

# **AUSTRALIAN PUBLIC LIBRARIES STATISTICAL REPORT 2003 - 2004**

**Compiled by Public Library Services  
State Library of Queensland  
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## Foreword

The Council of Australian State Libraries (CASL) is the peak body representing the State and Territory libraries and the National Library throughout Australia. CASL members also represent the interests of the public library networks within their States and Territories.

*Free library services for all* is the cornerstone of democracy and the public library network in Australia supports this ideal. Public Libraries in Australia are community hubs helping to build strong, vibrant and empowered communities. Through a network of over 1,500 service points, libraries provide information to assist in meeting the information needs of the general public as well as those of diverse user groups.

Public Libraries in Australia have embraced the provision of electronic information while continuing to meet the demands for print and audio media. The provision of electronic media through the public library network is assisting to break down the digital divide.

The Australian Public Libraries Statistical Survey is a CASL project that identifies and measures the usage and activities of Australia's public library services. The survey highlights the range of services provided by public libraries within the States, Territories and local governments within Australia.

CASL publishes national public library statistics on a regular basis, and highlights are accessible on the CASL website (<http://www.casl.org.au>).

### Chair

Council of Australian State Libraries

2006

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## 1 Selected National Statistics 2003 - 2004

Below is a brief synopsis of the Australian national public library statistics for 2003 - 2004.

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

Access to services is provided through a network of 1,419 fixed point libraries and 84 mobile libraries throughout Australia, one service point for every 13,379 persons. The total number of service points has grown by 2.5% over the previous year. Over 68% of libraries are open for more than 30 hours each week, with an estimated 30% of libraries being open more than 45 hours per week.

Usage of libraries has continued to increase with 176.3 million items being lent to the 9.9 million members of Australia's public libraries, representing a 6% increase over the last five years. Over 7.9 million visits by customers per month (excluding Western Australia) were recorded in 2003-2004, reflecting the strong growth in customer visits per head of population from 4.14 to 4.74 in the five year period.<sup>1</sup> However, loans per head of population have grown only slightly from 8.7 to 8.8 and the proportion of the Australian population who are registered library members has declined slightly to 49% from 50%.

Library services were delivered by the 7,120 (FTE) staff employed in Australian public libraries. This figure represents 3.54 (FTE) staff for every 10,000 persons.

Library collections of more than 39.3 million items (2.0 items per person) were made available for the use of the community and over \$93.3 million was spent on ensuring that these collections remain up to date and relevant.

Public libraries have continued to support the ever growing demand for access to information technology and resources, with all states and territories recording increases in the number of public access Internet terminals. The total number of terminals is over 5,300 representing an increase of 76% since 1999-2000. 74% of service points now provide public Internet access, a 21% increase over the same period. In addition a further 978 public access computer terminals were provided for word processing, CD-ROM use etc.

Total expenditure on public libraries has increased from \$502 million in 1999-2000 to \$651 million in 2003-2004 representing a 30% increase. Per head of population, funding of public libraries has increased by 23% over the same period to \$32.37.

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<sup>1</sup> Western Australia does not record visitor statistics.

**Table 1 – Services**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Total loans</b>	166,320,742	168,644,545	173,427,288	173,982,739	176,275,147
<b>Loans per capita</b>	8.7	8.7	8.8	8.8	8.8
<b>Reported information enquiries <sup>2</sup></b>	10,485,572	7,817,700	8,810,177	8,819,593	8,728,814
<b>Information enquiries per 1,000 persons <sup>3</sup></b>	594	445	495	489	525
<b>Internet terminals per 10,000 persons</b>	1.57	1.8	2.2	2.5	2.6

**Table 2 – Customers**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Customers per month (excluding WA)</b>	6,614,329	7,098,380	7,496,441	7,631,985	7,935,161
<b>Annual Customer visits per capita</b>	4.14	4.39	4.58	4.61	4.74
<b>Registered Library Members</b>	9,579,496	9,518,021	9,812,369	9,713,801	9,918,540
<b>Members as a percentage of total population</b>	50%	49%	50%	49%	49%
<b>Percentage Adult Members</b>	78%	81%	80%	80%	81%
<b>Percentage Junior Members</b>	22%	19%	20%	20%	19%

<sup>2</sup> Information Enquiries data is not uniformly reported across all States and Territories for all years in this sample period. The reported annual figure can vary markedly according the States and Territories that supply the data.

<sup>3</sup> State and Territory populations are removed from the calculations when no data is reported.

**Table 3 – Collections & Resources**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Total number of library materials</b>	37,533,869	38,586,414	38,876,485	38,529,265	39,318,951
<b>Total number of Public Access Internet terminals</b>	3,011	3,527	4,379	5,015	5,301
<b>Number of Public Access Computers for Word Processing etc</b>	1,934	1,446	1,381	1,323	978
<b>Library materials per capita</b>	2.0	2.0	2.0	1.9	2.0
<b>Total library materials expenditure</b>	\$76.1m	\$78.6m	\$82.8m	\$89.6m	\$93.3m
<b>Library materials expenditure per capita</b>	\$3.97	\$4.05	\$4.22	\$4.51	\$4.64
<b>Percentage of resources purchased in last 5 years<sup>4</sup></b>	44.3%	45.9%	45.1%	49.3%	47.1%

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<sup>4</sup> This figure is not consistently reported by all States and Territories.

**Table 4 – Service Points**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Number of Service Points (including each mobile library<sup>5</sup> as a single service point)<sup>6</sup></b>	1,525	1,525	1,471	1,466	1,503
<b>Average population per service point</b>	12,560	12,728	13,350	13,560	13,379
<b>Service Points per 100,000 persons</b>	8.0	7.9	7.5	7.4	7.5
<b>Libraries open more than 45 hrs per week</b>	27%	28%	29%	30%	30%
<b>Libraries open 30 to 44 hrs per week</b>	37%	38%	37%	38%	39%
<b>Libraries open 10 to 29 hrs per week</b>	24%	25%	25%	23%	23%
<b>Libraries open less than 10 hrs per week</b>	12%	9%	9%	9%	8%
<b>Percentage of service points with Internet terminals</b>	53%	64%	68%	70%	74%

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<sup>5</sup> 84 mobile libraries visit 1,210 locations.

<sup>6</sup> Access to library services is also provided through 124 deposit stations.

**Table 5 – Staff**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Total Staff (full time equivalent)</b>	6,510	6,671	6,930	6,908	7,120
<b>Population served per staff member</b>	2,942	2,910	2,834	2,878	2,824
<b>Staff members (FTE) per 10,000 persons.</b>	3.40	3.44	3.53	3.48	3.54
<b>Loans per full-time equivalent staff member</b>	25,548	25,281	25,026	25,186	24,757

**Table 6 – Expenditure (including the purchase of library materials)**

	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Total Expenditure on Public Library Services</b>	\$502.4m	\$564.9m	\$574.4m	\$615.4m	\$651.0m
<b>Total Public Library expenditure per capita</b>	\$26.23	\$29.10	\$29.25	\$30.97	\$32.37



## 2 Comparative Data

### 2.1 Items lent

Overall, lending from libraries has increased by 6.0% over the past five years. A state by state comparison shows loans increasing by 9.4% in Victoria, 7.2% in Queensland, 5.4% in New South Wales, 2.6 % in South Australia and 0.9% in Western Australia. The Northern Territory increase of 72.2% is due to low loan figures reported in 1999-00 and is therefore not a reliable indication of the on-going trend. Loans have declined in Australian Capital Territory and Tasmania.

**Table 7 – Total items lent**

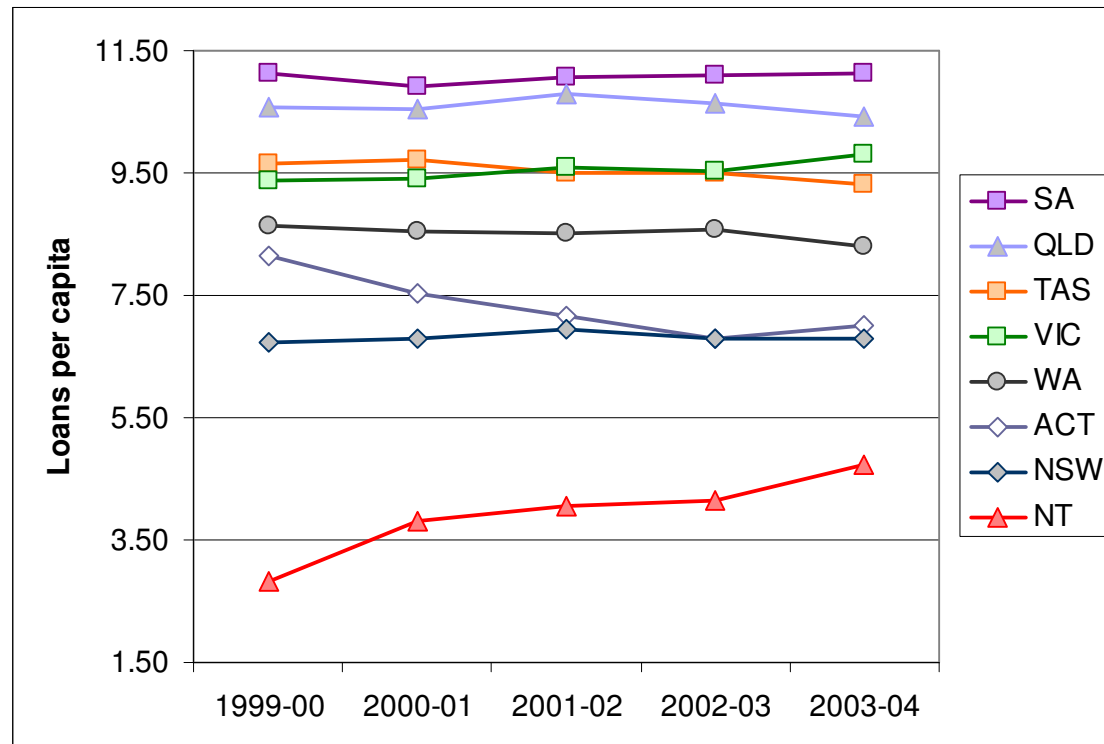
	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>1999-00</b>	2,530,590	43,432,152	549,895	37,681,542	16,660,187	4,538,743	44,631,200	16,296,433	<b>166,320,742</b>
<b>2000-01</b>	2,402,413	44,698,986	753,519	38,222,570	16,491,508	4,585,325	45,263,064	16,227,160	<b>168,644,545</b>
<b>2001-02</b>	2,297,773	45,980,659	804,483	40,087,730	16,805,720	4,486,943	46,583,200	16,380,780	<b>173,427,288</b>
<b>2002-03</b>	2,195,794	45,513,455	822,236	40,337,151	16,940,087	4,528,392	46,904,962	16,740,662	<b>173,982,739</b>
<b>2003-04</b>	2,274,116	45,777,024	946,790	40,411,410	17,086,189	4,493,263	48,843,028	16,443,327	<b>176,275,147</b>
<b>Change 99-04</b>	<b>-10.1%</b>	<b>5.4%</b>	<b>72.2%</b>	<b>7.2%</b>	<b>2.6%</b>	<b>-1.0%</b>	<b>9.4%</b>	<b>0.9%</b>	<b>6.0%</b>
<b>% of national</b>	<b>1.3%</b>	<b>26.2%</b>	<b>0.5%</b>	<b>23.2%</b>	<b>9.7%</b>	<b>2.6%</b>	<b>27.0%</b>	<b>9.6%</b>	<b>100%</b>

Over the past five years, the Australian total for loans per capita has increased by 1.0%, though reductions are recorded in Australian Capital Territory (13.8%), Western Australia (4.1%), Tasmania (3.4%), and Queensland (1.5%). South Australia continues to have the highest loans per capita (11.14) with Queensland, Tasmania and Victoria also all above the Australian total of 8.77.

**Table 8 – Items lent per capita**

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>1999-00</b>	8.14	6.72	2.81	10.57	11.12	9.65	9.36	8.65	<b>8.69</b>
<b>2000-01</b>	7.52	6.80	3.81	10.53	10.91	9.72	9.42	8.54	<b>8.69</b>
<b>2001-02</b>	7.15	6.93	4.05	10.80	11.07	9.49	9.59	8.51	<b>8.83</b>
<b>2002-03</b>	6.80	6.81	4.14	10.62	11.09	9.49	9.54	8.57	<b>8.75</b>
<b>2003-04</b>	7.02	6.80	4.74	10.41	11.14	9.32	9.82	8.30	<b>8.77</b>
<b>Change 99-04</b>	<b>-13.8%</b>	<b>1.2%</b>	<b>68.4%</b>	<b>-1.5%</b>	<b>0.1%</b>	<b>-3.4%</b>	<b>4.9%</b>	<b>-4.1%</b>	<b>1.0%</b>

**Figure 1 – Items lent per capita**



## 2.2 Expenditure on Public Library Services

Total expenditure on public libraries has grown over the past five years, with an overall increase of 30% bringing the Australian total to \$651 million. Funding increases have occurred in all states except the Northern Territory, with growth equal to or over the national average being recorded in Australian Capital Territory (48%), New South Wales (32%), Queensland (38%) and Tasmania (30%).

**Table 9 – Expenditure on Public Library Services (including the purchase of library materials)**

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>1999-00</b>	\$9.4m	\$170.2m	\$6.9m	\$96.6m	\$43.2m	\$10.2m	\$108.5m	\$57.0m	<b>\$502.3m</b>
<b>2000-01*</b>	\$9.3m	\$216.8m	\$7.0m	\$100.0m	\$43.6m	\$11.7m	\$110.6m	\$65.5m	<b>\$564.9m</b>
<b>2001-02*</b>	\$9.2m	\$201.0m	\$8.1m	\$104.8m	\$47.7m	\$11.8m	\$125.3m	\$66.1m	<b>\$574.4m</b>
<b>2002-03*</b>	\$9.4m	\$213.5m	\$7.9m	\$122.6m	\$49.6m	\$12.1m	\$134.6m	\$65.7m	<b>\$615.4m</b>
<b>2003-04</b>	\$14.0m	\$224.9m	\$5.4m	\$133.4m	\$52.8m	\$13.3m	\$135.3m	\$71.9m	<b>\$651.0m</b>
<b>Change 99-04</b>	<b>48%</b>	<b>32%</b>	<b>-23%</b>	<b>38%</b>	<b>22%</b>	<b>30%</b>	<b>25%</b>	<b>26%</b>	<b>30%</b>

\* Changes to data in previous bulletins have been made for 2000-2001, 2001-2002 and 2002-03 figures.

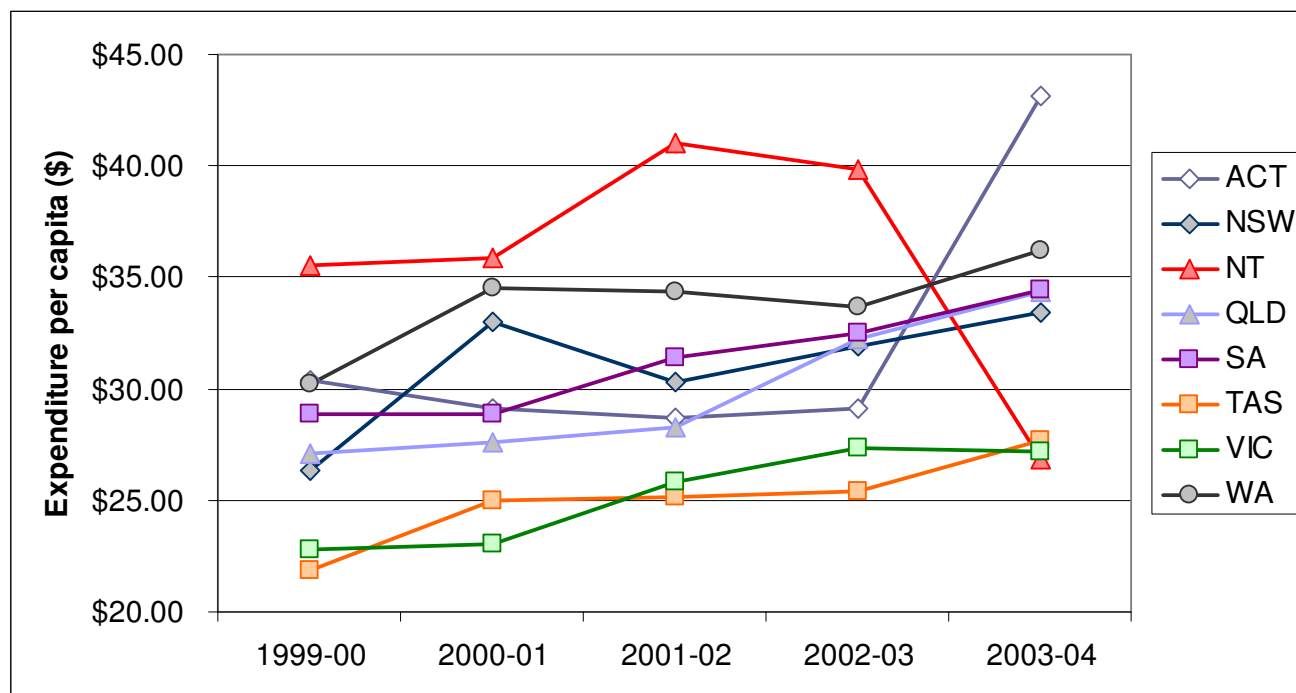
Total expenditure per capita across Australia has grown by 23% to \$32.37. Australian Capital Territory has the highest expenditure per capita at \$43.12 while the lowest figure of \$26.82 is recorded in the Northern Territory.

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

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>1999-00</b>	\$30.42	\$26.34	\$35.56	\$27.11	\$28.85	\$21.82	\$22.78	\$30.26	<b>\$26.23</b>
<b>2000-01*</b>	\$33.16	\$32.98	\$35.88	\$27.56	\$28.85	\$24.97	\$23.04	\$34.50	<b>\$29.10</b>
<b>2001-02*</b>	\$28.71	\$30.31	\$41.07	\$28.25	\$31.43	\$25.13	\$25.81	\$34.36	<b>\$29.25</b>
<b>2002-03*</b>	\$29.10	\$31.93	\$39.87	\$32.30	\$32.50	\$25.42	\$27.37	\$33.68	<b>\$30.97</b>
<b>2003-04</b>	\$43.12	\$33.41	\$26.82	\$34.38	\$34.43	\$27.70	\$27.21	\$36.26	<b>\$32.37</b>
<b>Change 99-04</b>	<b>42%</b>	<b>27%</b>	<b>-25%</b>	<b>27%</b>	<b>19%</b>	<b>27%</b>	<b>19%</b>	<b>20%</b>	<b>23%</b>

\* Changes to data in previous bulletins have been made for 2000-2001, 2001-2002 and 2002-2003 figures.

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



## 2.3 Public Access Internet Terminals

The number of public access Internet terminals provided nationally has continued to grow, with over 5,300 now available, an increase of 76% since 1999-2000. While all states and territories have recorded increases, New South Wales has the largest number of terminals at 1,773.

**Table 11 – Total Public Access Internet Terminals provided in Australian Public Libraries (including mobile libraries)**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>1999-00</b>	35	711	57	534	457	97	829	291	<b>3,011</b>
<b>2000-01</b>	35	918	65	658	485	82	946	338	<b>3,527</b>
<b>2001-02</b>	56	1,452	68	718	503	92	1,065	425	<b>4,379</b>
<b>2002-03</b>	65	1,630	68	900	518	94	1,170	570	<b>5,015</b>
<b>2003-04*</b>	72	1,773	70	976	586	100	1,154	570	<b>5,301</b>
<b>Change 99-04</b>	<b>106%</b>	<b>149%</b>	<b>23%</b>	<b>83%</b>	<b>28%</b>	<b>3%</b>	<b>39%</b>	<b>96%</b>	<b>76%</b>

\* The number of Public Access Internet Terminals in mobile libraries will be collected as a separate figure from 2004-05.

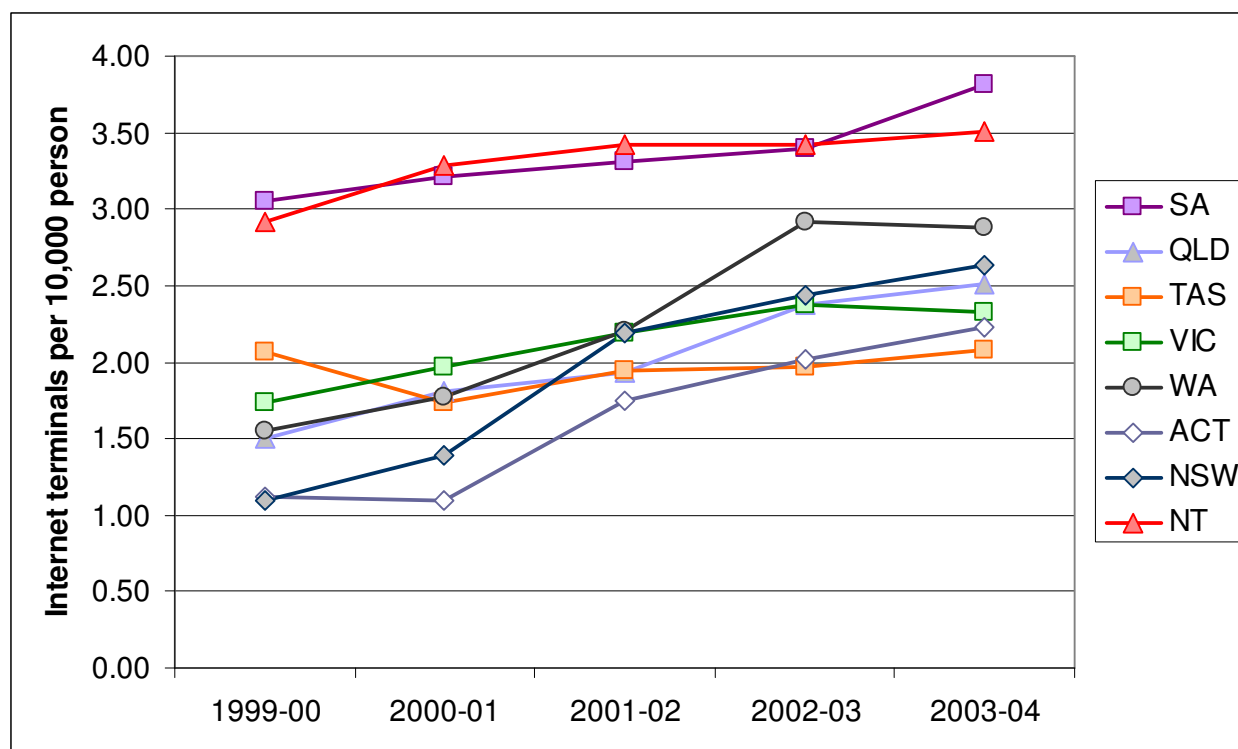
Expressed as the number of public access terminals per 10,000 persons, the national total is 2.64, an increase of 68% over the same period. All states and territories have seen an increase in this measure, the largest being in New South Wales (139%) and the smallest in Tasmania (1%). The state with the highest number of public access terminals per capita remains South Australia, with 3.82 terminals per 10,000 persons.

**Table 12 – Public Access Internet terminals per 10,000 persons**

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>1999-00</b>	1.13	1.10	2.92	1.50	3.05	2.06	1.74	1.54	<b>1.57</b>
<b>2000-01</b>	1.10	1.40	3.29	1.81	3.21	1.74	1.97	1.78	<b>1.82</b>
<b>2001-02</b>	1.74	2.19	3.42	1.93	3.31	1.95	2.19	2.21	<b>2.23</b>
<b>2002-03</b>	2.01	2.44	3.43	2.37	3.39	1.97	2.38	2.92	<b>2.52</b>
<b>2003-04</b>	2.22	2.63	3.50	2.51	3.82	2.07	2.32	2.88	<b>2.64</b>
<b>Change 99-04</b>	<b>97%</b>	<b>139%</b>	<b>20%</b>	<b>68%</b>	<b>25%</b>	<b>1%</b>	<b>33%</b>	<b>86%</b>	<b>68%</b>



**Figure 3 – Public Access Internet terminals per 10,000 persons**



### **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**

The Australian Capital Territory is a single administrative entity that combines both State and Local Government functions. Community Service and Information within the Department of Urban Services is responsible for the delivery of library services to the community and government.

The ACT Library & Information Service (ACTLIS) delivers public library services to the community and also provides specialist information services through the ACT Assembly Library, Women's Information & Referral Centre and ACT Heritage Library. Two ACT public library branches are joint use facilities with ACT Department of Education Colleges.

ACTLIS also monitors the delivery of a range of library and information services, including management of library assets, collection and analysis of performance measures, benchmarking services, developing policy and providing advice for government on library and information services.

All libraries are connected to a high speed network enabling access to the Library Management System, the Internet and a range of Information Resources.

#### **New South Wales**

Public Library Services in New South Wales include a mixture of independent (or stand alone) library services operated by a single local government authority and regional libraries where up to 12 local councils have entered into an agreement to provide a combined service. All 171 local councils in NSW have adopted the Library Act 1939. A number of councils were subject to amalgamations and/or boundary changes in 2003-04. Please contact Public Library Services for advice on comparing 2002-03 figures with 2003-04 figures.

The State Library of New South Wales is responsible for administering the Library Act 1939 and Library Regulation 2000. Local councils and their library services are autonomous. The State Government funds public library services via an annual subsidy and grants program. The subsidy payment is based on population, isolation, and demographic factors. Grants programs include Special Purpose Grants and the competitive Library Development Grants program.

The State Library's Public Library Services division 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 2000 and providing advice and guidance;
- collecting, collating and distributing public library statistical and other information;
- providing a professional development program for public library staff;
- providing information 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; and
- providing specialist advice in the areas of evaluation, information services, children's and young adult services, multicultural services, and library promotion.

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

## Northern Territory

The Northern Territory is unique in the range of services and support provided to public libraries, including those in small and remote Aboriginal communities. The Northern Territory Government, through Northern Territory Library (NTL), provides direct and indirect funding to enable the operation of all Territory public library services.

NTL provides a centralised model of support to the Public Library Network of the NT (PLNT). The PLNT network comprises 27 public libraries of varying sizes, ranging from the Darwin Public Library Service with 4 branches servicing a population of 73,000 to Peppimenarti a small remote community with a population of 200. In addition, some centralised support services are provided by NTLIS to a number of secondary schools and college libraries within the Territory.

A Country Borrower Service is operated for those living in small and isolated communities unable to access public libraries. The service is operated in conjunction with the Alice Springs Library in the Red Centre and by NTL in the Top End. The service provides a regular exchange of books and other resources to individuals.

## Queensland

In Queensland, 124 Local Governments and 12 Indigenous Community Councils offer free library services. The State Library supports a total of 331 libraries through a strong partnership with Local Government, providing cash grants, support services and collections, and the operation of the Country Lending Service.

39 Local Governments operating Independent library services from a total of 167 service points receive cash grants calculated on a weighted per capita formula. The grant is tied to the purchase of library stock with up to 5% being available for the processing of library materials.

85 Local Governments serving populations of less than 20,000 operate a total of 155 service points which participate in the Country Lending Service. Under this scheme, State Library provides fully processed book stock in lieu of the above cash grant. This book stock is allocated on the basis of a minimum of one book per capita and is exchanged at the rate of at least 25% per year to ensure freshness of collections.

9 Indigenous Knowledge Centres offer library services in communities throughout Cape York and the Torres Strait and a further 3 Indigenous Community Councils offer free library services through the Country Lending Service.

The State Library also provides:

- Loans of specialised resources such as community language books and adult literacy materials
- Advisory services, reference services and training on all aspects of public library management
- Distribution Statewide of interlibrary loans
- Facilitation of public library networking and resource sharing

2003-04 saw the implementation of many of the recommendations from the *Strategic Policy Options for the Smart Library Network Review*, through a series of consultative working groups with public library staff. As a result, significant enhancement in service delivery, resource and structural realignment has been undertaken, leading to stronger partnerships between State and Local Government and improved access to library services for Queensland residents.

## South Australia

There are 139 public libraries in South Australia, representing 69 Local Government Authorities. In the cases where no council exists, the Libraries Board of South Australia provides the full operational subsidy.

Forty-nine of the rural libraries in South Australia are in very small communities. In order to provide appropriate services to these communities, the Libraries Board and the local government authority join with the Department of Education and Children's Services to operate very successful School Community Libraries.

The State Government of South Australia provides funds for the provision of public library services through a five year funding agreement between the State Government and the Local Government Association of South Australia.

The funds allocated to public libraries by the South Australian Government are administered by the Libraries Board of South Australia, under the Libraries Act 1982 and the *Memorandum of Agreement for the Public Library and Community Information*. From these funds, the

Libraries Board allocates to libraries an untied operating grant, materials grant, community information grant and the PLAIN Central Services budget. The majority of the materials grant is spent through the PLAIN system, to capture maximum discounts and efficiencies through economies of scale.

PLAIN Central Services manages the complex task of centralised selection, acquisitions, cataloguing and distribution for South Australian libraries, with the librarians managing their collection development activities. The PLAIN Central Services also provides free public access to the Internet, on-line Inter-Library Loans, the state-wide Video and Film booking service, Print disability and LOTE Collections and delivery system. Staff at PLAIN undertake a wide range of strategic projects on behalf of the network.

## Tasmania

The State Library of Tasmania is a statewide library and information service which delivers its services through a network of 7 city libraries, 41 branch libraries and 5 reference and specialist collections. Providing for the information, education, cultural and recreational reading needs of the Tasmanian community, resources include:

- lending and general reference collections;
- Tasmania, collections of rare and specialist items; and
- a range of electronic and online information resources.

The libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a statewide networked automated catalogue and electronic information service.

Eight senior secondary colleges, 157 schools, 10 Institute of TAFE Tasmania libraries, 7 community libraries and 3 agency libraries are also connected to the TALIS network. Management and support of the TALIS network is provided by the State Library.

Library services are tailored for people with special needs. Resources include large-print books, recorded books, foreign language materials, DVD, video and audio formats. Delivery of these resources is provided through a volunteer courier system for home library clients and through the integrated library network. Providing physical access to library services for people with disabilities is of major importance.

The Tasmanian Library Advisory Board, the Allport Library and Museum of Fine Arts Management Committee and the Friends Groups of particular libraries provide community input into library services.

Community groups are assisted through the provision of meeting rooms, display areas and services such as *Tasmania Online*, including Tasmania's CommunityNet (TCN), which provides information about the community and its organisations. Tasmania Online provides a comprehensive online index to Tasmanian content and is the official web entry point to the Tasmanian Government.

The delivery of information services is further undertaken by Tasmanian Communities Online, a community access strategy which provides a network of 64 Online Access Centres around the state that can be used to access online government and community information, as well as lifelong learning opportunities. The Centres provide low-cost access to, and training in, the use of information and communication technology, including access to the Internet. The Centres also allow communities to showcase their heritage, cultural life, local businesses and services.

## Victoria

There are 43 public library services in Victoria, covering all 79 municipalities. Two types of public library services operate in the State: single service municipalities (29) and regional library corporations (14). Single services are run by their municipalities and are mainly located in metropolitan Melbourne. Regional libraries are two or more councils which have agreed to provide services jointly. Regional library corporations are constituted under the **Local Government Act 1989** and have the same operating and reporting structures as municipal councils. Services to people with print disabilities are provided through the National Information and Library Service, a joint venture organisation of Royal Victorian Institute for the Blind, Vision Australia Foundation and Royal Blind Society. It is included as a public library service, bringing the total number of public library services in Victoria to 44.

Specific responsibility for public library policy in Victoria rests with the Minister for Local Government who is advised by a Ministerial Advisory Council on Public Libraries. Local Government Victoria, a division of the Department for Victorian Communities 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 area ongoing networking with public libraries, the State Library of 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 coordination by the State Library of Victoria of a range of programs aimed at developing the state-wide provision of library services. These state-wide programs include research projects and business case development; marketing of the public library network; support for the community building role of public libraries; workforce and leadership development initiatives; touring public programs; initiatives to enhance collections and access state-wide.

## Western Australia

Public Library Services in Western Australia are provided through a partnership between the State Government, represented by the Library Board of WA, and local government authorities. The local government authority provides the library building, staff and operating costs, while the Library Board is responsible for acquiring and preparing shelf ready stock delivered to public libraries. The Library Board also

provides extensive catalogues, indexes, training, consultancy, regional subsidies and back-up services in the form of special collections, information and reference services and inter library loan services.

Library materials are supplied to public libraries at a minimum standard of 1.25 per capita, with the minimum size being 1,025. Library stocks range from this minimum in small country libraries to 60,000 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 WA. Stock is not allocated to a library on a permanent basis, but is circulated throughout the State on a regular basis at an agreed annual turnover percentage. This enables library collections to be constantly refreshed with different stock (new and used) and ensures that the collection is not "read out". The State Library of Western Australia acts as a clearinghouse for the circulation of the stock between libraries. Some local governments also provide additional resources to purchase books in demand and journal subscriptions.

There are 144 local government authorities in Western Australia, including Christmas Island and the Cocos Islands. These authorities operate most of the State's 240 public libraries. In addition some other organisations are recognised as "participating bodies" and they provide specialised services to people with visual impairment (through the Association for the Blind) and library services in prisons.

## 4 Data Sources

This statistical report has been compiled on behalf of the Council of Australian State Libraries (CASL) by Public 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**

Policy & Analysis  
ACT Department of Urban Services  
PO Box 158  
Canberra ACT 2601.

### **New South Wales**

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

### **Northern Territory**

Northern Territory Library  
Department of Community Development, Sport and Cultural Affairs  
GPO Box 42  
Darwin NT 0801

### **Queensland**

Public Library Services  
State Library of Queensland  
PO Box 3488  
South Brisbane Qld 4101

### **South Australia**

PLAIN Central Services  
8 Milner St  
Hindmarsh SA 5007

### **Tasmania**

Public Library Services  
State Library of Tasmania  
91 Murray Street  
Hobart Tasmania 7000

### **Victoria**

Public Libraries Branch  
Local Government Victoria  
Level 14  
1 Spring Street  
Melbourne, VIC 3000  
GPO Box 2392V, Melbourne 3001

### **Western Australia**

The State Library of Western Australia  
Alexander Library Building  
Perth Cultural Centre  
Perth WA 6000



## 5 2003 - 2004 Data & Indicators

2003 - 2004	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>EXPENDITURE</b>									
Expenditure on Public Libraries (excluding library materials and capital purchases)	\$12,861,124	\$196,667,823	\$4,015,905	\$105,397,121	\$42,087,780	\$10,853,235	\$112,927,052	\$62,174,065	\$546,984,984
Expenditure on Library Materials	\$1,110,255	\$27,454,917	\$919,122	\$23,033,092	\$6,262,598	\$2,499,632	\$22,370,124	\$9,693,231	\$93,342,092
State /Territory expenditure directly related to the delivery of public library services not included above	\$0	\$758,228	\$426,089	\$5,022,273	\$4,471,531	\$0	\$0	\$0	\$10,678,121
Total expenditure on Public Library Services	\$13,971,379	\$224,880,968	\$5,361,116	\$133,452,486	\$52,821,909	\$13,352,867	\$135,297,176	\$71,867,296	\$651,005,197
Total State/Territory expenditure on public library services	\$13,971,379	\$22,746,228	\$3,684,246	\$21,600,758	\$15,088,695	\$13,352,867	\$26,859,864	\$13,476,845	\$130,780,882
State/Territory funding as a percentage of total Public Library Expenditure	100%	10%	69%	16%	29%	100%	20%	19%	20%
Capital Expenditure on Public Libraries (not including library materials)	\$1,091,000	\$37,953,645	\$318,318	n/a	\$13,804,561	\$991,067	\$13,215,421	\$5,119,460	\$72,493,472
<b>STAFF</b>									
No of qualified librarians (fte)	31.00	868.33	16.00	343.20	273.91	48.20	526.40	282.80	2,389.84
Total staff (fte)	95.03	2,304.00	95.00	1245.00	702.45	163.86	1,503.20	1,011.80	7,120.34
<b>LIBRARY MATERIALS</b>									
Total number of library materials	561,206	13,534,163	419,347	7,923,448	3,729,460	708,823	8,893,300	3,549,204	39,318,951
Reported Collection Value (\$) - <i>(the method of valuation is not consistent and the individual and overall national totals should not be used for comparisons.)</i>	\$5,108,858	n/a	n/a	\$174,315,856	\$24,318,516	\$9,014,370	n/a	\$35,493,000	\$248,250,600
Average value of items in the collection <i>(Median collection value, where reported, is \$10.00)</i>	\$9.10	n/a	n/a	\$22.00	\$6.52	\$12.72	n/a	\$10.00	\$12.07
Percentage of collection purchased in previous 5 years	45.0%	50.2%	n/a	60.0%	36.1%	42.4%	44.0%	52.0%	47.1%

2003 - 2004	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>SERVICE POINTS</b>									
No. of fixed point libraries	9	370	28	316	130	48	281	237	1,419
No. of mobile libraries	1	25	0	18	10	0	29	1	84
No of service points (including mobile libraries)	10	395	28	334	140	48	310	238	1,503
No. of deposit stations (small unstaffed collections)	0	81	0	0	43	0	0	0	124
No. of locations served by mobile libraries	23	440	0	271	n/a	0	473	3	1,210
<b>ACCESSIBILITY – number of libraries by time open for public use</b>									
Service Points open 45 hours or more	7	144	4	62	48	8	0	72	345
Open 30 - 44 hours	3	123	10	122	75	8	0	113	454
Open 10 - 29 hours	0	110	14	79	7	27	0	28	265
Open less than 10 hours	0	17	0	53	1	5	0	23	99
Total with opening hours specified	10	394	28	316	131	48	0	236	1,163
Not specified	0	1	0	18	9	0	0	2	30
Total Hours per week	476	14,549	830	10,870	5,992	1,203	11,608	8,978	54,506
Total hours open per annum	23,020	756,548	42,045	543,500	299,590	60,150	580,415	448,900	2,754,168

2003 - 2004	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>USAGE</b>									
Total circulation	2,274,116	45,777,024	946,790	40,411,410	17,086,189	4,493,263	48,843,028	16,443,327	176,275,147
Total library visits <sup>7</sup>	1,806,869	30,030,344	1,283,140	20,021,930	10,312,668	2,712,577	29,054,404	n/a	95,221,932
Customers per month	150,572	2,502,529	106,928	1,668,494	859,389	226,048	2,421,200	n/a	7,935,161
Number of Reference / Information Enquiries	n/a	3,076,760	125,176	1,490,078	n/a	331,242	2,535,940	1,169,618	8,728,814
<b>MEMBERSHIP</b>									
No. of registered library users	144,936	3,203,254	75,366	1,807,679	912,354	188,188	2,551,718	1,035,045	9,918,540
Adult Members 65 and over	12,092	0	0	0	0	30,556	154,781	0	197,429
Adult Members under 65 (or age not specified)	94,979	2,431,348	54,582	1,391,047	718,607	113,286	1,129,253	827,668	6,760,770
Young Adult (definition varies usually 15 - 20)	18,323	110,630	399	0	0	0	0	0	129,352
Junior Members (definition varies usually <15)	19,542	581,532	20,385	413,117	193,747	40,291	221,069	188,630	1,678,313
Not Specified	1,269	0	0	0	0	0	997,504	0	2,503,876
Other	0	79,744	0	3,515	0	4,055	49,111	18,747	155,172
Total with age specified	144,936	3,123,510	75,366	1,804,164	912,354	184,133	1,505,103	1,016,298	8,765,864

<sup>7</sup> Tasmania's reported visitors are provisional only and may be subject to change for the 2003-04 period.

2003 - 2004	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>ELECTRONIC INFORMATION SERVICES</b>									
No. of Service Points with Public Access Internet Terminals at 30 June 2004	9	99	28	321	130	45	310	170	1,112
No of Public Access Internet Terminals provided at 30 June 2004	72	1,773	70	976	586	100	1,154	570	5,301
Number of Catalogue Terminals provided	34	1,129	58	617	369	55	0	0	2,262
Number of other Public Access Computer Terminals Provided	17	310	0	408	216	27	0	0	978
Total Public Use computer terminals	123	3,212	128	2,001	1,171	182	1,154	570	8,541

## 2003 - 2004 Summary & percentages of Data & Indicators

2003-04	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>EXPENDITURE</b>									
Total Expenditure on Public Library Services (\$m)	\$14.0	\$224.9	\$5.4	\$133.5	\$52.8	\$13.4	\$135.3	\$71.9	\$651.0
Public Library expenditure per capita (excluding library materials)	\$39.69	\$29.33	\$22.22	\$28.44	\$30.35	\$22.51	\$22.71	\$31.37	\$27.73
Library Materials expenditure per capita	\$3.43	\$4.08	\$4.60	\$5.93	\$4.08	\$5.18	\$4.50	\$4.89	\$4.64
<b>STAFF</b>									
No of Librarians (FTE) per 10,000 persons	0.96	1.29	0.80	0.88	1.79	1.00	1.06	1.43	1.19
Total Staff (FTE) per 10,000 persons	2.93	3.42	4.75	3.21	4.58	3.40	3.02	5.10	3.54
Population served per staff member	3,409	2,922	2,104	3,118	2,184	2,942	3,308	1,959	2,824
Loans per FTE staff	23,931	19,869	9,966	32,459	24,324	27,422	32,493	16,252	24,757
<b>LIBRARY MATERIALS</b>									
Library materials per capita	1.7	2.0	2.1	2.0	2.4	1.5	1.8	1.8	2.0
<b>SERVICE POINTS</b>									
Population served per service point	32,400	17,041	7,139	11,623	10,959	10,044	16,041	8,329	13,379
Service Points per 100,000 persons	3.1	5.9	14.0	8.6	9.1	10.0	6.2	12.0	7.5

2003-04	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>ACCESSIBILITY – Number of libraries by time open for public use</b>									
More than 45 hrs per week	70.0%	36.5%	14.3%	19.6%	36.6%	16.7%	n/a	30.5%	29.7%
30 to 44 hrs per week	30.0%	31.2%	35.7%	38.6%	57.3%	16.7%	n/a	47.9%	39.0%
10 to 29 hrs per week	0%	27.9%	50.0%	25.0%	5.3%	56.3%	n/a	11.9%	22.8%
less than 10 hrs per week	0%	4.3%	0.0%	16.8%	0.8%	10.4%	n/a	9.7%	8.5%
Ave. hours open per week per service point	47.6	36.8	29.6	32.5	42.8	25.1	37.4	37.7	36.3
<b>USAGE</b>									
Circulation per capita	7.0	6.8	4.7	10.4	11.1	9.3	9.8	8.3	8.8
Customer visits per capita	5.58	4.46	6.42	5.16	6.72	5.63	5.84	n/a	4.74
Loans per volume held	4.1	3.4	2.3	5.1	4.6	6.3	5.5	4.6	4.5
<b>MEMBERSHIP</b>									
Percentage of population who are Library Members	45%	48%	38%	47%	59%	39%	51%	52%	49%
Percentage Adult Members (15 and over)	87%	81%	73%	77%	79%	78%	85%	81%	81%
Percentage Junior Members (<15)	13%	19%	27%	23%	21%	22%	15%	19%	19%
<b>ELECTRONIC INFORMATION SERVICES</b>									
Internet terminals per 10,000 persons	2.2	2.6	3.5	2.5	3.8	2.1	2.3	2.9	2.6
Service points with Internet terminals	90%	25%	100%	96%	93%	94%	100%	71%	74%
Information Enquiries per 10,000 persons	n/a	4571	6262	3838	n/a	6871	5100	5901	4341

<b>2003 - 2004</b>	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
Population June 2004 - Australian Demographic Statistics - 3101.0 - June Quarter 2004 - Excludes Other Territories	324,000	6,731,300	199,900	3,882,000	1,534,300	482,100	4,972,800	1,982,200	20,108,600