

# **AUSTRALIAN PUBLIC LIBRARIES STATISTICAL REPORT 2015-2016**

## **Final Report**

Compiled by Regional Access and Public Libraries  
State Library of Queensland  
November 2017

## **Foreword**

The National Library and the State and Territory libraries throughout Australia are represented by the peak body, National & State Libraries Australasia (NSLA). NSLA members also represent the interests of the public library networks within their States and Territories. The public library network, represented by 1,656 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. While the ongoing demands for print and audio media continue to be met, the public library network is assisting to break down the digital divide through increasing the scope and availability of digital materials, equipment and associated training.

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. The survey highlights the range of services provided by public libraries across the National, State and Territory libraries.

**November 2017**

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# Selected National Statistics 2015-2016

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

- 1,656 public library service points and outlets with 1,408 branches, 78 mobiles and 170 other outlets.
- Over 165.3 million items were lent to 9.3 million members of Australia's public libraries.
- Over 113 million customer visits annually, or more than 9.4 million per month.
- Over 36.9 million items (1.5 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.
- Total expenditure on public libraries has increased from \$1.01 billion in 2011-2012 to over \$1.18 billion in 2015-2016, representing a 17.3% increase. Expressed on a per capita basis, expenditure on public libraries has increased by 10.2% over the same period to \$49.11.
- Library programs totalled over 211,000 with attendance of over 6.1 million.

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

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Total Expenditure on Public Library Services</b>	\$1,010.40m	\$1,027.77m	\$1,047.62m	\$1,141.29m	\$1,184.79m
<b>Total Public Library expenditure per capita</b>	\$44.55	\$44.44	\$44.66	\$48.00	\$49.11

**Table 2 – Service Points**

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Number of library branches</b>	1,429	1,439	1,455	1,392	1,408
<b>Number of mobile library outlets</b>	76	76	75	77	78
<b>Number of other library outlets (kiosks, vending machines, depots)<sup>1</sup></b>	122	74	98	162	170
<b>Total number of library outlets</b>	1,505	1,515	1,530	1,631	1,656

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<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.

**Table 3 – Services**

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Total loans</b>	180,794,120	173,715,308	171,565,859	166,784,561	165,335,828
<b>Loans per capita</b>	7.9	7.5	7.3	7.0	6.9
<b>Internet capable devices per 10,000 persons</b>	4.3	4.4	4.9	5.5	5.3

**Table 4 – Customers**

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Customers</b>	110,255,820	112,607,914	112,618,271	114,087,144	113,139,641
<b>Customers per month</b>	9,187,985	9,383,993	9,384,856	9,507,262	9,428,303
<b>Customer visits per capita</b>	4.9	4.9	4.8	4.8	4.7
<b>Registered Library Members<sup>2</sup></b>	9,999,492	10,130,710	8,631,003	8,234,767	9,376,083
<b>Members as a percentage of total population</b>	44%	44%	37%	35%	39%

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<sup>2</sup> From 2013-14 Victoria is reporting members that were active in the previous 12 months.

**Table 5 – Collections & Resources**

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Total number of library materials<sup>3</sup></b>	40,424,309	39,903,956	39,402,782	38,181,376	36,890,818
<b>Total number of Public Access Internet terminals<sup>4</sup></b>	9,974	10,255	11,519	13,576	12,806
<b>Library materials per capita</b>	1.8	1.7	1.7	1.6	1.5
<b>Total library materials expenditure</b>	\$123.85m	\$128.41m	\$128.82m	\$129.73m	\$126.60m
<b>Library materials expenditure per capita</b>	\$5.46	\$5.55	\$5.48	\$5.46	\$5.25
<b>Average percentage of resources purchased in last 5 years</b>	55%	58%	60%	63%	64%

**Table 6 – Staff<sup>5</sup>**

	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Total Staff (full time equivalent)</b>	7,567	7,458	7,552	7,617	7,634
<b>Population served per staff member</b>	2,929	3,032	3,042	3,122	3,160
<b>Staff members (FTE) per 10,000 persons.</b>	3.4	3.3	3.3	3.2	3.2
<b>Loans per full-time equivalent staff member</b>	23,263	22,690	22,118	21,897	21,658

<sup>3</sup> Figures differ from previously published totals due to a revision of Tasmania's 2011-12 data.

<sup>4</sup> Victoria changed definition in 2013-14 to include all public access devices (tablets, iPads, etc.). Tasmania includes devices located within separate LINC centres.

<sup>5</sup> Tasmania has been unable to supply staff numbers during the entire period. Affected staffing measures exclude Tasmania's population component.

# Comparative Data

## Items lent

Overall, lending from public libraries decreased over the past five years (-8.6%), with a -0.9% decrease from the previous year. Over the five year the only reported increase in lending was by Western Australia (+1.7%).

Table 7 – Total items lent

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2011-12	3,090,717	47,720,855	1,014,087	39,629,608	16,850,921	4,755,821	51,336,800	16,395,311	180,853,246
2012-13	3,173,342	46,328,680	1,011,471	37,808,192	16,466,085	4,494,194	48,927,877	15,505,467	173,715,308
2013-14	3,052,368	45,420,892	1,042,517	37,209,851	16,048,792	4,366,611	48,341,500	16,083,328	171,405,722
2014-15	3,061,633	43,676,357	994,303	36,415,025	15,273,273	4,181,141	46,998,912	16,183,917	166,784,561
2015-16	2,856,975	42,178,654	811,352	36,098,022	15,163,280	4,132,875	47,428,702	16,665,968	165,335,828
Change over 5-year period	-7.6%	-11.6%	-20.0%	-8.9%	-10.0%	-13.1%	-7.6%	1.7%	-8.6%
Change to previous year	-6.7%	-3.4%	-18.4%	-0.9%	-0.7%	-1.2%	0.9%	3.0%	-0.9%

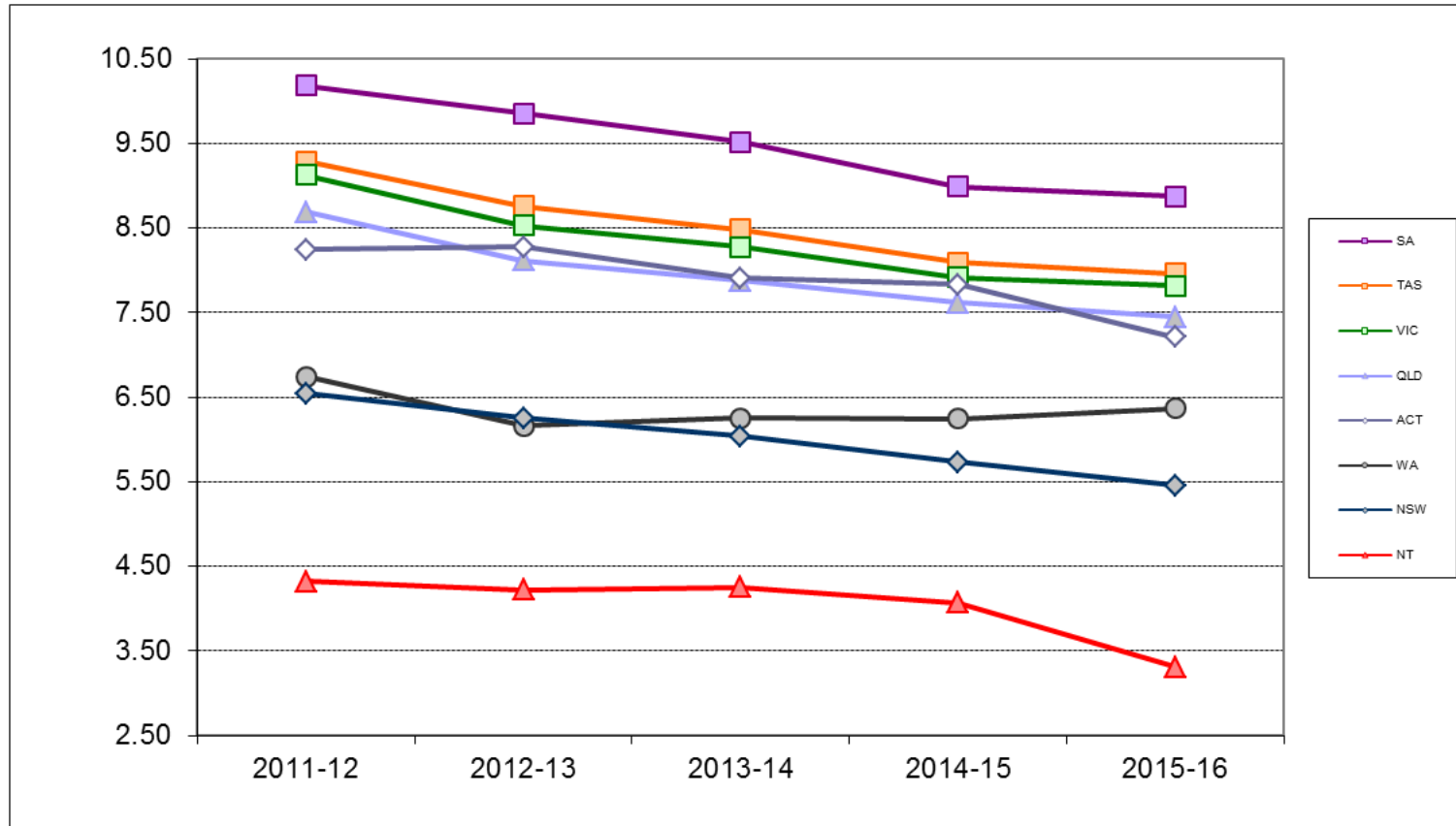


**Table 8 – Items lent per capita**

Nationally, over the past five years, loans per capita have declined (-14.0%), with the largest decreases in the Northern Territory (-23.3%) and New South Wales (-16.6%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2011-12	8.25	6.55	4.32	8.69	10.18	9.29	9.13	6.75	7.97
2012-13	8.28	6.25	4.22	8.12	9.86	8.76	8.53	6.16	7.51
2013-14	7.91	6.04	4.25	7.88	9.52	8.48	8.28	6.25	7.30
2014-15	7.83	5.73	4.07	7.62	8.99	8.09	7.91	6.25	7.01
2015-16	7.21	5.46	3.31	7.45	8.88	7.96	7.82	6.37	6.85
Change over 5-year period	-12.6%	-16.6%	-23.3%	-14.3%	-12.8%	-14.3%	-14.4%	-5.6%	-14.0%
Change to previous year	-7.9%	-4.8%	-18.5%	-2.2%	-1.3%	-1.6%	-1.2%	2.0%	-2.3%

Figure 1 – Items lent 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 17.3% bringing the Australian total to over \$1.18 billion.

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

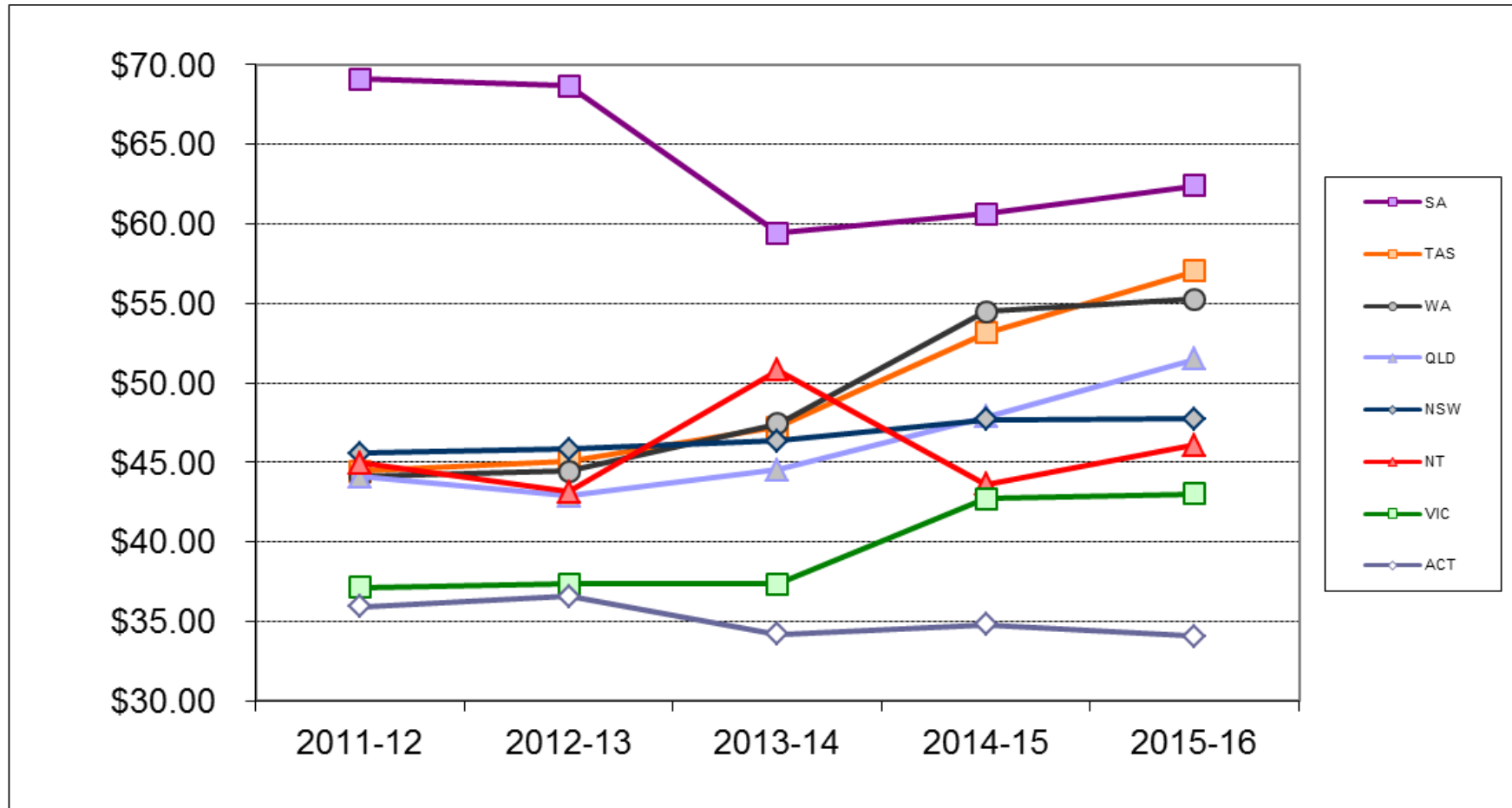
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2011-12</b>	\$13.47m	\$332.14m	\$10.56m	\$201.06m	\$114.35m	\$22.76m	\$208.86m	\$107.20m	<b>\$1,010.40m</b>
<b>2012-13</b>	\$14.02m	\$339.54m	\$10.34m	\$199.76m	\$114.70m	\$23.14m	\$214.41m	\$111.86m	<b>\$1,027.77m</b>
<b>2013-14</b>	\$13.19m	\$348.38m	\$12.45m	\$210.30m	\$100.16m	\$24.29m	\$218.13m	\$122.05m	<b>\$1,047.62m</b>
<b>2014-15</b>	\$13.60m	\$363.13m	\$10.67m	\$228.73m	\$102.99m	\$27.44m	\$253.59m	\$141.16m	<b>\$1,141.29m</b>
<b>2015-16</b>	\$13.49m	\$368.66m	\$11.29m	\$249.55m	\$106.54m	\$29.61m	\$260.99m	\$144.66m	<b>\$1,184.79m</b>
<b>Change over 5 year period</b>	<b>0.2%</b>	<b>11.0%</b>	<b>6.9%</b>	<b>24.1%</b>	<b>-6.8%</b>	<b>30.1%</b>	<b>25.0%</b>	<b>34.9%</b>	<b>17.3%</b>
<b>Change to previous year</b>	<b>-0.8%</b>	<b>1.5%</b>	<b>5.9%</b>	<b>9.1%</b>	<b>3.4%</b>	<b>7.9%</b>	<b>2.9%</b>	<b>2.5%</b>	<b>3.8%</b>

Total expenditure per capita across Australia has grown by 10.2% to \$49.11. South Australia reported the highest expenditure per capita of \$62.37, while the lowest figure of \$34.06 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>2011-12</b>	\$35.94	\$45.56	\$44.97	\$44.09	\$69.10	\$44.45	\$37.14	\$44.11	<b>\$44.55</b>
<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>Change over 5 year period</b>	<b>-5.2%</b>	<b>4.7%</b>	<b>2.5%</b>	<b>16.8%</b>	<b>-9.7%</b>	<b>28.3%</b>	<b>15.8%</b>	<b>25.3%</b>	<b>10.2%</b>
<b>Change to previous year</b>	<b>-2.1%</b>	<b>0.1%</b>	<b>5.7%</b>	<b>7.6%</b>	<b>2.9%</b>	<b>7.4%</b>	<b>0.7%</b>	<b>1.5%</b>	<b>2.3%</b>

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



## Expenditure on Library Materials

Expenditure on library materials has grown by 2.2% during the five-year period from 2011-12 to 2015-16, with Tasmania (+19.5%) and Western Australia (+15.3%) reporting significant increases. Decreases over the period were reported by the Australian Capital Territory (-27.9%), the Northern Territory (-6.0%), Victoria (-2.2%) and Queensland (-2.0%).

**Table 11 – Expenditure on Library Materials**

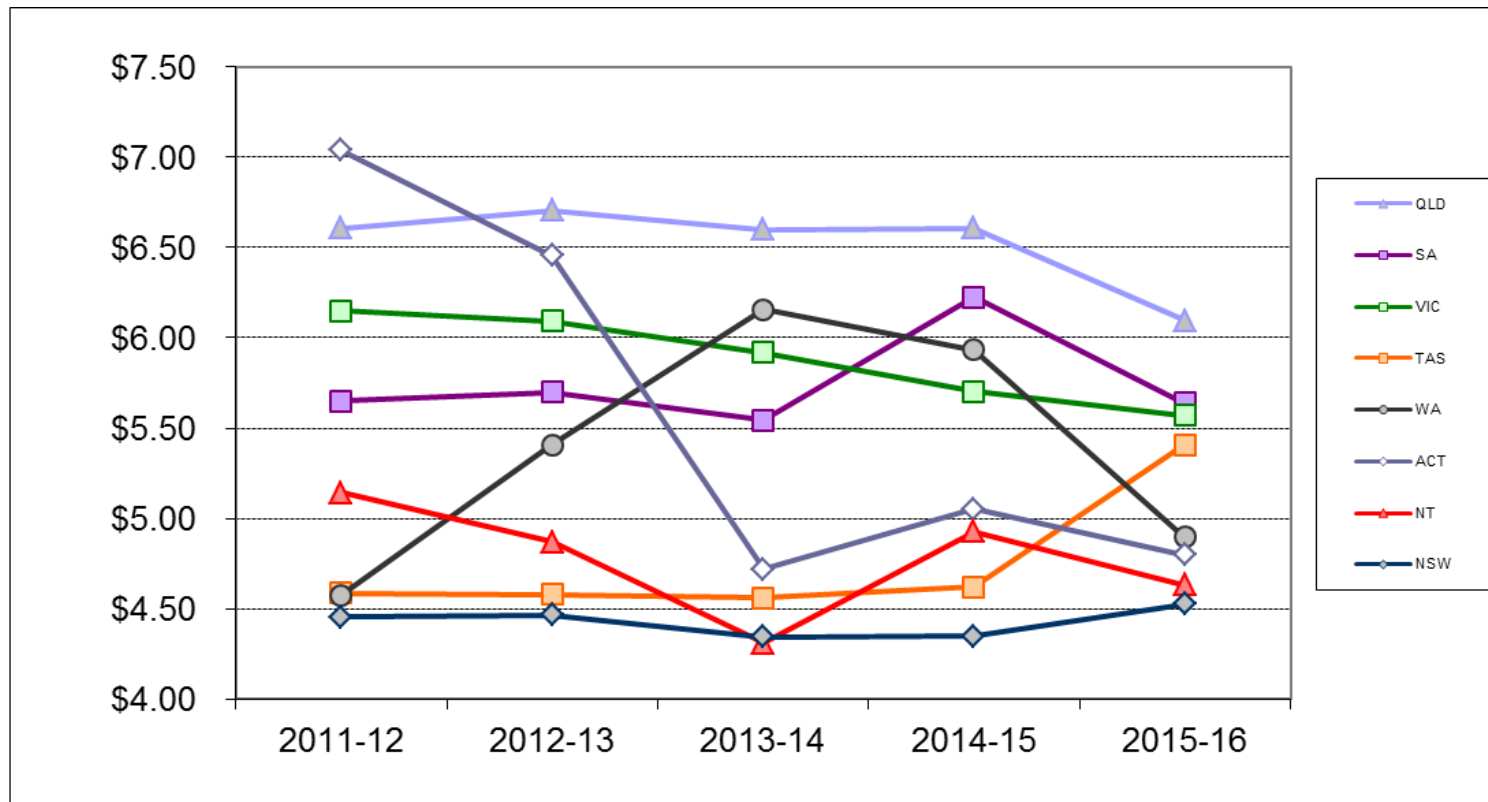
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2011-12</b>	\$2.64m	\$32.46m	\$1.21m	\$30.14m	\$9.35m	\$2.35m	\$34.58m	\$11.12m	<b>\$123.85m</b>
<b>2012-13</b>	\$2.48m	\$33.09m	\$1.17m	\$31.24m	\$9.52m	\$2.35m	\$34.96m	\$13.61m	<b>\$128.41m</b>
<b>2013-14</b>	\$1.82m	\$32.67m	\$1.06m	\$31.16m	\$9.35m	\$2.35m	\$34.57m	\$15.85m	<b>\$128.82m</b>
<b>2014-15</b>	\$1.97m	\$33.12m	\$1.21m	\$31.57m	\$10.57m	\$2.39m	\$33.87m	\$15.37m	<b>\$130.08m</b>
<b>2015-16</b>	\$1.90m	\$34.97m	\$1.13m	\$29.53m	\$9.63m	\$2.81m	\$33.81m	\$12.82m	<b>\$126.60m</b>
<b>Change over 5 year period</b>	<b>-27.9%</b>	<b>7.7%</b>	<b>-6.0%</b>	<b>-2.0%</b>	<b>3.0%</b>	<b>19.5%</b>	<b>-2.2%</b>	<b>15.3%</b>	<b>2.2%</b>
<b>Change to previous year</b>	<b>-3.8%</b>	<b>5.6%</b>	<b>-5.9%</b>	<b>-6.5%</b>	<b>-8.9%</b>	<b>17.6%</b>	<b>-0.2%</b>	<b>-16.6%</b>	<b>-2.7%</b>

Per capita expenditure on library materials decreased by 3.9 % over the same period, with Tasmania (+17.9%) and Western Australia (+7.0%) reporting significant increases.

**Table 12 – Expenditure on Library materials 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>2011-12</b>	\$7.04	\$4.45	\$5.14	\$6.61	\$5.65	\$4.59	\$6.15	\$4.58	<b>\$5.46</b>
<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>Change over 5 year period</b>	<b>-31.8%</b>	<b>1.7%</b>	<b>-9.9%</b>	<b>-7.8%</b>	<b>-0.3%</b>	<b>17.9%</b>	<b>-9.4%</b>	<b>7.0%</b>	<b>-3.9%</b>
<b>Change to previous year</b>	<b>-5.1%</b>	<b>4.1%</b>	<b>-6.0%</b>	<b>-7.7%</b>	<b>-9.4%</b>	<b>17.0%</b>	<b>-2.3%</b>	<b>-17.5%</b>	<b>-4.1%</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 (+28.4%).

**Table 13 – Total public access internet devices provided by Australian Public Libraries<sup>6</sup>**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2011-12</b>	76	3,027	89	2,226	945	518	2,218	875	<b>9,974</b>
<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>Change over 5 year period</b>	<b>15.8%</b>	<b>7.4%</b>	<b>121.3%</b>	<b>9.0%</b>	<b>19.0%</b>	<b>18.5%</b>	<b>85.7%</b>	<b>12.6%</b>	<b>28.4%</b>
<b>Change to previous year</b>	<b>1.1%</b>	<b>-7.6%</b>	<b>31.3%</b>	<b>2.6%</b>	<b>5.5%</b>	<b>-9.7%</b>	<b>8.7%</b>	<b>-29.0%</b>	<b>-1.8%</b>

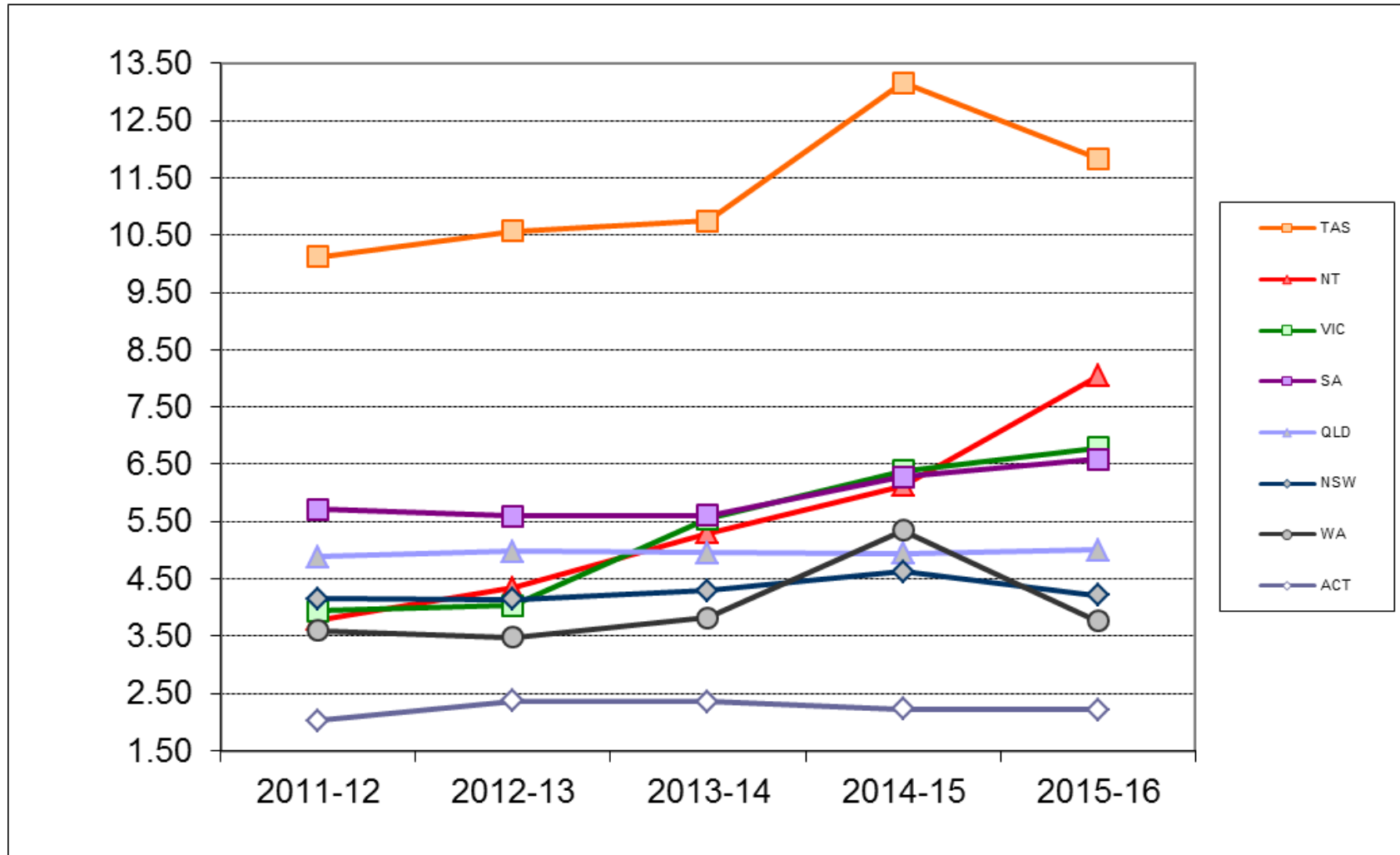
<sup>6</sup> All public internet access devices, including tablets

Expressed as the number of public access devices per 10,000 persons the national total is 5.3, an increase of 20.7% 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>2011-12</b>	2.03	4.15	3.79	4.88	5.71	10.12	3.94	3.60	<b>4.40</b>
<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>Change over 5 year period</b>	<b>9.5%</b>	<b>1.4%</b>	<b>112.2%</b>	<b>2.6%</b>	<b>15.3%</b>	<b>16.9%</b>	<b>72.1%</b>	<b>4.5%</b>	<b>20.7%</b>
<b>Change to previous year</b>	<b>-0.2%</b>	<b>-8.9%</b>	<b>31.2%</b>	<b>1.2%</b>	<b>4.9%</b>	<b>-10.1%</b>	<b>6.4%</b>	<b>-29.7%</b>	<b>-3.2%</b>

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



## Library programs and participants

The number of library programs increased to over 6.1 million (+5.1%) from the previous year, a per capita increase of 3.6%. Queensland reported significant increases in both the number of programs (+17.2%) and programs offered per capita (+15.6%).

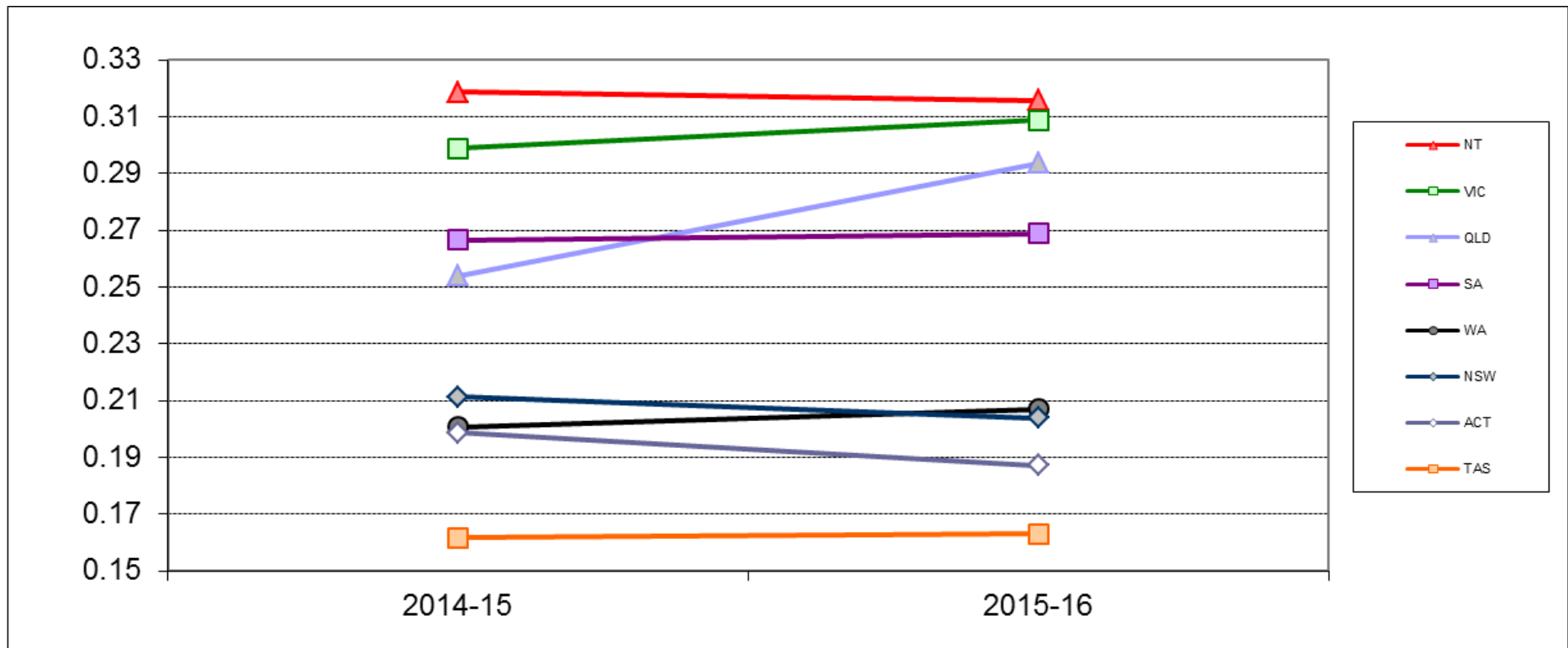
**Table 12 – Library Programs**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2014-15</b>	77,628	1,610,564	77,928	1,213,846	452,971	83,582	1,774,761	520,177	<b>5,811,457</b>
<b>2015-16</b>	74,103	1,574,896	77,306	1,422,824	459,188	84,607	1,873,505	541,938	<b>6,108,367</b>
<b>Change to previous year</b>	<b>-4.5%</b>	<b>-2.2%</b>	<b>-0.8%</b>	<b>17.2%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>5.6%</b>	<b>4.2%</b>	<b>5.1%</b>

**Table 13 – Library Programs 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>Change to previous year</b>	<b>-5.8%</b>	<b>-3.6%</b>	<b>-0.9%</b>	<b>15.6%</b>	<b>0.8%</b>	<b>0.7%</b>	<b>3.3%</b>	<b>3.2%</b>	<b>3.6%</b>

Figure 6 – Library Programs per capita



# 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 370,000 people. The library operates as part of the ACT Government's Transport Canberra and City Services Directorate.

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 helps tell 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 stand-alone) 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 2010*. Local councils and their library services are autonomous. The State Government funds public library services 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 2015/16*:

[http://www.sl.nsw.gov.au/sites/default/files/state\\_library\\_nsw\\_-\\_library\\_council\\_annual\\_report\\_2015-16.pdf](http://www.sl.nsw.gov.au/sites/default/files/state_library_nsw_-_library_council_annual_report_2015-16.pdf)

The State Library's Public Library & Engagement 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 2010* 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 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; and
- managing legal & drug information services in cooperation with NSW public libraries.

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

## Northern Territory

Servicing over 240,000 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 Wi-Fi to 34 Aboriginal communities (expanding to 47 by 2017-18) 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 Wi-Fi in many Aboriginal communities
- Provision of Community Stories 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 provide library services for more than 320 public libraries and Indigenous Knowledge Centres throughout the state, and with heritage and cultural organisations throughout the state, contributing to the cultural, social and intellectual development of all Queenslanders. State Library supports these local governments through annual grants, support services and specialised collections, access to Queensland wide electronic databases and the operation of the Rural Library Queensland (RLQ) Scheme.

Local governments operating Independent library services receive cash grants calculated on a weighted per capita formula. Local governments serving populations of less than 15,000 are eligible to participate in the RLQ Service. In lieu of a cash grant these local governments receive a notional allocation which funds the purchase of library materials and eresources accessed through a shared Library Management System (LMS).

Indigenous Knowledge Centres offer library services in communities throughout Queensland, including Cape York and the Torres Strait.

State Library also provides:

- Loans of specialised resources such as LOTE and literacy materials
- Advisory services, information services and training on all aspects of public library management
- Statewide distribution of interlibrary loans
- Facilitation of public library networking and resource sharing.

## South Australia

The SA public library network operates within *The Libraries Act (1982)* and a Memorandum of Agreement (MOA) between the Minister for the Arts and the President of the Local Government Association (LGA) for funding public library and community information services 2011-2021. The MOA provides the framework within which both parties contribute to ensuring that all South Australians have access to modern, free public library services. Membership of libraries, borrowing of library materials, access to the Internet and many other services are provided at no direct cost to the user.

South Australia's 142 public and joint use libraries are operated or supported by 68 councils, with several libraries operating without council support in "unincorporated lands" in remote SA. In order to provide equitable services to the state's smaller communities, the Libraries Board and some local councils join with the Department for Education and Child Development (DECD) to operate joint use School Community Libraries. There are 43 School Community Libraries in the State.

The Libraries Board, through its business unit Public Library Services (PLS) provides centralised e-procurement and contract management, outsourced cataloguing of all items purchased, free internet and wireless access and a number of state wide collections and services. The Libraries Board provides operating subsidies and library materials grants to all libraries. These grants ensure that all libraries provide a range of services at no cost, and purchase a range of new library materials every year.

Since 2014, PLS has been operating and managing the One Card system which sees all libraries in the State utilising a shared Library Management System. All registered library customers are able to use all libraries in the State as well as being able to reserve any item from any library and have these items delivered at no cost to their local library.

Research into the uptake of RFID in South Australian public libraries identified that by the end of 2014 almost 50% of all items held across the state will belong to a library that uses RFID technology. Based on this research, PLS commenced a project to procure RFID tags and equipment and coordinate libraries to tag and encode the remaining 2 million circulating items across the state. In 2015-16, the contract for the supply of the tags and equipment was awarded and libraries commenced this work in August 2015. The project is expected to be completed in 2016-17 and was able to be conducted through a financial contribution from the Libraries Board of South Australia.

## Tasmania

LINC Tasmania is Tasmania's publicly funded statewide library and archive service.

We offer research, information, literacy and learning services. We provide contemporary and friendly environments where people from all walks of life can meet, learn and engage in community-focused experiences. We preserve the documentary heritage of Tasmania for present and future generations, and serve as the continuing memory of Tasmania's government and people.

LINC Tasmania's 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.

LINC Tasmania has 51 sites that either delivers or support LINC Tasmania services statewide.

LINC Tasmania's public library services includes a floating lending collection where clients can borrow and return physical items to any library location and also place items on hold and have them delivered to their home library, free of charge.



LINC Tasmania incorporates the Tasmanian Archive and Heritage Office (TAHO) which brings together the State Library's heritage collections and the former entity Archives Office of Tasmania. This provides access to pre-eminent Tasmanian heritage and archival material dating from early European settlement (and pre-settlement exploration) to the present day.

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

Tasmania's public libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a statewide, networked and automated catalogue and electronic information service. 8 senior secondary colleges, 171 schools, 10 TasTAFE libraries, 7 community libraries and 4 agency libraries are also connected to TALIS. In 2016, LINC Tasmania introduced Radio Frequency Identification Device technology to its lending collection.

LINC Tasmania is a business unit within the Tasmanian Department of Education and responsibility for library and archive policy in Tasmania rests with the Minister of 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 statewide library services in Tasmania, in particular the public's right of access to information and ideas. The Tasmanian Library Advisory Board (TLAB) is a voluntary, independent advisory group established under the *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, which was reviewed in 2014 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 2015-16 for Public Libraries Victoria Network were:

- Reading 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 second program builds on the successful first program and delivers training in English and in ten languages other than English to seniors.
- **Australasian Mobile Library Conference**  
PLVN was responsible for organising the successful Australasian Mobile Library Conference - EUREKA: New Horizons – held at Ballarat in August 2016.
- **Shared Leadership Program**  
This was the fifth program, which had participants from Victorian public libraries and the State Library engaged in action learning over a 6 month period.
- **Review of the Victorian Library Concept**  
Following 3 years of consultation and work on the Victorian Library Concept, in August 2015 the State Government commissioned global accounting firm KPMG to review the project and provide consideration/progression of recommendations. The report was released in May and notes there are significant efficiencies and library service quality improvements available to councils through the implementation of shared service initiatives, which will provide Victoria with accessible modern libraries that meet their needs now and into the future.
- **Creative Industries Strategy**  
In July PLVN commissioned a response to the Victorian Government's Creative Industries Strategy discussion paper highlighting that libraries are part of Victoria's creative economy and need to be better recognised for what they currently do in the context of the creative industries, and in the nurturing, through many of their services, of a more creative and inclusive society.

## **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 (e-books, 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. Stock is not allocated to libraries permanently, but is circulated throughout the State. The State Library acts as a clearinghouse for the exchange of stock between libraries. 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 236 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.

# Data Sources

This statistical report has been compiled on behalf of the National & State Libraries Australasia (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**

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

## **South Australia**

Public Library Services  
GPO BOX 1971  
Adelaide 5001

## **Tasmania**

LINC 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

# 2015 - 2016 Data & Indicators

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>INCOME</b>									
Operational funding – Australian government			690,612		167,133		247,361	251,792	1,356,898
Operational funding - State government	10,472,731	24,472,987	6,981,000	19,656,716	23,424,127	23,713,479	40,644,825	362,000	149,727,865
Operational funding - Local government			1,523,447	189,410,126	62,641,756		193,846,604	108,102,941	555,524,874
Capital funding - Australian government					36,249				36,249
Capital funding - State government	2,332,000	4,000,000			559,705	1,099,606	2,326,237	10,065,342	20,382,890
Capital funding - Local government			66,869	33,133,882	1,894,002		25,727,383	18,862,408	79,684,544
Sponsorship					137,133			59,592	196,725
Other Income	505,967		167,986	6,949,656	1,610,941	1,603,265	10,118,942	2,791,932	23,748,689
Total Income	13,310,698	28,472,987	9,429,914	249,150,380	90,471,046	26,416,350	272,911,352	140,496,007	830,658,734
<b>EXPENDITURE</b>									
Wages and salaries	8,032,433	190,861,358	7,082,624	122,756,654	58,124,016	19,525,848	159,936,629	71,761,511	638,081,073
Staff Training					289,014			327,886	616,900
Operating and corporate expenses	3,558,399	131,800,787	2,943,386	66,526,327	33,009,477	5,030,546	42,652,859	40,646,325	326,168,107
Expenditure on printed library materials		25,446,510		18,960,426	6,547,980	1,876,296	29,848,275	8,614,330	91,293,817

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Expenditure on non-printed library materials		6,028,368		4,500,823	2,039,077	476,397		2,512,556	15,557,221
Expenditure on digital library materials		3,499,704		6,069,078	1,042,434	454,663	3,958,539	1,689,820	16,714,238
Total Expenditure on library materials	1,900,485	34,974,581	1,134,558	29,530,327	9,629,491	2,807,356	33,806,814	12,816,706	126,600,318
Capital expenditure		11,020,603	128,928	30,740,852	1,986,718	2,247,083	24,592,607	4,494,057	75,210,848
Other Expenditure (not included above)					3,500,457			14,610,038	18,110,495
Total expenditure	13,491,317	368,657,330	11,289,496	249,554,160	106,539,173	29,610,833	260,988,909	144,656,523	1,184,787,742
<b>HUMAN RESOURCES</b>									
Number of permanent full time equivalent employees	95.6	2,292.7	90.0	1,488.6	675.0	272.5	1,828.9	890.8	7,634.1
Number of positions that require a library technician qualification	1.0	426.0	14.0	184.5	84.0	0.0	0.0	34.8	744.3
Number of positions that require a library professional qualification	23.0	639.0	18.0	365.7	130.0	0.0	0.0	254.1	1,429.8
Proportion of professional positions	24.1%	27.9%	20.0%	24.6%	19.3%	0.0%	0.0%	28.5%	18.7%
<b>COLLECTIONS</b>									
Total number of physical items	642,636	12,609,998	453,788	6,449,064	3,352,859	642,594	8,463,662	4,276,217	36,890,818
Total number of printed books (items)	469,422	8,948,944	406,329	5,320,319	2,606,871	558,401		3,540,129	21,850,415
Total number of other printed material items.	89,695	22,165	11,551	104,589	132,178	2,587			362,765
Total number of audio CDs	34,698	662,625	13,225	370,056	161,611	36,558		240,141	1,518,914
Total number of DVDs and Blu-ray disks	36,686	937,052	25,126	606,253	381,917	41,592		433,942	2,462,568
Total number of other physical items	12,135	789,132	5,537	47,847	70,444	3,461		57,350	985,906
Total number of eBooks	4,135	457,651	15,769	319,274	57,469	17,382	588,927	81,359	1,541,966

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Total number of digital audio files	5,206	93,904	4,361	84,667	35,884			36,766	260,788
Total number of database subscriptions	41	1,492		470	134	33		206	2,376
Number of items for loan	532,352	11,715,205	307,563	6,985,518	3,394,749	614,729	8,746,455	4,394,342	36,690,913
Percent of collection purchased in previous 5 years	55.0%	50.7%	26.0%	82.0%	0.0%	56.4%	65.0%	65.8%	64.2%
<b>USAGE</b>									
Number of physical items loaned	2,514,615	39,682,947	801,643	32,522,721	14,530,324	3,813,248	45,062,254	15,351,023	154,278,775
Number of eBooks loaned	83,191	861,377	3,378	1,299,763	368,723	139,974	2,366,448	601,255	5,724,109
Number of electronic service downloads	259,169	1,634,330	6,331	2,275,538	264,233	179,653		713,690	5,332,944
Total circulation transactions	2,856,975	42,178,654	811,352	36,098,022	15,163,280	4,132,875	47,428,702	16,665,968	165,335,828
Number of inter-library loans supplied to library members		46,732	2,863	46,134				231,232	326,961
Number of inter-library loans supplied to other libraries		41,956	2,967	28,334				251,755	325,012
Total number of registered or active members <sup>7</sup>	251,835	3,121,812	66,636	2,014,056	593,949	118,507	2,118,921	1,090,367	9,376,083
Number of registered or active members – no age specified	251,835	106,833	6,057	2,014,056	33,893	118,507	2,118,921	195,972	4,846,074
Number of registered or active members aged 0 to 14 years		363,728	10,175		76,734			168,178	618,815
Number of registered or active members aged 15 to 19 years		163,083	3,758		39,591			59,495	265,927
Number of registered or active members aged 20 to 64 years		2,103,759	41,878		343,460			575,901	3,064,998

<sup>7</sup> South Australia began de-duplicating members with multiple cards in January 2015.

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Number of registered or active members aged 65 years and over		384,409	4,768		100,271			90,821	580,269
Number of library visitors (physical)	1,964,398	34,790,223	1,098,172	21,670,013	10,269,439	2,947,437	29,880,870	10,519,089	113,139,641
Number of library website visitors	1,477,739	11,009,813			2,413,242	2,595,110	8,927,167	4,022,262	30,445,333
Number of reference transactions and information requests	30,146	4,291,201	13,563	2,474,850		72,834		1,433,355	8,315,949
Percentage of self-service loans	94.0%					60.0%		45.5%	
Proportion of eBook loans	3.2%	2.1%	0.4%	3.8%	2.5%	3.5%	5.0%	3.8%	3.6%
<b>OPERATIONS</b>									
Number of library branches	9	368	30	306	142	47	275	231	1,408
Number of mobile library outlets		20		16	12		30		78
Number of other library outlets		65			41		59	5	170
Total number of library outlets	9	453	30	322	195	47	364	236	1,656
Total opening hours	20,575	16,227	38,441	538,078	282,807	59,775	12,280	443,940	1,412,123
Total number of library programs	1,830	84,105	2,611	70,115	21,141	4,650		26,971	211,423
Total number of program participants	74,103	1,574,896	77,306	1,422,824	459,188	84,607	1,873,505	541,938	6,108,367
Number of public access devices	88	3,460	209	2,586	1,435	614	4,119	1,416	13,927
Number of public access devices with an internet connection	88	3,252	197	2,426	1,125	614	4,119	985	12,806

# 2015-2016 Summary & Percentages of Data & Indicators

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>FINANCIAL</b>									
Public Library expenditure per capita (excluding library materials)	\$29.26	\$43.19	\$41.47	\$39.07	\$55.57	\$51.63	\$33.39	\$48.66	\$41.30
Library Materials expenditure per capita	\$4.80	\$4.53	\$4.63	\$6.10	\$5.64	\$5.41	\$5.57	\$4.90	\$5.25
<b>HUMAN RESOURCES</b>									
Total Staff (FTE) per 10,000 persons	2.4	3.0	3.7	3.1	4.0	5.3	3.0	3.4	3.2
Population served per staff member	4,143	3,370	2,721	3,254	2,531	1,905	3,318	2,938	3,160
<b>COLLECTIONS</b>									
Items per capita	1.3	1.5	1.3	1.4	2.0	1.2	1.4	1.7	1.5
<b>USAGE</b>									
Percent of population who are Library Members	63.6%	40.4%	27.2%	41.6%	34.8%	22.8%	34.9%	41.7%	38.9%
Circulation per capita	7.2	5.5	3.3	7.5	8.9	8.0	7.8	6.4	6.9
Customer visits per capita	5.0	4.5	4.5	4.5	6.0	5.7	4.9	4.0	4.7
<b>OPERATIONS</b>									



2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Public access Internet devices per 10,000 persons	2.2	4.2	6.4	5.0	6.6	11.8	6.8	2.9	5.2
Program attendance per capita	0.2	0.2	0.3	0.3	0.3	0.2	0.3	0.2	0.3

2015 - 2016	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2016 - Australian Demographic Statistics - 3101.0 - June Quarter 2016 - *Excludes Other Territories <i>Released 15/12/2016</i>	396,100	7,725,900	244,900	4,844,500	1,708,200	516,600	6,068,000	2,617,200	24,123,900