



Run by



The Lead Education and Abatement Design Group
 Working to eliminate childhood and foetal lead poisoning
 by the year 2012 and to protect the environment from lead
 ABN 25 819 463 114

Annual Activity Report from GLASS to DEWHA 1 July 2008 to 30 June 2009

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1. Achievements & Highlights

Annual Activity Report from the Global Lead Advice and Support Service (GLASS) to our only funding agency during FY 2008-09: the Australian federal Department of the Environment, Water, Heritage and the Arts (DEWHA)

- For the year July 01 2008 - June 30 2009 there were **272,388** page views on www.lead.org.au by **162,378** visitors from **203** countries (by far the most visitors in any year so far), making a total **1,369,918** page views since 2002. (Figure 1, 2 & Table 2)
- The GLASS manager and volunteers handled & data-entered **7,177** calls (emails & phone calls) in the 12 months from July 2008 to June 2009, compared to **3,973** the year before. (See Figure 3)
- At the end of June 2009 there were **65,575** calls data-entered in our database - up from **58,398** at the same time last year.
- **45%** of GLASS calls in 2009 year to date came from **NSW**, **29%** came from **Overseas** and **26%** came from **Interstate**. Of the **1,424** calls (mainly emails), from overseas, **73%** were from the **USA**, **19%** were from the rest of the world and **8%** were from countries not-stated. Of the **274** calls from countries that were stated in the email, **80** were from **Canada**, **37** were from **Peru**, **29** were from **United Kingdom**, **20** from **India**, **10** each were from **Switzerland** and **Kenya** and **8** each were from **China (PRC)** and **Pakistan** (Figures 8-11 & Table 4)
- Significantly, The LEAD Group's website now has both factsheets and newsletters in the 3 top languages used on the internet, **English, Chinese and Spanish**.
- In responding to calls, GLASS staff and volunteers added **1,213** (way up from **400** last year) information products to the GLASS library database since 1st July 2008, making a total of **10,928**, up from **9,715** items in the library up to June 2008. No-one has yet refuted the claim that this is the largest publicly-accessible lead library on the planet. Most of the library additions in recent years are web-published articles, all of which are now accessible in a fully searchable format at <http://www.lead.org.au/fs-index.html> which links to our SQL database directly. At the time of writing this report there are **4,404** library articles (searchable by title, author, topic and keyword) about lead accessible via our website
- There are now **5,283** entries in our Experts database (up from **5,151** at the same time last year) comprising both individual and organisational expertise in all matters relating to lead, likely this is also the largest lead experts database in the world
- **100 volunteers** provided GLASS as a service to the public in the report period (see list of names in Acknowledgements section Table 8 below). The one paid staff member, Manager, Elizabeth O'Brien, provided a highly valuable community service in training/supervision and being a referee so that many of these volunteers successfully obtained paid work or scholarships as a result of their GLASS experience. Elizabeth worked **2200** hours of the over **7500** total hours worked in the year. (See Table 9)
- A total of **10,551** library articles were distributed via individualised emails, called Info Pack 98. See the Appendix for the full list of titles, authors and web-addresses of online articles

2. Developments, Delays, and Difficulties

by Ewan McDonnell and Robert Taylor

The most significant developments by GLASS during this Financial Year have been the tri-lingual web-publication of factsheets and newsletters (see Appendix or the website www.lead.org.au) – after a seven year gap in the publication of newsletters - and ongoing and continuous review and revision of Info Packs to meet the needs of inquirers. The organic home-grown approach we've formulated over the last 18 years is: once an Info Pack on a specific topic is fully developed, it is web-published as either a factsheet or a newsletter, so there is a continuous focus on writing and researching information for the benefit of millions of web-users, based on the inquiries received from just a few dozen. The longer the process goes on, the more “self-serve” the information from GLASS becomes. Iman Hegazi, a toxicologist from Egypt, played a key role in FY 2008-09 by bringing us up-to-date on answering all the inquiries received via the form on our website. Due to the complexity of SQL query writing, the hundreds of Questions and Answers now ready for web-publication, are not yet online

A particular problem reported by numerous callers last FY was the installation of ceiling insulation when government rebates have no requirement for the installers to specifically be aware of ceiling dust hazards and to control that hazard by the best way possible – removal of the dust by a member of the Australian Dust Removalists Association or similarly qualified contractor, prior to the installers going into the ceiling void

With 3 additional members of staff, we would be able to achieve far more to provide information and advice leading to a lower cost to the community from the ongoing health and community costs due to individual lead intake and lead contaminated environments. It simply is not possible for one person to manage all this activity WITHOUT putting in an average of ten hours unpaid overtime per working week. Four staff would be optimal but there is a desperate need to have another manager in the training phase so that Elizabeth can, in time, take the long service and annual leave she has accrued, and the service can continue to operate. We have on our Technical Advisory Board, the perfect candidate for this role, Michelle Calvert, but despite numerous funding applications to Australia and overseas, have not yet been able to secure the funds for more staff.

3. Telephone Bills

Table 1: Statement of Telephone Bills+ July 2008 – June 2009

Payments:	to Telstra*	to Optus	to Commander
Jul 2008	\$229.25	\$73.70	\$230.00
Aug 2008	\$278.30	\$48.50	\$1,241.00
Sept 2008	\$232.49	\$41.03	
Oct 2008	\$228.66	\$71.39	
Nov 2008	\$235.84	\$44.65	
Dec 2008	\$259.62	\$46.46	
Jan 2009	-\$17.20	\$72.00	
Feb 2009	\$285.84	\$0	
Mar 2009	\$160.00	\$54.55	
Apr 2009	\$622.45	\$0	
May 2009	\$0	\$0	
Jun 2009	\$0	\$0	
TOTAL			\$4,698.23

+ all payments are exclusive of GST

*payments to Telstra include all directory charges and costs of 1800 626 086 - the Australia-wide **freecall** line, which also accepts calls from mobiles and messages after hours and when engaged

Commander charges were for re-installation of Commander system following removal of carpet, replacement of skirtings stripping of lead paint, and repainting of offices. Zero and negative bill amounts were for botched switchover of lines from Optus to Telstra and accidental overcharging, later corrected. 3 of the lines were down for more than two months but Telstra now gives us the charity line rental rate on all 4 landlines. One pre-paid Optus mobile was operational throughout the year

4. Service Reporting

The Tables and charted Figures below are from The LEAD Group's WebMaster and the GLASS MS SQL database as well as the Excel Shift Roster for volunteers and staff.

The SQL data is analysed by caller's country of origin, Australian state or territory, lead issue discussed (call subject) and the category of the enquirer as per Figures 3-16.

Figure 1: Monthly Page Views on www.lead.org.au

Source: David Ratcliffe, Webmaster

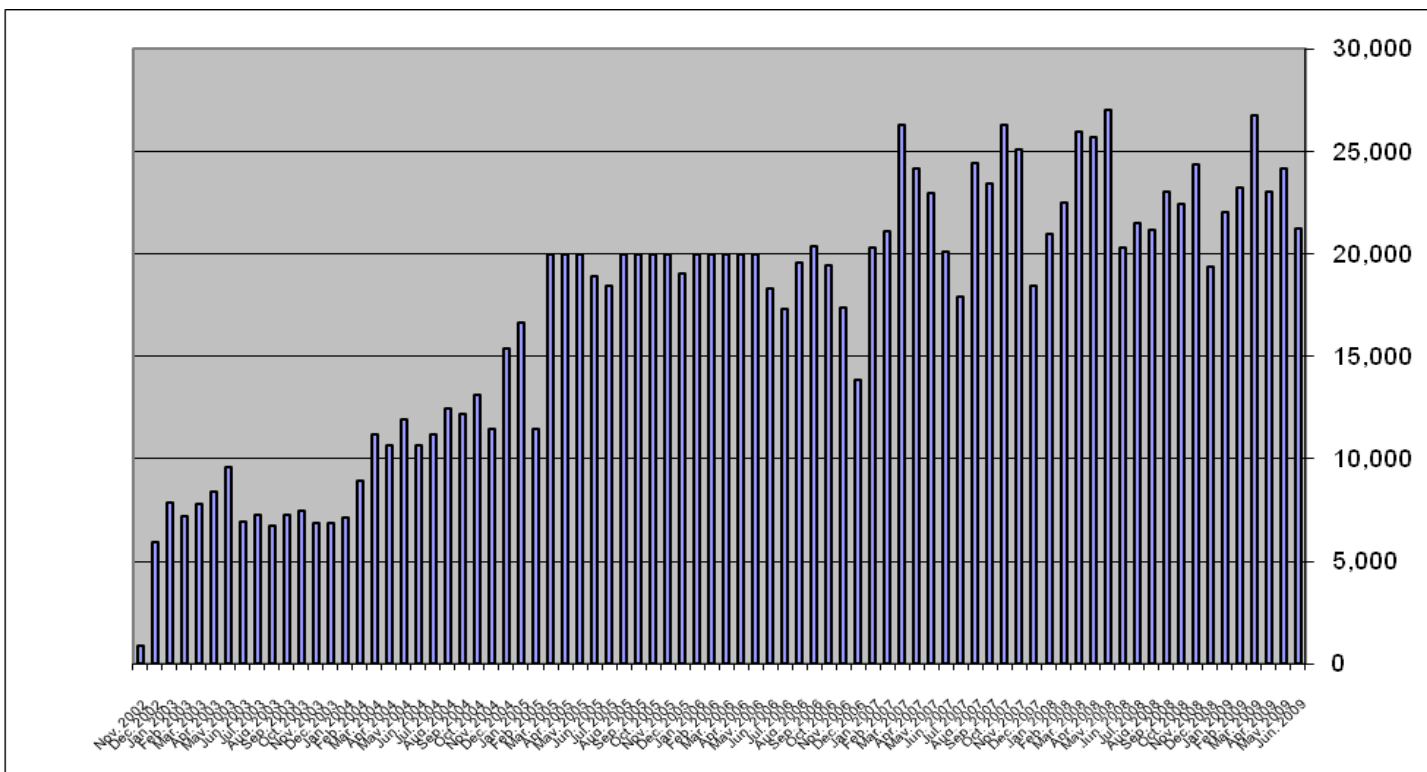


Figure 1: Monthly page views on TLG website.

Source: Webmaster David Ratcliffe

The total page views for the 12 months from July 01, 2008 to June 30 2009 was **272,388** page views on www.lead.org.au by **162,378** visitors from **203** countries, making a total **1,369,918** page views since 2002 when the first web counter was installed.

NB: the monthly hit counter obtained from the Free Public Domain allowed only 20,000 page views and then stopped counting. This limit was regularly exceeded from March 2005. In July 2006 we switched to a new counter that counts above 20,000

Table 2: Countries Visiting The LEAD Group's Website between 1 July 2008 & 30 June 2009 (descending order of web page views).

Source: David Ratcliffe, Webmaster

1. Australia	55. Trinidad and Tobago	108. Brunei Darussalam	156. Swaziland
2. United States	56. Cote D'Ivoire (Ivory Coast)	109. Nepal	157. Moldova
3. Great Britain (UK)	57. Russian Federation	110. Togo	158. Angola
4. Canada	58. Colombia	111. Bosnia and Herzegovina	159. Tajikistan
5. India	59. Ghana	112. Guam	160. Albania
6. New Zealand (Aotearoa)	60. Chile	113. Grenada	161. Antigua and Barbuda
7. Philippines	61. Oman	114. Dominican Republic	162. Nicaragua
8. Thailand	62. Lebanon	115. Dominica	163. Cameroon
9. Singapore	63. Malta	116. Haiti	164. Uzbekistan
10. Malaysia	64. Bulgaria	117. Iceland	165. Suriname
11. Germany	65. Macedonia	118. Maldives	166. Montserrat
12. Ireland	66. Bangladesh	119. Myanmar	167. Samoa
13. France	67. Kuwait	120. Bhutan	168. Tonga
14. Italy	68. Sri Lanka	121. Afghanistan	169. French Polynesia
15. Egypt	69. Croatia (Hrvatska)	122. Laos	170. Paraguay
16. Hong Kong	70. Cyprus	123. Aruba	171. Liechtenstein
17. Mexico	71. Iraq	124. Mauritania	172. Virgin Islands (British)
18. Netherlands	72. Qatar	125. Virgin Islands (U.S.)	173. Seychelles
19. Japan	73. Lithuania	126. Bermuda	174. Cuba
20. China	74. Uruguay	127. Luxembourg	175. Anguilla
21. Brazil	75. Mauritius	128. Tunisia	176. Guinea-Bissau
22. Pakistan	76. Estonia	129. Bahamas	177. Rwanda
23. Korea (South)	77. Venezuela	130. Namibia	178. Cook Islands
24. Saudi Arabia	78. Guatemala	131. Guyana	179. Somalia
25. Belgium	79. Barbados	132. Belize	180. Cocos (Keeling) Islands
26. Indonesia	80. Fiji	133. Kyrgyzstan	181. Madagascar
27. Spain	81. Ukraine	134. Mozambique	182. Mali
28. Iran	82. Costa Rica	135. Azerbaijan	183. Nauru
29. Poland	83. Zambia	136. Armenia	184. Palau
30. Taiwan	84. Sudan	137. Gambia	185. Liberia
31. Romania	85. El Salvador	138. Bolivia	186. Northern Mariana Islands
32. Israel	86. Bahrain	139. Eritrea	187. Gabon
33. United Arab Emirates	87. Libya	140. Saint Lucia	188. French Southern Territories
34. Nigeria	88. Latvia	141. Monaco	189. Micronesia
35. Turkey	89. Uganda	142. Cayman Islands	190. Guinea
36. Portugal	90. Tanzania	143. Honduras	191. Faroe Islands
37. Sweden	91. Ecuador	144. Belarus	192. Congo, Democratic Republic of
38. Switzerland	92. Yemen	145. Saint Vincent and the Grenadines	193. Palestine
39. Jordan	93. Panama	146. Turks and Caicos Islands	194. Paraguay
40. Norway	94. Ethiopia	147. Vanuatu	195. Haiti
41. Puerto Rico	95. Botswana	148. Malawi	196. European Union
42. Peru	96. Cambodia	149. New Caledonia	197. Congo, Republic of
43. Finland	97. Macau	150. Netherlands Antilles	198. Montenegro
44. Slovak Republic	98. Mongolia	151. Gibraltar	199. Serbia
45. Argentina	99. Benin	152. Saint Kitts and Nevis	200. Jersey
46. Denmark	100. Syria	153. Martinique	201. Kosovo
47. Greece	101. Georgia	154. Solomon Islands	202. Lesotho
48. Kenya	102. Algeria	155. Burkina Faso	203. Andorra
49. Slovenia	103. Papua New Guinea		
50. Vietnam	104. Senegal		
51. Hungary	105. Morocco		
52. Jamaica	106. Zimbabwe		
53. Austria	107. Kazakhstan		
54. Czech Republic			

Figure 2: Number of Countries Visiting www.lead.org.au TLG's Website Per Annum

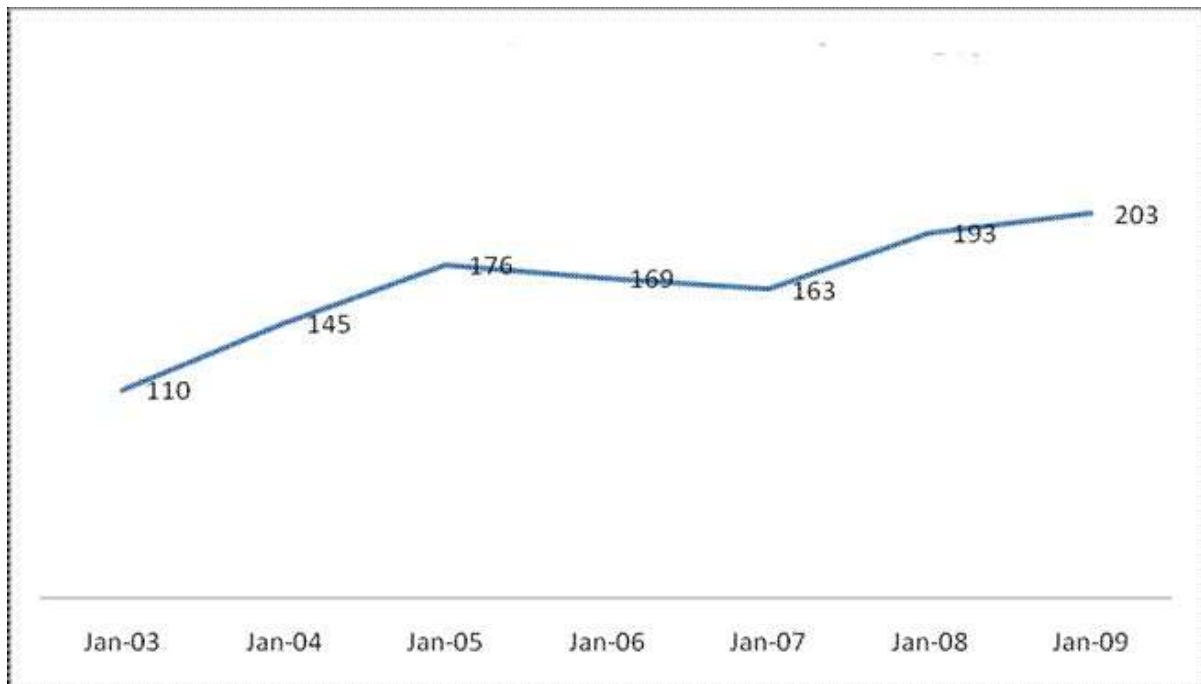


Figure 2: Countries viewing www.lead.org.au per annum.

The number of countries viewing The LEAD Group's (TLG's) website in the 12 months from 1 July 2008 to 30 June 2009 was **203** countries

Source: David Ratcliffe, Webmaster

Figure 3: Total Calls Handled and Data-Entered by GLASS Per Year

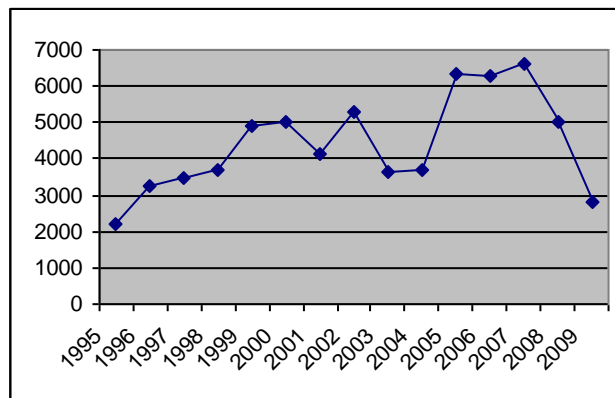


Figure 3: Total calls (phone and email) handled and data-entered all years to date: is over **65,575**
For the 12 months July 2008 to June 2009, GLASS staff & volunteers handled & entered **7,177 calls**
(up from **3,973** calls last year)

Source: GLASS Database

Figure 4: Calls by Subject Per Year

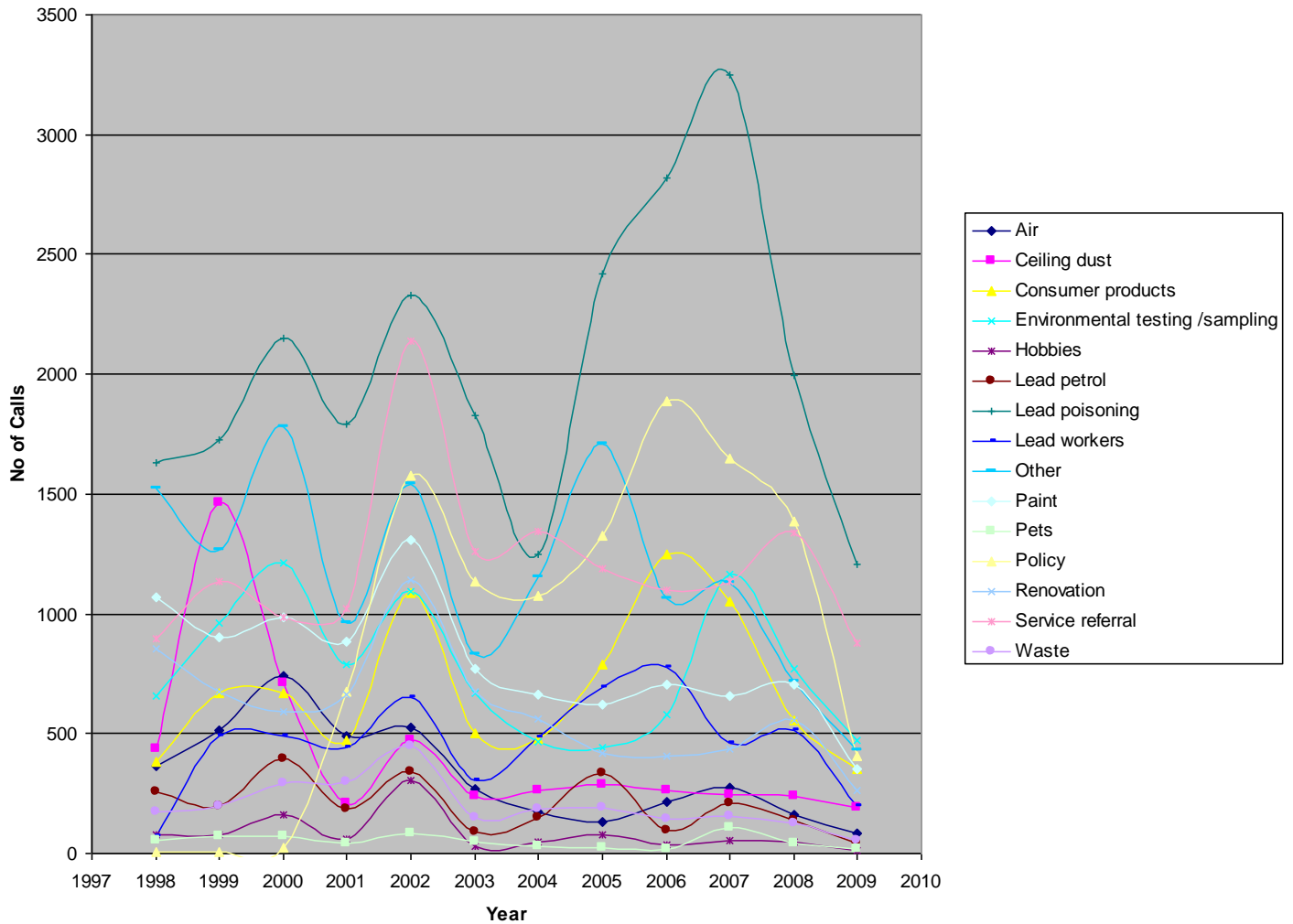


Figure 4: Breakdown of calls by subject per annum. 2009 data is year to date only

NB: Usually, more than one subject is discussed in a call.

Source: GLASS Database.

Figure 5: Subject as Percentage of Total Calls by Subjects Since 1998

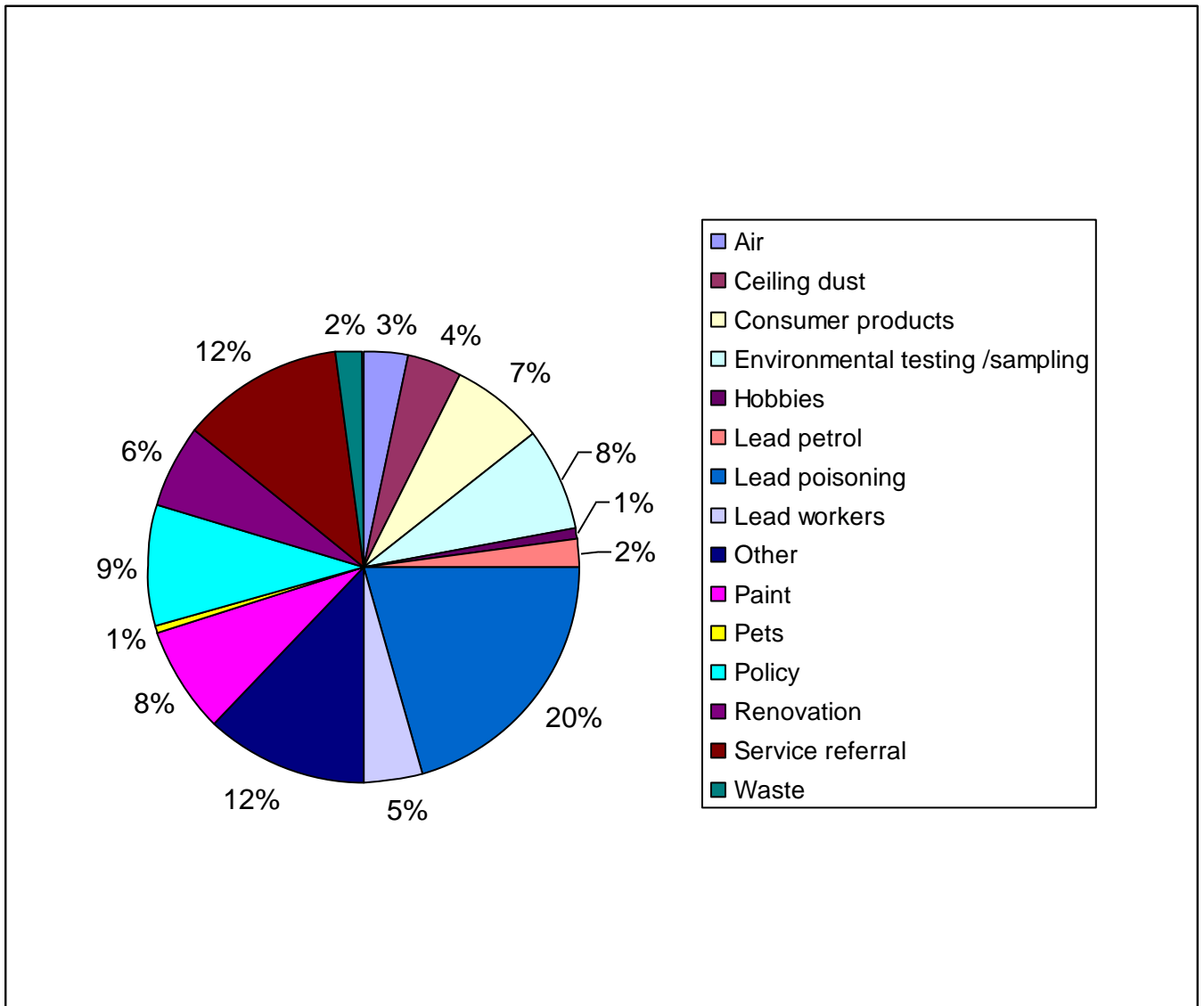


Figure 5: Subject as Percent of Total Call Subjects per annum, since 1998.

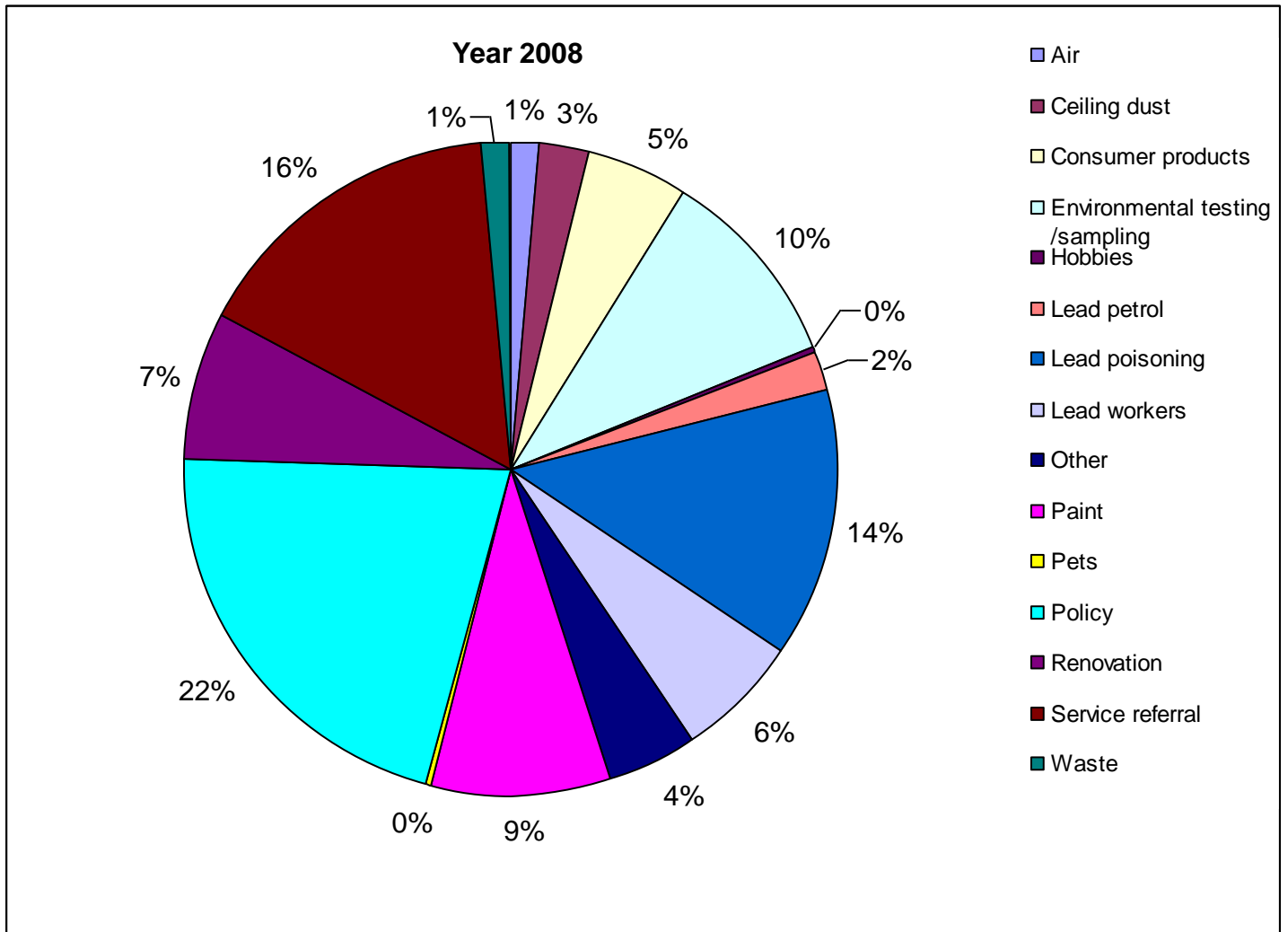
Source: GLASS Database

Table 3: Subjects Discussed In Calls in Calendar Years 2008 and Year toT Date 2009

Call Subjects	2008	2009
Air	161	85
Ceiling dust	241	190
Consumer products	558	352
Environmental testing/sampling	770	469
Hobbies	45	10
Lead petrol	139	43
Lead poisoning	1994	1204
Lead workers	511	197
Other	719	430
Paint	707	350
Pets	44	19
Policy	1388	405
Renovation	557	264
Service referral	1340	879
Waste	124	52

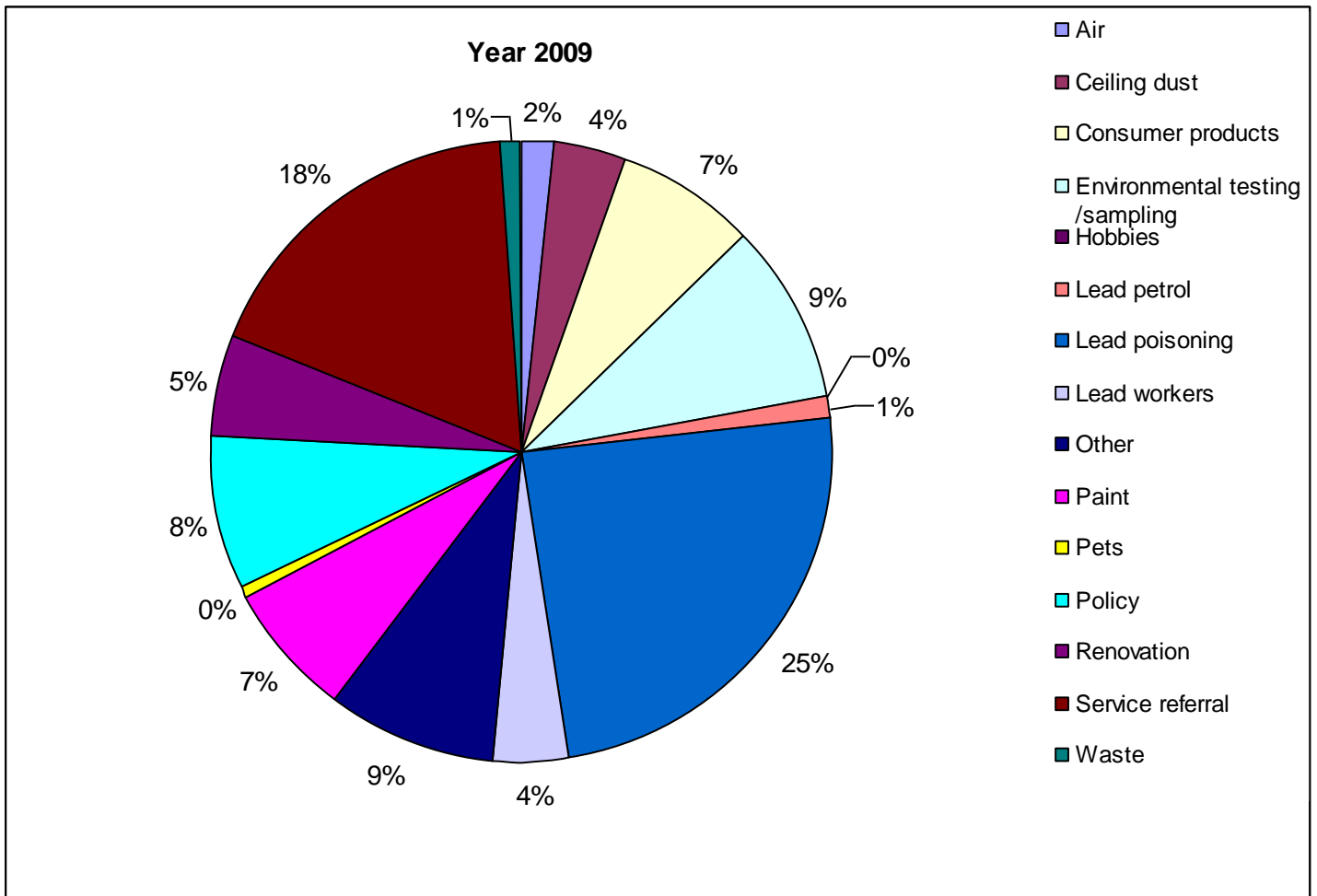
Source: GLASS Database

Figure 6: Subject as Percentage% of Total Calls by Subjects in 2008



Source: GLASS Database

Figure 7: Percentage Subject as % of Total Calls by Subjects in 2009 Year to Date (YTD)



Source: GLASS Database

Figure 8: Total NSW, Interstate and Overseas Calls by Year

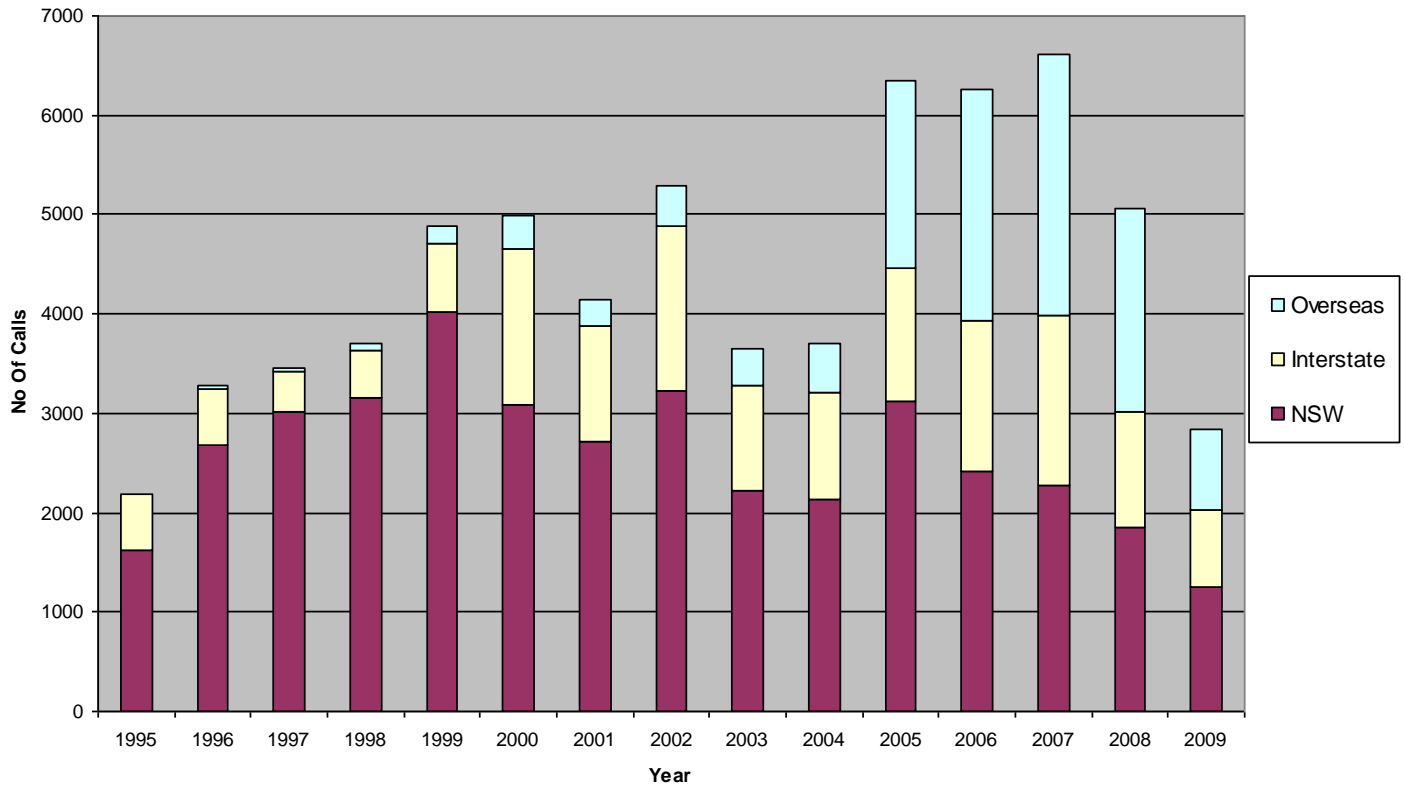


Figure 8: Breakdown by region of origin of caller. N.B. Data for 2009 is year to date

Source: GLASS Database

Figure 9: Total Australian State/Territory and Overseas Calls in 2009 Year to Date

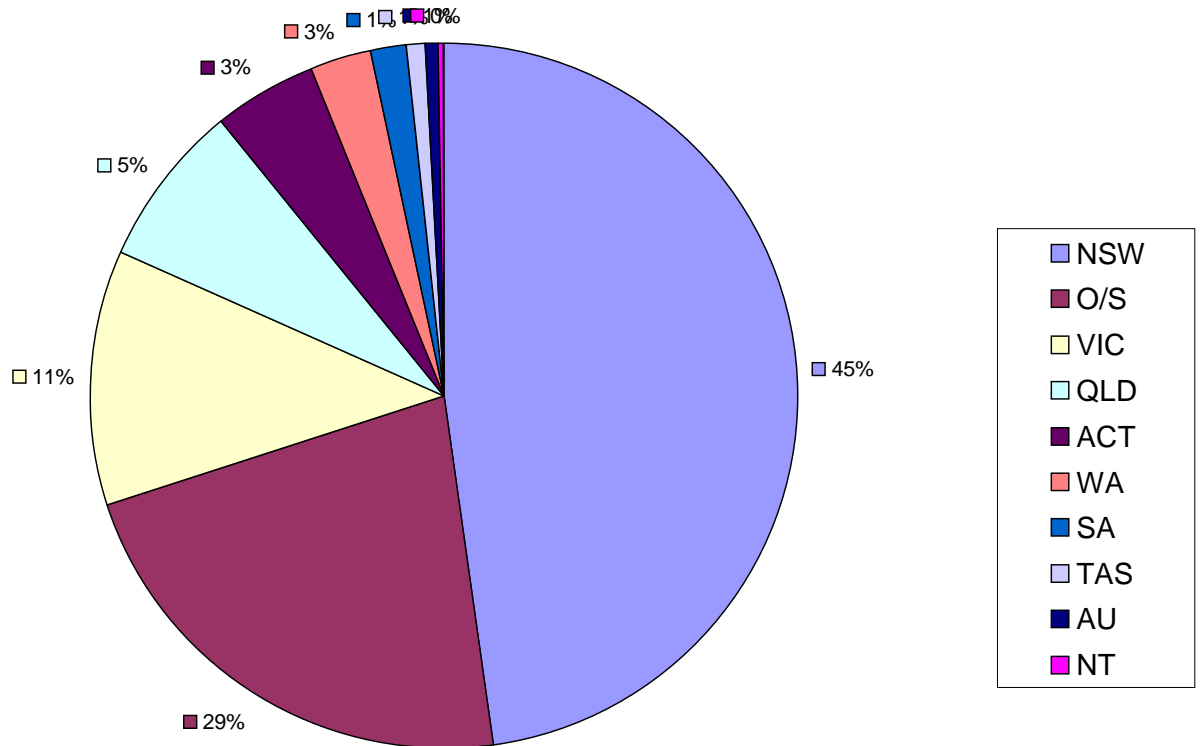


Figure 9: Breakdown of state/territory or overseas origin of **2,841** Calls for 2009 year to date.

NB: AU signifies calls from Australia where the state or territory has not been specified by the inquirer

Source: GLASS Database

Figure 10: Origin of Overseas Calls in 2008-09 Financial Year

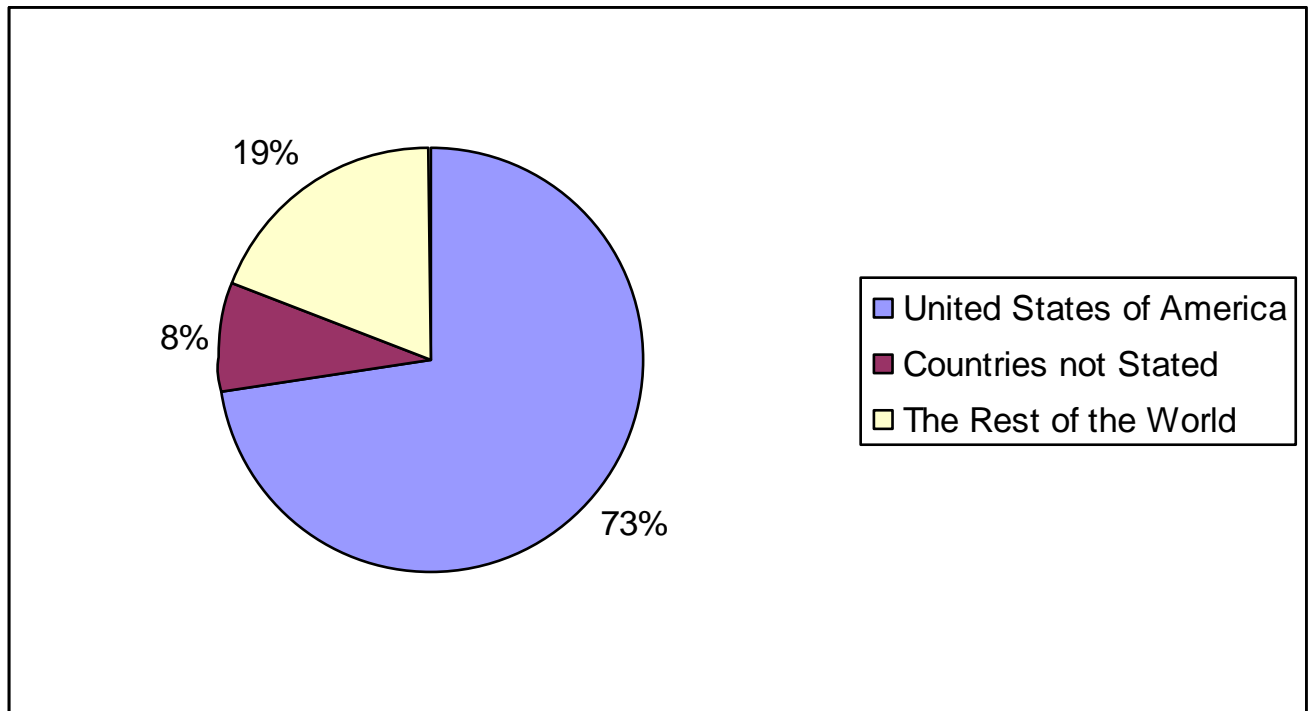


Figure 10: Breakdown of major overseas origin of **1424** calls for 2008-09 financial year

Source: GLASS Database

Figure 11: Overseas Calls Except USA and Countries not Stated, in 2008-09 Financial Year

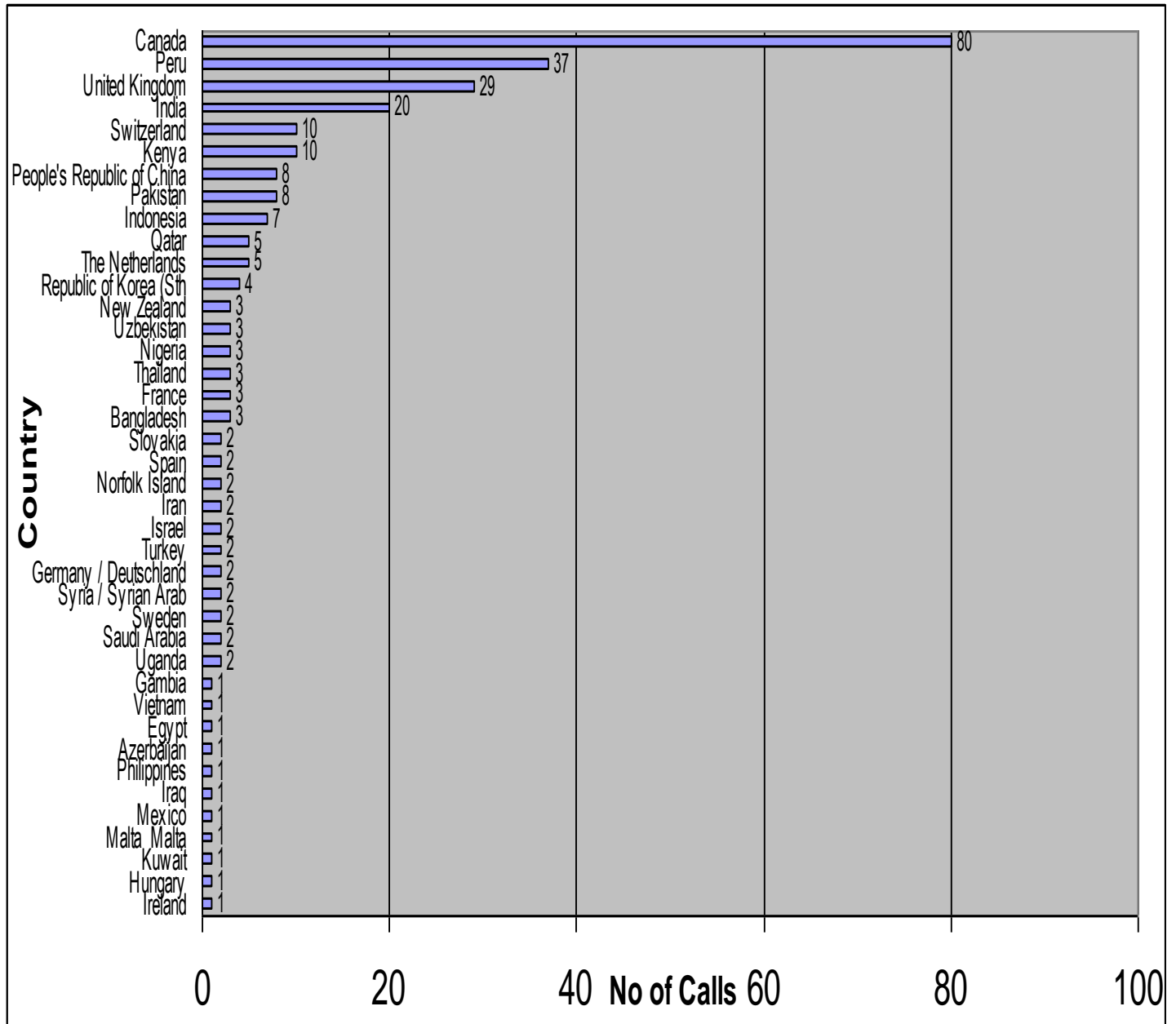


Figure 11: Breakdown of overseas origin of 274 calls except USA and countries not stated for 2008-09 FY

Source: GLASS Database

Table 4: Overseas Calls in 2008-09 Financial Year

Country	No Of Calls	Country	No Of Calls
United States of America	1033	Spain	2
Any Country in the World	117	Norfolk Island	2
Canada	80	Iran	2
Peru	37	Israel	2
United Kingdom	29	Turkey	2
India	20	Germany / Deutschland	2
		Syria / Syrian Arab	
Switzerland	10	Republic	2
Kenya	10	Sweden	2
People's Republic of China	8	Saudi Arabia	2
Pakistan	8	Uganda	2
Indonesia	7	Gambia	1
Qatar	5	Vietnam	1
The Netherlands	5	Egypt	1
Republic of Korea			
(South Korea)	4	Azerbaijan	1
New Zealand	3	Philippines	1
Uzbekistan	3	Iraq	1
Nigeria	3	Mexico	1
		Republic of Malta Malta	
Thailand	3	Malta	1
France	3	Kuwait	1
Bangladesh	3	Hungary	1
Slovakia	2	Ireland	1

Figure 12: Number of Calls by Category Per Year

Source: GLASS Database

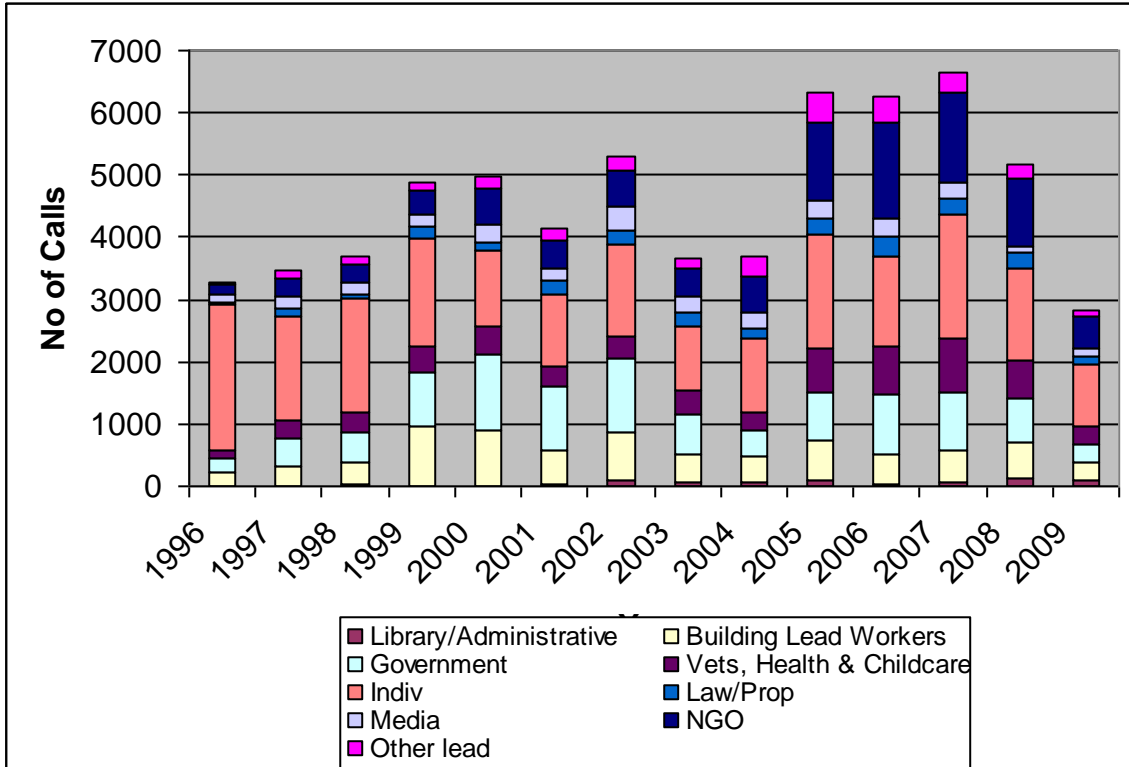


Figure 13: DEWHA Publications Distributed by GLASS (not including in Info Packs)

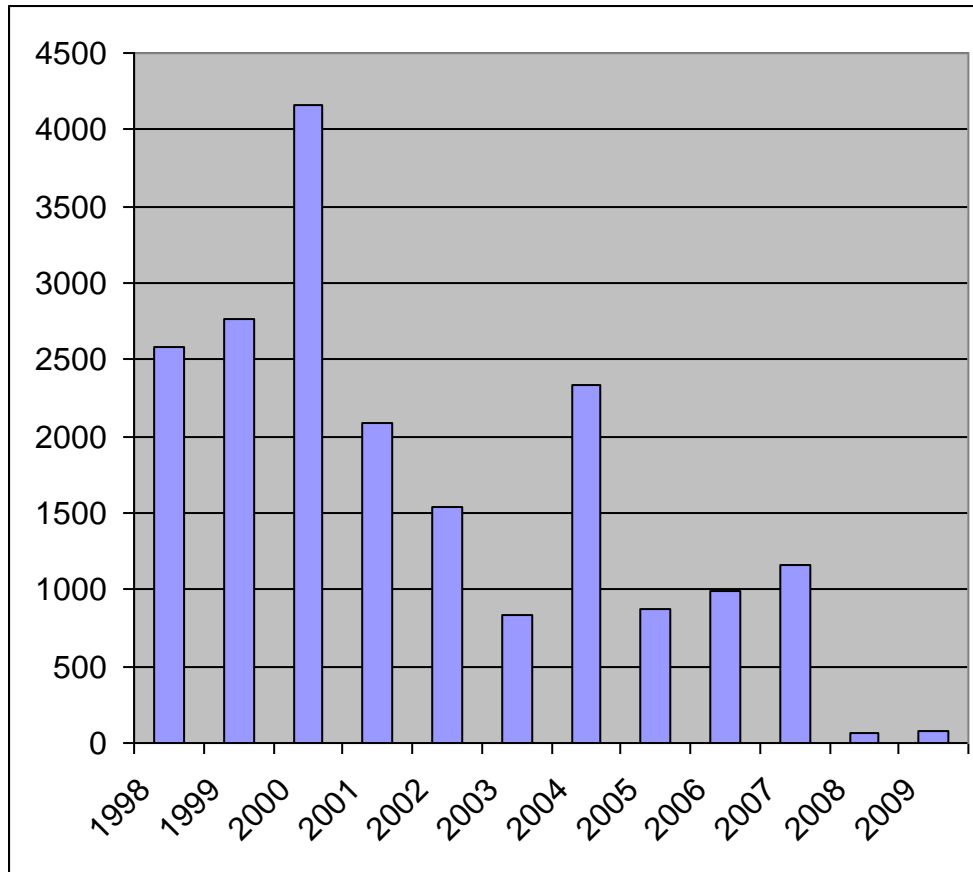


Figure 13: DEWHA Publications distributed by GLASS (not including in Info Packs).

Source: GLASS Database

Table 5: Topics of Info Packs and Expert Referrals Distributed by GLASS

Info Pack	Topic	Info Pack	Topic	Info Pack	Topic
0	general info	21	paramedics	41	lead companies
1	spot test	22	alternatives	42	MPs
2	lead assessment	23	Nutrition	43	health groups
3	Abatement	24	Hobbies	44	other toxics
4	blood / doctor	25	Shooters	45	parents / cases
5	teeth / bone	26	heavy metals	46	domestic plants
6	Foetus	27	Sniffing	47	history
7	HEPA filter	28	Asbestos	48	non-English info
8	Water	29	Waste	49	social change
9	Childcare	30	Training	50	Olympics
10	workers / adults	31	government	51	cavity dust
11	Hair	32	consumers	52	air toxics
12	ADD	33	Research	53	death
13	Councils	34	substitutes	54	economics
14	legislation / standards	35	media	55	ageing
15	cradle to grave	36	green groups	56	'safe' lead levels
16	litigation / liability	37	indigenous	57	climate change & lead
17	cars and lead	38	prevention	58	skin absorption
18	Ecotoxicology	39	point source	97	administration
19	Property	40	social justice	98	response to need
20	domestic animals			99	cover letter

Figure 14: Number of Info Packs Distributed by GLASS, which contained DEWHA Publications

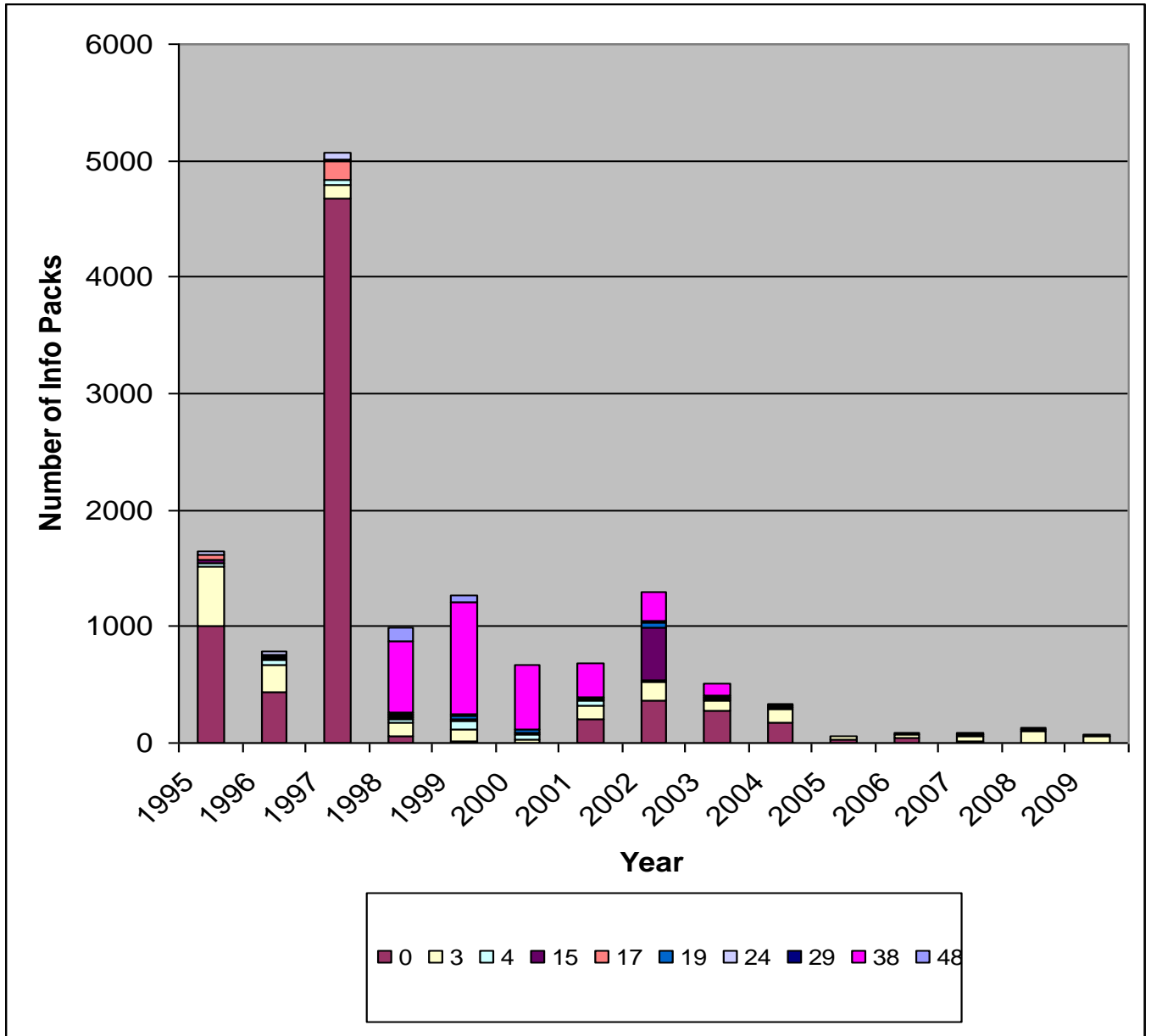
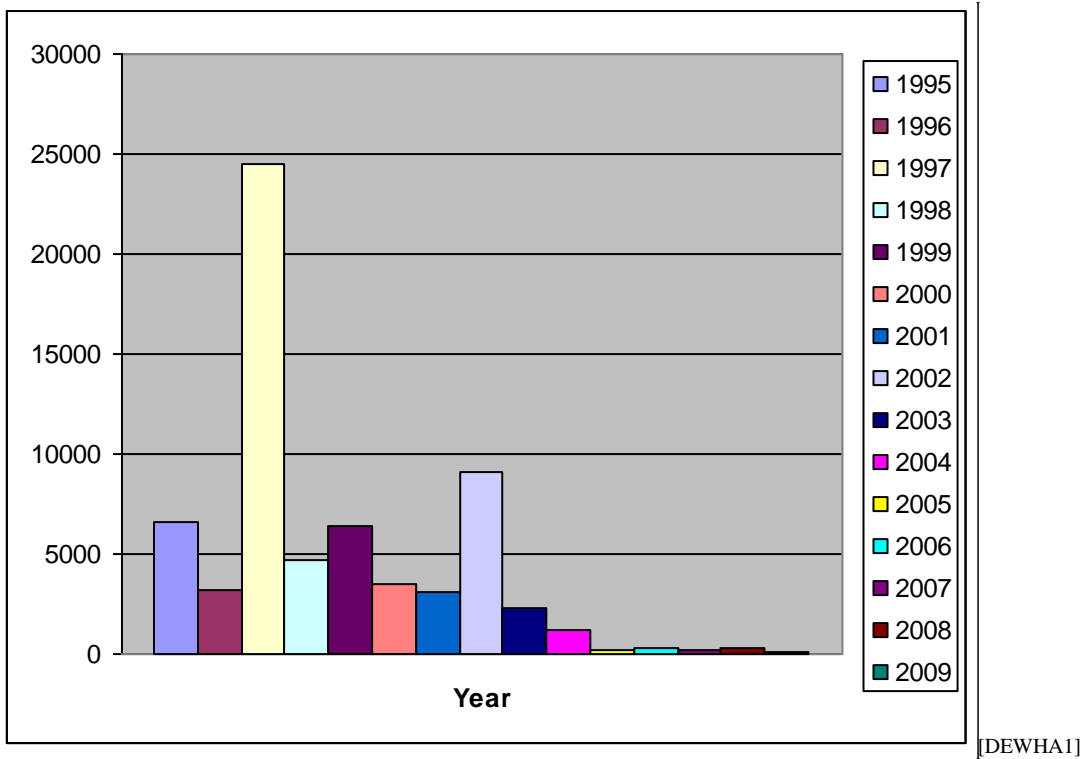


Figure 14: Number of Info Packs distributed by GLASS which contained DEWHA Publications.

Source: GLASS Database

Refer to Table 5 above to know the subject of each of the Info Pack numbers next to the coloured boxes above

Figure 15: Total Number of DEWHA Publications Distributed by GLASS, in Info Packs



Source: GLASS Database

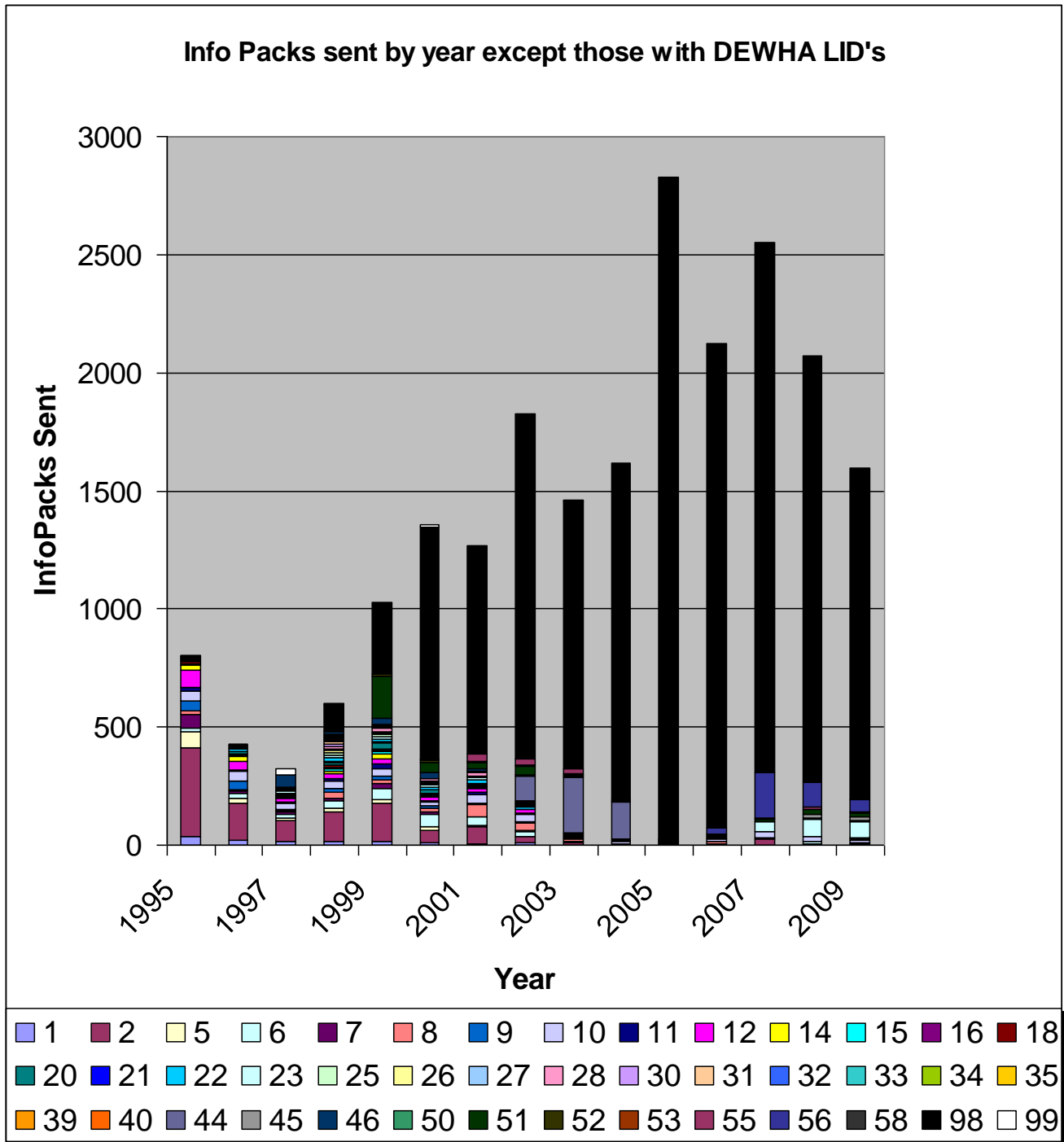
Table 6: Library ID No. of DEWHA Publications & the Info Pack Numbers which contain them

DEWHA LID	Info Packs which contain DEWHA Publications									
	0	3	4	13	17	19	24	29	38	48
1036										Y
1037										Y
1086	Y									
1087							Y			
1123					Y					
2646				Y			Y			
2647		Y		Y						
2648				Y			Y			
2649				Y			Y			
2650	Y			Y			Y		Y	
2651				Y			Y		Y	
2652				Y			Y			
2653	Y			Y			Y		Y	
2742		Y		Y		Y			Y	
2812				Y						
3807							Y			
4332								Y		
4388					Y					
5105	Y			Y					Y	
6523	Y			Y					Y	
Total	5	2	0	12	2	1	9	1	6	2

Source: GLASS Database

Refer to Table 5 above to know the subject of each of the Info Pack numbers next to the coloured boxes above

Figure 16: Number of Info Packs Sent by Year, excepting those which contain DEWHA Publications



Figure

16: Number of Info Packs distributed by GLASS apart from those with DEWHA Publications.

Source: GLASS Database

Refer to Table 5 above to know the subject of each of the Info Pack numbers next to the coloured boxes above

5. Acknowledgements

Report Contributors

Report prepared by Ian Russell Lee, Arpita Saha, Himanshukumar Patel, Bhargav Patel and Alex Jewson using SQL queries written by Ian Smith, Himanshukumar Patel and Bhargav Patel, and Excel spreadsheets designed by Alex Jewson. Special sections written by Emma Xu, Information Management Specialist, Robert Taylor, Researcher and Editor, and Elizabeth O'Brien, Manager, GLASS

Web data provided by David Ratcliffe, Webmaster, The LEAD Group.

Financial data provided by Christine Pollard, Accountant for The LEAD Group

Volunteers During FY 2008-09

Volunteering at The LEAD Group contributes to Career Progress

By Robert Taylor, Volunteer Researcher, The LEAD Group, Sydney, Australia

Here at The LEAD Group we like to watch our volunteers extend their skills and grow in their roles. We also like the recommendations provided by our fearless clan leader, the Irish redhead, the fighting Elizabeth of the O'Briens who contributes to this. Volunteering is a key role for this undermanned outpost, providing a source of employment references for individuals who frequently have little work experience within this country

In the past month Iman Hegazi, a toxicologist from Egypt, who worked very hard in responding with informative advice and library articles to clear the backlog of requests for information sent to us via our website, has won a scholarship for a PhD in medical education. Even though she will no longer be coming in to the office every week (and her presence will be sorely missed) Iman is completing two fact sheets on lead and Alzheimer's (for lay and technical readers respectively), one of which has already been web published on our site at http://www.lead.org.au/fs/Hegazi_Alzheimer's_fact_sheet_20090922.pdf.

Orlando Aguirre-Lopez, a Columbian who translates documents into Spanish, has begun a TAFE course as a paraprofessional translator. His Spanish translation of the Iron Nutrition and Lead Toxicity factsheet will shortly be web published. Gayani Vaz Gunawardena has obtained paid employment in an IT position after less than a month with us. Ellie Li has obtained her first work in marketing since finishing her Masters degree during which she expanded her skills by designing and undertaking an online marketing project for our [lead test kits](#).

A young Chinese woman without family connections in Australia who recently joined our office team has said that volunteering has helped her become better at communicating and socializing with individuals from multi-ethnic backgrounds. "Secondly, I have been an environmentalist since I was a teenager. It is very meaningful for me that I can do this volunteer job for our environment, which helps me to achieve my dream."

As for the Manager, Elizabeth O'Brien, she says: "I really look forward to such dedicated volunteers coming into the office every week. There's always some new task that needs to be done in administering an information and referral service run by a charity, so it's great when the volunteers love taking on the challenge and expanding their skill-set."

We hope to report many similar success stories in future. Any one who wishes to contribute to our effort at lead education while expanding their resumés and work experience should contact us at 1800 626 086 or check out The LEAD Group's volunteer job ads at www.seek.com.au - then click on Seek Volunteer; or www.volunteersearch.gov.au or <http://www.lead.org.au/volunteer.html>

The following people volunteered at GLASS during Financial Year 2008-09 (and if known to the Manager, the non-English speaking background is included in brackets). Their work is highly valued and appreciated



Staff in The LEAD Group office, May 22nd 2009: Emma Xu (volunteer), Elizabeth O'Brien (manager) and Shristi Lohani (volunteer)

Table 7: GLASS Volunteers During FY 2008-09

- | | |
|--|--------------------------------|
| 1. Adam Grullemans | 22. Dale Henry |
| 2. Agnes Agcaoili | 23. Damith Desilva |
| 3. Alex Jewson | 24. Danyi Hong |
| 4. Ananda Parajuli (Nepalese) | 25. David Ratcliffe |
| 5. Anne Roberts | 26. Dilshoh Aliev (Uzbek) |
| 6. Annie Yan Li | 27. Ellie Li (Mandarin) |
| 7. Bernard Adude (Swahili) | 28. Emma Xu (Mandarin) |
| 8. Bert Pereira (Venezualan Sp) | 29. Evan Whitton |
| 9. Betty Ge (Mandarin) | 30. Ewan McDonnell |
| 10. Betty Han (Malaysian) | 31. Fei Liu (Mandarin) |
| 11. Biprajyoti Datta (Bangladeshi) | 32. Ginu George Oommen |
| 12. Bo Zhang | 33. Harihar Iyer |
| 13. Bob Paino | 34. Helen Han |
| 14. Brian Gulson | 35. Hogan Hua Gong |
| 15. Brice Xu (Mandarin) | 36. Hugh Xin-Xi Zhu (Mandarin) |
| 16. Carol Bodle | 37. Hui (Maria) Ma |
| 17. Charles Gan | 38. Ian Russell Lee |
| 18. Chelvi Ilango (Ugandan English) | 39. Ian Smith |
| 19. Chris Maitland | 40. Iman Hegazi (Arabic) |
| 20. Claire Nankya (Ugandan English) | 41. Isaac Cheng |
| 21. Cristina Pannochia (Uruguayan Spanish) | 42. Jay Thomas-Burrows |

- | | |
|-----------------------------------|--|
| 43. Jayapriya Velu | 72. Onen Geoffrey Otim (Swahili) |
| 44. Jean Sun (Mandarin) | 73. Orlando Aguirre-Lopez (Colombian, Spanish) |
| 45. John Faryna | 74. Osman Turay (Sierra, Leone, Krio) |
| 46. John Mylonas | 75. Phil Liu (Mandarin) |
| 47. Jude Roseth | 76. Pooja Mahajan |
| 48. Junaid Khan (Hindi) | 77. Poonam Shah (Hindi) |
| 49. Kamal Hossain Chowdhury | 78. Raymond Buhagiar |
| 50. Kon Petrakis (Greek) | 79. Robert Taylor |
| 51. Linda Joseph | 80. Roger Kilburn |
| 52. Maggie Li | 81. Ronald Jemmott (Jamaican Creole) |
| 53. Mallee Li | 82. Ronald Ras |
| 54. Mandana Ghavampour | 83. Rossa Singh |
| 55. Marilyn Watts | 84. Ryan Kim |
| 56. Martin Bagnall | 85. Sangshay Kumar Mohanta (Bangladeshi) |
| 57. Mary Kostovska | 86. Shezina Akhtar (Bangladeshi) |
| 58. Mei-Yun Huang (Taiwanese) | 87. Shristi Lohani (Nepalese) |
| 59. Michelle Calvert | 88. Shrutha Hegte |
| 60. Mike Nayda | 89. Sing Xin-Mei Xia |
| 61. Misha Uppal (Hindi) | 90. Siva Kanagalinagam (Sri Lankan) |
| 62. Mohammed Shahani | 91. Steph Qian |
| 63. Nanthan Kana (Sri Lankan) | 92. Steven Liang |
| 64. Narain Tamang (Nepalese) | 93. Sunny Kaur (Hindi) |
| 65. Nguyen Khoa | 94. Sydenham Angel (Malaysian) |
| 66. Nicolette Kiss (Hungarian) | 95. Tamal Shahriar Joy (Bangladeshi) |
| 67. Nikita Diakakis (Greek) | 96. Tapaswini Patel (Hindi) |
| 68. Nina Alex | 97. Thara Mohanan (Hindi) |
| 69. Nireeksha Doddannavar (Hindi) | 98. Wentworth Li (Mandarin) |
| 70. Noaman Iqbal | 99. Yimin (Ted) Ji (Mandarin) |
| 71. Noela Whitton | 100. Ziyad Sheraliev (Uzbek) |

[Source: GLASS Excel Shift Roster for volunteers and staff]

Table 8: Total Hours Worked During FY 2008-09

Volunteers	logged 3965.4 hours
Full Time Staff Time (Elizabeth O'Brien)	logged 2200.0 hours
Webmaster (David Ratcliffe)	estimate of 1363.5 hours
TOTAL HOURS WORKED	7528.9 hours

Source: Staff Roster, Manager's Timesheet & David Ratcliffe

Huge thanks go especially to our long-serving web-master David Ratcliffe and the continuing work of Dr Hugh Xin-Xi Zhu and Orlando Aguirre-Lopez in translating our information products (including emailed answers to client's questions), from English to Chinese and Spanish respectively.

6. Appendix

Table 9: Author, Title and URL & No. of Library Articles distributed by GLASS During FY 2008-09

Please see the [Appendix](#)

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