

## Introduction

This survey comprises six sections, following this introduction:

1. Financial resources
2. Human resources
3. Library collection
4. Usage
5. Library operations

[Download a PDF of survey questions](#)

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

The deadline for responses is Friday 17 December 2020.

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

Your state/territory

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

Your name

Your email address

## 1. Financial resources: Income

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

### 1.1 Operational funding from Australian Government.

Include:

- appropriations
- budget allocations
- funding from statutory authorities
- bounties, subsidies, and non-capital expenditure grants (includes all export grants)
- wages and salaries payments reimbursed under a government program such as trainee and apprenticeship schemes
- export facilitation schemes
- import credits provided by the government as an incentive to increase exports
- diesel fuel rebate and other tax rebates
- government subsidies for waste management and environmental protection

Do not include:

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

### 1.2 Operational funding from State/Territory government

Inclusions and exclusions as per Q1.1

### 1.3 Operational funding from local government

Inclusions and exclusions as per Q1.1

#### 1.4 Capital funding from Australian Government

Include:

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

Do not include:

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

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

Inclusions and exclusions as per Q1.4

#### 1.6 Capital funding from local government

Inclusions and exclusions as per Q1.4

#### 1.7 Income from sponsorship

Include:

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

Do not include:

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

## 1.8 Other income

Include:

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

Do not include:

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

## 1. Financial resources: Expenditure

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

### 1.9 Wages and salaries

All money spent on salaries and wages, allowances and other employee benefits, and other related expenditure.

### 1.10 Staff training costs

All money spent on staff training

### 1.11 Operating and corporate expenses

Include:

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

Do not include:

- expenditure on library materials

### 1.12 Expenditure on printed library collections

Include:

- books
- printed journals, serials, magazines and newspapers
- any other printed materials, e.g. sheet music, maps

1.13 Expenditure on non-printed library collections

Include:

- audio-visual materials stored on physical media, e.g. DVDs and CDs
- toys, games and puzzles
- any other physical non-print items

1.14 Expenditure on electronic/digital library collections

Include:

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

1.15 If you are NOT able to provide a breakdown in questions 1.12, 1.13 and 1.14, what was the total expenditure on library collections?

1.16 Capital expenditure

Include:

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

Do not include:

- library collection materials

1.17 Other expenditure

Any other expenditure not included in the questions above

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

## 2. Human resources

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

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

2.1 Number of permanent full-time equivalent employees

Definition: employees who are employed on an ongoing basis, who normally work 35 hours or more per week or those who, although usually working less than 35 hours per week, worked 35 hours or more per week during the reporting period.

2.2 Number of positions that require an ALIA-recognised library technician qualification.

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

2.4 Number of positions that do not require library-related tertiary qualifications.

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

### 3. Library collection: physical or tangible

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

Note: Items bound or packaged together and loaned as one unit are counted as one physical item.

Include:

- hard cover, soft cover and loose-leaf formats
- printed music and maps

Do not include:

- journal/serial/magazine/newspaper titles or items

#### 3.2 Total number of printed journal/serial/magazine/newspaper subscriptions in permanent collections (titles, **not** items/issues/volumes)

#### 3.3 Total number of audio items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- items in a fixed physical format on which sounds (only) are stored/recorded and that can be played back mechanically, electronically or both
- audio discs, audio cassettes and cartridges, tapes and audio reels
- all other sound recordings stored in a fixed physical format, including talking books stored on specific proprietary formats, e.g. Playaways

Do not include:

- downloadable e-audio files or audio streaming services

### 3.4 Total number of video items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- items in a fixed physical format on which moving pictures are stored/recorded, with or without sound, and that can be played back on television receivers, computer monitors or other compatible devices, e.g. DVD, Blu-ray, videodisc and tape

Do not include:

- downloadable electronic video files or video streaming services

### 3.5 Total number of other physical items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- photographs and art prints, toys, kits, CD-ROMs, electronic/computer games on disc
- sports and gardening equipment, tools
- loanable devices, e.g. ebook readers, iPads, tablets, energy usage meters
- items stored on media requiring specific viewing equipment, e.g. microform

3.6 If you are NOT able to provide a breakdown in questions 3.1-3.5, what is the total number of physical items in permanent collections?

## Collections: Electronic materials

### Notes:

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

### 3.7 Total number of ebooks in permanent collections

#### Include:

- electronic book items (units) acquired from vendors, e.g. OverDrive, Bolinda
- electronic book items (units) available for download

#### Do not include:

- electronic book items freely available from sources such as Project Gutenberg

### 3.8 Total number of electronic audio (e-audio) items in permanent collections

#### Include:

- electronic audio items (units) acquired from vendors, e.g. OverDrive, Bolinda
- electronic audio items (units) available for download

#### DO NOT INCLUDE:

- electronic audio items freely available from other sources

3.9 Total number of electronic video items in permanent collections

Include:

- electronic video items (units) selected and acquired from vendors
- electronic video items (units) available for download

Do not include:

- digital video items freely available from other sources

3.10 Total number of other electronic/digital items not included in 3.7, 3.8 and 3.9

Include:

- digitised photographs
- digitised historical documents

3.11 If you are NOT able to provide a breakdown in questions 3.7-3.10, what is the total number of digital/electronic items in permanent collections?

## Library collection: Databases and other electronic services

### Definition:

- **products and collections packaged together and where the library does not choose specific titles to be included, e.g. aggregated databases, Ancestry.com, Freegal, Freading, Kanopy**
- **collections of electronically stored data or unit records with a common search and retrieval interface**
- **data/files retrieved from electronic services may be retained by the individual (e.g. Freegal)**
- **rights and ownership to content is retained by the vendor**

### 3.13 Total number of databases and other electronic services

Note: each product and service is counted as a single unit

#### Include:

- subscriptions requiring initial and/or ongoing payment, including 'pay per view' services

#### Do not include:

- services and products only available to library staff
- individual titles and items reported in 3.7, 3.8, 3.9 or 3.10
- individual titles each database or electronic service makes available

Library collection: Collection age

3.14 What is the estimated percentage of all library collections that has been purchased in the previous 5 years? (Express your answer as a whole number, without at % symbol.)

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

#### 4. Consortia collection: Physical or tangible

**This section may be used for reporting state-level collections (physical and electronic) that are not counted in the previous 'library collection' section.**

**Please answer in whole numbers only.**

##### 4.1 Total number of printed items in permanent collections

Note: Items bound or packaged together and loaned as one unit are counted as one physical item.

Include:

- hard cover, soft cover and loose-leaf formats
- printed music and maps

Do not include:

- journal/serial/magazine/newspaper titles or items

##### 4.2 Total number of printed journal/serial/magazine/newspaper subscriptions in permanent collections (titles, **not** items/issues/volumes)

##### 4.3 Total number of audio items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- items in a fixed physical format on which sounds (only) are stored/recorded and that can be played back mechanically, electronically or both
- audio discs, audio cassettes and cartridges, tapes and audio reels
- all other sound recordings stored in a fixed physical format, including talking books stored on specific proprietary formats, e.g. Playaways

Do not include:

- downloadable e-audio files or audio streaming services

#### 4.4 Total number of video items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- items in a fixed physical format on which moving pictures are stored/recorded, with or without sound, and that can be played back on television receivers, computer monitors or other compatible devices, e.g. DVD, Blu-ray, videodisc and tape

Do not include:

- downloadable electronic video files or video streaming services

#### 4.5 Total number of other physical items in permanent collections

Note: Items packaged together as one unit and loaned as one unit are counted as one physical item

Include:

- photographs and art prints, toys, kits, CD-ROMs, electronic/computer games on disc
- sports and gardening equipment, tools
- loanable devices, e.g. ebook readers, iPads, tablets, energy usage meters
- items stored on media requiring specific viewing equipment, e.g. microform

4.6 If you are NOT able to provide a breakdown in questions 4.1-4.5, what is the total number of physical items in permanent collections?

## Consortia collection: Electronic materials

### Notes:

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

### 4.7 Total number of ebooks in permanent collections

#### Include:

- electronic book items (units) acquired from vendors, e.g. OverDrive, Bolinda
- electronic book items (units) available for download

#### Do not include:

- electronic book items freely available from sources such as Project Gutenberg

### 4.8 Total number of electronic audio (e-audio) items in permanent collections

#### Include:

- electronic audio items (units) acquired from vendors, e.g. OverDrive, Bolinda
- electronic audio items (units) available for download

#### DO NOT INCLUDE:

- electronic audio items freely available from other sources

4.9 Total number of electronic video items in permanent collections

Include:

- electronic video items (units) selected and acquired from vendors
- electronic video items (units) available for download

Do not include:

- digital video items freely available from other sources

4.10 Total number of other electronic/digital items not included in 4.7, 4.8 and 4.9

Include:

- digitised photographs
- digitised historical documents

4.11 If you are NOT able to provide a breakdown in questions 4.7-4.10, what is the total number of digital/electronic items in permanent collections?

## Consortia collection: Databases and other electronic services

### Definition:

- **products and collections packaged together and where the library does not choose specific titles to be included, e.g. aggregated databases, Ancestry.com, Freegal, Freading, Kanopy**
- **collections of electronically stored data or unit records with a common search and retrieval interface**
- **data/files retrieved from electronic services may be retained by the individual (e.g. Freegal)**
- **rights and ownership to content is retained by the vendor**

### 4.13 Total number of databases and other electronic services

Note: each product and service is counted as a single unit

#### Include:

- subscriptions requiring initial and/or ongoing payment, including 'pay per view' services

#### Do not include:

- services and products only available to library staff
- individual titles and items reported in 3.7, 3.8, 3.9 or 3.10
- individual titles each database or electronic service makes available

Consortia collection: Collection age

4.14 What is the estimated percentage of all library collections that has been purchased in the previous 5 years?

Express your answer as a whole number, without at % symbol.

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

## 5. Usage: Physical or tangible loans

**Please answer in whole numbers only. Include all lending transactions, including renewals.**

5.1 Total number of printed item loans

5.2 Total number of physical audio item loans

5.3 Total number of physical video item loans

5.4 Total number of other physical item loans

5.5 If you are NOT able to provide a breakdown in questions 5.1-5.4, what is the total number of physical item loans?

## 5. Usage: Electronic or digital loans

**Include:**

- all lending transactions, including renewals

**Do not include:**

- usage of freely available content
- 'hours' of streaming or number of users streaming

5.6 Total number of ebook loans

5.7 Total number of electronic audio (eaudio) item loans

5.8 Total number of electronic (downloadable) video item loans

5.9 Total number of other electronic/digital item loans

5.10 If you are NOT able to provide a breakdown in questions 5.6-5.9, what is the total number of electronic/digital item loans?

## Usage: Database downloads, retrievals and electronic service usage

### Definition:

- **Access is through authentication or limited to specified physical locations**
- **Include transactions for items/units / records that do not have a circulation period**
- **Include the number of full-content units or descriptive records examined, downloaded or otherwise received by the user**

### 5.11 Total downloads and retrievals from databases and usage of electronic collections

#### Include:

- successful retrievals, i.e. records fully displayed, viewed by, or otherwise supplied to library users
- downloads of electronic documents, whole or partial, including full-text articles

#### Do not include:

- any loan equivalent transactions reported in previous section
- staff usage of services

## 5. Usage: Inter-library loans

5.12 Number of inter-library loans supplied to library members

5.13 Number of inter-library loans supplied to other libraries

## 5. Usage: Membership

5.14 Number of registered members aged:

0-14

15-19

20-64

65 and over

5.15 If you are NOT able to provide a breakdown by age in question 5.14, what is the total number of registered members?

## 5. Usage: Visits

**Note: It is accepted that some libraries will submit visitation and opening hours figures that reflect COVID-19 closure periods and some will submit annual estimates which may not take these periods into account.**

5.16 Number of library visitors (physical) to all branches/sites

5.17 Number of library website visitors

## 5. Usage: Reference transactions/enquiries

### 5.18 Number of reference transactions and information requests

Include:

- Requests for retrieving specific documents
- Advice on sources or reading for a certain subject/topic
- Reference queries (search for special facts, data, etc. conducted by a library staff member)
- Value-added information services (typically with fees and exceeding a certain time limit)

Do not include:

- Directional and administrative inquiries

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

## 6. Library operations

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

### 6.1 Number of library branches

Include:

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

Do not include:

- Mobile library vans
- Collection vending machines
- Library kiosks (in separate locations from library branches) that are self-serve

### 6.2 Number of mobile library outlets

Include:

- Library vans
- Caravans
- Trucks
- Any other mobile branches

### 6.3 Number of other library outlets

Include:

- Self-serve library kiosks (in separate locations from library branches)
- Library depots (typically not staffed)
- Collection vending machines
- Any other outlets not reported in 6.1 or 6.2

### 6.4 Total opening hours for all library outlets

### 6.5 Number of library program sessions (onsite and online)

6.6 Number of program participants

6.7 Number of public access devices

Include:

- Devices (e.g. iPads and tablets) for use within the library complex only

Do not include:

- Devices for loan for use outside the library premises

6.8 Number of public access devices providing internet access

Include:

- Devices (e.g. iPads and tablets) for use within the library complex only

Do not include:

- Devices for loan for use outside the library premises

6.9 Number of public access devices *without* internet access

Include:

- Devices (e.g. iPads and tablets) for use within the library complex only

Do not include:

- Devices for loan for use outside the library premises

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

Are you ready to submit your responses?

**Once you click the 'Done' button below you cannot edit them.**