

## Public Libraries Statistical Survey - 2021-22

### Introduction

**This survey comprises six sections, following this introduction:**

- 1. Financial resources**
- 2. Human resources**
- 3. Library collection**
- 4. Usage and visitation**
- 5. Library operations**
- 6. Library programs**

**Unless a question specifies otherwise, please answer using whole numbers only, no symbols or words. There is space for further comments at the end of each section if you want to supply additional notes on any responses.**

**The deadline for responses is Friday 16 December 2022.**

**if you have any issues accessing or using the survey, please contact Aimee in the NSLA office ([aimee.said@nsla.org.au](mailto:aimee.said@nsla.org.au) / 0401 612 026). If you have queries about the survey itself please contact Russell ([russell.varney@slq.qld.gov.au](mailto:russell.varney@slq.qld.gov.au) / 07 3842 9047).**

Your state/territory

- Australian Capital Territory
- Northern Territory
- New South Wales
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

Your name

Your email address

## Public Libraries Statistical Survey - 2021-22

### 1. Financial resources: Income

**Enter only whole dollar figures in the answer field for each question, with no other symbols or letters. E.g. Au\$200,345.98 = 200346**

#### 1.1 Operational funding from Australian Government.

Include:

- appropriations
- budget allocations
- funding from statutory authorities
- program grants, e.g. Be Connected or Digital Health Agency
- bounties, subsidies, and non-capital expenditure grants (includes all export grants)
- wages and salaries payments that have been reimbursed under a government program such as trainee and apprenticeship schemes
- export facilitation schemes
- diesel fuel rebate and other tax rebates
- government subsidies for waste management and environmental protection

Exclude:

- extraordinary income items (revenue from events or transactions that are both outside the normal operations of the library and of a non-recurring nature)
- goods and services tax (GST).

#### 1.2 Operational funding from State/Territory government

Inclusions and exclusions as per Q1.1

#### 1.3 Operational funding from local government

Inclusions and exclusions as per Q1.1

#### 1.4 Capital funding from Australian Government

One-off funding for expenditure on equipment, buildings, automation, etc.

Include:

- low interest or interest-free government loans made to encourage expenditure on specific equipment (e.g. environmental protection equipment)
- grants for the purpose of capital expenditure

Exclude:

- export grants (should be reported as operational funding)
- GST

#### 1.5 Capital funding from state/territory government

Inclusions and exclusions as per Q1.4

#### 1.6 Capital funding from local government

Inclusions and exclusions as per Q1.4

#### 1.7 Income from sponsorship

Include:

- all sponsorships, both financial and in-kind (where this appears in the organisation's audited accounts)

Exclude:

- annual allocations from related private sector organisations
- items donated or bequeathed
- extraordinary income items (items of revenue or expense which are attributable to events or transactions that are both outside the normal operations of the entity and of a non-recurring nature)
- GST

## 1.8 Other income

Include:

- library fees and charges
- printing and photocopying charges
- income generated from the sale of goods and services (including ticket sales)
- investment or interest income from bequests received in previous years
- income from hire of library buildings (e.g. meeting rooms, exhibition spaces)
- any income not already included in the data items above

Exclude:

- any income already included in questions 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, and 1.7

## Public Libraries Statistical Survey - 2021-22

### 1. Financial resources: Expenditure

**Enter only whole dollar figures in the answer field for each question, with no other symbols or letters. E.g. Au\$200,345.98 = 200346**

#### 1.9 Wages and salaries

Expenditure on salaries and wages for all staff employed by the library including full-time, part-time, permanent, temporary, casual or contract staff.

Include:

- on-costs such as superannuation and workers compensation insurance

Exclude:

- training costs
- any workers who are not on the library payroll (i.e. those who invoice the library for payment for their services)

#### 1.10 Professional development costs

All money spent on provision of continuing professional development for staff.

Include:

- training (in-person or online)
- conference attendance
- seminar attendance

### 1.11 Operating and corporate expenses

Include:

- rent, cleaning, insurance, building maintenance and gardening
- stationery, postage
- minor equipment
- library management systems maintenance costs
- program costs
- marketing
- electricity, telecommunications
- contribution to central administration or corporate overheads, depreciation
- labour hire costs
- ICT costs

Exclude:

- expenditure on library materials

### 1.12 Expenditure on physical library collections

Include:

- printed books
- printed journals, magazines, newspapers and serials
- any other printed materials, e.g. sheet music, maps
- audio-visual materials stored on physical media, e.g. DVDs and CDs
- toys, games and puzzles
- maker kits
- any other physical non-print items

### 1.13 Expenditure on digital library collections

Include:

- electronic files, e.g. e-audio, ebook, e-magazines, electronic serials
- subscriptions to databases and electronic services
- products and services with 'pay per view' access for content
- any other digital or electronic library materials not stored on physical media

#### 1.14 Capital expenditure

Include:

- furniture, machinery and equipment
- motor vehicles and other transport equipment
- computer software capitalised
- buildings and other structures
- computers and computer peripherals
- artistic originals

Exclude:

- library collection materials

#### 1.15 Other expenditure

Any other expenditure not included in the questions above, *excluding* depreciation

Further notes (please note the number/s of the question/s you are commenting on):

## 2. Human resources

**Enter only numbers in the answer fields; decimals may be used if required.**

**Include vacant positions that are not filled.**

### 2.1 Number of permanent full-time equivalent employees

The calculation of full-time equivalent (FTE) is an employee's scheduled hours divided by the employer's hours for a full-time work week.

To calculate the FTE, add the total number of hours worked by permanent (full- or part-time but not casual) staff in an average week and divide by 35. For example: Staff member A works 35 hours per week and staff member B works 17.5 hours per week. Total staff FTE is 1.5.  $(35 + 17.5)/35 = 1.5$

The following questions are about those staff who hold library qualifications.

### 2.2 Number of positions (not FTE) that require an ALIA-recognised library technician qualification.

Include:

- total number of positions, not FTE
- vacant positions that are not filled

Exclude:

- positions that require a tertiary or library professional qualification

### 2.3 Number of positions that require an ALIA-recognised library and information science qualification at undergraduate or postgraduate levels.

Include:

- total number of positions, not FTE
- vacant positions that are not filled.

Exclude:

- positions that require a tertiary or library technician-level qualification

2.4 Number of positions that require a non-library qualification, e.g. accounting, marketing, education.

Include:

- total number of positions, not FTE
- vacant positions that are not filled.

Further notes (please note the number/s of the question/s you are commenting on):

### 3. Library collection

#### **Counts as at 30 June.**

##### 3.1 Total number of physical items in permanent collections

###### Notes:

- For magazines and serials count titles, not individual issues.
- Items bound or packaged together and loaned as one unit are counted as one physical item.

###### Include:

- printed books
- printed journals, serials, magazines and newspapers
- any other printed materials, e.g. sheet music, maps
- audio-visual materials stored on physical media, e.g. DVDs and CDs
- toys, games and puzzles
- borrowable devices such as tablets and ebook readers
- maker kits
- any other physical non-print items

### 3.2 Total number of digital items in permanent collections

#### Notes:

- report only items that have been purchased, leased or licensed by the library
- access to items is through authentication or limited to specified physical locations
- inclusion in the catalogue is not mandatory
- count items as 1 unit where the use is limited to a single user at a time
- count items as 10 units where the use of a single title is permitted for 10 simultaneous users
- count titles as 1 unit where unlimited simultaneous use is permitted

#### Include:

- electronic book items (units) acquired from vendors (e.g. OverDrive, Bolinda) or available for download
- e-magazines and e-newspapers (titles) acquired from vendors (e.g. Pressreader) or available for download
- electronic audio items (units) acquired from vendors (e.g. OverDrive, Bolinda) or available for download
- electronic video items (units) selected and acquired from vendors or available for download
- digitised photographs
- digitised historical documents

#### Exclude:

- electronic book or audio items freely available from other sources, such as Project Gutenberg
- digital video items freely available from other sources, such as YouTube
- pay-per-use, streaming content and eresources, such as Kanopy or Ancestry

### 3.3 Number of libraries with a local history collection

### 3.4 Number of libraries with languages other than English (LOTE) collections

### 3.5 Total number of physical item loans

Include:

- printed books
- printed journals, serials, magazines and newspapers
- any other printed materials, e.g. sheet music, maps
- audio-visual materials stored on physical media, e.g. DVDs and CDs
- toys, games and puzzles
- borrowable devices such as tablets and ebook readers
- maker kits
- any other physical non-print items

### 3.6 Total number of digital item loans

Include:

- electronic book items (units) acquired from vendors (e.g. OverDrive, Bolinda) or available for download
- e-magazines or e-newspapers (titles) acquired from vendors (e.g. Pressreader) or available for download
- electronic audio items (units) acquired from vendors (e.g. OverDrive, Bolinda) or available for download
- electronic video items (units) selected and acquired from vendors or available for download
- digitised photographs
- digitised historical documents

Exclude:

- electronic book or audio items freely available from other sources, such as Project Gutenberg
- digital video items freely available from other sources, such as YouTube
- pay-per-use, streaming content and eresources, such as Kanopy or Ancestry

### 3.7 Total number of digital device loans

Include:

- all borrowable digital devices such as tablets, ebook readers or games consoles

3.8 Total number of sessions streaming content from library-enabled sources, e.g. Kanopy, Freegal Music, Naxos

Leave blank if figures are not available

3.9 Total number of usage sessions for database and other electronic services e.g. Lynda, Ancestry, Find My Past

Exclude:

- services and products only available to library staff

Further notes (please note the number/s of the question/s you are commenting on):

#### 4. Membership and visitation

##### 4.1 Total number of active registered library members

Based on your state/territory definition of an 'active member'.

##### 4.2 Number of library visitors (physical) to all branches/outlets

##### 4.3 Number of library website visitors

Include:

- individual visits/sessions, not pageviews
- individual online catalogue sessions (not individual searches), if the catalogue is a separate site

##### 4.4 Number of bookable meeting rooms/spaces available for hire or use

Include:

- any space within library premises and managed by library staff that can be booked by the public
- spaces available free of charge or to hire

Exclude:

- any spaces managed by another organisation located on library premises, e.g. community toy libraries

##### 4.5 Number of hours booked in library meetings or spaces

Include:

- bookings made by individuals, groups or organisations for private or externally-organised purposes/events

Exclude:

- bookings made by library staff for library-run programs or internal meetings

Further notes (please note the number/s of the question/s you are commenting on):

## 5. Library operations

**Enter whole numbers or decimals (to 2 places) only.**

### 5.1 Number of library branches

Include:

- central libraries and all branches that are staffed at all times during opening hours

Exclude:

- mobile library vehicles
- collection vending machines
- self-serve library kiosks (in separate locations from library branches)

### 5.2 Number of mobile library outlets

Include:

- any vehicle equipped and operated by paid library staff to provide a mobile library service.

Exclude:

- home library services

### 5.3 Number of other library outlets

Include:

- self-serve library kiosks (in separate locations from library branches)
- library depots (typically not staffed)
- collection vending machines
- any other outlets not reported in 5.1 or 5.2

Exclude:

- home library services

### 5.4 Total annual opening hours for all library outlets

5.5 Number of library services (not physical library branches) providing a home library delivery service

5.6 Number of individuals/organisations utilising home library services

5.7 Number of public access devices

Include:

- devices (e.g. PCs, iPads) for use within the library premises only

Exclude:

- devices for loan for use outside the library premises, such as tablets, ebook readers and games consoles
- devices used solely in delivery of library programs

5.8 Number of hours public access devices in use

Include:

- all public access devices for onsite use only (e.g. PCs, tablets) across all sites and terminals
- booked and non-booked sessions
- device use as part of program activities (e.g. digital literacy training)

Exclude:

- wifi sessions
- devices available for loan

5.9 Number of wifi sessions

Include:

- all authenticated sessions using library wifi

Exclude:

- library wifi devices

5.10 Number of hours of wifi use (leave blank if unable to provide)

Further notes (please note the number/s of the question/s you are commenting on):

## 6. Library programs

### 6.1 Number of library-facilitated book clubs

Include:

- any club focused primarily on published materials, including fiction, non-fiction, manga
- book clubs held and facilitated on library premises
- book clubs held externally but facilitated by library collections

Exclude:

- clubs not focused primarily on published materials, e.g. films, anime, podcast clubs
- book clubs held on library premises but not facilitated or supported by the collection.

### 6.2 Number of local partnerships with businesses, education or community organisations

Include any organisations that the library has worked with to plan and/or deliver library programs and services during the reference period, e.g., schools, kindergartens, aged care facilities, professional presenters, authors.

Usually these types of partnerships are co-branded and marketed.

Further notes (please note the number/s of the question/s you are commenting on):

6. Library programs (cont'd)

For each of the tables below:

- Select the relevant program type and delivery type and provide the number of programs held and the total number of people attending across all events in this type during the reference period.
- Only report a program once in each table. If a program crosses over two program types, select the main one.
- Include all planned and facilitated library programs. Planned programs are run or coordinated by library staff and volunteers (onsite, offsite and online). Facilitated programs are run by other organisations at the library premises and are usually co-branded. Exclude exhibitions and/or displays as programs.
- Onsite and offsite programs which are repeated (e.g. Story Time) should be counted as individual events. If an online program (e.g. the same video or post) is uploaded across multiple platforms, only count the video/post once.
- Programs delivered on a one-to-one basis (e.g. tutoring) should be counted as a single program with multiple attendees (summed over the reporting period).
- Only count the number of people who participate in the program. For example, pre-school story time sessions should include all children and adult carers. Do not include library staff, volunteers, contractors or external providers.
- Participation in an online program should be added across multiple platforms. An engagement is defined as views on program videos and participation in an interactive program post.

**Note: the total number of sessions and participants should be the same for each table.**

6.3 Number of library program **sessions** by target audience

Notes:

- the target audience is who the session is aimed at, rather than who chooses to attend
- age brackets for demographics are at the state/territory's discretion

Early childhood

Children

Young adult

Adults

Seniors

All ages

#### 6.4 Number of library program **participants**

Early childhood programs

Children's programs

Young adult programs

Adult programs

Seniors' programs

All ages' programs

#### 6.5 Number of library program **sessions** by program type

**Literacy and lifelong learning** - Programs whose primary purpose relates to literacy and/or educational learning, e.g. story time, English conversation, homework help, reading-related programs, programs supporting development of learning habits and skills.

**Informed and connected citizens** - Programs whose primary purpose is to connect participants to their community and/or build the capacity of the community to participate in community discussions, access government services and participate in political processes, e.g. eGov sessions, new residents morning teas, etc.

**Digital inclusion** - Programs whose primary purpose is to increase participants' confidence using digital technology, e.g. Tech Savvy Seniors, PC skills, internet skills, coding.

**Personal development and wellbeing** - Programs whose primary purpose is social inclusion or personal development, e.g. hobby clubs (film, Lego, knitting, video games, etc.), author talks, health-related programs.

**Stronger and more creative communities** - Programs whose primary purpose is to support expressions of culture, identity and community pride, e.g. cultural celebrations, multilingual programming, local history events, writing workshops.

**Economic and workforce development** - Programs whose primary purpose is to improve employment and productivity outcomes, e.g. programs for jobseekers, programs for micro/small business owners, vocational programs.

6.6 Number of library program **participants** by program type

**Literacy and lifelong learning** - Programs whose primary purpose relates to literacy and/or educational learning, e.g. story time, English conversation, homework help, reading-related programs, programs supporting development of learning habits and skills.

**Informed and connected citizens** - Programs whose primary purpose is to connect participants to their community and/or build the capacity of the community to participate in community discussions, access government services and participate in political processes, e.g. eGov sessions, new residents morning teas, etc.

**Digital inclusion** - Programs whose primary purpose is to increase participants' confidence using digital technology, e.g. Tech Savvy Seniors, PC skills, internet skills, coding.

**Personal development and wellbeing** - Programs whose primary purpose is social inclusion or personal development, e.g. hobby clubs (film, Lego, knitting, video games, etc.), author talks, health-related programs.

**Stronger and more creative communities** - Programs whose primary purpose is to support expressions of culture, identity and community pride, e.g. cultural celebrations, multilingual programming, local history events, writing workshops.

**Economic and workforce development** - Programs whose primary purpose is to improve employment and productivity outcomes, e.g. programs for jobseekers, programs for micro/small business owners, vocational programs.

6.7 Number of library program **sessions** by delivery type

Library onsite (at the library, arranged by the library)

Partner onsite (at the library, use of facilities only, not private hire)

Community location (offsite and outreach)

Online (livestreamed, pre-recorded, posted on social media)

6.8 Number of library program **participants** by delivery type

Library onsite (at the library, arranged by the library)

Partner onsite (at the library, use of facilities only, not private hire)

Community location (offsite and outreach)

6.9 Number of views of programs online (livestreamed or pre-recorded and shared via social media)

Further notes (please note the number/s of the question/s you are commenting on):