

**AUSTRALIAN PUBLIC LIBRARIES  
STATISTICAL REPORT  
2016-2017**

**Final Report**

**Compiled by State Library of Queensland  
April 2019**

## Foreword

The National Library and the State and Territory libraries throughout Australia are represented by the peak body, National & State Libraries Australia (NSLA). NSLA members also represent the interests of the public library networks within their States and Territories. The public library network, represented by 1,666 public library service points and outlets across Australia, provides information, collections and services to meet the information needs of the general public including those of diverse user groups.

The *Australian Public Libraries Statistical Report* is an annual NSLA project that identifies and measures the usage and activities of Australia's public library services.

April 2019

## Contents

1. <u>SELECTED NATIONAL STATISTICS 2016-2017</u> .....	3
TABLE 1 – EXPENDITURE (INCLUDING THE PURCHASE OF LIBRARY MATERIALS)	4
TABLE 2 – SERVICE POINTS	4
TABLE 3 – SERVICES	4
TABLE 4 – CUSTOMERS	5
TABLE 5 – COLLECTIONS	5
TABLE 6 – STAFF	5
2. <u>COMPARATIVE DATA</u> .....	6
LOANS	6
EXPENDITURE ON PUBLIC LIBRARY SERVICES	8
EXPENDITURE ON LIBRARY MATERIALS	10
PUBLIC ACCESS INTERNET DEVICES	12
LIBRARY PROGRAM ATTENDANCE	14
3. <u>PUBLIC LIBRARY SERVICES IN AUSTRALIA</u> .....	16
4. <u>DATA SOURCES</u> .....	23
5. <u>2016 – 2017 DATA AND INDICATORS</u> .....	24
INCOME	24
EXPENDITURE	24
HUMAN RESOURCES	25
COLLECTIONS	25
USAGE	26
OPERATIONS	27
SUMMARY	29

## 1. Selected national statistics 2016-2017

Australia's public libraries provide quality information services that support lifelong learning to the Australian community, significantly impacting on the cultural and information industry.

- Total expenditure on public libraries has increased from \$1.03 billion in 2012-2013 to over \$1.23 billion in 2016-2017, representing a 19.5% increase. Expressed on a per capita basis, expenditure on public libraries has increased by 12.3% over the same period to \$49.92.
- 1,666 public library service points and outlets with 1,408 branches, 77 mobiles and 181 other outlets.
- Over 161.4 million loans to 9.3 million members of Australia's public libraries.
- Over 114 million customer visits annually, or more than 9.5 million per month.
- Over 36.3 million items (1.4 items per person) were made available for the use of the community and more than \$126 million was spent on ensuring that these collections remain up to date and relevant.
- Attendance at library programs totalled over 6.5 million, an annual increase of 6.7%.

**Table 1 – Expenditure (including the purchase of library materials)**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Total expenditure on public library services</b>	\$1,027.77m	\$1,047.62m	\$1,141.29m	\$1,184.79m	\$1,227.81m
<b>Total public library expenditure per capita</b>	\$44.44	\$44.66	\$48.00	\$49.11	\$49.92

**Table 2 – Service Points**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Number of library branches</b>	1,439	1,455	1,392	1,408	1,408
<b>Number of mobile library outlets</b>	76	75	77	78	77
<b>Number of other library outlets (kiosks, vending machines, depots)<sup>1</sup></b>	74	98	162	170	181
<b>Total number of library outlets</b>	1,515	1,530	1,631	1,656	1,666

**Table 3 – Services**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Loans</b>	173,715,308	171,565,859	166,784,561	165,335,828	161,427,006
<b>Loans per capita</b>	7.5	7.3	7.0	6.9	6.6
<b>Total number of public access internet devices<sup>2</sup></b>	10,255	11,519	13,576	12,806	13,531
<b>Internet-enabled devices per 10,000 persons</b>	4.4	4.9	5.5	5.3	5.5

<sup>1</sup> Beginning with the 2014-15 collection period this new data element includes automated vending machines, self-service kiosks (in separate locations from library branches), deposit / unstaffed depots and any other outlets.

<sup>2</sup> Since 2013-14 this data element was expanded to include all public access devices (tablets, iPads, etc.).

**Table 4 – Customers**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Customers</b>	112,607,914	112,618,271	114,087,144	113,139,641	114,284,534
<b>Customers per month</b>	9,383,993	9,384,856	9,507,262	9,428,303	9,523,711
<b>Customer visits per capita</b>	4.9	4.8	4.8	4.7	4.6
<b>Registered library members<sup>3</sup></b>	10,130,710	8,631,003	8,234,767	9,376,083	9,341,327
<b>Members as a percentage of total population</b>	44%	37%	35%	39%	38%

**Table 5 – Collections**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Total number of library materials</b>	39,903,956	39,402,782	38,181,376	36,890,818	36,267,769
<b>Library materials per capita</b>	1.7	1.7	1.6	1.5	1.4
<b>Total library materials expenditure</b>	\$128.41m	\$128.82m	\$129.73m	\$126.60m	\$126.42m
<b>Library materials expenditure per capita</b>	\$5.55	\$5.48	\$5.46	\$5.25	\$5.14
<b>Average percentage of resources purchased in last 5 years</b>	58%	60%	63%	64%	64%

**Table 6 – Staff<sup>4</sup>**

	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Total staff (full time equivalent – FTE)</b>	7,458	7,552	7,617	7,634	7,734
<b>Population served per staff member</b>	3,032	3,042	3,122	3,160	3,180
<b>Staff members (FTE) per 10,000 persons.</b>	3.3	3.3	3.2	3.2	3.1
<b>Loans per FTE staff member</b>	22,690	22,118	21,897	21,658	20,872

<sup>3</sup> From 2013-14 Victoria is reporting members that were active in the previous 12 months.

<sup>4</sup> Tasmania was unable to supply staff numbers for the 2012-13 and 2013-14 periods. All staffing measures from 2014-15 include all states and territories.

## 2. Comparative data

### Loans

Total loans from public libraries decreased over the past five years (-7.1%), with a -2.4% decrease from the previous year. Over the five-year period the only reported increase in loans was by Western Australia (+1.0%).

**Table 7 – Total loans**

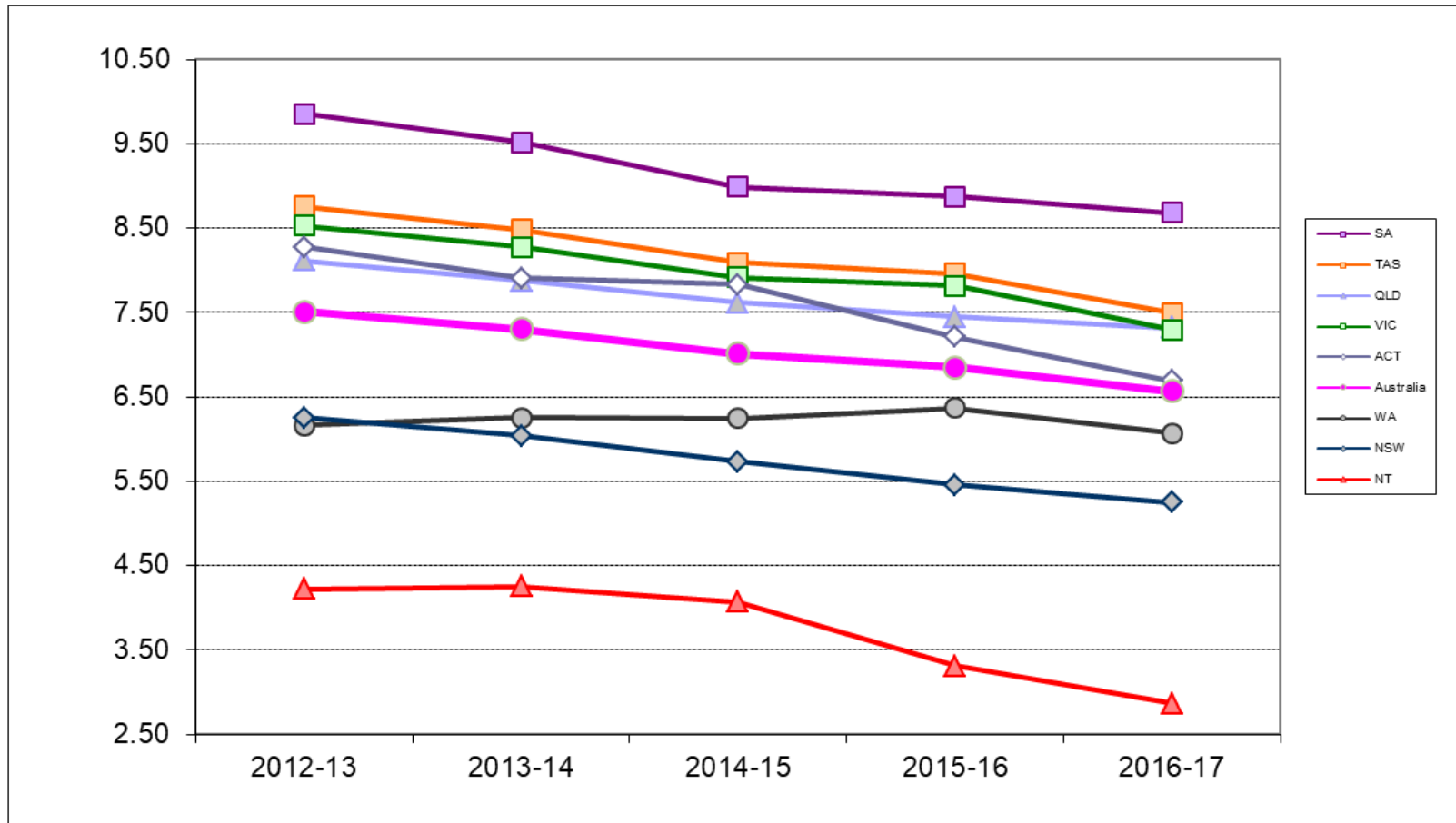
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	3,173,342	46,328,680	1,011,471	37,808,192	16,466,085	4,494,194	48,927,877	15,505,467	<b>173,715,308</b>
<b>2013-14</b>	3,052,368	45,420,892	1,042,517	37,209,851	16,048,792	4,366,611	48,341,500	16,083,328	<b>171,405,722</b>
<b>2014-15</b>	3,061,633	43,676,357	994,303	36,415,025	15,273,273	4,181,141	46,998,912	16,183,917	<b>166,784,561</b>
<b>2015-16</b>	2,856,975	42,178,654	811,352	36,098,022	15,163,280	4,132,875	47,428,702	16,665,968	<b>165,335,828</b>
<b>2016-17</b>	2,743,448	41,255,806	705,978	36,053,985	14,969,927	3,902,023	46,140,862	15,654,977	<b>161,427,006</b>
<b>Change over 5-year period</b>	<b>-13.5%</b>	<b>-10.9%</b>	<b>-30.2%</b>	<b>-4.6%</b>	<b>-9.1%</b>	<b>-13.2%</b>	<b>-5.7%</b>	<b>1.0%</b>	<b>-7.1%</b>
<b>Change to previous year</b>	<b>-4.0%</b>	<b>-2.2%</b>	<b>-13.0%</b>	<b>-0.1%</b>	<b>-1.3%</b>	<b>-5.6%</b>	<b>-2.7%</b>	<b>-6.1%</b>	<b>-2.4%</b>

**Table 8 – Loans per capita**

Nationally, over the past five years loans per capita have declined (-12.6%), with the largest decreases in the Northern Territory (-32.1%) and the Australian Capital Territory (-19.2%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	8.28	6.25	4.22	8.12	9.86	8.76	8.53	6.16	<b>7.51</b>
<b>2013-14</b>	7.91	6.04	4.25	7.88	9.52	8.48	8.28	6.25	<b>7.30</b>
<b>2014-15</b>	7.83	5.73	4.07	7.62	8.99	8.09	7.91	6.25	<b>7.01</b>
<b>2015-16</b>	7.21	5.46	3.31	7.45	8.88	7.96	7.82	6.37	<b>6.85</b>
<b>2016-17</b>	6.69	5.25	2.87	7.32	8.69	7.49	7.30	6.07	<b>6.56</b>
<b>Change over 5-year period</b>	<b>-19.2%</b>	<b>-16.1%</b>	<b>-32.1%</b>	<b>-9.9%</b>	<b>-11.9%</b>	<b>-14.5%</b>	<b>-14.4%</b>	<b>-1.5%</b>	<b>-12.6%</b>
<b>Change to previous year</b>	<b>-7.3%</b>	<b>-3.9%</b>	<b>-13.4%</b>	<b>-1.8%</b>	<b>-2.2%</b>	<b>-5.9%</b>	<b>-6.6%</b>	<b>-4.7%</b>	<b>-4.2%</b>

Figure 1 – Loans per capita





## Expenditure on Public Library Services

Total expenditure on public libraries has grown significantly over the past five years, with an overall increase of 19.5% bringing the Australian total to over \$1.23 billion.

**Table 9 – Expenditure on public library services (including the purchase of library materials)**

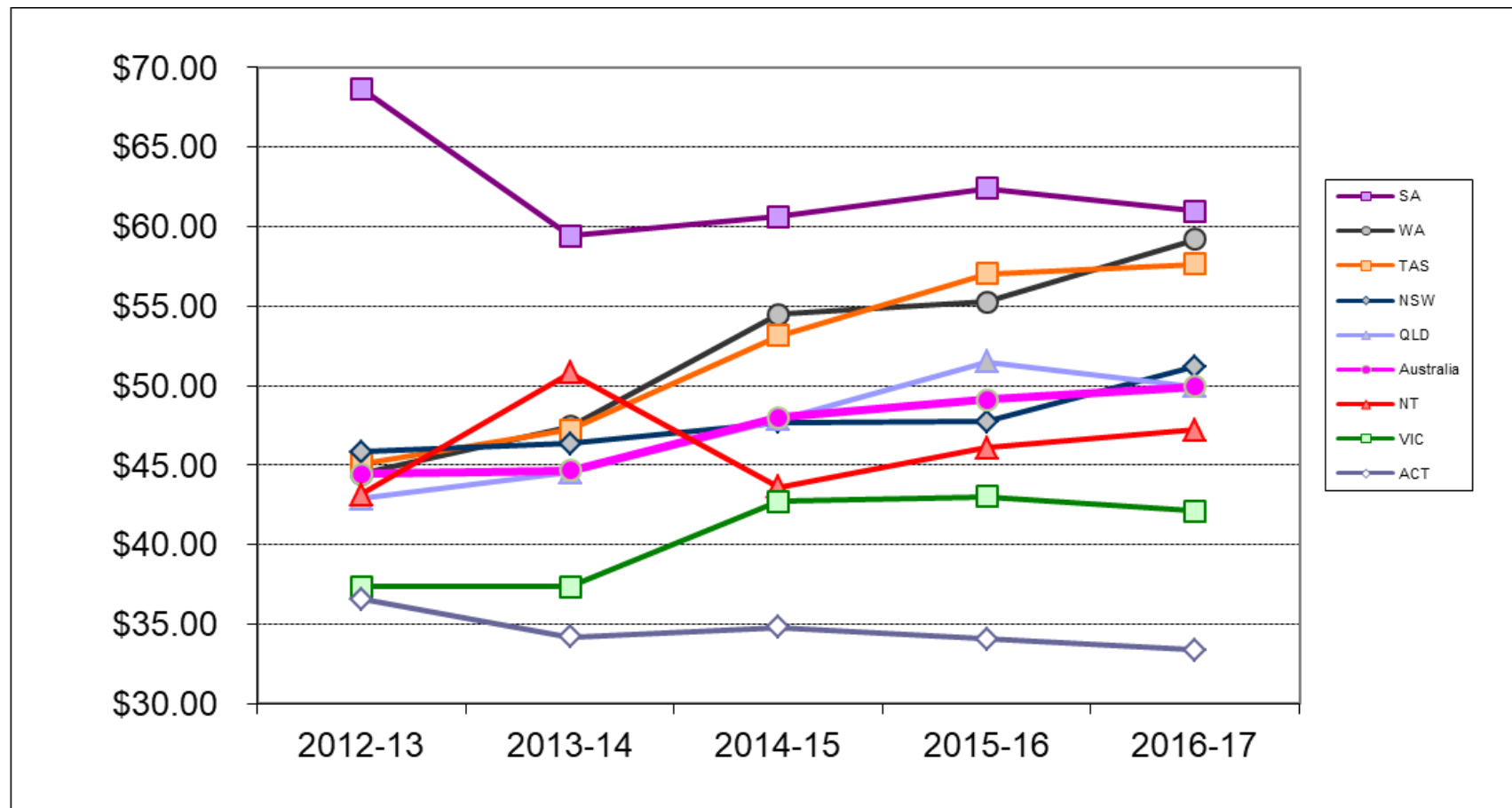
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	\$14.02m	\$339.54	\$10.34m	\$199.76	\$114.70	\$23.14m	\$214.41	\$111.86	<b>\$1,027.77m</b>
<b>2013-14</b>	\$13.19m	\$348.38	\$12.45m	\$210.30	\$100.16	\$24.29m	\$218.13	\$122.05	<b>\$1,047.62m</b>
<b>2014-15</b>	\$13.60m	\$363.13	\$10.67m	\$228.73	\$102.99	\$27.44m	\$253.59	\$141.16	<b>\$1,141.29m</b>
<b>2015-16</b>	\$13.49m	\$368.66	\$11.29m	\$249.55	\$106.54	\$29.61m	\$260.99	\$144.66	<b>\$1,184.79m</b>
<b>2016-17</b>	\$13.70m	\$402.25	\$11.61m	\$246.17	\$105.05	\$30.01m	\$266.28	\$152.73	<b>\$1,227.81m</b>
<b>Change over 5-year period</b>	<b>-2.3%</b>	<b>18.5%</b>	<b>12.3%</b>	<b>23.2%</b>	<b>-8.4%</b>	<b>29.7%</b>	<b>24.2%</b>	<b>36.5%</b>	<b>19.5%</b>
<b>Change to previous year</b>	<b>1.5%</b>	<b>9.1%</b>	<b>2.9%</b>	<b>-1.4%</b>	<b>-1.4%</b>	<b>1.4%</b>	<b>2.0%</b>	<b>5.6%</b>	<b>3.6%</b>

Total expenditure per capita across Australia has grown by 12.3% to \$49.92. South Australia reported the highest expenditure per capita of \$60.95, while the lowest figure of \$33.38 was reported in the Australian Capital Territory.

**Table 10 – Total expenditure per capita (including the purchase of library materials)**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	\$36.58	\$45.84	\$43.16	\$42.88	\$68.65	\$45.10	\$37.37	\$44.44	<b>\$44.44</b>
<b>2013-14</b>	\$34.18	\$46.34	\$50.79	\$44.53	\$59.42	\$47.19	\$37.34	\$47.43	<b>\$44.66</b>
<b>2014-15</b>	\$34.79	\$47.67	\$43.60	\$47.86	\$60.63	\$53.12	\$42.71	\$54.47	<b>\$48.00</b>
<b>2015-16</b>	\$34.06	\$47.72	\$46.10	\$51.51	\$62.37	\$57.04	\$43.01	\$55.27	<b>\$49.11</b>
<b>2016-17</b>	\$33.38	\$51.17	\$47.19	\$49.95	\$60.95	\$57.62	\$42.11	\$59.19	<b>\$49.92</b>
<b>Change over 5-year period</b>	<b>-8.7%</b>	<b>11.6%</b>	<b>9.3%</b>	<b>16.5%</b>	<b>-11.2%</b>	<b>27.7%</b>	<b>12.7%</b>	<b>33.2%</b>	<b>12.3%</b>
<b>Change to previous year</b>	<b>-2.0%</b>	<b>7.2%</b>	<b>2.4%</b>	<b>-3.0%</b>	<b>-2.3%</b>	<b>1.0%</b>	<b>-2.1%</b>	<b>7.1%</b>	<b>1.6%</b>

Figure 2 – Expenditure on Public Library Services per capita (including the purchase of library materials)



## Expenditure on library materials

Expenditure on library materials declined by -1.6% during the five-year period, with New South Wales reporting the only increase of 6.0%. Significant decreases over the period were reported by the Northern Territory (-37.8%) and the Australian Capital Territory (-23.2%). The overall annual decline was not significant at -0.1%, however the Northern Territory (-36.1%) and Tasmania (-24.1%) reported significant year-on-year declines.

**Table 11 – Expenditure on Library Materials**

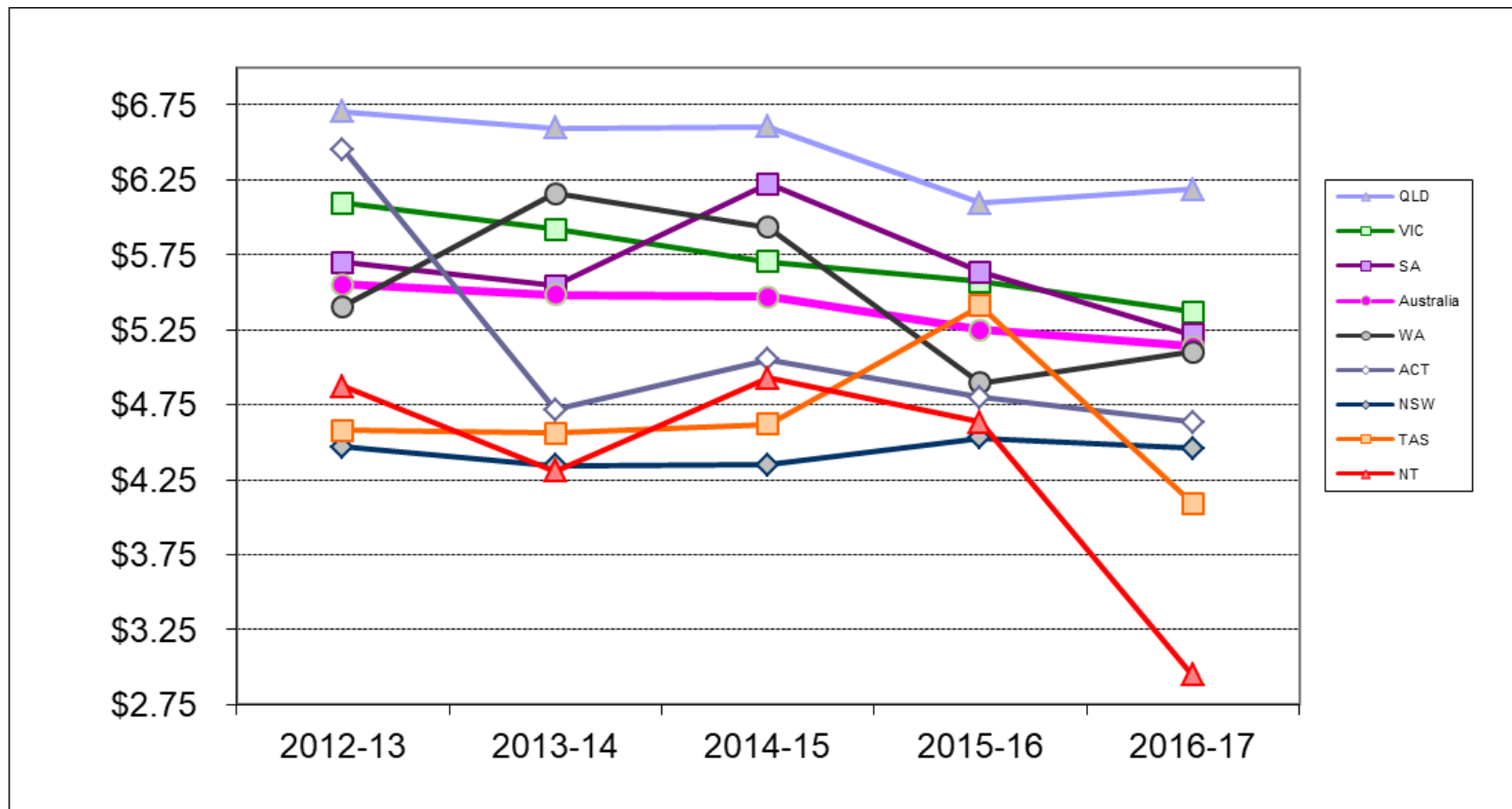
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	\$2.48m	\$33.09m	\$1.17m	\$31.24m	\$9.52m	\$2.35m	\$34.96m	\$13.61m	<b>\$128.41</b>
<b>2013-14</b>	\$1.82m	\$32.67m	\$1.06m	\$31.16m	\$9.35m	\$2.35m	\$34.57m	\$15.85m	<b>\$128.82</b>
<b>2014-15</b>	\$1.97m	\$33.12m	\$1.21m	\$31.57m	\$10.57m	\$2.39m	\$33.87m	\$15.37m	<b>\$130.08</b>
<b>2015-16</b>	\$1.90m	\$34.97m	\$1.13m	\$29.53m	\$9.63m	\$2.81m	\$33.81m	\$12.82m	<b>\$126.60</b>
<b>2016-17</b>	\$1.90m	\$35.07m	\$0.73m	\$30.50m	\$9.00m	\$2.13m	\$33.94m	\$13.17m	<b>\$126.42</b>
<b>Change over 5-year period</b>	<b>-23.2%</b>	<b>6.0%</b>	<b>-37.8%</b>	<b>-2.4%</b>	<b>-5.6%</b>	<b>-9.2%</b>	<b>-2.9%</b>	<b>-3.3%</b>	<b>-1.6%</b>
<b>Change to previous year</b>	<b>0.0%</b>	<b>0.3%</b>	<b>-36.1%</b>	<b>3.3%</b>	<b>-6.6%</b>	<b>-24.1%</b>	<b>0.4%</b>	<b>2.7%</b>	<b>-0.1%</b>

Per capita expenditure on library materials decreased by -7.4% over the same period, with all states and territories reporting decreases. The Northern Territory (-39.5%) and the Australian Capital Territory (-28.2%) reported significant declines in per capita expenditure on library materials, with Victoria (-11.9%) and Tasmania (-10.6%) also reporting large declines.

**Table 12 – Expenditure on library materials per capita**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australi
<b>2012-13</b>	\$6.46	\$4.47	\$4.87	\$6.71	\$5.70	\$4.58	\$6.09	\$5.41	<b>\$5.55</b>
<b>2013-14</b>	\$4.72	\$4.35	\$4.31	\$6.60	\$5.54	\$4.56	\$5.92	\$6.16	<b>\$5.48</b>
<b>2014-15</b>	\$5.05	\$4.35	\$4.93	\$6.61	\$6.22	\$4.62	\$5.70	\$5.93	<b>\$5.47</b>
<b>2015-16</b>	\$4.80	\$4.53	\$4.63	\$6.10	\$5.64	\$5.41	\$5.57	\$4.90	<b>\$5.25</b>
<b>2016-17</b>	\$4.63	\$4.46	\$2.95	\$6.19	\$5.22	\$4.09	\$5.37	\$5.10	<b>\$5.14</b>
<b>Change over 5-year period</b>	<b>-28.2%</b>	<b>-0.1%</b>	<b>-39.5%</b>	<b>-7.7%</b>	<b>-8.4%</b>	<b>-10.6%</b>	<b>-11.9%</b>	<b>-5.6%</b>	<b>-7.4%</b>
<b>Change to previous year</b>	<b>-3.5%</b>	<b>-1.5%</b>	<b>-36.4%</b>	<b>1.5%</b>	<b>-7.4%</b>	<b>-24.3%</b>	<b>-3.7%</b>	<b>4.2%</b>	<b>-2.1%</b>

Figure 3 – Expenditure on library materials per capita



## Public access internet devices

The number of public access internet devices provided nationally increased significantly over the period to 13,531 (+34.3%).

**Table 13 – Total public access internet devices provided by Australian public libraries<sup>5</sup>**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	91	3,068	104	2,323	935	542	2,315	877	<b>10,255</b>
<b>2013-14</b>	91	3,229	130	2,342	946	553	3,244	984	<b>11,519</b>
<b>2014-15</b>	87	3,521	150	2,364	1,066	680	3,790	1,387	<b>13,045</b>
<b>2015-16</b>	88	3,252	197	2,426	1,125	614	4,119	985	<b>12,806</b>
<b>2016-17</b>	88	3,439	157	2,564	1,304	614	4,286	1,322	<b>13,531</b>
<b>Change over 5 year period</b>	<b>-3.3%</b>	<b>12.1%</b>	<b>51.0%</b>	<b>10.4%</b>	<b>39.5%</b>	<b>13.3%</b>	<b>85.1%</b>	<b>50.7%</b>	<b>34.3%</b>
<b>Change to previous year</b>	<b>0.0%</b>	<b>5.8%</b>	<b>-20.3%</b>	<b>5.7%</b>	<b>15.9%</b>	<b>0.0%</b>	<b>4.1%</b>	<b>34.2%</b>	<b>7.6%</b>

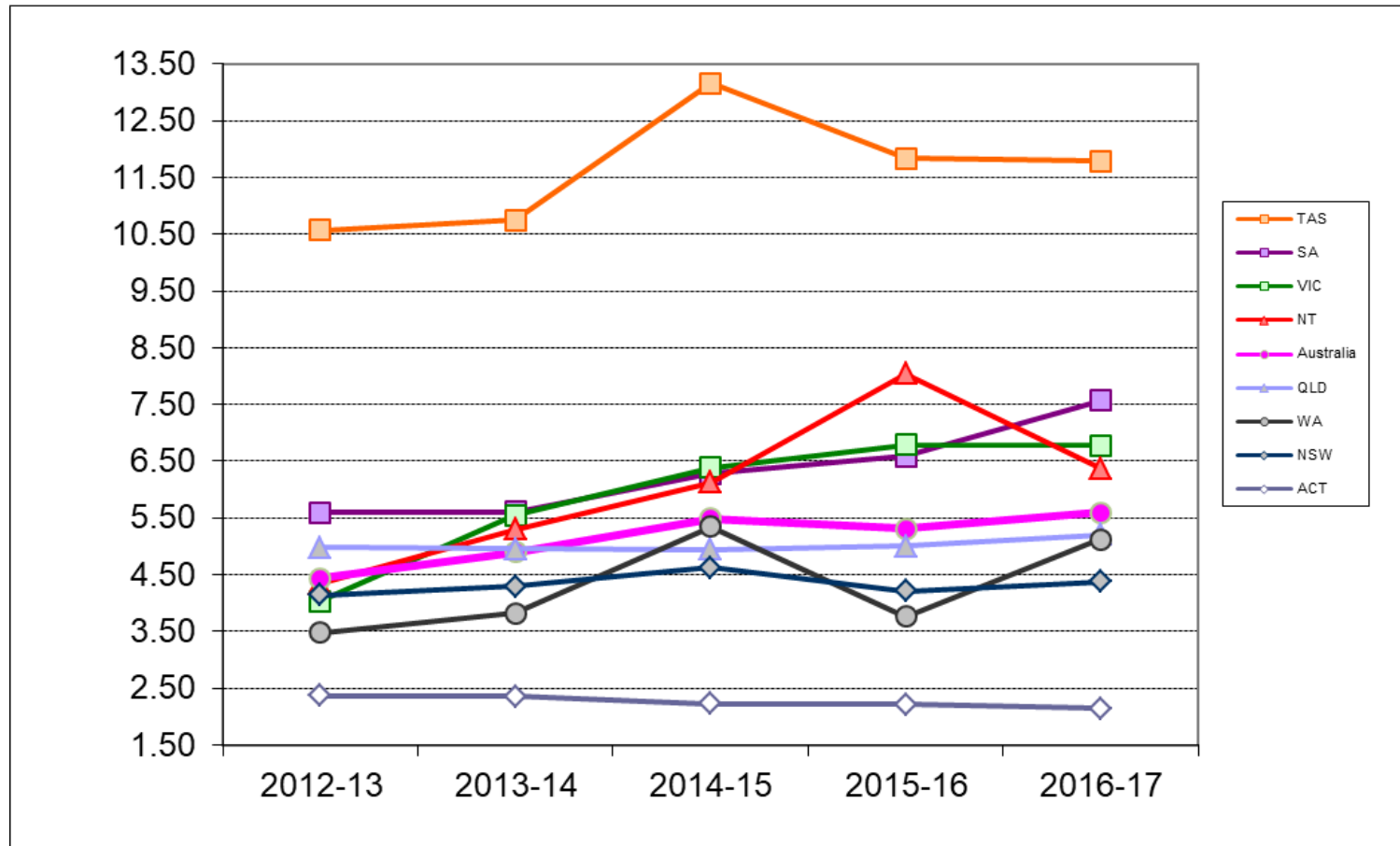
Expressed as the number of public access devices per 10,000 persons the national total is 5.6, an increase of 26.3% during the five-year period.

**Table 14 – Public access internet devices per 10,000 persons**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2012-13</b>	2.37	4.14	4.34	4.99	5.60	10.57	4.03	3.48	<b>4.43</b>
<b>2013-14</b>	2.36	4.29	5.30	4.96	5.61	10.74	5.55	3.82	<b>4.90</b>
<b>2014-15</b>	2.23	4.62	6.13	4.95	6.28	13.16	6.38	5.35	<b>5.49</b>
<b>2015-16</b>	2.22	4.21	8.04	5.01	6.59	11.83	6.79	3.76	<b>5.31</b>
<b>2016-17</b>	2.14	4.37	6.38	5.20	7.57	11.79	6.78	5.12	<b>5.60</b>
<b>Change over 5 year period</b>	<b>-9.6%</b>	<b>5.6%</b>	<b>46.9%</b>	<b>4.3%</b>	<b>35.2%</b>	<b>11.6%</b>	<b>68.0%</b>	<b>47.0%</b>	<b>26.3%</b>
<b>Change to previous year</b>	<b>-3.5%</b>	<b>3.9%</b>	<b>-20.7%</b>	<b>3.9%</b>	<b>14.9%</b>	<b>-0.3%</b>	<b>-0.2%</b>	<b>36.1%</b>	<b>5.5%</b>

<sup>5</sup> All public internet access devices, including tablets

Figure 5 – Public access internet devices per 10,000 persons



## Library program attendance

The total attendance at library programs continued to increase to over 6.5 million, an annual increase of 6.7%. Queensland, Western Australia and Victoria reported significant annual increases in both the annual and three-year periods.

**Table 15 – Library program attendance**

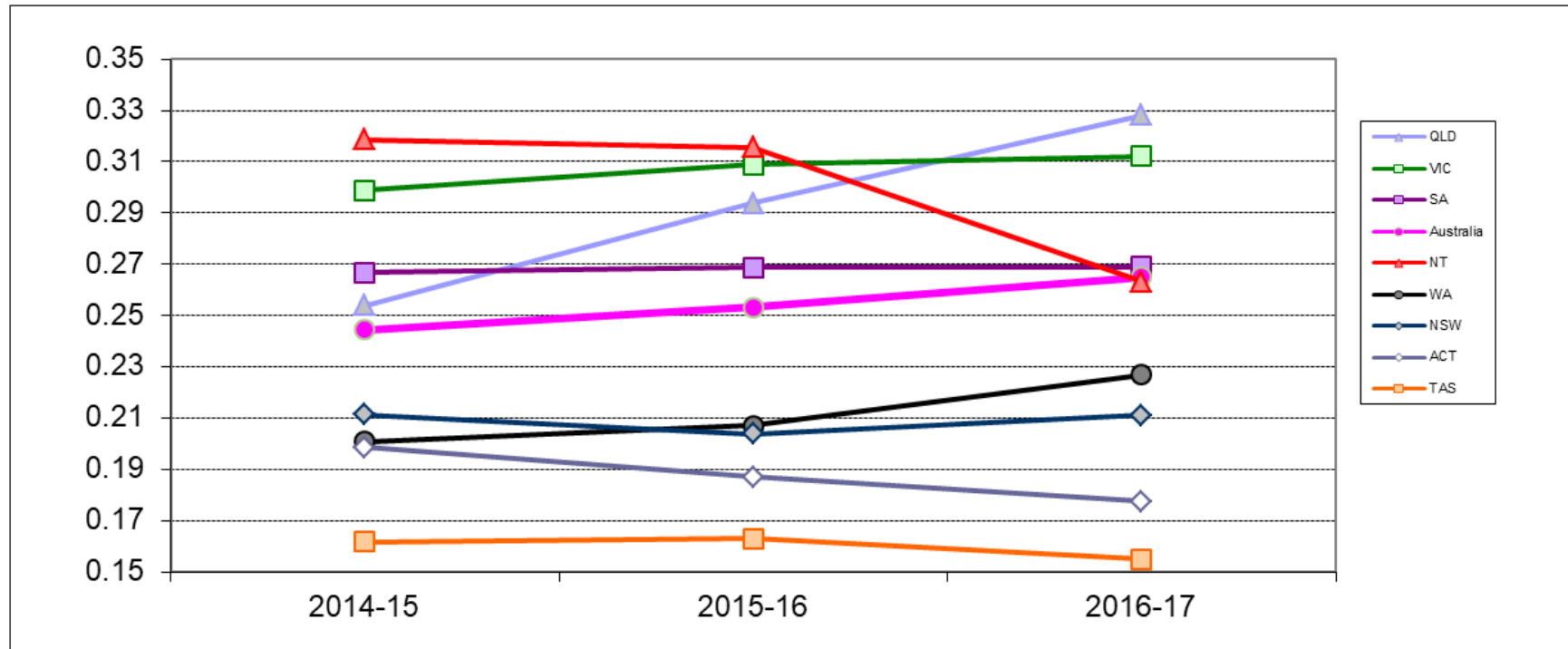
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2014-15</b>	77,628	1,610,56	77,928	1,213,84	452,971	83,582	1,774,76	520,177	<b>5,811,457</b>
<b>2015-16</b>	74,103	1,574,89	77,306	1,422,82	459,188	84,607	1,873,50	541,938	<b>6,108,367</b>
<b>2016-17</b>	72,805	1,659,07	64,778	1,617,56	463,793	80,679	1,973,84	585,758	<b>6,518,292</b>
<b>Change over 3-year period</b>	<b>-6.2%</b>	<b>3.0%</b>	<b>-16.9%</b>	<b>33.3%</b>	<b>2.4%</b>	<b>-3.5%</b>	<b>11.2%</b>	<b>12.6%</b>	<b>12.2%</b>
<b>Change to previous year</b>	<b>-1.8%</b>	<b>5.3%</b>	<b>-16.2%</b>	<b>13.7%</b>	<b>1.0%</b>	<b>-4.6%</b>	<b>5.4%</b>	<b>8.1%</b>	<b>6.7%</b>

Expressed in per capita terms, there has been an 8.4% increase in the attendance at library programs during the three-year period, with Queensland (+29.2%) and Western Australia (+13.1%) reporting significant increases.

**Table 16 – Library program attendance per capita**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2014-15</b>	0.20	0.21	0.32	0.25	0.27	0.16	0.30	0.20	<b>0.24</b>
<b>2015-16</b>	0.19	0.20	0.32	0.29	0.27	0.16	0.31	0.21	<b>0.25</b>
<b>2016-17</b>	0.18	0.21	0.26	0.33	0.27	0.15	0.31	0.23	<b>0.27</b>
<b>Change over 3 year period</b>	<b>-10.7%</b>	<b>-0.2%</b>	<b>-17.4%</b>	<b>29.2%</b>	<b>0.9%</b>	<b>-4.3%</b>	<b>4.4%</b>	<b>13.1%</b>	<b>8.4%</b>
<b>Change to previous year</b>	<b>-5.2%</b>	<b>3.5%</b>	<b>-16.6%</b>	<b>11.7%</b>	<b>0.1%</b>	<b>-5.0%</b>	<b>1.1%</b>	<b>9.6%</b>	<b>4.7%</b>

Figure 6 – Library program attendance per capita





### 3. Public library services in Australia

Public library services are delivered by a variety of administrative arrangements. These vary both between and within each state and territory, ranging from services wholly delivered by the state/territory through to services wholly delivered by local government.

#### Australian Capital Territory

Libraries ACT delivers public library services to the ACT community. It is the only public library service in Canberra, Australia's capital city, and serves a population of over 410,000 people. The library operates as part of the ACT Government's Transport Canberra and City Services Directorate, under the responsibility of the Minister for Transport and City Services.

Libraries ACT champions literacy, learning and reading. It does this through a diverse range of services and resources including:

- nine library branches
- collections in various formats and languages
- eresources
- programs and events
- free wireless and desktop internet access
- book clubs and reading group collections
- home library service.

Libraries ACT is also responsible for the ACT Heritage Library, which tells the stories of Canberra and its people. It collects, preserves, promotes and provides access to documents that record the history of Canberra and the ACT.

#### New South Wales

Public library services in New South Wales include a mixture of independent (or standalone) library services operated by a single local government authority and regional libraries where neighbouring local councils have entered into an agreement under the Library Act to provide a combined service. All local councils in NSW have adopted the *Library Act 1939*.

The State Library of New South Wales is responsible for administering the *Library Act 1939* and *Library Regulation 2018*. Local councils and their library services are autonomous and local government is the principal funder of local libraries. The state government provides funding support via an annual subsidy and grants program. The formula for distributing the state government funds is approved annually by the Minister for the Arts on the recommendation of the Library Council of NSW. For a description of the strategy go to page 69 of the *Library Council of NSW Annual Report 2016/17*:

[https://www.sl.nsw.gov.au/sites/default/files/library\\_council\\_nsw\\_annual\\_report\\_2016-17.pdf](https://www.sl.nsw.gov.au/sites/default/files/library_council_nsw_annual_report_2016-17.pdf)

The State Library's Public Library Services Branch provides a range of services to the New South Wales public library network. Responsibilities include:

- management of the state funding for public libraries, including the annual grants and subsidies programs
- monitoring public library compliance with the *Library Act 1939* and the *Library Regulation 2018* and developing standards and guidelines
- collecting, collating and distributing public library statistical and other information
- providing a professional development program for public library staff
- providing consultancy and advisory services on all aspects of the provision, control and management of public library services
- managing a research program on behalf of the public library network
- developing and distributing community language collections to the people of NSW through public libraries
- managing connectivity & online content consortia for public libraries via the NSW.net service
- managing legal & drug information services in cooperation with NSW public libraries.

The State Library also provides extensive reference, information and inter-lending services to NSW public libraries.

### **Northern Territory**

Servicing over 230,000 people across the territory, the Northern Territory public library network includes 32 public libraries, from the larger libraries in Darwin and Alice Springs to smaller public library services, in regional townships and in 16 remote Aboriginal communities. The Northern Territory Government, through Northern Territory Library (NTL), provides direct and indirect funding for the provision of library services.

In addition to these library venues, the NTL provides free community wifi to 46 Aboriginal communities as a core public library service, irrespective of the existence of a physical library space.

The Northern Territory Library also provides a range of services to the Northern Territory public, school and government library network including:

- collection purchasing, including eresources for the network
- provision of a library management system
- provision of free community wifi in 46 Aboriginal communities
- provision of digital keeping place software
- staff learning and development opportunities
- provision of specialised library support and advisory services

## Queensland

The State Library of Queensland partners with local government to ensure all Queenslanders have access to high-quality public library services, delivered through a network of 324 public libraries and Indigenous Knowledge Centres (IKCs) owned and operated by 73 local councils and one town authority. The state government, through the State Library, provides direct funding and support to this network as well as state-wide electronic access to a range of information resources, including a rapidly growing range of unique digitised Queensland material.

An annual *Public Library Grant* program supports the continued operation of public libraries and IKCs and the enhancement of library and library-related services to the community. Funding from the *Public Library Grant* goes towards the cost of collections, as well as providing a diverse range of support, professional development and advisory services.

Independent library services receive grants tied to collection expenditure, with councils participating in the Rural Libraries Queensland (RLQ) and IKC networks receiving a notional grant allocation that funds the centralised purchase of library materials and resources.

State Library also provides:

- loans of specialised resources such as Languages Other Than English (LOTE) and literacy materials
- advisory services, information services and training on all aspects of public library management
- state-wide distribution of inter-library loans
- facilitation of public library networking and resource sharing.

Significant programs in 2016-17 include:

- The continuation of the **First 5 Forever** program, delivered through public libraries. In the 2016 calendar year 42 Queensland councils participated in First 5 Forever, up from 30 in 2015, representing 97% of the state's population. This period saw 452,200 attendances at events in libraries, and 565 partner organisations involved in programs across the state.
- The **STEM.I.AM** coding and robotics grant, which brought robotics opportunities to Aboriginal and Torres Strait Islander students. The program encouraged science, technology, engineering and mathematics (STEM) engagement for Indigenous students from grades 5 to 12, helping to close the literacy and numeracy gap, and inspire further study in a STEM field.
- The **Tech Savvy Seniors Queensland** (TSSQ) program, a partnership between the Queensland Government (led by State Library) and Telstra, giving seniors (aged 60+) across Queensland the opportunity to develop the skills and confidence to use technology and participate in the digital world. In 2016 a total of 15,278 seniors participated in 2,971 TSSQ training sessions delivered across Queensland.

The Library Board of Queensland, established in 1943, is the State Library of Queensland's governing body, and its annual report covers the activities of the State Library:

[https://www.slq.qld.gov.au/sites/default/files/Library\\_Board\\_of\\_Queensland\\_Annual\\_Report\\_201617.pdf](https://www.slq.qld.gov.au/sites/default/files/Library_Board_of_Queensland_Annual_Report_201617.pdf)

## South Australia

The Libraries Board of South Australia, as determined in the *Libraries Act 1982*, is charged with providing leadership and direction which supports the 134 public libraries in South Australia. Collaborating with local government, the Board seeks to give effect to the objectives of the Act with a focus on achieving and maintaining a coordinated system of libraries and library services that provide free access to library materials and adequately meets the needs of the whole community.

A memorandum of agreement between state and local government establishes the state government's financial contribution to the SA Public Library Network until 30 June 2021. Funding in excess of \$19 million per annum is a significant contribution by the state government to the operations and materials budgets of all public libraries. In addition, the Libraries Board works collaboratively with the Department of Education and Child Development to ensure sufficient funding and support is provided to school community libraries in small rural communities. The memorandum also requires the provision of centralised support services through Public Library Services (PLS), an administrative unit of the Libraries Board.

As a central support agency for South Australian public libraries, PLS provides a range of services to South Australian public libraries including centralised procurement of library materials, leadership and coordination of public library programs and marketing, information technology support, wireless and broadband internet services, and most recently the implementation and management of a state-wide library management system.

PLS also works closely with the staff of local councils and public libraries to achieve outcomes for the state-wide public library network. This often occurs through joint projects with the Local Government Association and/or Public Libraries SA (the professional association of public library staff) or through various working parties and interest groups.

## Tasmania

Libraries Tasmania<sup>6</sup> is Tasmania's publicly funded state-wide library and archive service, offering research, information, literacy and learning services in contemporary and friendly spaces and places where people from all walks of life can meet, learn, relax and engage in community-focused experiences. Libraries Tasmania also preserves the documentary heritage of Tasmania for present and future generations, and serves as the continuing memory of Tasmania's government and people.

Its model of service delivery aims to extend services to more Tasmanians – particularly those who need greater information, technology access, skills and support to participate in work and community life. The organisation comprises 53 sites that either deliver or support Libraries Tasmania services state-wide. The public library service includes a floating lending collection, through which clients can borrow and return physical items to any library location, placing items on hold and having them delivered to their home library, free of charge.

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<sup>6</sup> During the period addressed by this report, Libraries Tasmania was called LINC Tasmania. The change of name to Libraries Tasmania was launched on 23 July 2018.

Libraries Tasmania brings together the State Library's heritage collections, and government and non-government archives, providing access to pre-eminent Tasmanian heritage and archival material dating from early European settlement (and pre-settlement exploration) to the present day.

Libraries Tasmania is committed to increasing digitisation and online service delivery, ensuring a high degree of accessibility, and providing access-on-demand to online information resources and services, including the state's unique holdings of Tasmanian publications. The changing emphasis on digital delivery has seen a significant shift in the balance of reference collections in favour of electronic resources, which provide 24/7 access for clients.

Tasmania's public libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a state-wide, networked and automated catalogue and electronic information service. Nine TasTAFE libraries, eight community libraries, three agency libraries and approximately 170 schools are also connected to TALIS. In 2016, Libraries Tasmania introduced Radio Frequency Identification Device technology to its lending collection.

Libraries Tasmania is a business unit within the Tasmanian Department of Education and responsibility for library and archive policy in Tasmania rests with the Minister for Education and Training. The Tasmanian Library Advisory Board (TLAB) provides the Minister and Department Secretary with objective, community-based advice on issues concerning the delivery of state-wide library services in Tasmania, in particular the public's right of access to information and ideas. TLAB is a voluntary, independent advisory group established under the Tasmanian *Libraries Act 1984*.

## **Victoria**

Victoria has 47 public library services. There are 34 services operated by individual councils, 10 regional library corporations which provide services for a number of councils, two shared library services and the Vision Australia Information and Library Service which provides services to the print-impaired. Throughout Victoria there are 275 branch libraries, 30 mobile libraries and 59 other service points.

Specific responsibility for public library policy in Victoria rests with the Minister for Local Government. Local Government Victoria, part of the Department of Environment, Land, Water and Planning, is responsible for administering core public library funding, the collection of public library statistics and benchmarks and regional library corporations legislation, and has as a priority ongoing networking with public libraries, the State Library Victoria, and key industry groups.

Under the *Libraries Act 1988* the Library Board of Victoria retains the following functions in relation to the wider library network:

- to oversee cooperation in programs with libraries and information organisations
- to promote access to library and information resources
- to exercise leadership and promote high standards in the provision of library and information services and
- to provide advice and information to the Minister on any matter concerning libraries and information organisations.

It continues to work collaboratively with the public library network through the *Framework for Collaborative Action 2017-2020*, reviewed in 2017 with a key outcome being the delivery of the State-Wide Library Development Programs. Other programs undertaken included the Shared Leadership action learning projects, touring public programs and professional development opportunities.

Highlights of 2016–17 for Public Libraries Victoria Network were:

- **READ and Literacy for All Strategic Framework**  
The strategic framework lays out the unique role of public libraries in supporting and promoting reading for pleasure and addressing Victoria's low literacy levels, with the aim of improving these and establishing reading and literacy for all – regardless of age or demographic.
- **Victorian Tech Savvy Seniors**  
Victorian Tech Savvy Seniors is a partnership between the Department of Health and Human Services, Telstra Corporation and PLVN. The program continues to build delivering programs across 24 participating libraries with training to seniors in English and eight languages other than English.
- **Australasian Mobile Library Conference**  
PLVN was responsible for organising the successful Australasian Mobile Library Conference - EUREKA: New Horizons – held at Ballarat in August 2016.
- **LEAD AND LEARN Shared Leadership Program**  
This program brings together action learning project teams focusing on strategic issues and ideas that will benefit both Victorian public libraries and State Library Victoria.
- **INELI-Oceania Program Sponsorship**  
The International Network of Library Innovators (INELI) is a project of the Global Libraries initiative of the Bill & Melinda Gates Foundation. PLVN is a partner of the INELI-Oceania leadership program aimed at developing innovative emerging leaders in public libraries throughout Australia, New Zealand, and the South Pacific. INELI-Oceania and PLVN hosted 43 colleagues from INELI-India in Melbourne in March 2017 an important first step in knitting together the regional INELI's from around the world.
- **PLVN Great Public Library Tour 4**  
Thirteen participants started their tour at IFLA WLIC in Columbus, Ohio in August 2016 and then visited leading libraries in Toronto, Halifax, Edmonton and Vancouver. Canadian libraries are very advanced and there were some wonderful examples of beautiful and functional library buildings and innovative services and practices that the participants shared with the sector on their return.

## **Western Australia**

Public library services in Western Australia are provided through a partnership between the state government, represented by the Library Board of Western Australia, and local governments. Local governments provide the library building, staff and operating costs, while the Library Board is responsible for supplier contract management, standards and payment for the delivery of shelf-ready stock to 231 public libraries throughout the state. The Library Board also provides access to a range of electronic resources (ebooks, and databases), a database of public library and Western Australian resources, training, consultancy, and support for regional and back-up services in the form of information and reference services and inter-library loan services.

Library stocks range from less than 1000 in small country libraries to 64,000 in the largest libraries. The public library stock is treated as an integrated state-wide collection and remains the property of the Library Board of Western Australia. The State Library manages state-wide licences to electronic resources including ebooks, ejournals, eaudiobooks and databases. Many local governments provide additional resources to purchase books in demand, journal subscriptions and additional electronic and audio-visual resources.

There are 140 local governments in Western Australia, including Christmas Island and the Cocos (Keeling) Islands, operating most of the State's 231 public libraries. In addition, some other government and non-government organisations are recognised as "participating bodies" and they provide services to particular communities and institutions.

## 4. Data sources

This statistical report has been compiled on behalf of the National and State Libraries Australia (NSLA) by Public and Indigenous Library Services, State Library of Queensland using data supplied by the authority responsible for public library services in each State and Territory.

The data used to prepare this report is available from each individual State or Territory authority. Please note that it is difficult to use this data to compare library services with each other due to the significant variations in social and geographic criteria applying from state to state and within each state. These conditions create differing demands and needs which affect the type and scope of public library services provided. Further difficulties in comparing data are caused by the diverse service delivery methods used to provide public library services. It should be noted that the data may vary from that published separately by individual states and territories.

For further information on the data please contact:

### **Australian Capital Territory**

Libraries ACT  
PO Box 158  
Canberra City ACT 2601

### **New South Wales**

Public Library Services  
State Library of New South Wales  
Macquarie St  
Sydney NSW 2000

### **Northern Territory**

Manager, Library Sector Services  
Northern Territory Library  
Department of Tourism and Culture  
GPO Box 42  
Darwin NT 0801

### **Queensland**

State Library of Queensland  
PO Box 3488  
South Brisbane Qld 4101

### **South Australia**

Public Library Services  
GPO BOX 1971  
Adelaide 5001

### **Tasmania**

Libraries Tasmania  
91 Murray Street  
Hobart Tasmania 7000

### **Victoria**

Executive Officer  
Public Libraries Victoria Network  
Level 12/60 Collins St  
Melbourne Vic 3000

### **Western Australia**

The State Library of Western Australia  
25 Francis Street, Perth Cultural Centre  
Perth WA 6000



## 5.2016 – 2017 data and indicators

2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>INCOME</b>									
Operational funding – Australian government					6,536		273,032	259,827	539,395
Operational funding - State government	10,580,647	25,164,361	3,974,000	23,999,612	22,099,944	25,980,729	42,087,415	365,000	154,251,708
Operational funding - Local government			4,429,400	200,549,254	66,075,524		199,913,488	119,640,650	590,608,316
Capital funding - Australian government									
Capital funding - State government	2,063,000	4,000,000			427,229	1,299,606	3,620,980	9,535,839	20,946,654
Capital funding - Local government				15,122,336	1,789,065		20,421,734	9,236,512	46,569,647
Sponsorship					95,792			121,461	217,253
Other Income	519,892				1,512,871	1,962,111	11,381,056	2,879,517	18,255,447
Total Income	13,163,539	29,164,361	8,403,400	239,671,202	92,006,961	29,242,446	277,697,705	142,038,806	831,388,420
<b>EXPENDITURE</b>									
Wages and salaries	8,231,123	194,297,250		127,492,348	59,336,386	19,525,848	162,636,027	76,450,031	647,969,013
Staff Training					212,589	151,625		326,441	690,655

2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Operating and corporate expenses	3,566,193	138,576,396		73,056,906	31,786,488	5,956,931	40,722,500	42,068,309	335,733,723
Expenditure on printed library materials		26,906,802		23,325,888	6,204,995	1,452,131	28,600,751	9,219,989	95,710,556
Expenditure on non-printed library materials		4,708,716			1,758,030	279,449		2,354,029	9,100,224
Expenditure on digital library materials		3,450,941		7,169,073	1,032,212	400,099	5,336,141	1,594,633	18,983,099
Total Expenditure on library materials	1,900,485	35,066,459	725,054	30,494,961	8,995,237	2,131,679	33,936,892	13,168,651	126,419,418
Capital expenditure		34,313,105		15,122,336	2,261,875	2,247,083	26,147,868	6,264,523	86,356,790
Other Expenditure (not included above)			10,888,635		2,455,921		2,839,172	14,452,977	30,636,705
Total expenditure	13,697,801	402,253,210	11,613,689	246,166,551	105,048,496	30,013,166	266,282,459	152,730,932	1,227,806,304

## HUMAN RESOURCES

Number of permanent full time equivalent employees	94.9	2,304.8	92.0	1,542.4	677.0	279.1	1,826.0	917.8	7,734.0
Number of positions that require a library technician qualification	0.0	668.0	15.0	185.6	101.0	n/a	n/a	55.1	1,024.8
Number of positions that require a library professional qualification	25.0	834.9	17.0	375.6	144.0	n/a	n/a	248.3	1,644.8
Proportion of professional positions	26.3%	36.2%	18.5%	24.4%	21.3%	n/a	n/a	27.1%	21.3%

## COLLECTIONS

Total number of physical items	605,068	11,673,786	546,690	6,320,526	3,206,554	614,641	8,228,216	4,145,744	35,341,225
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2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Total number of printed books (items)	443,743	8,916,501	n/a	5,203,187	2,479,284	527,896	n/a	3,431,760	21,002,371
Total number of other printed material items.	90,754	20,367	n/a	90,509	125,097	2,567	n/a	0	329,294
Total number of audio CDs	33,152	635,943	n/a	357,583	159,006	36,265	n/a	227,474	1,449,423
Total number of DVDs and Blu-ray disks	34,375	1,005,011	n/a	622,592	378,626	44,751	n/a	441,164	2,526,519
Total number of other physical items	3,044	1,095,964	n/a	46,655	64,541	3,162	n/a	43,191	1,256,557
Total number of eBooks	6,814	668,842	10,076	424,228	47,287	19,518	700,099	152,733	2,029,597
Total number of digital audio files	n/a	121,234	2,621	110,511	54,143	n/a	n/a	55,838	344,347
Total number of database subscriptions	41	1,237	0	411	131	35	n/a	179	2,034
Number of items for loan	594,132	11,268,786	533,340	7,059,025	3,190,754	587,231	8,680,186	4,354,315	36,267,769
Percent of collection purchased in previous 5 years	54.0%	49.7%	26.0%	77.0%	n/a	58.6%	66.0%	67.2%	63.64%
<b>USAGE</b>									
Number of physical item loans	2,362,795	38,718,059	664,014	31,784,644	13,818,833	3,540,853	43,170,623	14,057,428	148,117,249
Number of ebook loans	70,211	996,261	41,964	1,641,941	552,074	154,725	2,970,239	850,854	7,278,269
Number of electronic service downloads	310,442	1,541,486		2,627,400	599,020	206,445		746,695	6,031,488
Total loans	2,743,448	41,255,806	705,978	36,053,985	14,969,927	3,902,023	46,140,862	15,654,977	161,427,006
Number of inter-library loans supplied to library members		49,184	859	46,053				188,455	284,551

2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Number of inter-library loans supplied to other libraries		47,510	918	30,966				196,892	276,286
Total number of registered or active members	265,852	3,203,005	54,645	2,019,453	562,217	116,193	2,171,817	948,145	9,341,327
Number of registered or active members aged 0 to 14 years		369,947			71,824	28,765		147,001	617,537
Number of registered or active members aged 15 to 19 years		175,607			35,668	6,407		56,883	274,565
Number of registered or active members aged 20 to 64 years		2,125,868			327,118	55,700		532,297	3,040,983
Number of registered or active members aged 65 years and over		491,973			127,607	24,752		84,367	728,699
Number of library visitors (physical)	2,022,515	35,042,186	1,016,824	21,906,220	10,157,293	2,864,702	30,812,578	10,462,216	114,284,534
Number or library website visitors	1,404,624	13,239,217		11,590,410	2,430,096	2,676,282	12,273,320	4,339,298	47,953,247
Number of reference transactions and information requests		6,778,596	16,868	2,765,423		68,157		1,494,048	11,123,092
Percentage of self-service loans	94.0%					50.7%		48.0%	
Proportion of ebook loans	2.56%	2.41%	5.94%	4.55%	3.69%	3.97%	6.44%	5.44%	4.51%
<b>OPERATIONS</b>									
Number of library branches	9	368	32	309	139	47	273	231	1,408
Number of mobile library outlets	0	21	0	15	12	0	29	0	77

2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Number of other library outlets	0	58	0	0	40	0	72	11	181
Total number of library service points and outlets	9	447	32	324	191	47	374	242	1,666
Total opening hours	20,214	6,092	38,548	531,100	285,389	62,362	630,950	432,574	2,007,229
Total number of library programs	2,090	84,801	2,356	75,751	30,909	4,642		31,376	231,925
Total attendance at library programs	72,805	1,659,071	64,778	1,617,567	463,793	80,679	1,973,841	585,758	6,518,292
Number of public access devices	88	3,627	198	2,754	1,591	614	4,286	1,322	14,480
Number of public access devices with an internet connection	88	3,439	157	2,564	1,304	614	4,286	1,322	13,774

## 2016 – 2017 summary and percentages of data and indicators

2016 - 2017	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>FINANCIAL</b>									
Public Library expenditure per capita (excluding library materials)	\$28.75	\$46.71	\$44.24	\$43.76	\$55.73	\$53.53	\$36.74	\$54.09	\$44.78
Library Materials expenditure per capita	\$4.63	\$4.46	\$2.95	\$6.19	\$5.22	\$4.09	\$5.37	\$5.10	\$5.14
<b>HUMAN RESOURCES</b>									
Total Staff (FTE) per 10,000 persons	2.3	2.9	3.7	3.1	3.9	5.4	2.9	3.6	3.1
Population served per staff member	4,323	3,411	2,675	3,195	2,546	1,867	3,463	2,812	3,180
<b>COLLECTIONS</b>									
Items per capita	1.4	1.4	2.2	1.4	1.9	1.1	1.4	1.7	1.4
<b>USAGE</b>									
Percent of population who are library members	64.8%	40.7%	22.2%	41.0%	32.6%	22.3%	34.3%	36.7%	38.0%
Loans per capita	6.7	5.2	2.9	7.3	8.7	7.5	7.3	6.1	6.6
Customer visits per capita	4.9	4.5	4.1	4.4	5.9	5.5	4.9	4.1	4.6
<b>OPERATIONS</b>									
Public access Internet devices per 10,000 persons	2.1	4.4	6.4	5.2	7.6	11.8	6.8	5.1	5.6
Program attendance per capita	0.2	0.2	0.3	0.3	0.3	0.2	0.3	0.2	0.3

<b>POPULATION 2016-2017</b>	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2017 - Australian Demographic Statistics - 3101.0 - June Quarter 2017 - *Excludes Other Territories <i>Released 14/12/2017</i>	410,300	7,861,100	246,100	4,928,500	1,723,500	520,900	6,323,600	2,580,400	24,594,400