



Smart Libraries Build Smart Communities

Future Directions of the State Library of Queensland





Contents

Forewords by the Minister and State Librarian	2
•	
Executive Summary	3
•	
A Future Vision - The Smart Library Network	7
•	
The Foundations of the Smart Library Network	9
•	
Enabling the Smart Library Network	12
•	
Smart Library Network Programs 2002-2005	13
•	
Acknowledgments	16

Forewords by the Minister and State Librarian



The State Library of Queensland's Future Directions policy sets the agenda for creating a Smart Library Network to support the social, economic and cultural development of Queensland communities in the 21st century.

Libraries hold a special place in our life and in the wider community. The State Government's ongoing investment in developing a strong library network to benefit metropolitan, regional, rural and remote Queenslanders continues to remain a high priority.

The State Government, through the State Library of Queensland, recognises that smart libraries are valued cultural institutions and contribute to building smart communities.

Libraries play a critical role in a dynamic and ever changing information and technological age. Today's achievements in diverse areas from science, technology and medicine to economics, business and the Arts, would not be possible without the vision and commitment by Government and industry to develop a highly skilled and knowledgeable workforce.

Queensland is well positioned to lead Australia as the Smart State. The Future Directions Policy provides a new framework for contributing to the Government's priorities of More jobs for Queensland - Skills and Innovation - The Smart State, Safer and More Supportive Communities and Community Engagement and a Better Quality of Life.

I commend this policy to all stakeholders, and look forward to advancing this progressive agenda over the coming years.

Yours sincerely

Matt Foley MP,
Minister for Employment, Training and Youth
and the Minister for the Arts



On the eve of the State Library of Queensland's centenary year, the Future Directions Policy is a significant milestone to celebrate. This policy provides the framework for what the State Library is planning to achieve over the next three to five years in terms of its range of quality services to the public and its leadership to an extensive public library network.

Smart communities are those that provide both freedom of access to information and freedom of expression for diverse groups within the community. The State Library and Queensland's public libraries are uniquely positioned to contribute to the development of smart communities in Queensland.

The State Library will work closely with local governments throughout Queensland to create a Smart Library Network: an integrated network of both physical and virtual community spaces creatively linking diverse groups of Queenslanders to information, knowledge and each other. The Network will provide: increased opportunities for Queensland people to access and engage with collections, information services, professional library staff and technology; increased community access to unique cultural heritage resources in order to ensure that Queenslanders have a greater understanding of our cultural identity in a globalised world; increased community education and training enabling knowledge creation and lifelong learning.

In implementing this policy, there will be many challenges ahead. With the support and commitment of Government, business and the community to the State Library's vision, together we can look forward to making these future directions a reality.

The support of the Chairman of the Library Board of Queensland, Erik Finger AO, and members of the Board is sincerely acknowledged. I also commend everyone who has contributed to the development of this policy and value your ongoing support.

Yours sincerely

Lea Giles-Peters
State Librarian



Executive Summary

The State Library of Queensland's Future Directions policy centres on the creation of the Smart Library Network to support the social, economic and cultural development of Queensland communities in the twenty-first century.

The Smart Library Network

The *Smart Library Network* will be an integrated network of both physical and virtual community spaces creatively linking diverse groups of Queenslanders to information, knowledge and each other. It will provide:

- increased opportunities for Queensland people to access and engage with collections, information services, professional library staff and technology,
- increased community access to unique cultural heritage resources in order to ensure that Queenslanders have a greater understanding of our cultural identity in a globalised world,
- increased community education and training enabling knowledge creation and lifelong learning.

The *Smart Library Network* will play a fundamental role in supporting lifelong learning, cultural identity and active and informed citizenship in Queensland communities. All are fundamental prerequisites for social cohesion and economic development in 21st century society. It will support the State Government's aim to position Queensland as the *Smart State* through the following priorities:

- *More Jobs for Queensland-Skills and Innovation -The Smart State*
- *Safer and More Supportive Communities*
- *Community Engagement and a Better Quality of Life.*

Why a Smart State needs a Smart Library Network

The information revolution and globalisation represent only two of the many changes facing Queenslanders today. Changing patterns of employment, education and training and the demographic structure of our society all impact on individuals and communities. Rapid change puts stress on the social fabric of communities, reinforcing the need for the strong and supportive community infrastructure provided by libraries.

Smart communities are those that use information and communication technologies imaginatively to empower citizens and develop local institutions and regions. They maximise opportunities provided by new technologies to access information and community resources for learning in order to ensure that citizens can participate effectively in the global knowledge economy (1).

The OECD, however, suggests that it is social cohesion and the building of community networks rather than narrow economic gain that is the greatest prize for societies in which all citizens through learning become more effective participants in democratic, civil and economic progress (2).

Smart communities, therefore are those that provide both freedom of access to information and freedom of expression for diverse groups within the community. Queensland libraries are uniquely positioned to contribute to the development of smart communities in Queensland.

Developing the Smart Library Network

The foundations of the *Smart Library Network* already exist. The State Library of Queensland is empowered under the *Libraries and Archives Act 1988* to provide Queensland people with access to the state's information services and major public reference and research collections. This includes a responsibility to preserve and make accessible Queensland's cultural heritage resources and to provide leadership in library and information services to the public library sector.

The *Millennium Library Project* - announced in 2000 will extend the physical infrastructure of the State Library at South Bank. This project provides a strategic opportunity for the State Library as a major cultural facility to develop both its physical and electronic collections and services in order to create a world class library supporting learning, creativity and community engagement.

The State Library operates as a hub to a network of 326 public library sites in Queensland, in partnership with local government. Queenslanders make 21.4 million visits to libraries each year (3) and a total of 1.7 million are formally registered as public library members. Queensland libraries are recognised as safe and trusted spaces by diverse groups in the community. More than any other cultural institution, libraries record high levels of access by women, the aged, young people, Australians from non-English speaking backgrounds, long-term unemployed and Indigenous Queenslanders (4).

Professional librarians support and educate these diverse groups of library users in their efforts to access information. The explosion of information available via the Internet in

recent years has served to reinforce the need for librarians who can select, organise and arrange quality information to meet client need.

While the physical and human infrastructure of the *Smart Library Network* is established, the technological infrastructure that is central to the State Library's vision of the *Smart Library Network* is still in its infancy. Advances in information and communications technology provide the State Library with an opportunity to present seamless library services to the largest possible number of Queensland people, 24 hours a day, 7 days a week.

The *Smart Library Network*, will take full advantage of new technologies to provide increased opportunities for Queensland people to access and engage with library collections, staff and information services. The State Library will continue to work closely with local governments to support state-wide community access to technology, low-cost Internet access and information literacy skills training in public libraries.





Over the next 3 years, the State Library will initiate a number of key programs to deliver the *Smart Library Network* to the people of Queensland. These include the:

- *Queensland Information Portal* providing 24x7 access for clients to the information and collections of the State Library as well as other libraries and cultural institutions in Queensland, Australia and internationally. It will provide access to quality Internet resources and commercial electronic products as well as opportunities for interactive communication with library staff and fellow information seekers.
- *Indigenous Services Program* improving library and information services to Indigenous people and communities in Queensland. It involves establishing libraries in all Indigenous communities and developing appropriate collections throughout the public library network.
- *Queensland Memories* providing access to the significant cultural resources held in the John Oxley Library for regional, rural and remote

Queensland communities. The program involves the interpretation and presentation of this significant cultural content in a variety of formats including exhibitions, educational resources, and publications.

- *Community Training and Education.* This program will provide a community training centre in the *Millennium Library Project*. Internet and information literacy training will focus on the needs of a broad range of client groups including the unemployed, Indigenous people, business people and seniors. It also involves the creation of online training programs and outreach training services to regional, rural and remote Queensland communities.

The development of the *Smart Library Network* is reliant on the commitment by staff and management at the State Library to some key principles, including an increased emphasis on client-centred and web-based models of library and

information service delivery. It also requires the cultivation of strategic partnerships and collaborations with other organisations in order to ensure relevant, efficient and cost-effective services. Partnerships and collaborations will be sought with libraries, cultural and community organisations, local, state and federal government agencies eg Education Queensland and the Department of Innovation and Information Economy, the Local Government Association of Queensland (LGAQ), as well as the private sector.

In developing the *Smart Library Network*, the State Library of Queensland's *Future Directions* policy outlines an effective vision for the development of library and information services to support the creation of smart communities in a *Smart State*.

Smart Libraries Build Smart Communities

More Jobs for Qld-Skills and Innovation-The Smart State

Safer and More Supportive Communities

Community Engagement and a Better Quality of Life

Enablers

Client-Centred Focus

- client-centred service delivery informed by research and consultation
- extend and develop client base by enhancing the relevance and accessibility of library services
- new skills mix for State Library: market research, community development, education, business analysis and multimedia development

Partnerships

- initiate and maintain partnerships and collaboration between libraries for resource sharing and efficiencies in service provision
- initiate and maintain partnerships and collaborations with other cultural organisations, government and the private sector

Web Focus

- shift working culture of State Library from web-marginal to web-centred
- provide new services which could not be offered without the web eg 24x7 service availability, e-document delivery, interactive e-forums, e-reference services

Strategies

Access Strategies

- a major re-development of the State Library's web-site, library catalogue and collection databases to create an interactive information portal
- re-building State Library's reference and research collections
- Indigenous library services program
- low-cost Internet access for rural and remote public libraries

Content Creation and Community Engagement Strategies

- digitisation of unique Queensland cultural heritage resources
- creation of exhibitions, seminars and forums, public lectures, research programs and education resources conducted via the web and in the new Millennium Library Project
- development of public programs and e-forums where diverse groups of clients are provided with opportunities to discuss and debate contemporary issues affecting Queenslanders

Community Education and Training Strategies

- new community training centre
- development of online training programs
- State-wide community Internet and information literacy training

Some Key Outcomes

Lifelong Learning

- increased access to a broad range of information resources
- increased skills in using new technologies, web-based services and other library resources to create knowledge

Social Cohesion

- active and informed citizenship
- increased interaction between diverse community groups in library spaces

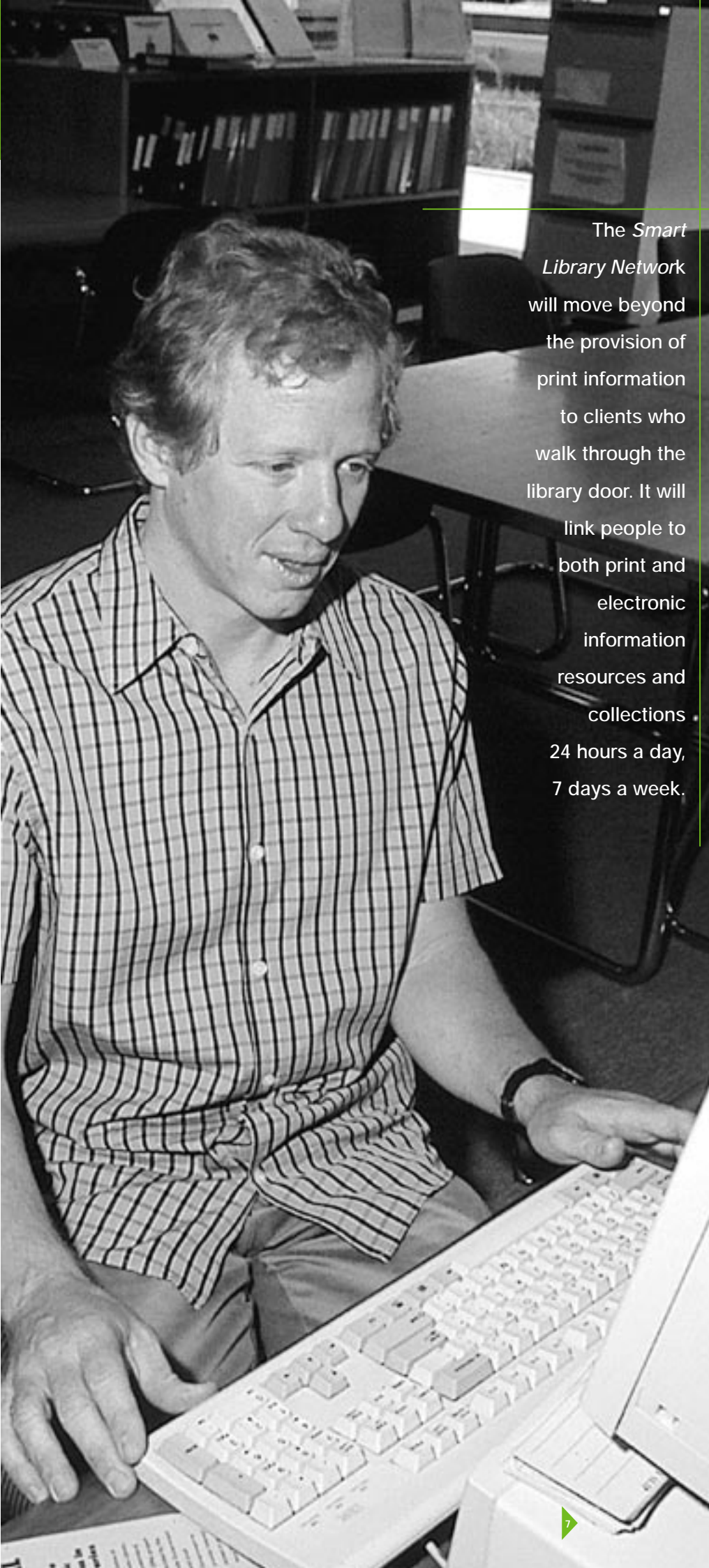
Cultural Identity

- greater knowledge and understanding of our cultural identity as Queenslanders in an increasingly globalised world

Economic Development

- informed and knowledgeable lifelong learners, including business people, job seekers and consumers contributing to economic development

A Future Vision – The Smart Library Network



The *Smart Library Network* will move beyond the provision of print information to clients who walk through the library door. It will link people to both print and electronic information resources and collections 24 hours a day, 7 days a week.

Traditionally, libraries and library staff have focussed on the provision of information in print format. Libraries were defined by location - the library was a building and community access was restricted by hours of opening. The *Smart Library Network* will move beyond the provision of print information to clients who walk through the library door. It will link people to both print and electronic information resources and collections 24 hours a day, 7 days a week. It will aim to reach out to information seekers who have never visited a library. It will use information resources and collections to facilitate increased communication and interaction between Queenslanders and hence develop libraries both physically and virtually into increasingly interactive and creative community spaces.

The State Library's new library management system, *Voyager*, due to go live in February 2002, is the first stage in the development of integrated access for clients to information services and collections. The system will enable a client to undertake a single, integrated search of State Library collections and information databases, as well as the resources of the world-wide web. This system also has the potential to enable clients to search across library catalogues and electronic resources held in public libraries and cultural institutions at state, national and international levels.

Unique cultural heritage collections will be more accessible to clients both electronically and physically via the *Smart Library Network* through the development of cultural heritage databases, curated exhibitions, educational resources, public programs, research and publications. These contemporary and historical resources contribute to understanding our cultural identity as Queenslanders and Australians. In an increasingly globalised world, knowing who we are and how we relate to other cultures, is a significant component of developing the inter-cultural communication and understanding which is essential to our democracy.

The explosion of information available via the Internet accentuates the need for client access to technology and skills in using that technology in order to find information. Low-income earners, in particular, must be assured of access to computers, the Internet and information literacy skills to ensure their equitable participation in the knowledge economy.

A committed focus on developing the technological infrastructure of the *Smart Library Network* and the provision of online resources does not diminish the need for client access to print or multi-media resources. The dramatic growth of book clubs in Australia recently reflects the community's desire to continue to access print resources. Print and multi-media collections eg videos and music CDs, also underpin the State Library's services to regional, rural and remote Queensland. Inter-library loans, document delivery and the telephone and email enquiry service are all key components of the *Smart Library Network*. The quality of print and multi-media resources at both the State Library and in public libraries has diminished in recent years due to the increasing costs of these resources and the weakness of the Australian dollar. The State Library recognises that developing the *Smart Library Network* is dependent upon striking an effective balance between funding the development of print, online and multi-media resources in libraries.

This vision also recognises that access to information and collections does not necessarily equate with increased knowledge for clients. Information literacy is central to knowledge creation. Developing Queenslanders' information literacy skills therefore is a key objective of the *Smart Library Network*.

Information literacy is an understanding and set of abilities enabling individuals to recognise when information is needed and have the capacity to identify, locate, evaluate and use effectively the needed information. An information literate person is a person who has learned how to learn (6).

Librarians have long supported the development of clients' information literacy skills. They select, organise and arrange quality information and collections to meet the information needs of diverse groups of clients. They also educate clients in how to independently identify and access this information. The *Smart Library Network* will build on this expertise.

The *Smart Library Network* will provide:

Increased opportunities for Queensland people to access and engage with collections, information services, professional library staff and technology:

- 24 x 7 access to library and information services,
- a strong and effectively maintained technological infrastructure that supports advanced electronic delivery of collections and information services to Queenslanders,
- improved print and electronic collections,
- inter-library loan and e-document delivery services,
- integrated access for clients to local, state, national and international collections, library and information services, and quality web resources via a single web-entry point,
- recognition and support for the information and learning needs of job seekers, children and young people, people who speak languages other than English, Indigenous people and people with special needs,
- access to technology and the Internet in regional, rural and remote libraries,
- an expansion of the role of libraries as community hubs facilitating interaction between communities both online and physically.

Queensland's cultural heritage resources:


- integrated access for clients to Queensland's unique cultural heritage collections,
- educational resources, exhibitions and public programming providing opportunities for diverse groups of people to engage in both creative activities and critical debate about contemporary issues affecting Queensland,
- strategic partnerships between libraries and key government, community, cultural and private sector agencies,

Increased community education and training programs:

- community-based Internet and information literacy training for all Queenslanders,
- online training and education packages,
- a new community training centre in the *Millennium Library Project*.



The Foundations of the Smart Library Network



The State Library's central facility in Brisbane fundamentally underpins the public library network through direct access to the state's information services and major public reference and research collections

The State Library of Queensland delivers information services and collections to the people of Queensland through three facilities, at South Bank, West End and Cairns, and through a strong partnership with local governments who provide library services from 326 public library sites throughout the State. It provides two major grant programs to local governments:

- *Public Library Grant Scheme, including the Library Innovation Grant*
- *OPAL (Online Public Access in Libraries)*

The State Library's central facility in Brisbane fundamentally underpins the public library network through direct access to the state's information services and major public reference and research reference collections. Information services and collections include:

- a state-wide telephone and email enquiry service provided by professional library staff,
- an inter-library loan service available to Queenslanders in regional, rural and remote communities providing access to specialist reference materials through the public library network,
- an Indigenous Resource Unit and Indigenous resources online,
- a business information and research service, BR+SQ, providing specialist support to Queensland business and industry,
- the John Oxley Library, the state's major collection of unique Queensland cultural heritage resources,
- specialist music, family history, film and audio-visual, Australian fine arts and map collections,
- web-based resources including *QueenslandWeb*, *NetLinks*, *OzEverse: Australian Poetry Index*, and *Australian Public Affairs Fulltext*,
- online educational resources,
- library education and training programs for secondary and TAFE students and the general public,
- public Internet access,
- public reading rooms featuring an extensive reference collection including books, journals, newspapers, CD-ROMs and electronic databases,
- public programs and exhibitions.

In addition, the State Library provides support services to local governments and Indigenous community councils including:

- the *Country Lending Service*, which provides library services to 156 libraries managed by local governments with a population of less than 20,000;
- computer and Internet access in regional, rural and remote public libraries;
- the purchase and management of support collections including Indigenous, resources in languages other than English, adult literacy materials and resources for people with special needs;
- consultancy and advisory services on all aspects of library management, including library building design, children's services and community development activities;
- training and development programs for public library staff.

In recent years, the State Library has started to address the significant challenges generated by the information revolution and globalisation. These achievements represent significant milestones in the development of the *Smart Library Network*.

The State Library supports the creation of interactive and creative community spaces for diverse groups of Queenslanders.

- The State Library's *Millennium Library Project* announced in 2000 aims to strengthen our role in providing interactive and creative community spaces for reading, learning, research and public programs. The needs of diverse client groups are a priority impacting on building design and service development.
- In 2000/2001, Indigenous people in Cherbourg, Kowanyama and Yarrabah were provided with increased and improved access to information resources and library services following the development of new and refurbished libraries in their communities.
- The State Library recently funded the construction of a multilingual web site in 13 languages. This virtual space is designed to increase access by cultural groups to information resources in public libraries.
- The State Library plays a key role in assisting people with disabilities to gain access to information resources and library services.

The State Library supports access to a broad range of information services and collections in both print and electronic formats.

- During 1999/00 Queenslanders collectively borrowed a total of 36 million books, CD-ROMs, community language resources, videos and magazines. The *Public Library Grant Scheme* contributes funds for the purchase of these resources. It also provides an inter-library loans service, which facilitates community access to State Library collections. In 2000/2001, 146,000 loans were made from the State Library to Queensland people via the public library network.
- Professional library staff respond to over 100,000 reference enquiries from Queenslanders each year. Enquiries relate to a broad range of topics including business, employment, government, law, recreation and cultural activity and health.
- The State Library recognises and supports Queensland's cultural diversity through the purchase of community language resources in over 60 languages. Loans of these resources to library clients increased by 13% in 2000 to over 74,000.





The State Library provides Queensland people with access to technology, in particular those who cannot afford access

- The State Library's *Online Public Access in Libraries (OPAL) Project* which has received over \$3m in State Government funding in the past four years has ensured that public Internet access in rural, regional and remote communities has increased by over 500%.
- A total of 78% of the State's libraries are now connected to the Internet. In 2001, an additional 100 public access Internet PCs will be provided to rural and remote communities, through the *Networking the Nation* program. Queensland local governments are providing ongoing funding support for these PCs.
- The State Library brokered a deal with Telstra to reduce Internet charges in rural and remote public libraries. The deal is now administered by the LGAQ.
- The State Library both hosts and supports the development of web sites for non-profit community organisations.

The State Library preserves and makes accessible Queensland's cultural heritage resources

- The John Oxley Library is the major repository of published and original Queensland materials. It also plays a leadership role in assisting public libraries and other cultural institutions in the management of Queensland resources. Its collections include: photographs, books, periodicals, newspapers, government publications, pamphlets, ephemera, manuscripts, personal papers, church and business records, oral histories and original art. These resources are invaluable to the general public, family historians, Indigenous communities, artists, researchers, publishers and educators.
- Queenslanders learnt more about themselves and their stories in 2000 through the development of interactive online resources such as *Child's Play*, an educational web site based on unique images of children from the John Oxley Library. The project was developed in partnership with Queensland educational and cultural institutions, including Education Queensland.

The State Library supports knowledge creation and lifelong learning through the provision of community education and training.

- Between 1997 and 2000, State Library staff provided information literacy training to 6,000 Queenslanders.
- Professional library staff trained business people, job seekers, seniors, long-term unemployed and young people in regional Queensland to search the information resources available on the world wide web via community Internet training provided free by the State Library's *BHP Skills.Net Roadshow* project.
- Online community training packages developed via *OPAL* funding. These include *Bush.connect: Getting Started on the Internet*; *Internet Sites for Job Seekers*; *Seniors and the Internet: What's in it for You?* and *Footprints Before Me: Researching Indigenous Family History*.

Enabling the Smart Library Network

Library management must closely monitor the needs and expectations of its client base via investment in research including community consultation, statistical analysis, client feedback, qualitative surveys.

The future development of the *Smart Library Network* is reliant on the commitment by staff and management of the State Library to a number of key principles.

Client-Centred Service Delivery

- Service delivery is aligned with clients' needs. Library management must closely monitor the needs and expectations of its client base via investment in research including community consultation, statistical analysis, client feedback, qualitative surveys.
- The expansion of the current client base by enhancing the relevance and accessibility of library services.
- A new skills mix in the State Library's workforce. This involves a combination of workers with skills in market research, education, technology, community development, public programming, curation and business analysis. This workforce also needs to reflect community diversity.

Partnerships and Collaborations

- Partnerships and collaborations to enable information sharing, content creation and efficiencies in library and information service provision. These strategic partnerships and collaborations must be developed between libraries, cultural and community organisations, local, state and federal government agencies eg LGAQ and Education Queensland, as well as the private sector.
- Partnerships and collaborations are also needed in order to effectively fund and resource some of the proposed developments in the *Smart Library Network*.

A Web Focus

- The adoption of a web-centred rather than a web-marginal focus in the development of all State Library content and services.
- New service models. These will need to match the flexible and convenient service delivery models that are now accepted as standard in contemporary society including 24x7 library services, e-document delivery, interactive chat rooms and fast-response email services.



Smart Library Network Programs 2002-2005

The State Library
of Queensland
will provide
library clients
with increased
and improved
access to
information
resources and
collections

These programs will provide increased community access to information services, collections and technology, increased access to and engagement with Queensland cultural heritage resources and increased community education, training and public programs.

Increased opportunities for Queensland to access and engage with collections, information services, professional library staff and technology.

Queensland Information Portal

The State Library of Queensland will provide library clients with increased and improved access to information resources and collections by undertaking a major redevelopment of its web site, library catalogue and collection databases. It will also conduct an associated review of its web-based library services.

The Queensland Information Portal will provide 24x7 access for clients to the information and collections of the State Library as well as other libraries and cultural institutions in Queensland, Australia and internationally. It will also provide access to quality Internet resources and commercial electronic products.

The technology behind the site will facilitate client searches across all collections and information. It will have the capacity to intelligently suggest additional searches and information to clients that they may not have otherwise considered.

Content

The content of the portal will be rich and multi-layered and include full-text journals, photographs, video clips, oral histories, original documents as well as additional resources such as client reviews of books and author profiles.

The portal will be client-centred and designed to cater for diverse community groups. Specific client groups such as school students and educators will be provided with access points on the front page of the portal. Content will be packaged to suit the specific needs of clients including business clients, job seekers, children and families, educators, students, Indigenous clients and people from non-English speaking backgrounds.



Enhanced Services

e-Reference Desk: The e-reference desk is a concept modelled on the Collaborative Digital Reference Service (CDRS) sponsored by the Library of Congress. The long term aim of the e-reference desk is to provide real-time professional reference services to library clients 24 hours a day, 7 days a week.

Small Business Information Service (SBIS): This service is currently a partnership between Brisbane City Council, State Library and the Department of State Development. The State Library will develop this service online in order to support business people in regional, rural and remote Queensland.

The Learning Centre: This virtual centre will provide access for teachers, students, community groups and other learners engaged in both formal and informal education with access to State Library collections, resources and services designed specifically to suit their needs and interests. Partnerships with the education sector will be a significant component of this centre's development.

Re-building Reference and Research Collections

Reference and research collections both print and electronic are a key component of the *Smart Library Network*. The role of the State Library in securing equitable access to information for Queenslanders is severely challenged by the high cost of purchasing both print and born-digital information. The quality of the State Library's collections has diminished in recent years due to the increasing cost of these resources and the weakness of the Australian dollar. The provision of state-wide access to one popular journal database for example, would cost the State Library \$390,000 each year. Journals provide Queenslanders with access to the most up-to-date information about health, business markets, science and technology. The State Library will negotiate strategic partnerships with local governments and the public library network, academic libraries and state government departments in order to reduce the cost of information resources.

The State Library has a responsibility to collect and preserve resources which are

for research purposes and beyond the scope of materials provided by the public library network. It recognises the need to ensure that collections purchased and acquired meet the needs of diverse groups in the community. The State Library will continue to research client needs in relation to collections. It will also review and monitor its collection development policies in order to ensure that collections are socially inclusive.

Community Internet Access

The State Library is committed to supporting Queensland people who cannot afford private access to technology and the information resources available via the Internet. The State Library has to date been successful in leveraging funding from the federal government and the private sector to support the provision of computers and Internet access to Queenslanders in public libraries. *Rural.connect*, for example, is a \$600,000 *Networking the Nation* program that will further increase the number of Internet terminals available to Queenslanders in rural and remote communities. *The Smart Library Network* will continue to support public access to the Internet in public libraries.

Community organisations supporting the needs of low-income earners eg youth agencies, employment services and housing services will be targeted in State Library promotional campaigns for Internet and information literacy training programs.

The State Library, in partnership with the LGAQ will also distribute and promote adaptive technologies to Queensland public libraries. These technologies support computer and Internet access by people with a disability, young children and the elderly.

Indigenous Services Program

The State Library is committed to ensuring that all Queensland communities, particularly Indigenous communities have access to both physical and virtual library spaces.

The *Indigenous Services Program* will improve library services to Indigenous people and communities in Queensland.

This program involves the establishment of libraries in all Indigenous communities and the development of appropriate collections throughout the public library network.

Some projected outcomes of the *Indigenous Services Program* include:

- an increased number of libraries (3 per year) and library services in Queensland's Indigenous communities,
- an increase in collections appropriate to Indigenous clients at the State Library,
- increased participation by Indigenous community leaders in decision making regarding library centres, collections and services in their communities,
- an advisory service to support public libraries in developing culturally appropriate collections and services for Indigenous clients,
- a new *Indigenous Resource Centre* in the *Millennium Library Project*,
- cross-cultural training for library staff at the State Library,
- increased employment of Indigenous staff at the State Library
- an Indigenous scholarship program designed to support trainee library workers at the State Library.

Increased community access to Queensland's cultural heritage resources

Queensland Memories

This program will provide access to the significant cultural resources held in the John Oxley Library for regional, rural and remote Queensland communities. Currently 85% of this collection is inaccessible to the general public making the digitisation of these resources a high priority for the State Library. This program will also ensure that local communities have increased access to their own local cultural heritage resources as well as selected state, national and international collections.

Public Programs

The State Library in partnership with cultural institutions, community organisations, information providers and technology companies will develop public programs including exhibitions, seminars and forums, scholarly research and publications, focussed on Queensland – its environment, arts and culture, history and politics.

The planned exhibition space in the new *Millennium Library Project* will provide increased opportunities to present exhibitions and public programs based on both the historical and contemporary cultural heritage resources held at the State Library. The exhibition space will:

- enable diverse groups of clients to view and interact with innovative and creative multimedia presentations,
- present interpretations of Queensland's and Australia's unique and diverse history and culture.

Digital Outreach Service

Queensland Memories will also result in the development of a *Digital Outreach Service*. The service involves expert staff from John Oxley Library and the State Library's Collection Preservation Unit travelling throughout Queensland to support local history societies, Indigenous communities, multi-cultural groups and public libraries in the preservation, arrangement and digitisation of their original Queensland materials.

Increased Community Education and Training Programs

Community Training Centre

A new *Community Training Centre* in the *Millennium Library Project* provides an opportunity for the State Library to expand its current education and training services to diverse groups of Queenslanders. Internet and information literacy training will focus on the needs of a broad range of client groups including:

- job seekers,
- Indigenous people,
- school leavers,
- business people,
- seniors.

Online Education and Training Programs

As an extension of the physical *Community Training Centre*, the State Library will place education and training programs online. These programs will facilitate self-directed client access to information resources. They will build on the work undertaken to date through training packages such as *Footprints Before Me: Researching Indigenous Family History*.

BHP.Skills.Net Roadshow

The *BHP.Skills.Net Roadshow* will provide extensive Internet and information literacy training for Queenslanders in the next two years. Queenslanders in rural, regional and remote communities will benefit from the free Internet and information literacy training that will be provided through this private sector funded project.

Statewide Literacy Campaigns

The State Library recognises the significant role that public libraries have at the local community level in developing literacy and information literacy skills. The State Library will support local governments and public libraries in their efforts to provide community education programs by supporting the creation of state-wide promotional campaigns to generate community awareness and involvement in those programs.



Acknowledgments

Smart Libraries Build Smart Communities: Future directions of the State Library of Queensland is the result of extensive community consultation with a wide range of representatives from government, education, library, community and arts and cultural sectors as well as private industry providing input. Community meetings were held in Longreach, Rockhampton, Mareeba, Toowoomba and Redcliffe during May and June 2001.

The Policy Paper also received considerable input from a Cross-Government Steering Committee and State Library staff prior to its submission to State Cabinet in October 2001.

The State Library wishes to acknowledge the contributions of the many hundreds of people who have contributed to the State Library's Future Directions' Policy. Particular mention must go to the staff of the State Library's Policy and Development Division and the Future Directions' Working Group.

Policy and Development Division:

Ms Sandra Dean, Senior Project Officer
Ms Kaye Nunan, Senior Project Officer
Ms Vicki McDonald, Acting Director

The Future Directions Working Group:

Mr Erik Finger, Chairman, Library Board of Queensland
Mr Stuart Glover, Consultant
Ms Carla Mellor, Director State Reference Library
Ms Janet Prowse, former Director, Policy and Development
Ms Susan Richer, Board Member, Library Board of Queensland
Mr Des Stephens, State Librarian (retired)
Ms Diane Vance, Board Member, Library Board of Queensland

Publication

Photography - Reina Irmer
Building photography - Carl N Gray
Design - David Ashe

End Notes


1. Industry Canada: http://www.smartcommunities.ca/def_e.asp last modified 25/1/2001, accessed 18/09/2001.
2. Education Queensland: *Queensland State Education 2010*, Office of Strategic Planning and Portfolio Services, Brisbane, 1999.
3. Cultural Ministers Council Statistics Working Group: *Attendance at Selected Cultural Venues*, Canberra, 2001.
4. Mercer, Colin and Bennett, Tony: *Navigating the Economy of Knowledge: a national survey of users and non-users of state and public libraries*, Institute of Cultural Policy Studies, Griffith University, Brisbane, 1995.
5. Adapted from the British Library's *New Strategic Directions*, 2001 at <http://www.bl.uk/> last modified 10/9/2001, accessed 1/07/2001.
6. Bundy, Alan: *For a clever country: information literacy diffusion in the 21st century. Background and issues paper for the first national roundtable on information literacy*, Australian Library and Information Association, 2001.

State Library of Queensland

Corner Stanley & Peel Streets

PO Box 3488

South Brisbane, Qld 4101

 07 3840 7666

Fax 07 3846 2421

www.slq.qld.gov.au

