

**AUSTRALIAN PUBLIC LIBRARIES  
STATISTICAL REPORT  
2011-2012**

**Compiled by Regional Access and Public Libraries, State Library of Queensland**

**July 2013**

## **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 1,505 public library service points 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.

**July 2013**

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## **Selected National Statistics 2011-2012**

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

- 1,505 public library service points with 1,429 fixed point libraries and 76 mobile libraries
  - One public library service point for every 15,000 people
  - More than one third of all public libraries are open more than 45 hours per week
  - More than 7 out of 10 public libraries are open for more than 30 hours each week
- Almost 181 million items were lent to 10 million members of Australia's public libraries.
- Over 110 million customer visits annually, or more than 9 million per month
- More than 40 million items (1.8 items per person) were made available for the use of the community and over \$123 million was spent on ensuring that these collections remain up to date and relevant (more than half the collections are less than 5 years old)
- Total expenditure on public libraries has increased from \$815 million in 2007-2008 to over \$1.01 billion in 2011-2012, representing a 24% increase. Expressed on a per capita basis, funding for public libraries has increased by 17% over the same period to \$44.55.

**Table 1 – Services**

	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Total loans</b>	177,428,161	182,640,004	188,375,165	182,757,656	180,794,120
<b>Loans per capita</b>	8.3	8.4	8.4	8.1	7.9
<b>Reported information enquiries<sup>1</sup></b>	6,901,137	7,455,692	8,532,533	12,177,241	12,389,703
<b>Information enquiries per 1,000 persons<sup>2</sup></b>	477	453	508	538	543
<b>Internet terminals per 10,000 persons</b>	3.7	4.0	4.1	4.4	4.3

**Table 2 – Customers**

	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Customers</b>	109,607,524	111,323,814	114,391,800	111,627,234	110,255,820
<b>Customers per month</b>	9,133,960	9,276,985	9,532,650	9,302,278	9,187,985
<b>Customer visits per capita</b>	5.1	5.1	5.1	4.9	4.9
<b>Registered Library Members</b>	9,900,252	9,958,042	10,097,975	10,191,256	9,999,492
<b>Members as a percentage of total population</b>	46%	46%	45%	45%	44%
<b>Percentage Adult Members</b>	82%	83%	84%	84%	83%
<b>Percentage Junior Members</b>	18%	17%	16%	16%	17%

<sup>1</sup> There has been inconsistent reporting of this measure over the collection period.

<sup>2</sup> States and Territories that have not reported results in each period have been excluded from this measure.

**Table 3 – Collections & Resources**

	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
<b>Total number of library materials</b>	40,306,255	41,483,356	41,119,022	40,303,760	40,391,560
<b>Total number of Public Access Internet terminals</b>	7,821	8,652	9,193	10,017	9,974
<b>Number of Public Access Computers for Word Processing etc</b>	1,566	1,701	1,804	1,747	1,187
<b>Library materials per capita</b>	1.9	1.9	1.8	1.8	1.8
<b>Total library materials expenditure</b>	\$108.31m	\$117.13m	\$116.66m	\$118.68m	\$123.85m
<b>Library materials expenditure per capita</b>	\$5.07	\$5.36	\$5.22	\$5.25	\$5.46
<b>Average percentage of resources purchased in last 5 years</b>	53%	50%	50%	54%	55%

**Table 4 – Service Points**

	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
<b>Number of fixed point libraries</b>	1,398	1,402	1,418	1,417	1,429
<b>Number of mobile libraries</b>	78	78	76	74	76
<b>Number of Service Points</b>	1,476	1,480	1,494	1,491	1,505
<b>Population served per service point</b>	14,479	14,779	14,953	15,170	15,070
<b>Service Points per 100,000 persons</b>	7.1	6.8	6.7	6.6	6.6
<b>Number of locations served by mobile libraries</b>	1,093	1,031	1,276	1,492	1,134
<b>Libraries open more than 45 hrs per week</b>	31%	32%	32%	34%	34%
<b>Libraries open 30 to 44 hrs per week</b>	37%	36%	38%	38%	38%
<b>Libraries open 10 to 29 hrs per week</b>	25%	24%	24%	23%	22%
<b>Libraries open less than 10 hrs per week</b>	7%	8%	6%	5%	6%
<b>Percentage of service points with Internet terminals</b>	94%	92%	95%	96%	96%

**Table 5 – Staff<sup>3</sup>**

	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Total staff (full time equivalent)</b>	7,503	7,269	7,382	7,512	7,567
<b>Population served per staff member</b>	2,849	2,940	2,957	2,943	2,929
<b>Staff members (FTE) per 10,000 persons.</b>	3.5	3.4	3.4	3.4	3.4
<b>Loans per full-time equivalent staff member</b>	23,649	24,414	24,840	23,649	23,263

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

	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Total Expenditure on Public Library Services</b>	\$830.45m	\$882.31m	\$929.09m	\$954.36m	\$1,010.40m
<b>Total Public Library expenditure per capita</b>	\$38.86	\$40.34	\$41.59	\$42.19	\$44.55

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<sup>3</sup> Tasmania has been unable to supply staff numbers as from 2008-2009. All subsequent staffing measures exclude Tasmania's population component.



## Comparative Data

### Items lent

Overall, lending from public libraries increased slightly over the past five years (1.9%), with a 1.0% decrease from the previous year. Over the five year period the strongest growth was reported in the ACT (14.7%) and the Victoria (12.8%).

**Table 7 – Total items lent**

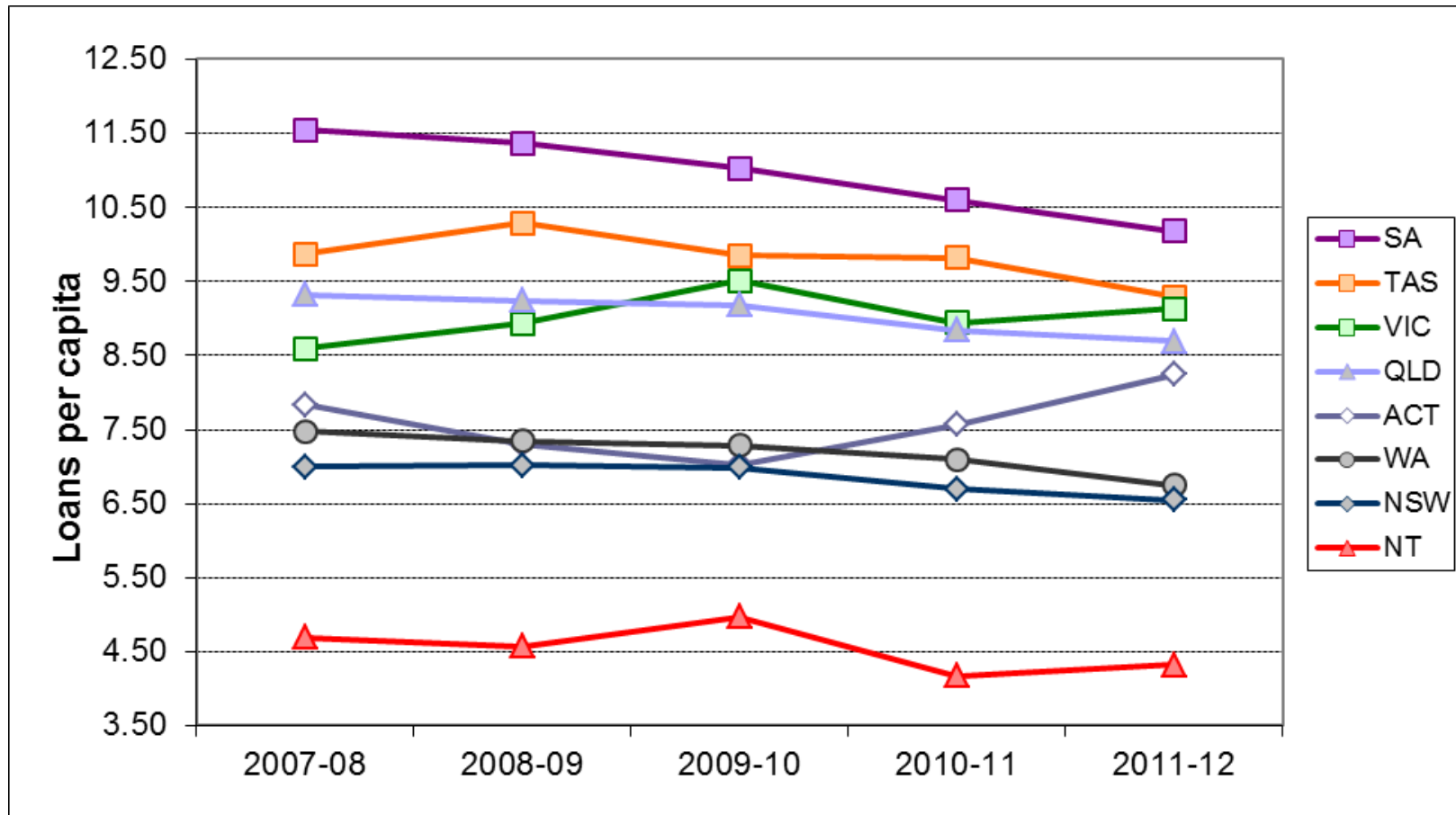
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2007-08</b>	2,695,495	48,753,212	1,031,724	39,869,017	18,496,186	4,917,095	45,505,301	16,160,131	<b>177,428,161</b>
<b>2008-09</b>	2,562,599	49,782,998	1,028,034	40,732,190	18,447,848	5,171,196	48,493,826	16,421,313	<b>182,640,004</b>
<b>2009-10</b>	2,520,737	50,585,814	1,142,425	41,489,233	18,132,406	5,002,129	52,776,167	16,726,254	<b>188,375,165</b>
<b>2010-11</b>	2,765,201	48,911,125	960,676	40,511,975	17,656,868	5,015,518	50,279,939	16,656,354	<b>182,757,656</b>
<b>2011-12</b>	3,090,717	47,720,855	1,014,087	39,629,608	16,850,921	4,755,821	51,336,800	16,395,311	<b>180,853,246</b>
<b>Change over 5-year period</b>	<b>14.7%</b>	<b>-2.1%</b>	<b>-1.7%</b>	<b>-0.6%</b>	<b>-8.9%</b>	<b>-3.3%</b>	<b>12.8%</b>	<b>1.5%</b>	<b>1.9%</b>
<b>Change to previous year</b>	<b>11.8%</b>	<b>-2.4%</b>	<b>5.6%</b>	<b>-2.2%</b>	<b>-4.1%</b>	<b>-5.2%</b>	<b>2.1%</b>	<b>-1.6%</b>	<b>-1.0%</b>
<b>% of national</b>	<b>1.7%</b>	<b>26.4%</b>	<b>0.6%</b>	<b>21.9%</b>	<b>9.3%</b>	<b>2.6%</b>	<b>28.4%</b>	<b>9.1%</b>	<b>n/a</b>

**Table 8 – Items lent per capita**

Over the past five years the national loans per capita has declined (-4.0%), with Victoria and the Australian Capital Territory reporting increases of 6.3% and 5.3% respectively. South Australia (10.18) continues to report the highest per capita loans during the period.

	<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>2007-08</b>	7.83	7.00	4.69	9.32	11.55	9.87	8.59	7.47	<b>8.30</b>
<b>2008-09</b>	7.30	7.01	4.57	9.24	11.37	10.29	8.93	7.34	<b>8.35</b>
<b>2009-10</b>	7.02	6.99	4.97	9.19	11.03	9.85	9.51	7.28	<b>8.43</b>
<b>2010-11</b>	7.57	6.70	4.17	8.84	10.66	9.82	8.94	7.10	<b>8.08</b>
<b>2011-12</b>	8.25	6.55	4.32	8.69	10.18	9.29	9.13	6.75	<b>7.97</b>
<b>Change over 5-year period</b>	<b>5.3%</b>	<b>-6.5%</b>	<b>-7.9%</b>	<b>-6.7%</b>	<b>-11.8%</b>	<b>-5.9%</b>	<b>6.3%</b>	<b>-9.7%</b>	<b>-4.0%</b>
<b>Change to previous year</b>	<b>9.0%</b>	<b>-2.3%</b>	<b>3.5%</b>	<b>-1.7%</b>	<b>-3.9%</b>	<b>-5.4%</b>	<b>2.1%</b>	<b>-5.0%</b>	<b>-1.3%</b>

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 24% bringing the Australian total to over \$1.01 billion. The largest increases were reported in the Northern Territory (164.3%) and South Australia (72.1%).

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

	ACT	NSW	NT	QLD	SA <sup>4</sup>	TAS	VIC	WA	Australia
<b>2007-08</b>	\$10.26m	\$282.47m	\$3.99m	\$165.56m	\$66.45m	\$15.24m	\$174.47m	\$96.18m	<b>\$814.62m</b>
<b>2008-09</b>	\$10.71m	\$297.85m	\$7.19m	\$180.06m	\$74.60m	\$17.14m	\$181.96m	\$99.96m	<b>\$869.47m</b>
<b>2009-10</b>	\$12.27m	\$312.86m	\$9.32m	\$179.15m	\$84.01m	\$19.23m	\$195.16m	\$102.18m	<b>\$914.18m</b>
<b>2010-11</b>	\$13.02m	\$318.15m	\$9.13m	\$189.59m	\$93.24m	\$20.14m	\$208.87m	\$102.22m	<b>\$954.36m</b>
<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>Change over 5-year period</b>	<b>31.2%</b>	<b>17.6%</b>	<b>164.3%</b>	<b>21.4%</b>	<b>72.1%</b>	<b>49.4%</b>	<b>19.7%</b>	<b>11.5%</b>	<b>24.0%</b>
<b>Change to previous year</b>	<b>3.4%</b>	<b>4.4%</b>	<b>15.6%</b>	<b>6.1%</b>	<b>22.6%</b>	<b>13.0%</b>	<b>0.0%</b>	<b>4.9%</b>	<b>5.9%</b>

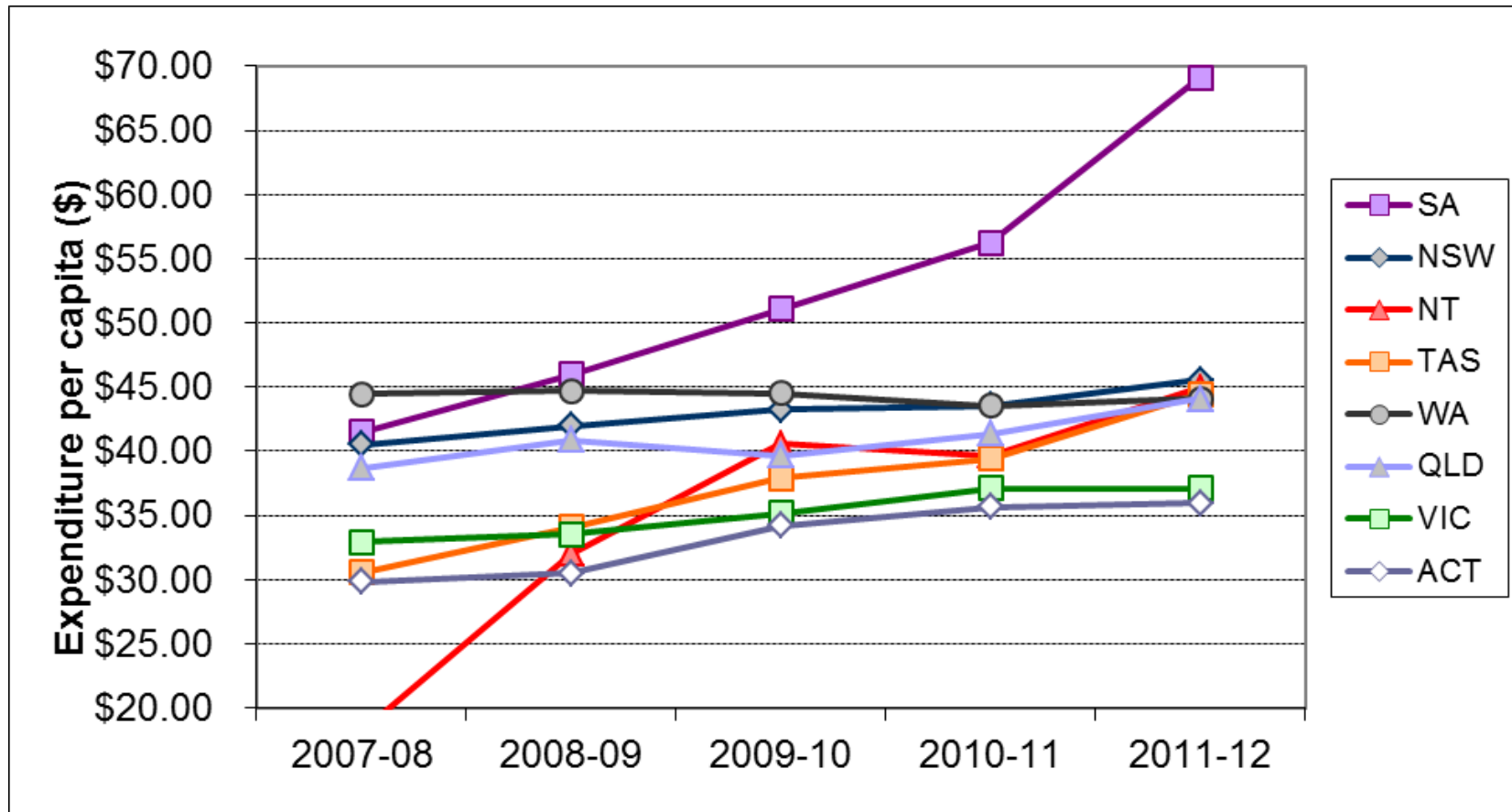
<sup>4</sup> South Australia's expenditure for 2011-12 includes \$587,222 for the state-wide implementation of the "One Library Management System" Project (Year 1 of 3).

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

Total expenditure per capita across Australia has grown by 17% to \$44.55. South Australia reported the highest expenditure per capita of \$69.10, while the lowest figure of \$35.94 was reported in the Australian Capital Territory.

	<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>2007-08</b>	\$29.81	\$40.54	\$18.16	\$38.69	\$41.49	\$30.58	\$32.93	\$44.46	<b>\$38.12</b>
<b>2008-09</b>	\$30.50	\$41.95	\$32.01	\$40.86	\$45.97	\$34.10	\$33.52	\$44.69	<b>\$39.75</b>
<b>2009-10</b>	\$34.20	\$43.22	\$40.58	\$39.67	\$51.08	\$37.89	\$35.18	\$44.50	<b>\$40.92</b>
<b>2010-11</b>	\$35.64	\$43.56	\$39.67	\$41.39	\$56.27	\$39.45	\$37.14	\$43.57	<b>\$42.19</b>
<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>Change over 5-year period</b>	<b>20.6%</b>	<b>12.4%</b>	<b>147.6%</b>	<b>14%</b>	<b>66.6%</b>	<b>45.3%</b>	<b>12.8%</b>	<b>-0.8%</b>	<b>16.9%</b>
<b>Change to previous year</b>	<b>0.8%</b>	<b>4.6%</b>	<b>13.4%</b>	<b>6.5%</b>	<b>22.8%</b>	<b>12.7%</b>	<b>0.0%</b>	<b>1.2%</b>	<b>5.6%</b>

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



## Expenditure on Library Materials

Expenditure on library materials has grown by over 14% during the five year period from 2007-08 to 2011-12, with the Australian Capital Territory (155.4%) and the Northern Territory (81.4%) reporting the significant increases. The only decrease in funding over the period was reported by Tasmania (-1.8%).

**Table 11 – Expenditure on 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>2007-08</b>	\$1.03m	\$31.48m	\$0.67m	\$26.36m	\$8.09m	\$2.39m	\$27.36m	\$10.96m	<b>\$108.31m</b>
<b>2008-09</b>	\$1.82m	\$31.93m	\$0.86m	\$30.43m	\$8.99m	\$2.37m	\$27.84m	\$12.89m	<b>\$117.13m</b>
<b>2009-10</b>	\$2.68m	\$31.51m	\$0.86m	\$29.16m	\$9.35m	\$2.34m	\$28.77m	\$12.02m	<b>\$116.66m</b>
<b>2010-11</b>	\$2.42m	\$31.27m	\$0.93m	\$30.20m	\$9.25m	\$2.34m	\$31.09m	\$11.18m	<b>\$118.68m</b>
<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>Change over 5-year period</b>	<b>155.4%</b>	<b>3.1%</b>	<b>81.4%</b>	<b>14.4%</b>	<b>15.7%</b>	<b>-1.8%</b>	<b>26.4%</b>	<b>1.5%</b>	<b>14.3%</b>
<b>Change to previous year</b>	<b>8.9%</b>	<b>3.8%</b>	<b>30.3%</b>	<b>-0.2%</b>	<b>1.1%</b>	<b>0.2%</b>	<b>11.2%</b>	<b>-0.5%</b>	<b>4.4%</b>

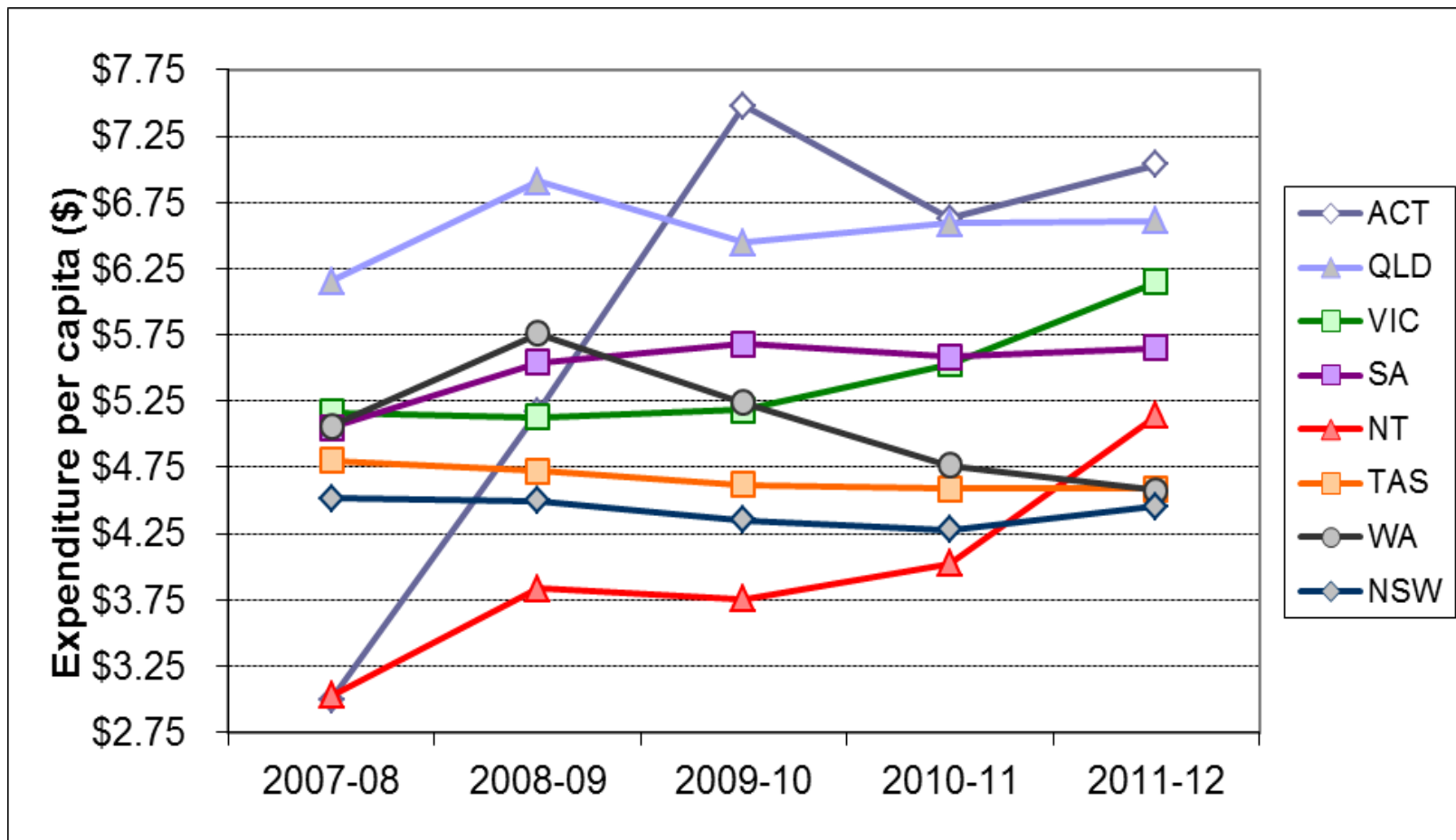
**Table 12 – Expenditure on Library materials per capita**

Per capita expenditure on library materials increased by 7.7% over the same period, with the Australian Capital Territory (134.6%) reporting the largest increase.

	<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>2007-08</b>	\$3.00	\$4.52	\$3.03	\$6.15	\$5.05	\$4.80	\$5.17	\$5.06	<b>\$5.07</b>
<b>2008-09</b>	\$5.17	\$4.50	\$3.84	\$6.91	\$5.54	\$4.72	\$5.13	\$5.76	<b>\$5.36</b>
<b>2009-10</b>	\$7.48	\$4.35	\$3.75	\$6.45	\$5.68	\$4.62	\$5.19	\$5.24	<b>\$5.22</b>
<b>2010-11</b>	\$6.63	\$4.28	\$4.03	\$6.59	\$5.58	\$4.59	\$5.53	\$4.76	<b>\$5.25</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>Change over 5-year period</b>	<b>134.6%</b>	<b>-1.4%</b>	<b>69.9%</b>	<b>7.4%</b>	<b>12.0%</b>	<b>-4.4%</b>	<b>19.1%</b>	<b>-9.6%</b>	<b>7.7%</b>
<b>Change to previous year</b>	<b>6.2%</b>	<b>4.0%</b>	<b>27.7%</b>	<b>0.2%</b>	<b>1.2%</b>	<b>-0.1%</b>	<b>11.3%</b>	<b>-4.0%</b>	<b>4.1%</b>



Figure 3 – Expenditure on Library Materials per capita



## Expenditure on Electronic Resources

Where reported the expenditure on electronic resources has increased significantly over the period, with the Northern Territory (205.9%) and New South Wales (156.2%) reporting significant increases.

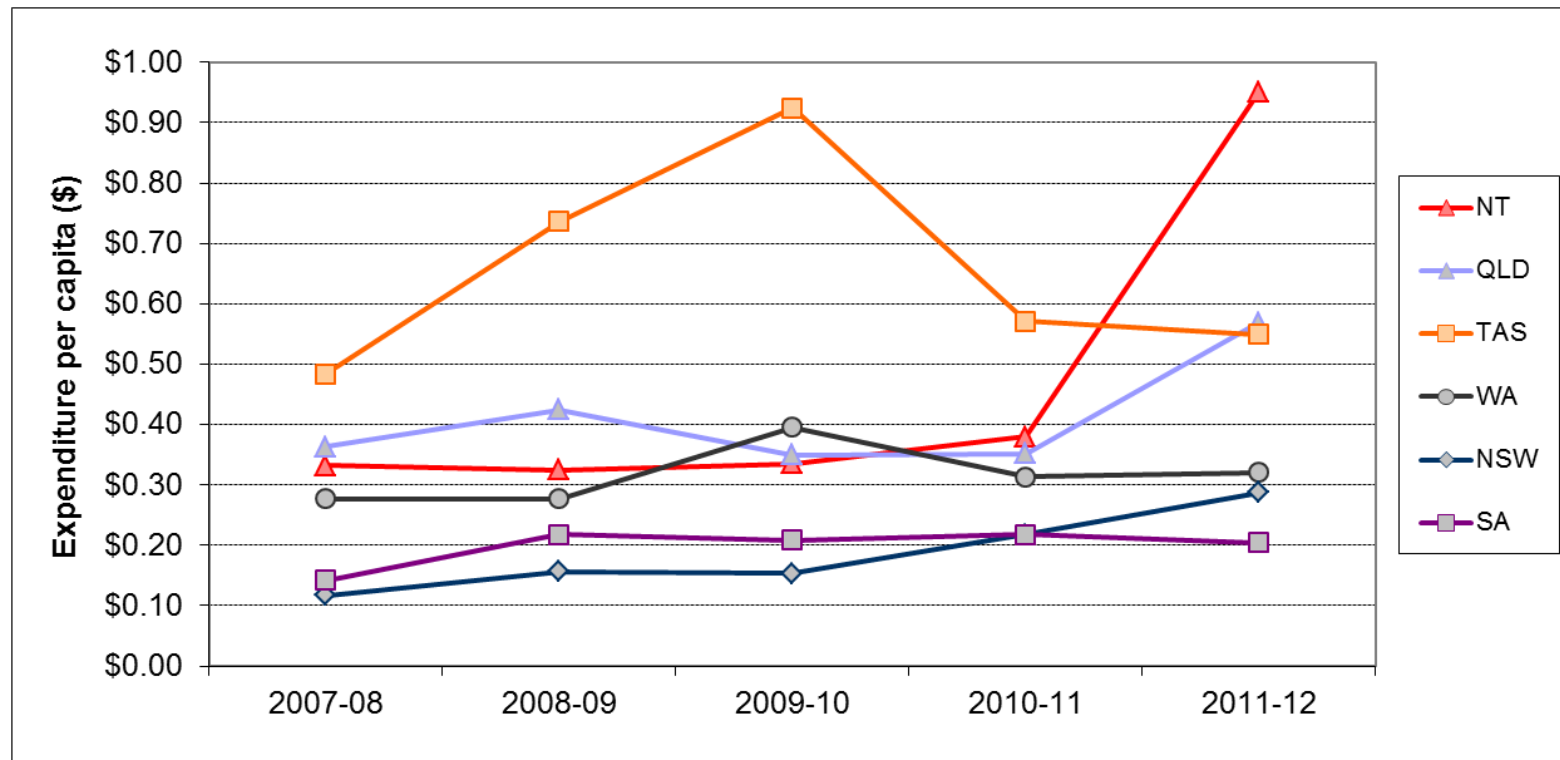
**Table 13– Expenditure on Electronic Resources**

	ACT	NSW	NT	QLD <sup>5</sup>	SA <sup>6</sup>	TAS	VIC	WA	Australia
<b>2007-08</b>	\$0.20m	\$0.82m	\$0.07m	\$1.56m	\$0.23m	\$0.24m	n/a	\$0.60m	<b>\$3.71m</b>
<b>2008-09</b>	\$0.17m	\$1.11m	\$0.07m	\$1.87m	\$0.35m	\$0.37m	n/a	\$0.62m	<b>\$4.57m</b>
<b>2009-10</b>	\$0.17m	\$1.11m	\$0.08m	\$1.58m	\$0.34m	\$0.47m	n/a	\$0.91m	<b>\$4.69m</b>
<b>2010-11</b>	\$0.13m	\$1.59m	\$0.09m	\$1.61m	\$0.36m	\$0.29m	\$2.35m	\$0.74m	<b>\$7.16m</b>
<b>2011-12</b>	n/a	\$2.09m	\$0.40m	\$2.59m	\$0.34m	\$0.28m	n/a	\$0.78m	<b>\$6.31m</b>
<b>Change over 5-year period</b>	<b>n/a</b>	<b>156.2%</b>	<b>205.9%</b>	<b>66.7%</b>	<b>48.8%</b>	<b>16.7%</b>	<b>n/a</b>	<b>30.3%</b>	
<b>Change to previous</b>	<b>n/a</b>	<b>31.8%</b>	<b>155.3%</b>	<b>60.9%</b>	<b>-6.5%</b>	<b>-3.6%</b>	<b>n/a</b>	<b>6.1%</b>	
<b>% of Collection Expenditure</b>	<b>n/a</b>	<b>6.4%</b>	<b>18.5%</b>	<b>8.6%</b>	<b>3.6%</b>	<b>12.0%</b>	<b>n/a</b>	<b>7.0%</b>	
<b>Per capita</b>	<b>n/a</b>	<b>\$0.29</b>	<b>\$0.95</b>	<b>\$0.57</b>	<b>\$0.20</b>	<b>\$0.55</b>	<b>n/a</b>	<b>\$0.32</b>	

<sup>5</sup> Queensland – includes funds for state-wide consortium purchasing.

<sup>6</sup> South Australia – includes funds for state-wide consortium and individual library purchases.

Figure 4 – Expenditure on Electronic Resources per capita



## Public Access Internet Terminals

The number of public access Internet terminals provided nationally increased over the period (27.5%).

**Table 14 – Total Public Access Internet Terminals provided in Australian Public Libraries (including mobile libraries)**

	ACT	NSW	NT	QLD	SA	TAS <sup>7</sup>	VIC	WA	Australia
<b>2007-08</b>	60	2,414	61	1,615	746	484	1,630	811	<b>7,821</b>
<b>2008-09</b>	82	2,587	103	1,974	890	484	1,723	809	<b>8,652</b>
<b>2009-10</b>	78	2,735	103	2,023	1,093	391	1,951	819	<b>9,193</b>
<b>2010-11</b>	68	2,872	114	2,063	1,346	688	2,036	832	<b>10,019</b>
<b>2011-12</b>	76	3,027	89	2,226	945	518	2,218	875	<b>9,974</b>
<b>Change over 5 year-period</b>	<b>26.7%</b>	<b>25.4%</b>	<b>45.9%</b>	<b>37.8%</b>	<b>26.7%</b>	<b>7.0%</b>	<b>36.1%</b>	<b>7.9%</b>	<b>27.5%</b>
<b>Change to previous year</b>	<b>11.8%</b>	<b>5.4%</b>	<b>-21.9%</b>	<b>7.9%</b>	<b>-29.8%</b>	<b>-24.7%</b>	<b>8.9%</b>	<b>5.2%</b>	<b>-0.4%</b>

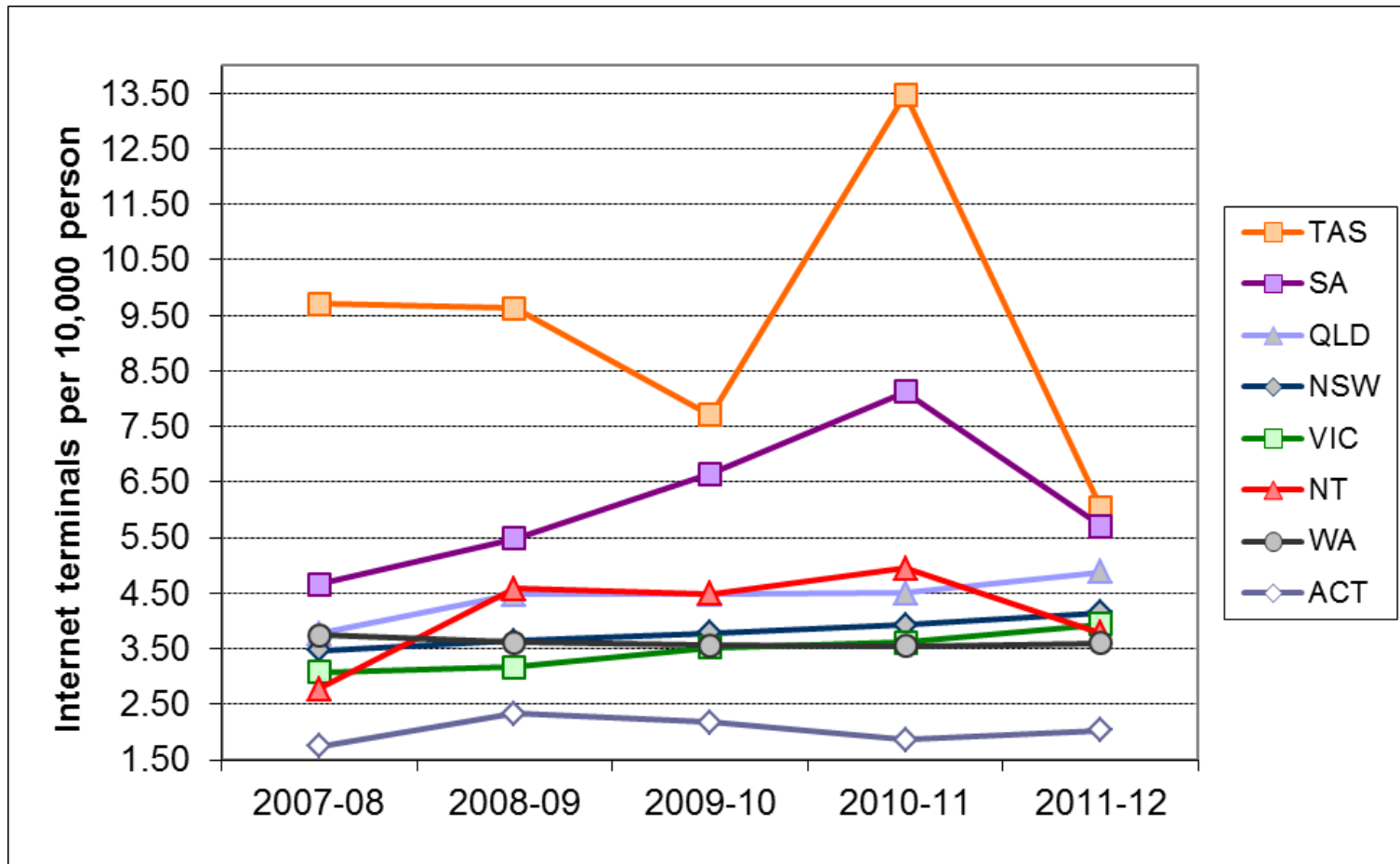
<sup>7</sup> From 2010-11 LINC Tasmania has included internet terminals located at Online Access Centres.

**Table 15 – Public Access Internet terminals per 10,000 persons**

Expressed as the number of public access terminals per 10,000 persons the national total is 4.40, an increase of over 20% during the five-year period.

	<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>2007-08</b>	1.74	3.46	2.77	3.77	4.66	9.71	3.08	3.75	<b>3.66</b>
<b>2008-09</b>	2.33	3.64	4.58	4.48	5.48	9.63	3.17	3.62	<b>3.96</b>
<b>2009-10</b>	2.17	3.78	4.48	4.48	6.65	7.70	3.52	3.57	<b>4.12</b>
<b>2010-11</b>	1.86	3.93	4.95	4.50	8.11	13.47	3.62	3.55	<b>4.43</b>
<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>Change over 5-year-period</b>	<b>16.4%</b>	<b>19.8%</b>	<b>36.6%</b>	<b>29.3%</b>	<b>22.6%</b>	<b>4.1%</b>	<b>28.2%</b>	<b>-4.0%</b>	<b>20.2%</b>
<b>Change to previous year</b>	<b>9.0%</b>	<b>5.6%</b>	<b>-23.5%</b>	<b>8.4%</b>	<b>-29.7%</b>	<b>-24.9%</b>	<b>9.0%</b>	<b>1.5%</b>	<b>-0.7%</b>

Figure 5 – Public Access Internet terminals per 10,000 persons



## 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 Territory and Municipal Services Directorate.

Libraries ACT champions literacy, learning and the pleasure of reading, and inspires and connects people, engaging them with their community and the world. 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, and
- Mobile Library.

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 lives of Canberra's residents.

### 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 up to 8 local councils have entered into an agreement under the Library Act to provide a combined service. All 152 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 108 of the *Library Council of NSW Annual Report 2011/12*: [http://www.sl.nsw.gov.au/about/publications/annual\\_reports/index.html](http://www.sl.nsw.gov.au/about/publications/annual_reports/index.html)

The State Library's Public Library & Community 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 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; and
- 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**

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 32 public libraries of varying sizes, ranging from the City of Darwin Libraries with 4 branches servicing a population of 79,678 to Peppimenarti a small remote community with a population of 250. In addition, some centralised support services are provided by NTL 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 from Taminmin Community Library. The service provides a regular exchange of books and other resources to individuals.

## **Queensland**

In Queensland Local Governments and Indigenous Community Councils offer free library services. The State Library supports these libraries through a strong partnership with Local Government, providing cash grants, support services and collections, access to Queensland wide electronic databases and the operation of the Country Lending Service (CLS) Scheme.

Local Governments operating independent library services 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.

Local Governments serving populations of less than 15,000 participate in the Country Lending Service. Under this scheme, the State Library provides fully processed book stock in lieu of the above cash grant. This book stock is allocated on the basis of a per capita basis and is exchanged at the rate of at least 25% per year to ensure freshness of collections.

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.

## **South Australia**

The SA public library network operates within 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.

South Australia's 143 public and joint use libraries are operated or supported by 68 Local Government Authorities, with several libraries operating without council support in "unincorporated lands" in remote SA.

South Australia has 45 rural libraries located in small communities. In order to provide equitable services to these communities, the Libraries Board and the Local Government Authority join with the Department for Education and Child Development (DECD) to operate very successful School Community Libraries.

The Libraries Board, through its business unit Public Library Services (PLS) provides centralised e-procurement and contract management, free internet and wireless access and a number of state wide collections and services.

In 2010, PLS commenced a project with the Local Government Association to procure a single Library Management System for the state. The new "One Card Network" enables people to borrow and return items at participating libraries with their current library card. The network will be rolled out over approximately 3 years across SA's metropolitan and regional public libraries with the first library having gone live in May 2012.

## **Tasmania**

LINC Tasmania is a state-wide service network which gives Tasmanians integrated access to library services, research and information, adult literacy support, community learning, online access and archive and heritage services. 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 provides public library services statewide. Library resources include: lending and general reference collections; Tasmaniana and collections of rare and specialist items; and a range of electronic and online information resources.

LINC Tasmania incorporates the Tasmanian Archive and Heritage Office (TAHO) which brings together the State Library's Heritage Collections and the Archives Office of Tasmania to provide 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. Commitment 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, 173 schools, 10 Polytechnic libraries, 7 community libraries and 1 agency library are also connected to TALIS.

A range of library services are tailored for people with special needs. Resources include large-print books, recorded books, foreign language materials, DVDs, and e-book and audio formats. A volunteer courier service supports home library clients who are unable to visit a service point in person.

The Tasmanian Library Advisory Board, the Allport Library and Museum of Fine Arts Management Committee, Huon LINC Board, and the friends groups of particular libraries provide community input into library services. Community groups are supported by access to meeting rooms and display areas, and services such as Tasmania Online.

## **Victoria**

There are 44 public library services in Victoria, covering all 79 municipalities. Two types of public library services operate in the State: single service municipalities (30) 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 45.

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 of Planning and Community Development 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 statewide 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 statewide.

## **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 the acquisition and delivery of shelf-ready stock to 232 public libraries throughout the State. The Library Board also provides an extensive database of resources, training, consultancy, regional subsidies and back-up services in the form of special collections, 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 on a regular basis. This enables library collections to be constantly refreshed with different stock (new and used) and ensures that collections are not "read out". The State Library acts as a clearinghouse for the circulation of the stock between libraries. Many local governments also provide additional resources to purchase books in demand, journal subscriptions and additional 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 232 public libraries. In addition some other government and non-government organisations are recognised as "participating bodies" and they provide services to 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

Northern Territory Library  
Department of Arts and Museums  
GPO Box 42  
Darwin NT 0801

### Queensland

Regional Access & Public Libraries  
State Library of Queensland  
PO Box 3488  
South Brisbane Qld 4101

### South Australia

Public Library Services  
State Library South Australia  
GPO BOX 1971  
Adelaide SA 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

## 2011 - 2012 Data & Indicators

2011 - 2012	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>EXPENDITURE</b>									
Expenditure on Public Libraries (excluding library materials and capital purchases)	\$10.83m	\$298.97m	\$8.95m	\$165.75m	\$94.42m	\$20.13m	\$172.16m	\$96.08m	\$867.29m
Total expenditure on Library Materials	\$2.64m	\$32.46m	\$1.21m	\$30.14m	\$9.35m	\$2.35m	\$34.58m	\$11.12m	\$123.85m
Expenditure on Library Materials (excluding Electronic Resources)	\$2.64m	\$30.37m	\$0.98m	\$27.54m	\$9.01m	\$2.07m	\$34.58m	\$10.34m	\$117.54m
Expenditure on Electronic Resources	n/a	\$2.09m	\$0.22m	\$2.59m	\$0.34m	\$0.28m	n/a	\$0.78m	\$6.31m
State Govt. costs directly related to the delivery of public library services not included above		\$0.71m	\$0.40m	\$5.18m	\$10.58m	\$0.28m	\$2.11m		\$19.26m
Total Expenditure on Public Library Services	\$13.47m	\$332.14m	\$10.56m	\$201.06m	\$114.35m	\$22.76m	\$208.86m	\$107.20m	\$1,010m
Total State/Territory costs related to the delivery of public library services	\$13.57m	\$27.25m	\$4.74m	\$22.69m	\$23.14m	\$22.76m	\$36.52m	\$14.64m	\$165.21m
State/Territory Funding as a percentage of Public Library Expenditure	100%	8%	45%	11%	20%	100%	17%	14%	16%
Capital Expenditure on Public Libraries (not including library materials)		\$18.75m	\$0.04m	\$32.85m	\$9.9m	\$4.45m	\$16.80m	\$17.12m	\$99.9m
<b>STAFF</b>									
No of qualified librarians (fte)	35.20	827.61	24.00	389.97	121.10	n/a	632.00	298.00	2,327.88
Total staff (fte)	99.05	2357.00	99.00	1,502.73	736.76	n/a	1687.00	1085.90	7,567.44
<b>LIBRARY MATERIALS</b>									
Total number of library materials	754,661	13,493,849	286,026	7,696,094	3,944,286	678,050	9,176,916	4,361,678	40,391,560
Percentage of collection purchased in previous 5 years	60.0%	48.7%	50%	75.0%	39.0%	52.3%	55.0%	55.9%	54.5%

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>SERVICE POINTS</b>									
No. of fixed point libraries	9	375	33	323	135	49	273	232	1,429
No. of mobile libraries	2	22		17	7		28		76
No of service points (including mobile libraries)	11	397	33	340	142	49	301	232	1,505
No. of deposit stations (small unstaffed collections)		69			44		9		122
No. of locations served by mobile libraries	29	380		501	224				1,134
<b>ACCESSIBILITY – number of libraries by time open for public use</b>									
Service Points open 45 hours or more	8	150	4	77	55	12	112	75	493
Open 30 - 44 hours	1	127	16	121	75	10	90	118	558
Open 10 - 29 hours		106	9	85	12	23	59	23	317
Open less than 10 hours		14	3	30	15	4	12	16	94
Total with opening hours specified	9	397	32	313	157	49	273	232	1,462
Not specified	2		1	23					26
Total Hours per week	443	15,304	940	10,274	5,732	1,340	11,099	8,974	54,105
Total hours open per annum (actual italicised, others estimated at Hours per week multiplied x 50 weeks)	22,125	<i>795,794</i>	46,975	513,692	286,600	67,000	554,950	448,700	2,735,836

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>USAGE</b>									
Total circulation	3,090,717	47,720,855	1,014,087	39,629,608	16,850,921	4,755,821	51,336,800	16,395,311	180,794,120
Total library visits	1,963,294	35,002,039	1,020,086	20,439,282	11,058,032	3,075,654	27,627,855	10,069,578	110,255,850
Customers per month	163,608	2,916,837	85,007	1,703,274	921,503	256,305	2,302,321	839,132	9,187,985
Number of Reference / Information Enquiries	29,198	5,343,777	104,321	2,001,073	588,761	64,316	2,618,740	1,639,517	12,389,703
<b>MEMBERSHIP</b>									
No. of registered library users	229,271	3,188,109	79,249	2,000,854	899,555	138,292	2,538,072	995,794	9,999,492
Adult Members 65 and over	20,331	341,231	4,494			15,118	263,767	63,409	708,350
Adult Members under 65 (or age not specified)	169,711	2,180,459	51,372	1,580,643	705329	79,031	1,648,918	720,080	7,135,543
Young Adult (definition varies usually 15 - 20)		187,123	6,173			9,449		48,458	251,203
Junior Members (definition varies usually <15)	39,229	412,591	13,552	413,665	194,226	32,661	360,032	151,090	1,617,046
Not Specified		10,032	3,574			2,033	265,355		280,994
Other		56,673	84	6,546			6,358	12,757	82,418
Total with age specified	229,271	3,121,404	75,591	1,994,308	899,555	136,259	2,272,717	983,037	9,712,142

2011 - 2012	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 2012	10	397	33	322	136	48	298	201	1,445
No of Public Access Internet Terminals provided at 30 June 2012	76	3,027	89	2,226	945	518	2,218	875	9,974
Number of Catalogue Terminals provided	28		32		296			252	608
Number of other Public Access Computer Terminals Provided	8	234	24	313					579
Total Public Use computer terminals	112	3,261	145	2,539	1,241	518	2,218	1,127	11,161



## 2011 - 2012 Summary & percentages of Data & Indicators

2011 - 2012	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>EXPENDITURE</b>									
Total Expenditure on Public Library Services (\$m)	\$13.47	\$332.14	\$10.56	\$201.06	\$114.35	\$22.76	\$208.86	\$107.20	\$1,010.40
Public Library expenditure per capita (excluding library materials)	\$28.90	\$41.11	\$39.82	\$37.48	\$63.45	\$39.86	\$30.99	\$39.53	\$39.09
Library Materials expenditure per capita	\$7.04	\$4.45	\$5.14	\$6.61	\$5.65	\$4.59	\$6.15	\$4.58	\$5.46
<b>STAFF</b>									
No of Librarians (FTE) per 10,000 persons	0.94	1.14	1.02	0.86	0.73	n/a	1.12	1.23	1.03
Total Staff (FTE) per 10,000 persons	2.64	3.23	4.22	3.30	4.45	n/a	3.00	4.47	3.34
Population served per staff member	3,783	3,093	2,372	3,035	2,246	n/a	3,333	2,238	2,997
Loans per FTE staff	31,204	20,246	10,243	26,372	22,872	n/a	30,431	15,098	23,899
<b>LIBRARY MATERIALS</b>									
Library materials per capita	2.0	1.9	1.2	1.7	2.4	1.3	1.6	1.8	1.8
<b>SERVICE POINTS</b>									
Population served per service point	34,064	18,363	7,115	13,412	11,654	10,449	18,683	10,475	15,070
Service Points per 100,000 persons	2.9	5.4	14.1	7.5	8.6	9.6	5.4	9.5	6.6

2011 - 2012	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	88.9%	37.8%	12.5%	24.6%	35.0%	24.5%	41.0%	32.3%	33.7%
30 to 44 hrs per week	11.1%	32.0%	50.0%	38.7%	47.8%	20.4%	33.0%	50.9%	38.2%
10 to 29 hrs per week		26.7%	28.1%	27.2%	7.6%	46.9%	21.6%	9.9%	21.7%
less than 10 hrs per week		3.5%	9.4%	9.6%	9.6%	8.2%	4.4%	6.9%	6.4%
Ave. hours open per week per service point	49.2	38.5	29.4	32.8	36.5	27.3	40.7	38.7	37.0
<b>USAGE</b>									
Circulation per capita	8.2	6.5	4.3	8.7	10.2	9.3	9.1	6.7	8.0
Customer visits per capita	5.2	4.8	4.3	4.5	6.7	6.0	4.9	4.1	4.9
Loans per volume held	4.1	3.5	3.5	5.1	4.3	7.1	5.6	3.8	4.5
<b>MEMBERSHIP</b>									
Percentage of population who are Library Members	61%	44%	34%	44%	50%	27%	45%	41%	44%
Percentage Adult Members (15 and over)	83%	87%	82%	79%	78%	76%	84%	85%	83%
Percentage Junior Members (<15)	17%	13%	18%	21%	22%	24%	16%	15%	17%
<b>ELECTRONIC INFORMATION SERVICES</b>									
Internet terminals per 10,000 persons	2.0	4.2	3.8	4.9	5.7	10.1	3.9	3.6	4.4
Service points with Internet terminals	91%	100%	100%	95%	96%	98%	99%	87%	96%
Information Enquiries per 10,000 persons	779	7,330	4,443	4,388	3,558	1,256	4,657	6,746	5,463

2011 - 2012	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2012 - Australian Demographic Statistics - 3101.0 - June Quarter 2012 - Excludes Other Territories <i>Released 18/12/2012</i>	374,700	7,290,300	234,800	4,560,100	1,654,800	512,000	5,623,500	2,430,300	22,680,500