>(7,631)</b>	<b>7,095</b>
Transfers between equity components	-	-	-	-	-	-	-	-
<b>Closing balance as at 30 June</b>	<b>1,430,390</b>	<b>1,425,535</b>	<b>229,097</b>	<b>243,146</b>	<b>21,005</b>	<b>28,636</b>	<b>1,680,492</b>	<b>1,697,317</b>

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

**NATIONAL LIBRARY OF AUSTRALIA**  
**CASH FLOW STATEMENT**  
*for the year ended 30 June 2009*

	Notes	Consolidated		NLA	
		2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Goods and services		9,080	8,945	9,704	9,035
Receipts from Government		57,680	58,285	57,680	58,285
Interest		3,308	3,415	2,985	3,213
Net GST received		1,755	2,283	1,755	2,283
Other cash received		3,505	2,257	2,885	815
Cash received on behalf of others		357	204	357	204
<b>Total cash received</b>		<b>75,685</b>	<b>75,389</b>	<b>75,366</b>	<b>73,835</b>
<b>Cash used</b>					
Employees		(35,153)	(34,435)	(35,153)	(34,435)
Suppliers		(18,594)	(18,783)	(18,500)	(18,728)
Borrowing costs		(1)	(5)	(1)	(5)
Other cash used		(437)	(542)	(418)	(488)
<b>Total cash used</b>		<b>(54,185)</b>	<b>(53,765)</b>	<b>(54,072)</b>	<b>(53,656)</b>
<b>Net cash from (used by) operating activities</b>	10	<b>21,500</b>	<b>21,624</b>	<b>21,294</b>	<b>20,179</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of property, plant and equipment		27	27	27	27
Investments		94,124	28,630	86,240	28,169
<b>Total cash received</b>		<b>94,151</b>	<b>28,657</b>	<b>86,267</b>	<b>28,196</b>
<b>Cash used</b>					
Purchase of property, plant and equipment		(19,278)	(22,558)	(19,278)	(22,558)
Purchase of intangibles		(932)	(860)	(932)	(860)
Investments		(93,227)	(76,226)	(84,827)	(73,783)
<b>Total cash used</b>		<b>(113,437)</b>	<b>(99,644)</b>	<b>(105,037)</b>	<b>(97,201)</b>
<b>Net cash from (used by) investing activities</b>		<b>(19,286)</b>	<b>(70,987)</b>	<b>(18,770)</b>	<b>(69,005)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity		1,030	7,095	1,030	7,095
<b>Total cash received</b>		<b>1,030</b>	<b>7,095</b>	<b>1,030</b>	<b>7,095</b>
<b>Cash used</b>					
Repayment of borrowings		(17)	(83)	(17)	(83)
<b>Total cash used</b>		<b>(17)</b>	<b>(83)</b>	<b>(17)</b>	<b>(83)</b>
<b>Net cash from (used by) financing activities</b>		<b>1,013</b>	<b>7,012</b>	<b>1,013</b>	<b>7,012</b>
<b>Net increase (decrease) in cash held</b>		<b>3,227</b>	<b>(42,351)</b>	<b>3,537</b>	<b>(41,814)</b>
Cash and cash equivalents at the beginning of the reporting period		3,971	46,322	2,985	44,799
<b>Cash and cash equivalents at the end of the reporting period</b>	4A	<b>7,198</b>	<b>3,971</b>	<b>6,522</b>	<b>2,985</b>

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



**NATIONAL LIBRARY OF AUSTRALIA  
SCHEDULE OF COMMITMENTS**

as at 30 June 2009

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>BY TYPE</b>				
<b>Commitments receivable</b>				
GST recoverable on commitments	571	1,009	571	1,009
Other	1,721	1,046	1,721	1,046
<b>Total commitments receivable</b>	<b>2,292</b>	<b>2,055</b>	<b>2,292</b>	<b>2,055</b>
<b>Capital commitments</b>				
Buildings	1,385	4,403	1,385	4,403
Infrastructure, plant and equipment	244	109	244	109
Collections <sup>1</sup>	475	222	475	222
<b>Total capital commitments</b>	<b>2,104</b>	<b>4,734</b>	<b>2,104</b>	<b>4,734</b>
<b>Other commitments</b>				
Operating leases <sup>2</sup>	3,029	3,882	3,029	3,882
Other commitments <sup>3</sup>	3,084	3,525	3,084	3,525
<b>Total other commitments</b>	<b>6,113</b>	<b>7,407</b>	<b>6,113</b>	<b>7,407</b>
<b>Net commitments by type</b>	<b>5,925</b>	<b>10,086</b>	<b>5,925</b>	<b>10,086</b>
<b>BY MATURITY</b>				
<b>Commitments receivable</b>				
<b>Other commitments receivable</b>				
One year or less	1,328	1,543	1,328	1,543
From one to five years	903	512	903	512
Over five years	61	-	61	-
<b>Total other commitments receivable</b>	<b>2,292</b>	<b>2,055</b>	<b>2,292</b>	<b>2,055</b>
<b>Commitments payable</b>				
<b>Capital commitments</b>				
One year or less	2,104	4,721	2,104	4,721
From one to five years	-	13	-	13
Over five years	-	-	-	-
<b>Total capital commitments</b>	<b>2,104</b>	<b>4,734</b>	<b>2,104</b>	<b>4,734</b>
<b>Operating lease commitments</b>				
One year or less	842	845	842	845
From one to five years	2,187	3,037	2,187	3,037
Over five years	-	-	-	-
<b>Total operating lease commitments</b>	<b>3,029</b>	<b>3,882</b>	<b>3,029</b>	<b>3,882</b>
<b>Other commitments</b>				
One year or less	2,217	2,362	2,217	2,362
From one to five years	867	1,163	867	1,163
Over five years	-	-	-	-
<b>Total other commitments</b>	<b>3,084</b>	<b>3,525</b>	<b>3,084</b>	<b>3,525</b>
<b>Net commitments by maturity</b>	<b>5,925</b>	<b>10,086</b>	<b>5,925</b>	<b>10,086</b>

NB: Commitments are GST inclusive where relevant.

<sup>1</sup> Collection commitments represent contracts for the purchase of collection items.

<sup>2</sup> Operating leases included are effectively non-cancellable and comprise:

- Lease for warehouse which expires in May 2013;
- Agreements for the provision of motor vehicles to senior executive officers.

<sup>3</sup> Other commitments primarily consist of the provision of computer services, security, legal services, cleaning, building maintenance and postal services with a total contingent rental component of \$977,204.

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

**NATIONAL LIBRARY OF AUSTRALIA**  
**SCHEDULE OF CONTINGENCIES (Consolidated)**  
*as at 30 June 2009*

	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Contingent Assets</b>								
Balance from previous period	-	-	-	-	5	5	5	5
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Assets recognised	-	-	-	-	(1)	-	(1)	-
Expired	-	-	-	-	-	-	-	-
<b>Total Contingent Assets</b>	-	-	-	-	4	5	4	5
	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Contingent Liabilities</b>								
Balance from previous period	8	8	-	-	-	-	8	8
New	-	-	-	-	1,318	-	1,318	-
Re-measurement	-	-	-	-	-	-	-	-
Liabilities recognised	-	-	-	-	-	-	-	-
Obligations expired	(8)	-	-	-	-	-	(8)	-
<b>Total Contingent Liabilities</b>	-	8	-	-	1,318	-	1,318	8
<b>Net Contingent Assets (Liabilities)</b>							<b>(1,314)</b>	<b>(3)</b>

Details of each class of contingent liabilities and contingent assets, including those not included above because they cannot be quantified, are shown in Note 11: Contingent Liabilities and Assets.

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

**NATIONAL LIBRARY OF AUSTRALIA  
SCHEDULE OF CONTINGENCIES (NLA)**

as at 30 June 2009

Contingent Assets	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	-	-	-	-	5	5	5	5
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Assets recognised	-	-	-	-	(1)	-	(1)	-
Expired	-	-	-	-	-	-	-	-
<b>Total Contingent Assets</b>	-	-	-	-	4	5	4	5

Contingent Liabilities	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	8	8	-	-	-	-	8	8
New	-	-	-	-	1,318	-	1,318	-
Re-measurement	-	-	-	-	-	-	-	-
Liabilities recognised	-	-	-	-	-	-	-	-
Obligations expired	(8)	-	-	-	-	-	(8)	-
<b>Total Contingent Liabilities</b>	-	8	-	-	1,318	-	1,318	8
<b>Net Contingent Assets (Liabilities)</b>							<b>(1,314)</b>	<b>(3)</b>

Details of each class of contingent liabilities and contingent assets, including those not disclosed above because they cannot be quantified are shown in Note 11: Contingent Liabilities and Assets.

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

**NATIONAL LIBRARY OF AUSTRALIA**  
**INDEX OF THE NOTES TO THE FINANCIAL STATEMENTS**  
*for the year ended 30 June 2009*

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Note 1: Summary of Significant Accounting Policies

#### 1.1 Basis of Preparation of the Financial Report

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

The continued existence of the National Library of Australia (NLA) in its present form and with its present programs is dependent on Government policy and on continuing appropriations by the Parliament for the NLA's administration and programs.

The financial statements and notes have been prepared in accordance with:

- Finance Minister's Orders (FMOs) for reporting periods ending on or after 1 July 2008; 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 reports have been prepared on an accrual basis and are in accordance with 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 report is prepared in Australian dollars and values 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 Library and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements equally proportionately unperformed are not recognised unless required by an accounting standard.

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

#### 1.2 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 2008 to 30 June 2009 using accounting policies consistent with those of the NLA. The effects of transactions and balances between entities are eliminated in full.

#### 1.3 Significant Accounting Judgements and Estimates

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.

## 1.4 New 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 and amendments to standards and interpretations issued by the Australian Accounting Standards Boards (AASB) that are applicable to the current period, the following has required additional disclosures.

- AASB 1004 *Contributions* requires more detailed disclosures of contributions. For the Library this requires the details of grants or donations which have been recognised as income in the reporting period, but the expenditure is to occur in a future period. The additional disclosures require the details of the contributions, conditions attached and information relating to whether the conditions have been discharged at the reporting date. The standard also requires that the fair value of goods and services received either free of charge or for nominal consideration be separately disclosed.

AASB 2007-9 *Amendments to Australian Accounting Standards arising from the Review of AASs 27, 29 & 31* has not had a material impact on the Library. Importantly AASB 2007-9 includes an amendment to AASB 116 *Property Plant and Equipment*, which clarifies that heritage and cultural assets are property, plant and equipment and there may be circumstances where cultural and heritage assets may not be depreciated in situations where these assets do not have limited useful lives. The guidance within the standard provides that cultural and heritage assets that do not have limited lives would necessitate the entity adopting appropriate curatorial and preservation polices. The Library's cultural and heritage assets (i.e. the National Collection) have limited lives due to the nature of their physical composition, which is primarily organic material; the purpose of the collection which necessitates its handling and use; and noting that the Library is unable to ensure that the collection would not have a limited life.

Additional standards and interpretations have been issued by the Australian Accounting Standards Board, however they have not had a material impact on the Library.

### 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, the following will have a material impact or require additional disclosures.

- AASB 101 *Presentation of Financial Statements* introduces the concept of 'complete set of financial statements', which includes a statement of financial position to be prepared as at the beginning of the earliest comparative period when an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies an item(s) in its financial statement. All income and expenses, including those recognised in equity, are to be presented in either a single statement of comprehensive income or in a separate income statements and also a statement of comprehensive income. Transactions with owners will be presented in the statement of changes in equity.
- AASB 2008-5 *Amendments to Australian Accounting Standards arising from the Annual Improvements Project* incorporates amendments to AASB 119 *Employee Benefits* and removes the requirement to discount recreational leave. The impact of this change would increase the provision for recreational leave by \$24,000.

## 1.5 Revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;

- the seller retains no managerial involvement, nor 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 Library.

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 Library.

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 balance date. 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 Library are recognised at their fair value when the asset qualifies for recognition.

#### Revenues from Government

Funds received from the Department of the Environment, Water, Heritage and the Arts (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.

### 1.6 Gains

#### Other Resources Received Free of Charge

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 Library, or from another Government agency or authority as a consequence of a restructuring of administrative arrangements.

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

#### Sale of Assets

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

## 1.7 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 in the nature of a dividend.

## 1.8 Employee Benefits

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for short-term employee benefits (as defined in AASB 119) and termination benefits due within 12 months of balance date 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. All other employee benefit liabilities are measured at the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

### 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 by employees of the Library 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 apply at the time the leave is taken, including an on-cost for accruing leave entitlements and the Library's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. These on-costs are recognised because while the employee is taking leave, superannuation and leave entitlements continue to accrue.

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 in circumstances where the Library 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 Library are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap). 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 Library makes employer contributions to the employee 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 Library's employees. The Library 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.

### 1.9 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 non-current 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 a non-current 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.

### 1.10 Borrowing Costs

All borrowing costs are expensed as incurred.

### 1.11 Cash

Cash and cash equivalents includes notes and coins held and any 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. Cash is recognised at its nominal amount.

### 1.12 Financial Assets

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

- financial assets 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 Library 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. They are included in current assets, except for maturities greater than 12 months after the balance sheet date, which would be classified as non-current assets. 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 each balance date. 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 income statement.

## **1.13 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. They are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis (refer to Note 1.12).

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

## **1.14 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 recognised when settlement is greater than remote.

## **1.15 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.

### 1.16 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.

#### 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	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 are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially with the assets' fair value as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through the operating result. Revaluation decrements for a class of assets are recognised through the operating result except to the extent that they reverse 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:

	2009	2008
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 – general collection	50 years	50 years
National Collection other than the general collection	20 to 825 years	20 to 825 years

### Impairment

All assets were assessed for impairment at 30 June 2009. Where indications of impairment exist, 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 Library were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

#### 1.17 Intangibles

The Library's intangibles comprise purchased software and internally developed software for internal use. The threshold for the recognition of software assets is \$2,000 (GST exclusive). These assets are carried at cost less accumulated amortisation and accumulated impairment loss.

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 10 years (2007-08: 2 to 10 years).

All software assets were assessed for indications of impairment as at 30 June 2009.

#### 1.18 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.

#### **1.19 Taxation**

The Library 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.

#### **1.20 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.

Consolidated		NLA	
2009	2008	2009	2008
\$'000	\$'000	\$'000	\$'000

**Note 2: Income****Revenue****Note 2A – Revenue from Government**

Department of the Environment, Water, Heritage and the Arts

CAC Act body payment item	57,680	58,285	57,680	58,285
<b>Total revenues from Government</b>	<b>57,680</b>	<b>58,285</b>	<b>57,680</b>	<b>58,285</b>

**Note 2B – Sale of goods and rendering of services**

Provision of goods to - related entities	4	15	4	15
Provision of goods to - external parties	1,372	1,437	1,315	1,353
Rendering of services to - related entities	800	778	800	778
Rendering of services to - external parties	5,541	5,796	5,985	6,217
<b>Total sales of goods and rendering of services</b>	<b>7,717</b>	<b>8,026</b>	<b>8,104</b>	<b>8,363</b>

**Note 2C – Interest**

Deposits	3,194	3,601	2,933	3,333
<b>Total interest</b>	<b>3,194</b>	<b>3,601</b>	<b>2,933</b>	<b>3,333</b>

**Note 2D – Royalties**

Other	403	360	387	343
<b>Total royalties</b>	<b>403</b>	<b>360</b>	<b>387</b>	<b>343</b>

**Note 2E – Other revenue**

Resources received free of charge - Collection material	2,695	2,678	2,695	2,678
Grants and other non-reciprocal payments by other entities	2,975	830	2,850	580
Donations	1,056	1,311	-	-
Other revenue	116	91	117	215
<b>Total other revenue</b>	<b>6,842</b>	<b>4,910</b>	<b>5,662</b>	<b>3,473</b>

During 2008-09 the Library received the following grants where the expenditure is to occur in a future financial year:

<b>Grantor</b>	<b>Purpose and conditions of the grant</b>	<b>Amount</b>
Sidney Myer fund	Funds were provided for the future construction of the Library's new Treasures Gallery.	\$125,000
John T Reid Australian Charitable Trust	Funds were provided for the future construction of the Library's new Treasures Gallery.	\$500,000
National Museum of Australia	Funds were provided to be used for the 2009 Community Heritage Grants Program. To assist in meeting both the costs of the grants and the administration of the program.	\$40,000
National Archives of Australia	Funds were provided to be used for the 2009 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 2009 Community Heritage Grants Program. To assist in meeting both the costs of the grants and the administration of the program.	\$20,000
Department of the Environment, Water, Heritage and the Arts	Funds were provided to be used for the 2009 Community Heritage Grants Program. To assist in meeting both the costs of the grants and the administration of the program.	\$450,000
Old Parliament House	Funding to assist in the collection of targeted oral history interviews.	\$20,000
Department of Families, Housing, Community Services and Indigenous Affairs	Funding to support a follow-on project to place public records associated with the Bringing Them Home Oral Histories project online.	\$100,000
Department of Families, Housing, Community Services and Indigenous Affairs	Funding for the Forgotten Australians Oral History project. This project will document the history of institutional care or other out-of-home care places during the last century and the experiences of people who were in those institutions, a group referred to as Forgotten Australians or Lost Innocents.	\$1,700,000

Grants recognised as income in a previous reporting period and where the expense was recognised in the 2008-09 financial year total \$500,000 and this represent grants received to support the 2008 Community Heritage Grants Program.

The Library also receives donations to its Trust Funds which are detailed at Note 18. The purpose and details of each trust are disclosed in this note.

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Gains</b>				
<b>Note 2F – Sale of assets</b>				
Infrastructure, plant and equipment				
Proceeds from sale	27	-	27	-
Carrying value of assets sold	(1)	-	(1)	-
Selling expense	-	-	-	-
<b>Net gain from sale of assets</b>	<b>26</b>	<b>-</b>	<b>26</b>	<b>-</b>

**Note 2G – Other gains**

Sale of plant and equipment under the capitalisation threshold - proceeds	1	14	1	14
<b>Total other gains</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>14</b>

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

Wages and salaries	25,968	25,615	25,968	25,615
Superannuation:				
Defined contribution plans	1,963	828	1,963	828
Defined benefit plans	2,745	3,886	2,745	3,886
Leave and other entitlements	3,617	2,888	3,617	2,888
Separation and redundancies	86	226	86	226
Other employee benefits	227	238	227	238
<b>Total employee benefits</b>	<b>34,606</b>	<b>33,681</b>	<b>34,606</b>	<b>33,681</b>

**Note 3B – Suppliers**

Provision of goods - external parties	4,850	5,016	4,824	4,935
Rendering of services - related entities	1,434	1,442	1,424	1,442
Rendering of services - external parties	9,610	10,643	9,547	10,632
Operating lease rentals: Minimum lease payments	807	793	807	793
Workers compensation premiums	275	357	275	357
<b>Total supplier expenses</b>	<b>16,976</b>	<b>18,251</b>	<b>16,877</b>	<b>18,159</b>



Consolidated		NLA	
2009	2008	2009	2008
\$'000	\$'000	\$'000	\$'000

### Note 3C - Grants

The Library makes grants to 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.

Private sector:				
Non-profit organisations	367	428	367	428
Individuals	60	116	41	62
<b>Total grants</b>	<b>427</b>	<b>544</b>	<b>408</b>	<b>490</b>

### Note 3D - Depreciation and amortisation

Depreciation:				
Plant and equipment	1,525	1,693	1,525	1,693
Heritage and cultural assets	11,488	11,751	11,488	11,751
Buildings	3,562	3,952	3,562	3,952
<b>Total depreciation</b>	<b>16,575</b>	<b>17,396</b>	<b>16,575</b>	<b>17,396</b>
Amortisation:				
Leasehold improvements	15	10	15	10
Assets held under finance leases	19	69	19	69
Intangibles:				
Computer software	1,183	1,178	1,183	1,178
<b>Total amortisation</b>	<b>1,217</b>	<b>1,257</b>	<b>1,217</b>	<b>1,257</b>
<b>Total depreciation and amortisation</b>	<b>17,792</b>	<b>18,653</b>	<b>17,792</b>	<b>18,653</b>

Depreciation expenses are lower by \$5,130 (2007-08: \$56,167 lower) and amortisation expenses are lower by \$17,761 (2007-08: \$8,632 lower) than they would have been as a result of a reassessment of the useful lives of plant and equipment and software.

### Note 3E - Finance costs

Finance leases	1	4	1	4
<b>Total finance costs</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>

### Note 3F - Write-down and impairment of assets

Asset write-downs and impairment from:				
Write-down - Inventory	151	185	151	184
Bad and doubtful debts expense - Receivables for goods and services	2	1	2	1
Write-offs - Plant and equipment	30	48	30	48
Write-offs - Intangibles - Software	39	-	39	-
<b>Total write-down and impairment of assets</b>	<b>222</b>	<b>234</b>	<b>222</b>	<b>233</b>

Consolidated		NLA	
2009	2008	2009	2008
\$'000	\$'000	\$'000	\$'000

**Note 3G – Losses from assets sales**

## Infrastructure, plant and equipment:

Proceeds from sale	-	(27)	-	(27)
Carrying value of assets sold	-	53	-	53
Selling expense	-	1	-	1
<b>Total loss from asset sales</b>	<b>-</b>	<b>27</b>	<b>-</b>	<b>27</b>

**Note 3H – Other expenses**

Fringe Benefit Tax (Non-remuneration)	32	47	32	47
<b>Total other expenses</b>	<b>32</b>	<b>47</b>	<b>32</b>	<b>47</b>

**Note 4: Financial Assets****Note 4A – Cash and cash equivalents**

Cash on hand or on deposit	7,198	3,971	6,522	2,985
<b>Total cash and cash equivalents</b>	<b>7,198</b>	<b>3,971</b>	<b>6,522</b>	<b>2,985</b>

**Note 4B – Trade and other receivables**

Goods and services - external parties	387	610	387	610
Interest receivable	451	563	393	444
Other	-	10	-	10
GST receivable from Australian Taxation Office	390	559	390	559
<b>Total trade and other receivables (gross)</b>	<b>1,228</b>	<b>1,742</b>	<b>1,170</b>	<b>1,623</b>
Less Impairment allowance:				
Goods and services	(2)	(5)	(2)	(5)
<b>Total trade and other receivables (net)</b>	<b>1,226</b>	<b>1,737</b>	<b>1,168</b>	<b>1,618</b>

## Receivables are represented by:

Current	1,226	1,737	1,168	1,618
Non-current	-	-	-	-
<b>Total trade and other receivables (net)</b>	<b>1,226</b>	<b>1,737</b>	<b>1,168</b>	<b>1,618</b>

## Receivables are aged as follows:

Not overdue	955	1,366	897	1,247
Overdue by:				
Less than 30 days	202	252	202	252
30 to 60 days	70	61	70	61
61 to 90 days	1	62	1	62
More than 90 days	-	1	-	1
<b>Total receivables (gross)</b>	<b>1,228</b>	<b>1,742</b>	<b>1,170</b>	<b>1,623</b>

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000

The impairment allowance is aged as follows:

Not overdue	-	-	-	-
Overdue by:				
Less than 30 days	-	-	-	-
30 to 60 days	1	-	1	-
61 to 90 days	1	5	1	5
More than 90 days	-	-	-	-
<b>Total impairment allowance account</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>5</b>

#### Reconciliation of the impairment allowance (consolidated):

Movements in relation to 2009

	Goods and services 2009 \$'000	Other receivables 2009 \$'000	Total 2009 \$'000
Opening balance	(5)	-	(5)
Amounts written off	2	-	2
Amounts recovered and reversed	-	-	-
Increases/decrease recognised in net surplus	1	-	1
<b>Closing balance</b>	<b>(2)</b>	<b>-</b>	<b>(2)</b>

Movements in relation to 2008

	Goods and services 2008 \$'000	Other receivables 2008 \$'000	Total 2008 \$'000
Opening balance	(2)	-	(2)
Amounts written off	4	-	4
Amounts recovered and reversed	-	-	-
Increases/decrease recognised in net surplus	(7)	-	(7)
<b>Closing balance</b>	<b>(5)</b>	<b>-</b>	<b>(5)</b>

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000

#### Note 4C – Investments

Fixed term deposit with bank	48,519	49,416	44,200	45,613
<b>Total investments</b>	<b>48,519</b>	<b>49,416</b>	<b>44,200</b>	<b>45,613</b>

Other financial assets are expected to be recovered in:

less than 12 months	48,519	49,416	44,200	45,613
more than 12 months	-	-	-	-
<b>Total investments</b>	<b>48,519</b>	<b>49,416</b>	<b>44,200</b>	<b>45,613</b>

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Note 4D - Other financial assets</b>				
Accrued revenues	829	633	829	880
<b>Total other financial assets</b>	<b>829</b>	<b>633</b>	<b>829</b>	<b>880</b>

**Note 5: Non-Financial Assets****5A - Land and buildings**

Land at gross carrying value (at fair value)	17,500	12,950	17,500	12,950
Buildings:				
Work in progress	398	1,699	398	1,699
Fair value	162,185	155,570	162,185	155,570
Accumulated depreciation	-	-	-	-
<b>Total buildings and land</b>	<b>180,083</b>	<b>170,219</b>	<b>180,083</b>	<b>170,219</b>
Leasehold improvements:				
Fair value	18	24	18	24
Accumulated depreciation	-	-	-	-
<b>Total leasehold improvements</b>	<b>18</b>	<b>24</b>	<b>18</b>	<b>24</b>
<b>Total land and buildings (non-current)</b>	<b>180,101</b>	<b>170,243</b>	<b>180,101</b>	<b>170,243</b>

No indicators of impairment were found for land and buildings. The National Library building (\$155,575,000) and land (\$15,000,000) upon which it stands is a special purpose building, which may not be disposed of without prior Ministerial approval.

**5B - National Collection, infrastructure, plant and equipment**

Infrastructure, plant and equipment:				
Gross carrying value (at fair value)	10,579	7,754	10,579	7,754
Accumulated depreciation	(1,532)	(2)	(1,532)	(2)
Accumulated amortisation	-	(11)	-	(11)
<b>Total infrastructure, plant and equipment</b>	<b>9,047</b>	<b>7,741</b>	<b>9,047</b>	<b>7,741</b>
Heritage and cultural:				
National collection (at fair value)	1,446,182	1,499,356	1,446,182	1,499,356
Accumulated depreciation	-	(23,320)	-	(23,320)
<b>Total heritage and cultural</b>	<b>1,446,182</b>	<b>1,476,036</b>	<b>1,446,182</b>	<b>1,476,036</b>
<b>Total infrastructure, plant and equipment (non-current)</b>	<b>1,455,229</b>	<b>1,483,777</b>	<b>1,455,229</b>	<b>1,483,777</b>

All revaluations were conducted in accordance with the revaluation policy at Note 1. The effective date for all revaluations was 30 June 2009. The revaluations were conducted by independent valuers from the Australian Valuation Office (land and buildings) and Pickles Valuation Services (plant and equipment).

A revaluation increment of \$4,550,000 for land (2007-08: increment of \$1,600,000); an increment of \$2,123,000 for buildings (2007-08: decrement of \$10,425,000); a decrement of \$20,731,000 for cultural and heritage collection (2007-08: n/a) and an increment of \$9,000 for leasehold

improvements (2007-08: Nil) 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 infrastructure, plant and equipment.

Note 5C – Analysis of the National Collection, property, plant and equipment (Consolidated only, as this is the same as the parent entity)

**Table A – Reconciliation of the opening and closing balances of the National Collection, property, plant and equipment (2008-09)**

	Land \$'000	Buildings \$'000	Total Land and Buildings \$'000	Other infrastructure, plant and equipment \$'000	Heritage and Cultural \$'000	Total \$'000
<b>As at 1 July 2008</b>						
Gross book value	12,950	157,293	170,243	7,754	1,499,356	1,677,353
Accumulated depreciation / amortisation and impairment	n/a	-	-	(13)	(23,320)	(23,333)
<b>Net book value 1 July 2008</b>	<b>12,950</b>	<b>157,293</b>	<b>170,243</b>	<b>7,741</b>	<b>1,476,036</b>	<b>1,654,020</b>
Additions:						
By purchase or at no cost	-	6,753	6,753	2,961	11,026	20,740
Revaluations and impairments through equity	4,550	2,132	6,682	-	(20,731)	(14,049)
Depreciation / amortisation expense	-	(3,577)	(3,577)	(1,544)	(11,488)	(16,609)
Capitalised depreciation	-	-	-	(80)	-	(80)
Disposals:						
From disposal of entities or operations (including restructuring - Note 9)	-	-	-	-	(8,661)	(8,661)
Other disposals	-	-	-	(31)	-	(31)
<b>Net book value 30 June 2009</b>	<b>17,500</b>	<b>162,601</b>	<b>180,101</b>	<b>9,047</b>	<b>1,446,182</b>	<b>1,635,330</b>
<b>Net book value as of 30 June 2009 represented by:</b>						
Gross book value	17,500	162,601	180,101	10,579	1,446,182	1,636,862
Accumulated depreciation / amortisation and impairment	-	-	-	(1,532)	-	(1,532)
	<b>17,500</b>	<b>162,601</b>	<b>180,101</b>	<b>9,047</b>	<b>1,446,182</b>	<b>1,635,330</b>

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 income statement.

**Table A – Reconciliation of the opening and closing balances of the National Collection, property, plant and equipment (2007-08)**

	Land \$'000	Buildings \$'000	Total Land and Buildings \$'000	Other infrastructure, plant and equipment \$'000	Heritage and Cultural \$'000	Total \$'000
<b>As at 1 July 2007</b>						
Gross book value	11,350	160,560	171,910	10,414	1,488,981	1,671,305
Accumulated depreciation / amortisation and impairment	n/a	-	-	(2,202)	(11,569)	(13,771)
<b>Net book value 1 July 2007</b>	11,350	160,560	171,910	8,212	1,477,412	1,657,534
Additions:						
By purchase or at no cost	-	11,162	11,162	2,361	10,375	23,898
By finance lease	-	-	-	29	-	29
Revaluations and impairments through equity	1,600	(10,425)	(8,825)	(929)	-	(9,754)
Depreciation / amortisation expense	-	(3,962)	(3,962)	(1,762)	(11,751)	(17,475)
Capitalised depreciation	-	-	-	(111)	-	(111)
Disposals:						
Other disposals	-	(42)	(42)	(59)	-	(101)
<b>Net book value 30 June 2008</b>	12,950	157,293	170,243	7,741	1,476,036	1,654,020
<b>Net book value as of 30 June 2008 represented by:</b>						
Gross book value	12,950	157,293	170,243	7,754	1,499,356	1,677,353
Accumulated depreciation / amortisation and impairment	-	-	-	(13)	(23,320)	(23,333)
	12,950	157,293	170,243	7,741	1,476,036	1,654,020

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 income statement.

Consolidated		NLA	
2009	2008	2009	2008
\$'000	\$'000	\$'000	\$'000

### Note 5D - Intangibles

#### Computer software at cost:

Internally developed - in progress	676	1,323	676	1,323
Internally developed - in use	2,450	1,632	2,450	1,632
Computer software – purchased	6,743	6,687	6,743	6,687
<b>Total computer software</b>	<b>9,869</b>	<b>9,642</b>	<b>9,869</b>	<b>9,642</b>
Accumulated amortisation	(4,862)	(4,320)	(4,862)	(4,320)
<b>Total intangibles (non-current)</b>	<b>5,007</b>	<b>5,322</b>	<b>5,007</b>	<b>5,322</b>

No indicators of impairment were found for intangible assets.



Note 5E - Analysis of intangibles (Consolidated only, as this is the same as the parent entity)

Table C - Reconciliation of the opening and closing balances of intangibles (2008-09)

	Computer Software - Purchased \$'000	Computer Software - Internally Developed \$'000	Total \$'000
<b>As at 1 July 2008</b>			
Gross book value	6,687	2,955	9,642
Accumulated amortisation	(3,023)	(1,297)	(4,320)
<b>Net book value 1 July 2008</b>	<b>3,664</b>	<b>1,658</b>	<b>5,322</b>
Additions:			
By purchase or internally developed	162	770	932
Amortisation	(804)	(379)	(1,183)
Capitalised amortisation	(25)	-	(25)
Disposals:			
Other disposals	-	(39)	(39)
<b>Net book value 30 June 2009</b>	<b>2,997</b>	<b>2,010</b>	<b>5,007</b>
<b>Net book value as of 30 June 2009 represented by:</b>			
Gross book value	6,743	3,126	9,869
Accumulated depreciation / amortisation and impairment	(3,746)	(1,116)	(4,862)
	<b>2,997</b>	<b>2,010</b>	<b>5,007</b>

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 income statement.

**Table C - Reconciliation of the opening and closing balances of intangibles (2007-08)**

	Computer Software - Purchased \$'000	Computer Software - Internally Developed \$'000	Total \$'000
<b>As at 1 July 2007</b>			
Gross book value	6,544	2,290	8,834
Accumulated amortisation	(2,210)	(959)	(3,169)
<b>Net book value 1 July 2007</b>	<b>4,334</b>	<b>1,331</b>	<b>5,665</b>
Additions:			
by purchase or internally developed	195	665	860
Amortisation expense	(840)	(338)	(1,178)
Capitalised amortisation	(25)	-	(25)
Disposals:			
Other disposals	-	-	-
<b>Net book value 30 June 2008</b>	<b>3,664</b>	<b>1,658</b>	<b>5,322</b>
<b>Net book value as of 30 June 2008 represented by:</b>			
Gross book value	6,687	2,955	9,642
Accumulated depreciation / amortisation and impairment	(3,023)	(1,297)	(4,320)
	<u>3,664</u>	<u>1,658</u>	<u>5,322</u>

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 income statement.

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Note 5F – Inventories</b>				
Inventories held for sale				
Work in progress	175	173	175	167
Finished goods	1,362	1,289	1,191	1,125
<b>Total inventories held for sale</b>	<b>1,537</b>	<b>1,462</b>	<b>1,366</b>	<b>1,292</b>
Inventories held for distribution				
Work in progress	8	21	8	21
Finished goods	20	18	20	18
<b>Total inventories held for distribution</b>	<b>28</b>	<b>39</b>	<b>28</b>	<b>39</b>
<b>Total inventories</b>	<b>1,565</b>	<b>1,501</b>	<b>1,394</b>	<b>1,331</b>

Inventories are categorised as follows:

Current	706	679	680	634
Non-current	859	822	714	697
	<b>1,565</b>	<b>1,501</b>	<b>1,394</b>	<b>1,331</b>

During 2008-09 \$785,386 (2007-08: \$893,621) of inventory held for sale was recognised as an expense upon sale and \$225,023 (2007-08: \$259,959) of inventory held for distribution was recognised as an expense upon use. No items of inventory are recognised at fair value less cost to sell.

**Note 5G - Other non-financial assets**

Prepayments	2,040	1,816	2,040	1,816
<b>Total other non-financial assets</b>	<b>2,040</b>	<b>1,816</b>	<b>2,040</b>	<b>1,816</b>

All other non-financial assets are current and no indicators of impairment were found for other non-financial assets.

**Note 6: Payables**

**Note 6A – Suppliers**

Trade creditors	2,026	2,653	2,021	2,653
Operating lease rentals	-	2	-	2
<b>Total supplier payables</b>	<b>2,026</b>	<b>2,655</b>	<b>2,021</b>	<b>2,655</b>

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

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000

**Note 6B – Grants**

Private sector: Individuals	21	31	21	31
<b>Total grant payables</b>	<b>21</b>	<b>31</b>	<b>21</b>	<b>31</b>

All grants payable are current.

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

**Note 6C – Other Payables**

Salaries and wages	784	694	784	694
Superannuation	73	64	73	64
Separations and redundancies	46	222	46	222
Prepaid income	210	123	210	123
Other (accrued expenses)	2,818	2,775	2,831	2,774
<b>Total other payables</b>	<b>3,931</b>	<b>3,878</b>	<b>3,944</b>	<b>3,877</b>

All other payables are current.

**Note 7: Interest Bearing Liabilities****Note 7 – Leases**

Finance Leases	-	17	-	17
<b>Total finance leases</b>	<b>-</b>	<b>17</b>	<b>-</b>	<b>17</b>

Payable:

Within one year				
Minimum lease payments	-	18	-	18
Deduct: future finance charges	-	(1)	-	(1)
<b>Finance leases recognised on the balance sheet</b>	<b>-</b>	<b>17</b>	<b>-</b>	<b>17</b>

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

Leave	10,012	9,688	10,012	9,688
<b>Total employee provisions</b>	<b>10,012</b>	<b>9,688</b>	<b>10,012</b>	<b>9,688</b>

Employee provisions are represented by:

Current	7,706	7,771	7,706	7,771
Non-current	2,306	1,917	2,306	1,917
<b>Total employee provisions</b>	<b>10,012</b>	<b>9,688</b>	<b>10,012</b>	<b>9,688</b>

The classification of current employee provisions includes amounts for which there is not an unconditional right to defer settlement by one year, hence in the case of employee provisions the above classification does not represent the amount expected to be settled within one year of the reporting date. Employee provisions expected to be settled in 12 months from the reporting date are \$3,478,000 (2007-08: \$3,866,000).

#### Note 9: Restructuring

2009  
\$'000

##### Note 9A – Departmental restructuring

From 1 July 2008 the Library formally transferred the National Film and Video Collection to the National Film and Sound Archive for no consideration. The net book value of the asset transferred as at the date of transfer was:

Assets relinquished	
Heritage and Cultural	8,661
Total assets relinquished	<u>8,661</u>
<i>Net assets relinquished</i>	<u>8,661</u>

Consolidated		NLA	
2009	2008	2009	2008
\$'000	\$'000	\$'000	\$'000

#### Note 10: Cash Flow Reconciliation

##### Reconciliation of cash and cash equivalents as per Balance Sheet to the Cash Flow Statement Report cash and cash equivalents as per:

Cash flow statement	7,198	3,971	6,522	2,985
Balance sheet	<u>7,198</u>	<u>3,971</u>	<u>6,522</u>	<u>2,985</u>
Difference	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

##### Reconciliation of operating result to net cash from operating activities:

###### Reconciliation of operating result to net cash from operating activities

Operating result	5,807	3,755	4,855	2,517
Depreciation / amortisation	17,792	18,653	17,792	18,653
Loss/(Gain) on disposal of assets	43	74	43	74
Resources received free of charge	(3,245)	(2,678)	(2,695)	(2,678)
Notional expenditure	1,338	1,474	1,338	1,475
(Increase) / decrease in net receivables	315	(378)	501	(559)
(Increase) / decrease in inventories	(64)	(93)	(63)	(129)
(Increase) / decrease in prepayments	(224)	64	(224)	64
Increase / (decrease) in employee provisions	324	87	324	87
Increase / (decrease) in supplier payables	(629)	350	(634)	350
Increase / (decrease) in prepayments received	87	(87)	87	(87)
Increase / (decrease) in grant payables	(10)	(7)	(10)	3
Increase / (decrease) in accrued expenses	43	410	57	409
Increase / (decrease) in other payables	(77)	-	(77)	-
<b>Net cash from / (used by) operating activities</b>	<u>21,500</u>	<u>21,624</u>	<u>21,294</u>	<u>20,179</u>

	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Non-cash financing and investing activities</b>				
Leased assets	-	29	-	29
National Collection material received free of charge	1,462	1,340	1,462	1,340
<b>Total Non-Cash Financing and Investing</b>	<b>1,462</b>	<b>1,369</b>	<b>1,462</b>	<b>1,369</b>

### Note 11: Contingent Liabilities and Assets

#### Quantifiable Contingencies

The Schedule of Contingencies in the financial report shows a contingent asset of \$4,000 (2007-08: \$5,000) as at 30 June 2009 and this represents a recovery of an overpayment from a former member of staff.

As at 30 June 2009, the Library had received a claim for damages from an unsuccessful tenderer. The Library has denied liability and has defended the claim. The quantum of the claim is \$1,318,014 plus interest and the judgement is pending.

#### Unquantifiable Contingencies

The claim for damages from the unsuccessful tenderer also includes a claim for interest on the damages being sought, however if the claim is successful the interest rate used to calculate the payment would be determined by the Court.

### Note 12: Remuneration of Council Members

	2009	2008
The number of Council members whose total remuneration was within the following bands are as follows:		
\$Nil - \$149,999	11	12
<b>Total number of Council members</b>	<b>11</b>	<b>12</b>
Total remuneration received or due and receivable by the Council members of the Library	\$131,933	\$123,466

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 14. These payments are determined by the Remuneration Tribunal and paid in accordance with Sections 13 and 17A of the *National Library Act 1960*.

**Note 13: Related Party Disclosures****National Library Council**

Members of the Council during the year were:

J. Gobbo (Chairman)  
 F. Ryan (Deputy Chair) to 24/6/09  
 D. Borthwick to 21/1/09  
 J. Hay  
 G. Lewis to 29 March 2009  
 B. Long to 22 June 2009  
 K. McCann  
 J. McDonald  
 D. Melham  
 D. Thomas  
 R. Trood  
 J. Fullerton (Director-General and Executive member of Council)

The aggregate remuneration of Council members is disclosed in Note 12.

**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 National Library with the Council member or an entity in which she/he has a substantial financial interest.

**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 14: Executive Remuneration**

	Consolidated		NLA	
	2009	2008	2009	2008
\$130,000 - \$144,999	-	1	-	1
\$160,000 - \$174,999	-	3	-	3
\$175,000 - \$189,999	2	-	2	-
\$190,000 - \$204,999	1	-	1	-
\$205,000 - \$219,999	-	1	-	1
\$220,000 - \$234,999	2	2	2	2
\$235,000 - \$249,999	1	1	1	1
\$250,000 - \$264,999	1	-	1	-
\$310,000 - \$329,999	-	1	-	1
\$355,000 - \$369,999	1	-	1	-
	<u>8</u>	<u>9</u>	<u>8</u>	<u>9</u>

	Consolidated		NLA	
	2009	2008	2009	2008
	\$	\$	\$	\$
The aggregate amount of total remuneration of senior executives shown above.	1,888,246	1,876,462	1,888,246	1,876,462

The aggregate amount of separation and redundancy / termination payments during the year to senior executives shown above.

	Consolidated		NLA	
	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000
	-	-	-	-

#### Note 15: Remuneration of Auditors

Remuneration to the Auditor-General for auditing the financial statements for the reporting period.

The fair value of services provided was:	70	71	70	71
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No other services were provided by the Auditor-General.

#### Note 16: Financial Instruments

##### Note 16A – Categories of financial instruments

Financial Assets				
Loans and receivables				
Cash on hand or deposit	7,198	3,971	6,522	2,985
Receivables for goods and services	387	610	387	610
Interest receivable	451	563	393	444
Fixed Term Deposit with Bank	48,519	49,416	44,200	45,613
Accrued revenue	829	633	829	880
<b>Carrying amount of financial assets</b>	<b>57,384</b>	<b>55,193</b>	<b>52,331</b>	<b>50,532</b>

Financial liabilities				
Other financial liabilities at amortised cost				
Finance lease liabilities	-	18	-	18
Supplier payables	2,026	2,655	2,021	2,655
Grants payable	21	31	21	31
Accrued expenses	2,818	2,775	2,831	2,774
<b>Carrying amount of financial liabilities</b>	<b>4,865</b>	<b>5,479</b>	<b>4,873</b>	<b>5,478</b>

##### Note 16B – Net income and expense from financial assets

<b>Loans and receivables</b>				
Interest revenue	3,194	3,601	2,933	3,333
<b>Net gain/(loss) loans and receivables</b>	<b>3,194</b>	<b>3,601</b>	<b>2,933</b>	<b>3,333</b>
<b>Net gain/(loss) from financial assets</b>	<b>3,194</b>	<b>3,601</b>	<b>2,933</b>	<b>3,333</b>



	Consolidated		NLA	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000

Note 16C – Net income and expense from financial liabilities

<b>Financial liabilities - at amortised cost</b>				
Interest expense	(1)	(4)	(1)	(4)
<b>Net gain/(loss) financial liabilities at amortised cost</b>	<b>(1)</b>	<b>(4)</b>	<b>(1)</b>	<b>(4)</b>
<b>Net gain/(loss) from financial liabilities</b>	<b>(1)</b>	<b>(4)</b>	<b>(1)</b>	<b>(4)</b>

Note 16D – 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 16E - 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 (2008-09: \$1,216,000 and 2007-08: \$1,243,000). The Library has assessed the risk of default on payment and has allocated \$2,000 in 2008-09 (2007-08: \$5,000) 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 risk of financial instruments (consolidated only) not past due or individually determined as impaired:

	Not past due nor impaired 2009 \$'000	Not past due nor impaired 2008 \$'000	Past due or impaired 2009 \$'000	Past due or impaired 2008 \$'000
Cash on hand or deposit	7,198	3,971	-	-
Receivables for goods and services	114	244	273	376
Interest receivable	451	563	-	-
Fixed Term Deposit with Bank	48,519	49,416	-	-
Accrued revenue	829	633	-	-
<b>Total</b>	<b>57,111</b>	<b>54,827</b>	<b>273</b>	<b>376</b>

## Ageing of financial assets that are past due but not impaired for 2009

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Receivables for goods and services	202	70	1	-	273
<b>Total</b>	<b>202</b>	<b>70</b>	<b>1</b>	<b>-</b>	<b>273</b>

## Ageing of financial assets that are past due but not impaired for 2008

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Receivables for goods and services	252	61	62	1	376
<b>Total</b>	<b>252</b>	<b>61</b>	<b>62</b>	<b>1</b>	<b>376</b>

Note 16F – 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 appropriation 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 16G - 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 17: Compensation and Debt Relief**

The National Library has not made (2007-08: 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:

	2009 \$'000	2008 \$'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	347	345
Receipts during the year	44	79
Interest received	21	17
Available for payments	<u>412</u>	<u>441</u>
Payments made	<u>(29)</u>	<u>(94)</u>
<i>Balance carried forward to next year</i>	<u><u>383</u></u>	<u><u>347</u></u>
(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	2,568	1,087
Receipts during the year	524	1,514
Interest received	169	87
Available for payments	<u>3261</u>	<u>2,688</u>
Payments made	<u>(544)</u>	<u>(120)</u>
<i>Balance carried forward to next year</i>	<u><u>2,717</u></u>	<u><u>2,568</u></u>
(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	24	34
Receipts during the year	-	-
Interest received	1	1
Available for payments	<u>25</u>	<u>35</u>
Payments made	<u>(3)</u>	<u>(11)</u>
<i>Balance carried forward to next year</i>	<u><u>22</u></u>	<u><u>24</u></u>
(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	159	157
Receipts during the year	-	-
Interest received	8	8
Available for payments	<u>167</u>	<u>165</u>
Payments made	<u>(12)</u>	<u>(6)</u>
<i>Balance carried forward to next year</i>	<u><u>155</u></u>	<u><u>159</u></u>
(e) The Acquisition Trust Fund comprises donations received specifically for the acquisition of library material.		
Balance carried forward from previous year	97	90
Receipts during the year	5	1
Interest received	8	6
Available for payments	<u>110</u>	<u>97</u>
Payments made	<u>-</u>	<u>-</u>
<i>Balance carried forward to next year</i>	<u><u>110</u></u>	<u><u>97</u></u>

2009	2008
\$'000	\$'000

- (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	242	223
Receipts during the year	128	69
Interest received	18	14
Available for payments	<u>388</u>	<u>306</u>
Payments made	<u>(115)</u>	<u>(64)</u>
<i>Balance carried forward to next year</i>	<u>273</u>	<u>242</u>

- (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	13	12
Receipts during the year	-	-
Interest received	1	1
Available for payments	<u>14</u>	<u>13</u>
Payments made	<u>-</u>	<u>-</u>
<i>Balance carried forward to next year</i>	<u>14</u>	<u>13</u>

- (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	232	259
Receipts during the year	-	-
Interest received	15	17
Available for payments	<u>247</u>	<u>276</u>
Payments made	<u>(34)</u>	<u>(44)</u>
<i>Balance carried forward to next year</i>	<u>213</u>	<u>232</u>

- (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	1,105	1,134
Receipts during the year	2	-
Interest received	82	51
Available for payments	<u>1,189</u>	<u>1,185</u>
Payments made	<u>(81)</u>	<u>(80)</u>
<i>Balance carried forward to next year</i>	<u>1,108</u>	<u>1,105</u>

### Note 19: Reporting of Outcomes

Output cost attribution: The full cost of the individual outputs is determined through the identification of both direct costs and an appropriate amount for common costs (i.e. support costs). Common costs such as building services, payroll processing, accounting and information technology are attributed on the basis of relevant cost drivers. These cost drivers provide an appropriate basis for attributing common costs, for example costs associated with providing building services are attributed on the basis of the floor space occupied and financial transaction processing costs are attributed on the basis of the number of transactions processed for an individual output.

#### Note 19A – Net Cost of outcome delivery (Consolidated)

	Outcome 1		Total	
	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000
<b>Expenses</b>				
Administered	-	-	-	-
Departmental	70,056	71,441	70,056	71,441
<b>Total expenses</b>	<b>70,056</b>	<b>71,441</b>	<b>70,056</b>	<b>71,441</b>
<i>Costs recovered from the provision of goods and services to the non Australian government sector</i>				
Administered	-	-	-	-
Departmental	6,913	7,233	6,913	7,233
<b>Total costs recovered</b>	<b>6,913</b>	<b>7,233</b>	<b>6,913</b>	<b>7,233</b>
<b>Other external income</b>				
Administered	-	-	-	-
Departmental				
Sale of goods and services to related entities	804	793	804	793
Interest	3,194	3,601	3,194	3,601
Net gains from disposal of assets	26	-	26	-
Royalties	403	360	403	360
Other	6,843	4,924	6,843	4,924
<b>Total other external income</b>	<b>11,270</b>	<b>9,678</b>	<b>11,270</b>	<b>9,678</b>
<b>Net cost(contribution) of outcome</b>	<b>51,873</b>	<b>54,530</b>	<b>51,873</b>	<b>54,530</b>

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.

The net costs shown include intra-Commonwealth government costs that would be eliminated in calculating the actual Budget outcome.

## Note 19B – Major classes of departmental income, expenses, assets and liabilities by outputs

	Outcome 1						Total	
	Output 1.1		Output 1.2		Output 1.3			
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
<b>Departmental expenses</b>								
Employees	16,564	15,798	14,456	14,074	3,586	3,809	34,606	33,681
Suppliers	9,442	10,184	6,235	6,666	1,299	1,401	16,976	18,251
Grants	-	-	60	116	367	428	427	544
Depreciation and amortisation	14,198	14,499	2,649	3,184	945	970	17,792	18,653
Write-down of assets	27	26	184	205	11	3	222	234
Net loss from disposal of assets	-	8	-	19	-	-	-	27
Other	18	22	14	18	-	7	32	47
Borrowing cost expense	-	1	1	3	-	-	1	4
<b>Total departmental expenses</b>	<b>40,249</b>	<b>40,538</b>	<b>23,599</b>	<b>24,285</b>	<b>6,208</b>	<b>6,618</b>	<b>70,056</b>	<b>71,441</b>
<b>Funded by:</b>								
Revenues from Government	35,536	36,204	20,794	20,047	1,350	2,034	57,680	58,285
Sale of goods and services	637	792	2,788	2,845	4,292	4,389	7,717	8,026
Interest	1,947	2,123	984	1,183	263	295	3,194	3,601
Royalties	250	225	91	80	62	55	403	360
Net gain from disposal of assets	14	-	12	-	-	-	26	-
Other	5,025	4,564	1,807	350	11	10	6,843	4,924
<b>Total departmental income</b>	<b>43,409</b>	<b>43,908</b>	<b>26,476</b>	<b>24,505</b>	<b>5,978</b>	<b>6,783</b>	<b>75,863</b>	<b>75,196</b>



Max Dupain (1911–1992)

*Card Catalogue at the National Library of Australia* 1968

black and white photograph; 37.3 × 50.0 cm

Pictures Collection, nla.pic-vn4317941-s7

**PART 5**  
APPENDICES





Sam Cooper (b.1982)

Library staff member Greg Power searching the online catalogue in the Main Reading Room, 2009

Following the implementation in 2007–2008 of a new, easy-to-use search interface, use of the Library catalogue almost doubled during 2008–2009. A total of 89.2 per cent of the collection is now accessible via online catalogue records.

# APPENDIX A COUNCIL OF THE NATIONAL LIBRARY OF AUSTRALIA AND ITS COMMITTEES

## THE COUNCIL

### Chair



**The Hon. Sir James Gobbo AC, CVO, BA (Hons) (Melb), MA (Oxon),  
Hon LLD (Monash), Hon LLD (Bologna), DUniv (Catholic),  
Hon LLD (Melb), Hon FAIV**

Non-executive member, Victoria

Chairman, Australian Multicultural Foundation

Chairman, Council for the Order of Australia

Re-appointed on 27 June 2007 for a third three-year term until 26 June 2010

Attended five of six meetings

### Deputy Chair



**Mr Fergus Ryan CA, FICAA, FID, FAIM**

Non-executive member, Victoria

Director, Australia Day Council

Non-executive director, Commonwealth Bank of Australia

Non-executive director, Australian Foundation Investment Company

Non-executive director, Centre for Social Impact

Term expired on 24 June 2009

Attended six of six meetings

### Members



**Mr David Borthwick PSM, BEc (Hons) (Monash)**

Non-executive member, Australian Capital Territory

Secretary, Department of the Environment, Water, Heritage and the Arts

Ex-officio member, Bureau of Meteorology Advisory Board

Commissioner, Murray–Darling Basin Commission

Appointed on 15 May 2008 for a three-year term until 14 May 2011

Resigned from Council following his resignation from  
the Australian Public Service on 2 January 2009

Attended one of three eligible meetings



**Emeritus Professor John Hay AC, BA (Hons) (WA & Cambridge), MA (Cambridge), PhD (WA), Hon LittD (Deakin), Hon DLitt (WA), Hon DUniv (QUT), Hon LLD (Queensland), FACE, FAIM, FAHA, FQA**  
 Non-executive member; Queensland  
 Former Vice-Chancellor; The University of Queensland  
 Chair, Australian Learning and Teaching Council  
 Chair, Board of Trustees, Queensland Art Gallery  
 Chair, Martin Institute  
 Chair, Springfield Health City  
 Chair, Queensland Institute for Medical Research  
 Re-appointed on 15 May 2008 for a three-year term until 14 May 2011  
 Attended four of six meetings



**Mr Geoffrey Lewis**  
 Non-executive member; Western Australia  
 Chief Executive Officer; ASG Group Ltd  
 Term expired on 29 March 2009  
 Attended two of four eligible meetings



**Mr Brian Long AICAA**  
 Non-executive member; New South Wales  
 Presiding Partner; Board of Partners, Ernst & Young Global Advisory Council  
 and Oceania Area Advisory Council  
 Senior Audit Partner; Ernst & Young, Australia  
 Chairman, United Way Sydney  
 Term expired on 22 June 2009  
 Attended four of six meetings



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

Non-executive member; New South Wales  
 Chairman, Corporate Governance Committee,  
 Australian Institute of Company Directors  
 Chairman (Acting), Macquarie Group Limited and Macquarie Bank Limited  
 Chairman, Origin Energy Limited  
 Chairman, Sydney Harbour Federation Trust  
 Lead Independent Director; Macquarie Bank Limited  
 Director; BlueScope Steel Limited  
 Non-executive member; Takeovers Panel  
 Re-appointed on 15 December 2008 for a three-year term  
 until 14 December 2011  
 Attended four of six meetings



**Ms Janet McDonald AO**

Non-executive member; New South Wales  
 Non-executive member; Advisory Council of Cancer Australia  
 Non-executive member; Drug Utilisation Sub-committee of  
 the Pharmaceutical Benefits Advisory Committee  
 Appointed on 22 March 2007 for a three-year term until 21 March 2010  
 Attended four of six meetings



**Mr Daryl Melham MP, BEc, LLB (Sydney)**

Non-executive member; New South Wales  
 Federal Member for Banks  
 Elected by the House of Representatives on 13 May 2008 for  
 a three-year term until 12 May 2011  
 Attended six of six meetings



**Ms Deborah Thomas Dip. Fine Art (Caulfield Institute)**

Non-executive member; New South Wales

General Manager; Editorial and Advertising Projects; Women's Lifestyle,  
ACP Magazines

Non-executive member; National Breast and Ovarian Cancer Centre

Non-executive member; Queensland Food, Fibre and Agribusiness Council

Appointed on 18 August 2006 for a three-year term until 17 August 2009

Attended three of six meetings



**Senator Russell Trood LLB (Syd), MSc (Econ) (Wales), PhD (Dalhousie)**

Non-executive member; Queensland

Senator for Queensland

Elected by the Senate on 13 June 2007 for a three-year term  
until 12 June 2010

Attended four of six meetings



**Ms Jan Fullerton AO, BA (Qld), Grad DipLib (NSW), FAHA**

Director-General and executive member of Council,  
Australian Capital Territory

Re-appointed on 29 June 2007 for a five-year term until 8 August 2012

Attended six of six meetings

## Council Meetings

The Council met on six occasions during the year; on the following dates:

- 1 August 2008
- 3 October 2008
- 5 December 2008
- 6 February 2009
- 3 April 2009
- 5 June 2009.

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## THE AUDIT COMMITTEE

### Chair

#### Mr Brian Long

Non-executive member of Council  
Appointed Chair of the Committee on  
4 August 2006  
Attended three of three meetings

### Members

#### Mr Geoffrey Lewis

Non-executive member of Council  
Appointed to the Committee on 6 October 2006  
Attended none of two meetings

#### Mr Fergus Ryan

Deputy Chair of Council  
Appointed to the Committee on 3 August 2007  
Attended three of three meetings

### Attendance by Other Council Members

The following Council members also attended Audit Committee meetings during the year:

#### The Hon. Sir James Gobbo AC, CVO

Chair of Council  
Attended three of three meetings

#### Ms Jan Fullerton AO

Director-General and executive member of Council  
Attended three of three meetings

#### Emeritus Professor John Hay AC

Non-executive member of Council  
Attended one of three meetings

### Terms of Reference

The Audit Committee's terms of reference are to:

- a help the Library and members of the Council of the Library to comply with obligations under the *Commonwealth Authorities and Companies Act 1997*
- b provide a forum for communication between the members of the 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 three occasions during the year, on the following dates:

- 1 August 2008
- 5 December 2008
- 3 April 2009.

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## THE CORPORATE GOVERNANCE COMMITTEE

### Chair

#### Mr Fergus Ryan

Deputy Chair of Council  
Attended one of one meeting

### Members

#### The Hon. Sir James Gobbo AC, CVO

Chair of Council  
Attended one of one meeting

#### Mr Brian Long

Non-executive member of Council  
Chair of Audit Committee  
Attended none of one meeting

#### Ms Janet McDonald AO

Non-executive member of Council  
Attended one of one meeting

### Terms of Reference

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

- a evaluate the effectiveness of the 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 the Library Council, subject to consideration and approval by the Minister.

### Meeting

The Corporate Governance Committee met on one occasion during the year, on 6 February 2009.

# APPENDIX B

## NATIONAL LIBRARY OF AUSTRALIA DEVELOPMENT COUNCIL

### Chair

**Mr Kevin McCann AM**  
National Library of Australia Council

### Members

**Ms Jasmine Cameron**  
National Library of Australia

**Ms Jan Fullerton AO**  
National Library of Australia

**Ms Helen Kon**  
National Library of Australia

**Ms Doreen Mellor**  
National Library of Australia

**Ms Helen James**

**The Hon. Ros Kelly AO** (until February 2009)

**Ms Julia King**

**Ms Janet McDonald AO**

### Secretariat

**Development Branch**  
National Library of Australia

### Terms of Reference

The Development Council supports the activities of the Library in generating significant off-budget funds for a wide range of purposes, including:

- support for major capital works projects
- collection access projects such as exhibitions, publications and digitisation
- the acquisition of high-value heritage materials and other collection items
- the preservation of collection items.

The Development Council will:

- provide advice on Library fundraising targets
- actively assist in obtaining funds from a variety of sources including the business and philanthropic sectors
- act as a conduit for personal contributions to Library fundraising appeals
- provide assistance and advice on major fundraising campaigns, events and associated activities
- provide assistance and advice on the formation of other fundraising and support groups to further the Library's donor programs.

# APPENDIX C

## NATIONAL LIBRARY OF AUSTRALIA COMMITTEES

Three committees provide advice to the Library: the Libraries Australia Advisory Committee, the Fellowships Advisory Committee and the Community Heritage Grants Steering Committee.

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### THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

#### Chair

**Ms Linda Luther**

University of Tasmania

#### Members

**Ms Pamela Gatenby**

National Library of Australia

**Mr Lindsay Harris**

Queen Elizabeth Hospital, South Australia

**Ms Anne Horn**

Deakin University

**Ms Vicki McDonald** (from October 2008 to  
March 2009)

State Library of Queensland

**Ms Joan Moncrieff** (until December 2008)

Deakin University

**Ms Noelle Nelson** (from February 2009)

State Library of New South Wales

**Ms Sherrey Quinn**

Libraries Alive! Pty Ltd

**Mr Geoff Strempel** (from October 2008)

Public Library Services (South Australia)

**Ms Monika Szunejko**

State Library of Western Australia

**Mr Chris Taylor**

University of Queensland

#### Secretariat

**Resource Sharing and Innovation 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.



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## THE FELLOWSHIPS ADVISORY COMMITTEE

### Chair

**Emeritus 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**  
Australian Society of Authors

**Ms Jan Fullerton AO, FAHA**  
National Library of Australia

**Emeritus Professor Rod Home FAHA**  
Australian Academy of Science

**Associate Professor Joy Hooton**  
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.

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## THE COMMUNITY HERITAGE GRANTS STEERING COMMITTEE

### Chair

**Ms Jasmine Cameron**  
National Library of Australia

### Members

**Ms Liz Anderson**  
Department of the Environment, Water,  
Heritage and the Arts

**Mr Adrian Cunningham**  
National Archives of Australia

**Ms Louise Douglas**  
National Museum of Australia

**Ms Helen Kon**  
National Library of Australia

**Ms Meg Labrum** (from August 2008)  
National Film and Sound Archive

**Ms Erin Stephens**  
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 among the Library and all funding partners.

# APPENDIX D

## FREEDOM OF INFORMATION STATEMENT

In 2008–2009, the Library received no formal requests under the *Commonwealth Freedom of Information Act 1982* for access to documents.

### Freedom of Information Procedures and Initial Contacts

A request for access to documents in the possession of the Library is subject to the regulatory application fee of \$30.

Applicants seeking access under the *Freedom of Information Act 1982* should forward the \$30 application fee with a written request, providing an address to which responses may be sent, to:

The FOI Coordinator  
Accountability and Reform Branch  
National Library of Australia  
CANBERRA ACT 2600  
Email: [foi@nla.gov.au](mailto:foi@nla.gov.au)

FOI Coordination is available between 9.00am and 4.45pm from Monday to Friday and can be contacted by telephone on (02) 6262 1798 or by fax on (02) 6257 1703. Provided access is approved and the relevant fees have been received, the Library will provide copies of documents requested. Arrangements may be made for examination of documents to which access is granted in that form.

If an applicant is dissatisfied with a decision made under the *Freedom of Information Act 1982* they may apply to the Director-General for an internal review. A request to review a decision is subject to a regulatory application fee of \$40.

If access is approved, the Library will provide such access on receipt of payment for any charges that apply.

### Decision-making Powers

Library staff exercise decision-making powers under the *National Library Act 1960*.

### Participation in the Formulation of Policy

The Library welcomes comments on its policies from members of the public. In addition to the key supporting policies and documents listed in Appendix E, the Library publishes a wide range of policies on its website, including exposure drafts with a mechanism for online comments and inquiries.

The Library also publishes its Service Charter with advice on how to provide feedback on the Library's services.

### Categories of Documents Held

Library documents available for public access include policy statements, catalogues and other indexes associated with its collections of books and other documenting materials. Available for purchase by the public is a wide range of technical and general publications produced by the Library. Brochures describing the Library's services are made available to the public free of charge. Among other documents held by the Library are minutes, reports and submissions associated with internal and external committees, general correspondence relating to the activities and functions of the organisation, and administrative documents such as management, staffing, finance and personnel records. Many of the publications described are available on the Library's website.

### Access to Archival Records

Under Section 40 of the *Commonwealth Archives Act 1983* members of the public may apply to the National Archives of Australia for access to records in the open period—that is, records that are more than 30 years old and do not fall into one or more categories of exempt records, as listed under Section 33 of the *Archives Act*. People seeking access to the archival records of the Library should make their requests in the first instance directly to the National Archives of Australia.

# APPENDIX E

## 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

- *National Library Act 1960*
- *National Library Regulations 1994*
- *Commonwealth Authorities and Companies Act 1997*
- Portfolio Budget Statements
- *Public Service Act 1999*

### Strategic and Operational

- Directions 2009–2011
- Balanced Scorecard
- Information Technology Strategic Plan (2008–2011)
- Risk Management Register (2008)
- Heritage Management Strategy (2005–2008)
- Strategic Building Management Plan (2007)
- Business Continuity Framework (2007)

### Collection

- Collection Development Policy (2008)
- Collection Digitisation Policy (2008)

### Cataloguing

- Authority Control Policy (2009)
- Cataloguing Policy (2009)

### Preservation

- Collection Disaster Plan (2007)
- Digital Preservation Policy (2008)
- Policy on Participation in Cooperative Microfilming Projects with Other Institutions (2009)
- Preservation Copying of Collection Materials Policy (2007)
- Preservation Policy (2009)

### Service Charter

- Service Charter (2007)
- Policy on Handling Compliments, Complaints and Other User Feedback (2007)

### Reader Services

- Reader Services Policy (2007)
- Acceptable Use of Information and Communications Technology Policy (2008)

### Corporate Services

- *National Library of Australia Collective Agreement 2007–2010*
- Fraud Risk Assessment and Fraud Control Plan (2008–2010)
- Protective Security Policy and Procedures (2006)
- Strategic Workforce Plan (2009)
- User Charging Policy (2008)

### Public Programs

- Events and Education Policy (2008)
- Exhibitions Policy (2007)
- Outward Loan Policy (2007)
- Policy on Sponsorship and Fundraising (2006)
- Publications Policy (2008)
- Travelling Exhibitions Policy (2007)
- Volunteer Program Policy (2009)

## APPENDIX F

# CONSULTANCY SERVICES

The following table shows consultancy services with an individual value of \$10 000 or more that were engaged in 2008–2009, the nature of the consultancy, its value and the selection process.

**Table F.1 Consultancy services engaged, 2008–2009**

Consultant	Purpose	Contract price (\$)	Selection process	Justification (see note)
Blake Dawson	General legal advice	75 255	Panel	B
Clayton Utz	General legal advice	21 845	Panel	B
Dr Tania Cleary	Significance assessment and short-listing of Community Heritage Grants applications	10 904	Open tender	A
Cunningham Martyn Design	Design and superintendent services for the Treasures and Exhibition galleries and associated works	1 230 617	Open tender	B
DLA Phillips Fox	General legal advice	18 647	Panel	B
GHD	Architectural design and documentation services for Lower Ground Level 1 cafe	48 799	Direct sourcing	B
GHD	Architectural design and documentation services for ground floor kitchen refurbishment	77 077	Direct sourcing	B
GHD	Preparation of a business case for the building works master plan	35 745	Direct sourcing	B
Graeme O'Neill Consulting	Design and documentation services for mechanical works associated with the refurbishment of Preservation Services	15 400	Direct sourcing	B
Karen Williams Marketing	Development of promotional campaigns for Library publications	10 130	Direct sourcing	A
Dr Jan Lyall PSM	Review of the Community Heritage Grants program	10 000	Direct sourcing	C
Oxide Interactive	Design and usability testing of a single business discovery prototype	18 618	Direct sourcing	A
Paul Tilse Architects	Architectural design and documentation services for the refurbishment of Preservation Services	23 100	Direct sourcing	B
Project Computing	Application development for the Australian Newspapers service and other Information Technology advisory services	169 599	Direct sourcing	A
Robson Environmental	Conduct of an asbestos survey and provision of a management plan for the Library	17 424	Direct sourcing	B

*continued over*

Table F.1 Consultancy services engaged, 2008–2009 (continued)

Consultant	Purpose	Contract price (\$)	Selection process	Justification (see note)
Rusden Consulting Engineers	Design and documentation services for the upgrade of the Computer Room uninterruptible power supply	26 400	Select tender	B
Southern Cross Computing	Analysis of technical needs and software development to enhance digital preservation workflows	18 056	Select tender	B
Stamford Interactive	Review of the Library's catalogue	25 198	Select tender	B
Strategic Facility Services	Comprehensive update of building lifecycle works	30 250	Direct sourcing	B
Vision Australia	Assessment of the Library's website against version 2.0 of the <i>Web Content Accessibility Guidelines</i>	11 715	Select tender	A
Vision Australia	Assessment of the Australian Newspapers website against version 2.0 of the <i>Web Content Accessibility Guidelines</i>	15 235	Select tender	A
WalterTurnbull	Internal audit and probity advisory services	90 120	Open tender	A
<b>Total</b>		<b>2 000 134</b>		

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

A—skills currently unavailable within the organisation

B—need for specialised or professional skills

C—need for independent research or assessment.

Values are GST inclusive.

## APPENDIX G STAFFING OVERVIEW

With the exception of the Director-General, all Library staff are employed under the Commonwealth *Public Service Act 1999*. Conditions of employment for staff below the senior executive service level are contained in the *National Library of Australia Collective Agreement 2007–2010* and, for some staff, in Australian Workplace

Agreements. Some staff received enhanced benefits through *Public Service Act 1999* Section 24(1) Determinations.

At 30 June 2009 the Library had 415 full-time and part-time ongoing staff, 52 full-time and part-time non-ongoing staff and 17 casual staff.

### STAFF DISTRIBUTION

Table G.1 Staff distribution by division, 30 June 2009

Division	Ongoing		Non-ongoing			Total 2009	Total 2008
	Full-time	Part-time	Full-time	Part-time	Casual		
Collections Management	130	30	3	9	10	182	169
Australian Collections and Reader Services	77	16	16	13	3	125	129
Resource Sharing and Innovation	30	4	0	0	0	34	33
Information Technology	39	2	1	0	4	46	46
Executive and Public Programs	35	12	3	3	0	53	58
Corporate Services	37	3	2	2	0	44	47
<b>Total</b>	<b>348</b>	<b>67</b>	<b>25</b>	<b>27</b>	<b>17</b>	<b>484</b>	<b>482</b>

## STAFF CLASSIFICATION

Table G.2 Ongoing and non-ongoing full and part-time staff by classification and gender, 30 June 2009

Classification	Ongoing				Non-ongoing						Total 2009		Total 2008	
	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	1	0	0	0	0	0	0	0	0	0	1	0	1
SES Band 1	3	4	0	0	0	0	0	0	0	0	3	4	3	4
EL 2	10	16	0	0	0	0	0	0	0	0	10	16	10	18
EL 1	34	33	0	3	1	0	0	0	0	1	35	37	30	37
APS 6	20	39	1	18	0	1	1	0	0	0	22	58	27	56
APS 5	21	33	1	15	0	0	3	4	0	0	25	52	20	54
APS 4	12	44	2	12	0	3	0	2	2	0	16	61	19	57
APS 3	17	47	1	8	0	2	1	2	1	1	20	60	14	59
APS 2	1	11	0	6	9	9	3	11	7	5	20	42	18	51
Graduate	1	1	0	0	0	0	0	0	0	0	1	1	0	2
APS 1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>Total</b>	<b>119</b>	<b>229</b>	<b>5</b>	<b>62</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>19</b>	<b>10</b>	<b>7</b>	<b>152</b>	<b>332</b>	<b>142</b>	<b>340</b>
<b>Grand total</b>	<b>348</b>		<b>67</b>		<b>25</b>		<b>27</b>		<b>17</b>		<b>484</b>		<b>482</b>	

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

## SENIOR EXECUTIVE STAFF MOVEMENTS

There were no senior executive staff movements during 2008–2009.

## EQUAL EMPLOYMENT OPPORTUNITY

Table G.3 Staff by equal employment opportunity group and Australian Public Service classification, 30 June 2009

Classification	Male	Female	Total	Indigenous peoples	People with a disability	Culturally and linguistically diverse background
Statutory office holder	0	1	1	0	0	0
SES Band 1	3	4	7	0	0	1
EL 2	10	16	26	1	1	2
EL 1	35	37	72	0	0	16
APS 6	22	58	80	0	2	16
APS 5	25	52	77	1	2	15
APS 4	16	61	77	0	0	19
APS 3	20	60	80	1	5	31
APS 2	20	42	62	1	0	22
Graduate	1	1	2	0	0	0
APS 1	0	0	0	0	0	0
<b>Total</b>	<b>152</b>	<b>332</b>	<b>484</b>	<b>4</b>	<b>10</b>	<b>122</b>

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

## STAFF TRAINING

Staff training is delivered in accordance with an annual training plan. This plan is developed through consultation with all areas of the Library, and includes priorities identified in the Library's Strategic Workforce Plan and division business plans, and development needs and opportunities identified through individual performance development plans. Development opportunities were provided in a number of ways, including internal and external training, on-the-job training, placements and seminars.

Training was provided to 363 staff and covered Library technical skills such as cataloguing, digital publications and preservation, web information sources, collection disaster awareness and copyright; leadership and management skills; presentation skills;

writing skills; Excel; fraud awareness; procurement, contracting and tendering; risk management; project management; financial management; and the Library's induction program.

To assist in meeting occupational health and safety responsibilities training was provided on overall responsibilities; ergonomic awareness; manual handling; emergency warden, first aid and health and safety representative roles; and disaster awareness. Staff received general ergonomic advice and occupational health and safety information at induction, and 19 staff either qualified for, or renewed their qualifications in, first aid.

The combined outlay for training and development was \$350 380.



Table G.4 Training days, 2008–2009

Classification	Male	Female	Total
SES	23	28	51
EL 1–2	134	267	401
APS 5–6	367	299	666
APS 1–4	108	396	504
<b>Total</b>	<b>632</b>	<b>990</b>	<b>1 622</b>

# APPENDIX H

## GIFTS, GRANTS AND SPONSORSHIPS

The individuals and organisations listed in this appendix made substantial financial or in-kind contributions or donations of collection material to the Library in 2008–2009. Their generosity is gratefully acknowledged.

---

### SUBSTANTIAL COLLECTION MATERIAL DONATIONS

#### Individuals

Mr Ulli Beier and Mrs Georgina Beier  
 Estate of the Hon. Clyde Cameron AO  
 Mrs Jane Cary  
 Professor Graeme Clarke AO  
 The Hon. Frederick Chaney AO  
 Mrs Mary Chan  
 Mr Patrick Corrigan AM  
 Mr Geoffrey de Chanéet  
 Estate of Mr James Gleeson AO  
 Mr Jack Greaves  
 Mrs Maria Grills  
 Mr Geoff Harvey OAM  
 Dr James Hayes  
 Mr James Ingram AO  
 Mr Ross Kaires  
 Lady (Benise) Killen  
 Mr Lou Klepac OAM  
 Professor Liza Lim  
 Mr David Lumsdaine  
 Mr Neil Manton PSM  
 Mrs Mary Miles  
 Mr Alan Moir  
 Mr Moffatt Oxenbould AM and  
 Mr Graeme Ewer AM  
 Sir Arvi Parbo AC  
 Professor Kay Patterson

Estate of Ms Maxine Poynton Baker  
 Ms Diane Romney and Ms Jane Sullivan  
 Mr Jon Rhodes  
 Estate of Mr Wolfgang Sievers AO  
 Professor Raymond Specht  
 Mr John Spooner  
 Ms Irina Tennant  
 Estate of Ms Valrene Tweedie OAM  
 Dr Robyn Walton  
 Mr William Yang

#### Corporate Bodies

Australian Democrats (Parliamentary Party and  
 National Executive)  
 Elision Ensemble  
 Kraft Foods Pty Ltd  
 Melba Conservatorium of Music  
 Salvation Army Southern Territory Archives  
 and Museum  
 Sydney Conservatorium of Music Library  
 (The Seymour Group)

#### Foreign Governments or Government Bodies

Embassy of the People's Republic of China

---

### GRANTS AND SPONSORSHIPS

#### Grants

Department of Families, Housing, Community  
 Services and Indigenous Affairs  
 Department of the Environment, Water, Heritage  
 and the Arts  
 National Archives of Australia  
 National Film and Sound Archive  
 National Museum of Australia

#### Sponsorships

Copyright Agency Limited  
 The Brasseley of Canberra\* (Exhibitions and  
 Events program)

*Sponsors who supplied goods and/or services to  
 the Library in 2008–2009 are indicated by an  
 asterisk (\*).*

---

## SUBSTANTIAL FINANCIAL DONATIONS AND BEQUESTS

### Bequests

Estate of Ms Maxine Poynton Baker

### Support a Book Program

Dr Diana Carroll

### The Voss Journey

Mrs Maria Myers

### Fellowships

Friends of the National Library of Australia (Friends of the National Library Travelling Fellowship)

Mrs Pat McCann (Norman McCann Summer Scholarships)

Mrs Alison Sanchez (Kenneth Binns Travelling Fellowship)

Dr John Seymour and Mrs Heather Seymour AO (Seymour Summer Scholarships)

### Other Projects

Mrs Alison Sanchez (Kenneth Binns Lecture)

---

## TREASURES GALLERY APPEAL

Refer to Appendix I for details.

---

## NATIONAL LIBRARY OF AUSTRALIA FUND

Refer to Appendix J for details.

# APPENDIX I

## TREASURES GALLERY APPEAL

The Treasures Gallery Appeal raises funds for the development of a new permanent exhibition space within the Library. The Treasures Gallery, currently in design phase, will showcase significant and rare cultural heritage materials from the earliest colony at Port Jackson to important contemporary material including Indigenous documents such as the papers of Eddie Mabo, which are inscribed, along with James Cook's journal from the *Endeavour*, on UNESCO's Memory of the World Register.

Treasures Gallery Appeal gift levels are:

- Principal Treasured Partners—gifts of \$1 000 000 and above
- Platinum Treasured Partners—gifts of \$250 000 and above
- Gold Treasured Partners—gifts of \$100 000 and above
- Silver Treasured Partners—gifts of \$50 000 and above
- Bronze Treasured Partners—gifts of \$25 000 and above
- Opal Treasured Partners—gifts of \$10 000 and above
- Jade Treasured Partners—gifts of \$5000 and above
- Amber Treasured Partners—gifts up to \$5000.

The individuals and organisations listed in this appendix have collectively contributed more than \$3 million to the Treasures Gallery Appeal since it commenced in 2001. The Library gratefully acknowledges their generosity.

---

### PRINCIPAL TREASURED PARTNER

The Ian Potter Foundation

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### PLATINUM TREASURED PARTNERS

John T. Reid Charitable Trusts  
Sidney Myer Fund

---

### GOLD TREASURED PARTNERS

ActewAGL\*  
Professor Henry Ergas  
Harold Mitchell Foundation  
Ms Helen James and Dr James Bettison  
(Bettison and James Family Trust)

Macquarie Group Foundation  
Mr Kevin McCann AM  
Thyne Reid Foundation

---

### SILVER TREASURED PARTNER

Friends of the National Library of Australia

---

### BRONZE TREASURED PARTNERS

Mr James Bain AM and Mrs Janette Bain  
Mr Victor Crittenden  
Mr James O. Fairfax AO

---

## OPAL TREASURED PARTNERS

F. & J. Ryan Foundation  
GHD Pty Ltd\*

Dr Kenneth Moss AM and Mrs Glenn Moss

---

## JADE TREASURED PARTNERS

Ms Cynthia Anderson  
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

---

## AMBER TREASURED PARTNERS

Mr Karl Alderson  
Anonymous donors  
Mr Shane Baker and Ms Linda Pearson  
Ms Lucy Bantermalis  
Ms Nolene Barker  
Mr and Mrs R.N. Barnett  
Dr Pamela Bell AM  
Miss Jessie Bennett  
Mrs Maree Bentley  
Ms Wendy Bertony  
Mr Udai N. Bhati  
Mrs Phoebe Bischoff OAM  
Mrs Rita M. Bishop  
Blake Dawson Waldron\*  
Mr Kevin J. Blank  
Mr Warwick Bradney  
Mrs Mary Brennan  
Sir Ron Brierley  
Dr Desmond Bright and Dr Ruth Bright AM  
Mr John H. Brook  
Dr Robert Brown  
Mr Thomas Brown AM  
Dr Geoffrey A. Burkhardt  
Mr Graeme Camage and Mrs Elaine Camage  
Mr Clyde Cameron AO  
Mrs Jennie Cameron  
Dr John J. Carmody  
Ms Jennifer Carrington  
Dr Diana Carroll  
Dr Patricia Clarke OAM  
Mr G. Colson  
Dr Veronica Condon  
Ms Barbara Connell  
Dr Russell Cope PSM

Professor James Cotton  
CRA International  
Mr Brian R. Crisp  
Ms Debra Cunningham  
Mr Brian Davidson  
Dr Mary Dickenson  
Mr Norman Dickens  
Ms Rita Dodson  
Ms Naomi Doessel  
Ms Chris Dormer  
Ms Melanie Drake  
Mr Ian Dudgeon and Ms Kay Stoquart  
Ms Jeanette Dunkley  
Ms Kristen Durran  
Mr Tim Dyke and Ms Kylie Waring  
Ms Ennis Easton  
Mr Greg Ellway  
Mrs Pauline Fanning ISO, MBE  
Professor Frank Fenner AC, CMG, MBE  
Mrs Shirley Fisher  
Mr Anthony Francombe and Mrs Roma Francombe  
Ms Jan Fullerton AO  
Dr Donald Gibson  
Mr Ross Gibson and Mrs Rellie Gibson  
Ms Margot Girle  
Ms Sylvia Glanville  
Ms Erica Gray  
Ms Sue Gray  
Mr Jacob Grossbard  
Ms K.E. Halfpenny  
Ms Carol Hamilton  
Mr and Mrs Warren Harding  
Mr John Hawkins and Mrs Robyn Hawkins  
Ms Marion Hicks

Ms Tracey Hind  
 Mrs Janet Holmes à Court AO  
 Mr Stephen Holt  
 Mrs J.M. Hooper  
 Mr Neville Horne and Mrs Noreen Horne  
 Dr Ron Houghton DFC and  
     Mrs Nanette Houghton  
 Dr Anthea Hyslop  
 Mr Ashton Johnston  
 Ms Ruth S. Kerr  
 Ms A.J. Kitchin  
 Ms Kaye Lawrence  
 Mr Paul Legge-Wilkinson and  
     Mrs Beryl Legge-Wilkinson  
 Mr Andrew Ligertwood and  
     Mrs Virginia Ligertwood  
 Ms Nina Loder  
 Ms Louise Luscombe  
 Mr Donald McDonald AC and Mrs Janet  
     McDonald AO  
 Dr Rosemary McKenna  
 Mr G. Meldrum  
 Mrs Denyse Merchant  
 Mr K.A. Michaelides  
 Mrs Mary Michalas  
 Ms Eveline K. Milne  
 Mrs Mary Mitchell  
 Ms G. Morrison  
 Mr Claude Neumann  
 Ms Margaret Nixon  
 Mr John Oliver and Mrs Libby Oliver  
 Mrs Janette Owen  
 Mr Angus Paltridge and Mrs Gwen Paltridge  
 Ms Penny Pardoe-Matthews  
 Mr J.W. Persse  
 Mr Noel Potter  
 Lady Price  
 Qantas Airways Limited  
 The Hon. Margaret Reid AO  
 Mr Chris Richardson and Mrs Cathy Richardson  
 Mrs Elizabeth Richardson OAM  
 Mr Jack Ritch and Mrs Diana Ritch  
 Ms Colleen Rivers  
 Mrs Patricia Roberts  
 Ms Pamela Robinson  
 Professor Alan Robson AM  
 Mr Alan Rose AO and Mrs Helen Rose  
 Ms Jane Sandilands  
 Ms Jude Savage  
 Mr Graham Scully

Ms Jill Smith  
 Mrs Jane Smyth  
 Mr Gavin Souter AO and Mrs Ngaire Souter  
 Mr David Sparrow  
 Mr Peter Spyropoulos  
 Mrs Elinor Swan  
 Mr Jack Taylor and Mrs Jess Taylor  
 Mr K. Temperley  
 Mrs Dossie Thompson  
 Mr Bill Thorn and Mrs Angela Thorn  
 Ms Helen Todd  
 Mr Tony Triado  
 Ms Lisa Turner  
 Mr J. Visione  
 Mr Brian Wall and Mrs Margaret Wall  
 Mr John O. Ward  
 Mr Sam Weiss and Mrs Judy Weiss  
 Ms Eve White  
 Mr Richard White  
 Professor Robin Woods AM  
 Words Discussion Group

*Contributors who supplied goods and/or services to the Library in 2008–2009 are indicated by an asterisk (\*).*

*Many other individual Library supporters contributed generously through the Exhibitions Donations Box.*

# APPENDIX J

## NATIONAL LIBRARY OF AUSTRALIA FUND

The National Library of Australia Fund was launched in June 2009 with a direct mail campaign to Friends of the National Library of Australia and other associates and supporters. The Fund will help to ensure that the Library's Australian documentary heritage collections remain world class and accessible.

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.

During the month of June 2009, the individuals listed in this appendix collectively contributed more than \$50 000. The Library gratefully acknowledges their generosity.

---

### SILVER PATRON

Dr Ron Houghton DFC and Mrs Nanette Houghton

---

### PATRONS

Dr Marion Amies

Mrs J. Calaby

Ms Marjorie Lindenmayer

Dr Jan Lyall PSM\*

Mr John Oliver and Mrs Libby Oliver

Professor Alan Robson AM

Mr Bill Thorn and Mrs Angela Thorn

Mr John Ulm and Mrs Valda Ulm

Two patrons donated anonymously at this level

---

### DONORS

Norma Allen

Mr Robert Allmark

Ms Nolene Baker

Mr Peter Silvio Barich

Dr David Barton OAM

Ms Wendy Bertony

Ms Baiba Berzins

Ms Margaret Bettison

Mr Udai N. Bhati

Mr Kevin J. Blank

Ms Emily Booker

Mrs Ninette Boothroyd

Mr Rob Brian

Mr John H. Brook

Mrs Jennifer Brookes

Ms Allison Brouwer

Mr Thomas Brown AM

Professor Mairéad Browne

Mr David Burke OAM

Mrs Jennie Cameron

Professor David Carment AM

Dr John J. Carmody

Ms Marianne Cavanagh

Mrs Katherine Cawsey

Mr Richard Chan

Ms Estelle T. Clancy

Dr Patricia Clarke OAM

The Hon. Justice Judith Cohen AO

Dr Russell Cope PSM

Mr Brian R. Crisp

Ms Debra Cunningham

Mrs Carolyn Tweedie Curnow

Mrs Robyn Dean

Dr Mary Dickenson

Mrs Sarah Dingwell

Ms Rita Dodson

Ms Averill Edwards

Mrs Pauline Fanning ISO, MBE

Professor Frank Fenner AC, CMG, MBE  
 The Hon. Martin Ferguson AM, MP  
 Mr Thomas Fitzgerald and Mrs Wendy Fitzgerald  
 Mr John Fleming  
 Mr Robert Foster and Mrs Irene Foster  
 Ms Jean Geue  
 Mr Hugh Gilchrist and Mrs Elizabeth Gilchrist  
 Ms Sylvia Glanville  
 Ms Jennifer Gleeson  
 Ms Julianne Gleeson  
 Mrs Shirley Gollings OAM  
 Mrs Joyce Gow  
 Mr Henry R. Hafey  
 Mrs A.J. Hauff  
 Mr Colin D. Hauff  
 Mr Peter Henderson and Mrs Heather Henderson  
 Mrs Nancy Hitchcock  
 Reverend Theodora Hobbs  
 Dr Thelma Hunter  
 Ms Joan Kennedy  
 Dr James Semple Kerr AM  
 Professor Joyce Kirk  
 Mr Lou Klepac OAM  
 Dr Diane Langmore AM  
 The Very Rev. G.R. Lawrence OAM  
 Mr Paul Legge-Wilkinson and  
     Mrs Beryl Legge-Wilkinson  
 Ms Brenda Lewis  
 Miss Gwen McDonald  
 Dr Robin C. McLachlan  
 Ms Selma McLaren  
 Mr Simon McMillan  
 Mr Peter Mecham  
 Mrs Denyse Merchant  
 Mrs Diana Millar  
 Mr George Miller  
 Mrs Eveline K. Milne  
 Mr Ross Monk and Mrs Beth Monk  
 Dr Ann Moyal AM  
 Ms Helen Moyle  
 Dr Satyanshu Mukherjee  
 Mr John Myrtle and Mrs Bronwyn Myrtle  
 Mr Claude Neumann  
 The Hon. Jocelyn Newman AO  
 Ms Kate Nockels  
 The Hon. Barry O'Keefe AM, QC and  
     Mrs Jeanette O'Keefe  
 Mrs Shirley O'Reilly  
 Mr Matthew O'Shaughnessy  
 Mr Andrew Pardoe

Dr Margaret Park  
 Mr George Parker and Dame Judith Parker AM  
 Mrs Winsome Plumb  
 Mr Chester Porter QC  
 Ms Gillian Pratt  
 Mrs Anne Prins  
 Ms Elizabeth Pryce  
 Mother Prioress Ellen Quinn  
 Professor John Ramsland OAM and  
     Dr Marie Ramsland  
 Mrs Elizabeth Richardson OAM  
 Professor Jill Roe AO  
 Mr Alan Rose AO and Mrs Helen Rose  
 Ms Jane Sandilands  
 Mr Graham Scully  
 Mr William Shaw and Mrs Elaine Shaw  
 Mrs Florine Simon  
 Miss Moya Simpson-Lee  
 Mr Frank Skinner  
 Mr Paul Stanton  
 Mrs Helene Stead  
 Mr William Stephens and Mrs Patricia Stephens  
 Ms Elizabeth Storrs  
 Mrs Elinor Swan  
 Miss B. Sweetnam  
 Mrs Muriel Taylor  
 Mr Richard Tulip and Mrs Ellen M. Tulip  
 Mr Dave Tunbridge  
 Professor Eric Wainwright and Ms Dagmar Parer  
 Janice Watkins  
 Ms Gabrielle Watt  
 Ms Margaret Watts  
 Ms Helen White  
 Mrs Muriel Wilkinson  
 Ms Ruth Wilson  
 Ms Christine Wise  
 Ms Lola Wright

*Contributors who supplied goods and/or services  
 to the Library in 2008–2009 are indicated by an  
 asterisk (\*)*





Max Dupain (1911–1992)

*Foyer, National Library of Australia, Canberra* 1968

gelatin silver photograph; 38.0 x 50.6 cm

Pictures Collection, nla.pic-an24999295

**PART 6**  
GLOSSARY  
AND INDEXES



Greg Power (b.1974)

Marble stairs on the northern side of the Library foyer, looking up to the mezzanine, 2009

Today, the marble stairs provide access to the Library's executive offices and the Ferguson Room on the first floor of the building. The mezzanine is also used for occasional displays of collection material. During the year this included a display of the papers of former Australian Prime Minister Andrew Fisher, held on the occasion of the launch by the Prime Minister; the Hon. Kevin Rudd MP, of historian David Day's 2008 biography of Fisher.

# GLOSSARY

**Accrual Budget** A comprehensive budget incorporating assets, liabilities, expenses and revenues, as well as cash receipts and expenditures

**AskNow** A virtual reference desk where answers are provided immediately by operators using chat software and searching the internet and library resources  
www.asknow.gov.au

**Australia Dancing** A web portal enabling access to Australian dance resources  
www.australiadancing.org

**Australian Newspapers** A free online service that enables full-text searching of articles from newspapers published in each state and territory from the 1800s to the mid-1950s  
newspapers.nla.gov.au/ndp/del/home

**Australian Research Online** A service that searches simultaneously across the contents of Australian university research repositories, including theses, journal articles, book chapters, music recordings and pictures (formerly called ARROW Discovery Service)  
research.nla.gov.au/

**Balanced Scorecard** A strategic management tool

**Cadastral Map** A map showing boundaries and ownership of land

**Copies Direct** A service enabling online ordering and payment for copies of material in various formats (for example, periodical articles, chapters of books, photographs, pictures, maps, manuscripts, music or sound recordings)  
www.nla.gov.au/copiesdirect/

**Crawler** A program used by search engines to 'crawl' the web by following links from page to page. This is how most search engines find the web pages that they place in their index

**Effectiveness** The extent to which actual outcomes are achieved, against the outcomes planned, via relevant outputs or administered expenses

**Electronic Resources Australia** A purchasing consortium with the aim of providing a means for libraries to purchase major online resources at discounted prices

**eResources** An online service that locates indexes, full-text eJournals, websites and guides available through the National Library of Australia  
www.nla.gov.au/app/eresources/

**Flickr** A digital photo-sharing website  
www.flickr.com

**Libraries Australia** A service providing information about items held by Australian libraries, used by Australian libraries for automated cataloguing and inter-lending  
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 1000 are shown separately by equal distances on the graph)

**Mash Up** A web service or software tool that combines two or more tools to create a whole new service

**Music Australia** A collaborative multimedia database enabling access to Australian music resources  
www.musicaustralia.org

**Open Source** The development method used for many pieces of software where the source is freely available for anyone to work on, modify, learn from or use in other projects

**Outcomes** The results, impacts or consequences of actions by the Australian Government on the Australian community

**Outputs** The goods and services produced by agencies on behalf of the government for external organisations or individuals

**PANDORA: Australia's Web Archive** A web archive established by the Library in 1996. PANDORA stands for 'Preserving and Accessing Networked Documentary Resources of Australia'  
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

**Picture Australia** A single web entry point to digitised heritage image collections  
[www.pictureaustralia.org](http://www.pictureaustralia.org)

**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** A National and State Libraries Australasia initiative that aims to transform the services offered by libraries in the digital age

**Quality** Relates to the characteristics by which customers or stakeholders judge an organisation, product or service

## Shortened Forms

<b>APS</b>	Australian Public Service
<b>ARROW</b>	Australian Research Repositories Online to the World
<b>AWA</b>	Australian Workplace Agreement
<b>CDNL</b>	Conference of Directors of National Libraries
<b>EL</b>	Executive level
<b>FOI</b>	Freedom of information
<b>GST</b>	Goods and Services Tax
<b>IFLA</b>	International Federation of Library Associations and Institutions
<b>IT</b>	Information technology
<b>SES</b>	Senior executive service

# COMPLIANCE INDEX

The table below shows compliance with the Commonwealth Authorities and Companies (Report of Operations) Orders 2008 issued by the Minister for Finance and Deregulation on 30 June 2008.

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While not required from statutory authorities, the Library has also compiled this report with selected regard to the Requirements for Departmental Annual Reports approved on 17 June 2009 by the Joint Committee of Public Accounts and Audit under Sections 63(2) and 70(2) of the *Public Service Act 1999*.

## Contact Office

The National Library of Australia is located in Canberra at the following address:

Parkes Place West  
Parkes  
CANBERRA ACT 2600

Requests for additional information to be made available to Members of Parliament and Senators should be forwarded to:

The Director-General  
National Library of Australia  
Parkes Place West  
Parkes  
CANBERRA ACT 2600  
Telephone: (02) 6262 1111  
TTY: 1800 026 372  
Fax: (02) 6257 1703  
Website: [www.nla.gov.au](http://www.nla.gov.au)

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When I step into this library,  
I cannot understand why I  
ever step out of it.

Madame de Sévigné

From the exhibition *Treasures Gallery 2010: A Preview*,  
22 April–19 July 2009



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