NSW Public Libraries Statistical Return 2019/20

The statistics collected on this form are used to compile the annual Public Library Statistics of New South Wales Public Libraries Report. Selected data are also reported to the NSW Local Government Grants Commission, the Australian Bureau of Statistics (ABS) and the National and State Libraries of Australasia (NSLA) to be used for reports on public libraries and local councils.

Definitions ensure comparability of data from different libraries and different states. There is an information symbol where you will find help notes for each question, please read these carefully as they provide definitions and information. Report data for the year beginning 1 July 2019 and ending 30 June 2020.

- Library service points refers to all library sites (central/branches), mobile libraries, outlets and deposit stations.
- The names of the library service points and descriptions of the primary functions have been entered for all libraries and councils.
- Please do not leave any field unanswered, enter N/A or 0 where appropriate as the system will not let you submit your data until all questions are answered
- Please remember that there are edit checks on most questions. If your answer is a significant percentage increase or decrease on the previous year you will need to enter a comment in the state note field, the system will display your previous years answer. Edit checks must be completed before you can submit your form.
- For questions requiring a breakdown for adult, young adult, and junior the total is automatically calculated and data cannot be entered into this total field. If you cannot provide a breakdown fill in the adult category.

This online form needs to be submitted by 10th September 2020, please do not mail your statistical report form to the State Library.

If you have any inquiries contact Public Library Services, Kathy Morrison kathy.morrison@sl.nsw.gov.au or Andrea Curr andrea.curr@sl.nsw.gov.au. For any technical difficulties email bibliostat@baker-taylor.com .

Information on specific questions in the survey is included below.

1.1 Service Points

1.1.1 Total number of council employee staffed service points
Libraries (central and branches), specialist service points and mobile libraries staffed by council library employees should be counted here. A specialist service point is a facility with public access that does not offer a broad range of public library services, but focuses on specific public library services e.g. children's, technology or genealogy. It is operated by paid library staff present during all hours of opening.

1.1.2 Total number of all service points
Libraries (central and branches), admin/specialist service points, mobile libraries and public service outlets (e.g. deposit stations) should be counted here.

1.2 Buildings

1.2.1 Library location
Entered by Public Library Services.

1.2.2 Date built
Enter the year the library was built here.

1.2.3 Date last extended/refurbished
Indicate the date when any significant changes to the building, extensions or refurbishments were completed, e.g. a significant increase in public space created by refurbishment or extension; any refurbishment which was of significant cost and impact should be included. Minor rearrangements to change the use of existing space and general maintenance and repair work should not be included here.

1.2.4 Floor area m² (incl. public & staff areas)
Calculate the floor area of all areas of the library including foyer, lobby, corridors, toilets, rest rooms, plant equipment and maintenance areas. (Reference People Places: *a guide for public library buildings in New South Wales*).

1.2.5 Total floor area of libraries, administration and specialist service points
Automatically calculated–do not enter any data here.

1.2.6 Library name
A Joint Use Facility or Area is open to the public, has a permanent paid staff and is managed by a formal cooperative agreement between the council and another institution. A Joint Use Facility normally functions as a library e.g. a school / public library whilst a Joint Use Area functions within a library e.g. a Centrelink Agency or Rural Transaction Centre. Note: Joint Use does not include co–location.

1.2.7 Description of joint use service
Describe the main functions of the joint use service e.g. a school / public library.

1.2.8 Joint use partner
The name of the organisation the library partners with to provide the joint use service e.g. TAFE.

1.2.9 Joint use area m²
The area in m² that is used for the joint use service. Note: Joint use facility / area m² should also be included in the Total Floor area above.

1.3 Hours of Opening

1.3.1 Total hours of opening for libraries (central and branches) and mobile libraries (1.3.4 + 1.4.2)
Total time in hours per week that council employee staffed service points including libraries, and mobile libraries are open to the public. Do NOT count hours of opening twice for any service point that serves more than one function e.g. central library with a local studies centre within the central library open for the public. Libraries (70hrs) + mobile library (20 hrs) = TOTAL 90 hours.

1.3.2 Total hours of opening all service points i.e. libraries (central and branches) administration, specialist service points, mobile libraries and public service outlets (eg. deposit stations) (1.3.4 + 1.3.10 + 1.4.2 + 1.5.2 + 1.5.6)

Total time in hours per week that all service points are open to the public. This includes libraries, mobiles, specialist service points such as local history centres, genealogy centres etc. and public service outlets. Do NOT count hours of opening twice for any service point that serves more than one function e.g. library with a local studies centre within the library open for the public. Libraries (70hrs) + mobile library (20 hrs) + genealogy centre in the administration centre (15 hours) + deposit station (10 hours) = Total 115hrs.

1.3.3 Library name
A Library is a library service point where the public have direct access to a broad range of library services, collections and facilities, open 10 or more hours per week, operated by permanent paid library staff present during all hours of opening.

1.3.5 Total number of libraries, excluding administration, specialist service points, mobile libraries and other public service outlets (1.3.3)
Automatic total.

1.3.6 Total hours of opening for all libraries, excluding administration, specialist service points, mobile libraries and other public service outlets (1.3.4)
Automatic total.

1.3.7 Administration / Specialist service points name
A Specialist Service Point is a facility with public access that does not offer a broad range of public library services, but focuses on a restricted range of public library services e.g. children's library, genealogy centre, technology facility. It is operated by paid library staff present during all hours of opening. Specialist service points may operate from a dedicated building or within a library, or from within an administrative building. This should not be counted as a library but as a specialist service point. An administration headquarters or centre is the operational centre for a multiple site library service that operates only, or mainly, for administrative functions and does not provide public access to a full range of public library services. This should not be counted as a specialist service.

1.3.9 Total number of administration/specialist service points (1.3.7)
Automatic total.

1.3.10 Total hours of opening for all administration/specialist service points (1.3.8)
Automatic total.

1.4 Mobile Libraries

1.4.1 No. of mobile libraries
A mobile library is a vehicle equipped and operated by paid library staff to provide a mobile library service.

1.4.2 Total hours open for all mobile libraries
Only include opening hours not time spent travelling per week.

1.4.3 No. of locations served by mobile libraries
Count each stop made by a mobile library at a different location. If a mobile stops at some locations more than once in a single route, this is counted only once.

1.4.4 Does your mobile library provide public access internet terminals?
Include all PCs that have public access to the internet including those that provide access to multiple uses i.e. OPAC, CD–ROM and Internet.

1.4.5 Does your library provide Wi–Fi access for the public? Yes/No
Does your library provide Wi–Fi access for the public?

1.5 Public Service Outlets

1.5.1 Deposit station name
A service point not operated by library staff, usually open limited hours and stocked with a small collection of books and other library materials that are changed periodically. Computer access to the library's database and/or public access to Wi–Fi may also be provided. Bulk loans to institutions e.g. nursing homes, retirement villages, and schools are not to be listed as deposit stations. Do not count unstaffed "little free libraries" which are free book exchanges.

1.5.3 Total number of deposit stations (1.5.1)
Automatic total.

1.5.4 Total hours of opening of all deposit stations (1.5.2)
Automatic total.

1.5.5 Other service points name
These may include service points which are operated by paid library staff but are open less than ten hours a week. e.g.. Book express at train station. Do not count irregular pop–up library appearances, they should be counted as library programs in section 8.1. Do not count unstaffed "little free libraries" which are free book exchanges.

1.5.7 Total number of other public service points (1.5.5)
Automatic total.

1.5.8 Total hours of opening of all other service points (1.5.6)
Automatic total.

2. Membership

2.1 Inactive members
A library member is determined as inactive when the library member has not used their library card over the **past 3 years**. It should be noted that people may use the services and facilities of a public library without being a member or using a membership card, e.g. reading newspapers and magazines.

2.2 Number of active registered members
An active member is a library member who has used their card in the past **3 years**. Please note: Do not double count, only include other or community group members not included in adult, young adult or junior.

2.2.1 Adults (65 years and over)
No. of active registered adult members over 65 years of age.

2.2.2 Adult
No. of active registered adult members under 65 years of age.

2.2.3 Young adult
No. of active registered young adult members. Libraries may use different age brackets to define young adult members. Only count young adult members separately if they are defined or classified as a different registration to junior or adult members.

2.2.4 Junior
No. of active registered junior members. Libraries may use different age brackets to define junior members. Only count junior members separately if they are defined or classified as a different registration to adult/others members.

2.2.5 Community groups / organisations
No. of active registered community groups or organisation members.

2.2.6 Other
No. of active registered members who have not been counted in any of the other membership categories.

2.2.7 Total registered members (2.2.1 + 2.2.2 + 2.2.3 + 2.2.4 + 2.2.5 + 2.2.6)
Automatic total

Resident and Non–resident active members by council

2.2.30 Total of non–resident and resident members (2.2.29 +2.2.29a)
Does not include the Community groups / organisations (2.2.5) and Other (2.2.6) categories of membership.

NOTE: This data is also used by the New South Wales Local Government Grants Commission to calculate payments to councils.
Non–residents are all persons who are not rate payers or residents and includes reciprocal borrowers. Non–resident members should be included in the appropriate membership categories and their numbers included in the total registered members.
Library services that operate as part of a joint or regional library service across two or more councils must enter separate breakdowns for non–resident membership by council area according to the location where the person has registered. If a person registers as a member of their regional library at one of the regional library locations outside their home LGA they should be counted as a non–resident member by the registering library.
Library services that operate within one council area should fill in only the total non–resident members.

3. Stock

3.1 Total Stock

Stock includes lending and non–lending collections. Include book, non–book, serials, and special or separate collections. Each item with a catalogue or item record within your library management system should be counted as an item of stock. When counting serials, the no. of individual issues or volumes held for each title should be counted as an item when they are identified as separate items in the catalogue (eg. barcoded separately).

Where a set or kit is issued together as one item e.g. a talking book, then it is counted as one item. Where reference material is catalogued as a set, count as one item.

DO NOT count internet terminals or PC's in your stock figures. See section 8.4 Online Information Services and Online Database.

3.1.1 Total lending stock (3.2.21 + 3.3.30 + 3.4.13 + 3.4.15 - 3.1.2)
This is an automatic total. It includes total number of items in the collection which are available for loan. This includes book, eBook, non–book, E–Audio books, serials and special or separate collections which are available for loan.

3.1.2 Total non–lending stock (3.3.14 + 3.4.12 + 3.5.1 + 3.5.4 + 3.5.5)
TThis is an automatic total. It includes total number of items in the collection which are not available for loan. This includes pictures including photographs (physical format only), newspaper issues, reference, family history and local studies which are not available for loan.

3.1.3 Total stock (3.1.1 + 3.1.2)
Automatic total

3.1.4 Total Digital Stock (8.4.23)
This is an automatic total – These are the total number of items your library has digitised or collected born digital, this total does not include eCollections.

3.2 Books

Include all book formats from all collections in all languages, e.g. reference, large print, paperback, community languages etc. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category.

Print Books Non–fiction (items)

3.2.1 Adult Non–fiction
Include adult non–fiction, reference, large print non–fiction, community language material, family history, etc. Do not count eBooks here, see 3.2.16 and 3.2.17.

3.2.2 Young Adult Non–fiction (e.g. 13–18)
Include young adult non–fiction.

3.2.3 Junior Non–fiction (e.g. 0–12)
Include junior non–fiction, community language material.

3.2.4 Picture / Easy Non–fiction
Include non–fiction picturebooks.

Print Books Fiction (Items)

3.2.6 Adult Fiction
Include adult fiction (hard copy and paperbacks), community language material, large print fiction

including any separate home library collection. Do not include audio books see 3.3.1, do not include eAudio see 3.3.5 and 3.3.6.

3.2.7 Young Adult Fiction (e.g. 13 –18)
Include young adult fiction (hard copy and paperbacks), community language material, graphic novels, large print YA. Do not include audio books see 3.3.2, do not include eAudio see 3.3.5 and 3.3.6.

3.2.8 Junior Fiction (e.g. 0 –12)
Include junior fiction (hard copy and paperbacks), community language material, independent readers, graphic novels, large print JF. Do not include audio books see 3.3.3, do not include eAudio see 3.3.5 and 3.3.6.

3.2.9 Picture / Easy Fiction
Include fiction picturebooks, include community language material.

eBooks
In questions 3.2.16 and 3.2.17 count any other eBook titles available for loan / download from your collection and catalogued in your library catalogue or other publicly accessible catalogue. An eBook is an electronic version of a traditional print book that can be read by using a personal computer or by using an eBook reader. Where there are a number of items preloaded onto a device which is available for loan, only count as separate items if each title is individually catalogued. Do not count audio eBooks here. Audio eBooks should be counted in the audio books at section 3.3.

3.2.16 Number of eBook titles available for your members only (excluding any consortia purchased collections)
Count the number of eBooks that your library purchased individually and makes available for your library members only.

3.2.17 Number of eBook titles for your members with shared access across several library services (purchased with any consortia groups)
Count the number of eBooks that your library has purchased via a consortium and are available to all library members of consortia libraries. Eg. purchased a subscription to overdrive in partnership with 4 other libraries. We have shared the cost of purchasing 600 titles which will be available across five library services. Report your answer as 600. **Do not count eBooks titles that are available as part of NSW.net databases.**

3.2.18 Number of library services that are members of the eBook consortia group
The number of libraries that are part of the consortia that you have shared the cost of purchasing the shared eBook titles (include your library in this number). Please provide details of the consortia and members in the state note field.

3.3 Non–Book Materials
Each non–book item with a catalogue record within your library management system should be counted as an item of stock. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category.

Audio books: spoken word CDs, mp3 and cassettes
No. of spoken word books in all formats including but not limited to CDs, mp3s & cassettes. Where there

are a number of items within one set count as one item e.g. unabridged talking books. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.

3.3.1 Adult audio books
Include fiction and non–fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.

3.3.2 Young Adult audio books
Include fiction and non–fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.

3.3.3 Junior audio books
Include fiction and non–fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.

eAudio books
eAudio books are digital audio titles available for loan or downloaded from your collection and catalogued in your library catalogue or other publicly accessible catalogue. Where there are a number of items preloaded onto a device which is available for loan, only count as separate items if each title is individually catalogued.

3.3.5 No. of eAudio book titles available for your members only (excluding any consortia purchase collections)
Count the number of eAudio books that your library individually purchased and makes available for your library members only. Freegal also have eAudio but as this is a streaming service do not include here but in question 8.4.15a.

3.3.6 No. of eAudio book titles available for your members with shared access across several library services (purchased with any consortia groups)
Count the number of eAudio books that your library has purchased via a consortium and are available to all library members of participating consortia libraries. Eg. purchased a subscription to Bolinda in partnership with 1 other library. We have shared the cost of purchasing 300 eAudio titles which will be available across two library services. Report your answer as 300.

3.3.7 Number of library services that are members of the eAudio consortia group
The number of libraries that are part of the consortia that you have shared the cost of purchasing the shared eAudio titles (include your library in this number).

Language learning and ESL kits
Count each kit as a separate item. You should count LOTE language kits and ESL kits here. Where there are several items within one set count as one item e.g. book and CD.

Pictures including photographs (physical)
Count photographs which are available for loan or use within the library and have a catalogue record i.e. catalogued as separate items in the library catalogue, database or file. Photographs that were born digital or digitised should be counted in 8.4.16.
This figure should also be entered into question 3.5.5a local studies – pictures including photographs.

Music recordings – CDs and vinyl
No. of music recordings in all formats including but not limited to compact discs, tapes & records.

CD–Roms
No. of CD–Roms within the library collection available for loan or for use in the library.

DVD, video and film
Count DVDs, films and videos within the library collection including but not limited to motion pictures, documentaries, music concerts, television programs, include community language materials.

Computer games
Include games in the form of computer software, games available on a personal computer at the library and games for use on game consoles.

Toys & games
Count each toy or game which is available for loan or for use in the library and has a catalogue record. Each toy or game which is catalogued separately should be counted as a single item. Include any toys, games or puzzles. Do not include computer games.

Sheet music
Each piece of sheet music catalogued separately should be counted as a single item.

Other
Include here any non–book items in your collection which are available for loan or for use in the library which has not been included in the above collection categories (e.g. ukuleles and seed collections).

3.4 Serial Stock
Includes periodicals, journals, comics and newspapers. Do not include general subscriptions to online databases. The number of on–line database subscriptions is covered under Q 8.4 Online Information Services. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category. Graphic novels are counted in the book stock section.

Periodicals

3.4.1 Total no. of online subscription titles (excluding NSW.net subscriptions)
Indicate the number of full text online journal titles (not individual issues) your library subscribes to (e.g. magazine titles in Flipster, RB Digital and Press Reader and comics). Access to online journal titles and full text titles provided via databases (e.g. Gale or Informit) should be included here. Include junior, young adult and adult online periodicals here, no breakdown is required. DO NOT include state–wide subscriptions provided via NSW.net databases.

Adult hard copy
3.4.2 No. of subscription titles
Include number of title subscriptions, not individual issues. Count multiple subscriptions.

3.4.3 No. of issues
Count each individual issue here. ie when counting serials the no. of individual issues held for each title should be counted.

Young adult hard copy
3.4.4 No. of subscription titles
Include number of title subscriptions, not individual issues. Count multiple subscriptions.

3.4.5 No. of issues
Count each individual issue here. ie when counting serials the no. of individual issues held for each title should be counted.

Junior hard copy
3.4.6 No. of subscription titles
Include number of title subscriptions, not individual issues. Count multiple subscriptions.

3.4.7 No. of issues
Count each individual issue here. ie when counting serials the no. of individual issues held for each title should be counted.

Total hard copy
3.4.8 Total no. of hard copy subscription titles (3.4.2 + 3.4.4 + 3.4.6)
Automatic total

3.4.9 Total no. of hard copy issues (3.4.3 + 3.4.5 + 3.4.7)
Automatic total

Newspapers

3.4.10 Total no. of online subscription titles
Include number of title subscriptions, not individual issues (e.g. newspaper titles in Press Reader, Proquest International Newstream, Gale Historical Newspapers) If a newspaper titles appears in more than one database count each occurrence. Do NOT count any newspapers in the NSW.net state–wide databases, these will be counted separately. Access to full text newspaper titles provided via databases, should be included here. Include junior, young adult and adult online newspapers here, no breakdown is required.

Total hard copy
3.4.11 No. of subscription titles
Include number of title subscriptions, not individual issues. Count multiple subscriptions.

3.4.12 No. of issues
Count each individual issue here. ie when counting serials the no. of individual issues held for each title should be counted.

3.4.13 Total online subscription titles (3.4.1 + 3.4.10)
Automatic total.

3.4.14 Total hard copy subscription titles (3.4.8 + 3.4.11)
Automatic total.

3.4.15 Total hard copy issues (3.4.9 + 3.4.12)
Automatic total.

3.4.16 Total serial titles (3.4.13 + 3.4.14)
Automatic total

3.5 Separate Collections

Please provide a breakdown of all separate collections. Data on separate collections is used to identify collections which are targeted and for specific client groups. Generally separate collections will be catalogued and identified as separate collections in the library catalogue. Separate collections data should already be included in the book, non–book and serial totals, e.g. large print fiction books will already be counted in your fiction book totals.

3.5.1 Reference
Include any items which are catalogued as reference material. Reference collections may be in a variety of formats however can only be used onsite in the library and are not available for loan. Do not include reference materials which are part of a database unless there is a record of the resource in the library catalogue. Separate collections data should also be included in the book, non–book and serial totals, e.g. reference books will also be counted in your non–fiction book totals.

3.5.2 ESL / literacy
Include any material which is catalogued as a literacy support collection. ESL / literacy collections may include books, CDs, DVDs and software. Where there are several items within one kit count as one item. Separate collections data should also be included in the book, non–book and serial totals, e.g. ESL/Literacy books will also be counted in your non book totals see 3.3.10 adult, 3.3.11 young adult and 3.3.12 junior.

3.5.3 Large print
Include any large print books, both fiction and non–fiction collections should be counted here. Separate collections data should also be included in the book, non–book and serial totals, e.g. large print fiction books will also be counted in your fiction book totals.

3.5.4 Family history
Count each item which is catalogued separately as a family history or genealogy collection item. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings files. If your family history materials catalogued as part of the local studies/history collection than these items should be counted as the local studies/history collection. Separate collections data should also be included in the book, non–book and serial totals, e.g. family history books will also be counted in your non–fiction book totals.

3.5.5 Local studies
Count each item which is catalogued in the local studies/history collection. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs (only if not included in 3.5.5a), newspaper clippings, rates books. Count each item which is catalogued as a separate item in the library catalogue. Where there are several items within one set count as one item. Separate collections data should also be included in the book, non–book and serial totals, e.g. local studies oral history will also be counted in your non–book totals.

3.5.5a Local studies – pictures incl photographs (physical)
Count photographs which are available for loan or use within the library and have a catalogue record. Count each item which is catalogued as a separate item in the library catalogue. Where there are several items within one set count as one item. Photographs that were born digital or digitised should be counted in 8.4.16. This figure should be the same figure in question 3.3.14 pictures incl photographs in non–book .

3.5.6 Home library service

Count here any items within the library collection which are catalogued separately as a collection of resources primarily for use by the home library service. This may include resources in a range of formats, for example standard–print, large–print and talking books. Separate collections data should also be included in the book, non–book and serial totals, e.g. home library service books will also be counted in your fiction book totals.

3.5.7 Graphic novels

Count here any items within the library collection which are catalogued separately as a collection of graphic novels. Include non–fiction and fiction graphic novels here. Separate collections data should also be included in the book, non–book and serial totals, e.g. graphic novels will also be counted in your fiction book totals.

3.5.8 Online Collections including eBooks, eAudio and eJournals (3.2.20 + 3.3.9 + 3.4.13)

Automatic total

3.5.9 Total (3.5.1 + 3.5.2 + 3.5.3 + 3.5.4 + 3.5.5 + 3.5.5a + 3.5.6 + 3.5.7 + 3.5.8)

Automatic total.

3.6 Community Languages Stock

Indicate how many items the library holds in specific community languages.

- DO NOT COUNT State Library stock on bulk loan or long loan in this figure.
- Include community language items in any format, i.e. DVDs, books, audio.
- Where there are several items within one set / kit count as one item.
- Breakdowns for adult, young adult and junior materials are not required.
- Community language items should have also been counted in other appropriate totals, i.e. the total number of community language books should be counted in the 3.1 Lending or non–lending stock and 3.2 Books.

3.7 Acquisitions and Discards

3.7.1 Number of purchases

Total items purchased including books, non–books, serial titles or individual volumes of a set that are catalogued as separate items.

3.7.2 Number of donations / free material

Total items that are donated including books, non–books, serial titles or individual volumes of a set that are catalogued as separate items.

3.7.3 Total items acquired (3.7.1 + 3.7.2)

Automatic total

3.7.4 Total items discarded

Total number of items that are weeded or removed from the collection. Include books, non–books, serial titles or individual volumes of a set that are catalogued as separate items.

3.8 Age of Collection

3.8.1 Please indicate the % of your collection which was acquired in the last 5 years.
To calculate % of collection acquired in the last 5 years use your library management system to obtain the number of items acquired in the last 5 years (your library management system will have automatically removed any discarded items which were acquired during this period) and divide this number by the total stock number, i.e. the number of items acquired in the last 5 years as reported by your Library management system based on the date of acquisition report was 15,000 and the total stock is 20,000. Therefore the % of collection acquired in the last 5 years is 75%.

3.8.2 Please indicate the % of your collection which was acquired in the last 10 years.
To calculate % of collection acquired in the last 10 years use your library management system to obtain the number of items acquired in the last 10 years (your library management system will have automatically removed any discarded items which were acquired during this period) and divide this number by the total stock number, i.e. the number of items acquired in the last 10 years as reported by your Library management system based on the date of acquisition report was 19,000 and the total stock is 20,000. Therefore the % of collection acquired in the last 10 years is 95%.

3.8.3 Does the library have a collection development policy? Yes / no
Does your library have a collection development policy?

3.8.4 What year was the collection development policy developed or last reviewed?
Indicate the year when the collection development policy was developed or significantly reviewed.

4. Circulation

4.1 Total circulation
Included is the number of loans and renewals of items catalogued within the library's collection. Issuing and renewal of items should be counted as a loan.

4.1.1 Council name
Library services that operate as part of a joint or regional library service across two or more Councils must enter separate circulation data for each council. The individual council figures should add up to the total circulation for the regional / joint library service. Library services that operate within one council area should fill in only the total circulation of items at 4.1.2.

NOTE: This data is also used by the New South Wales Local Government Grants Commission to calculate payments to councils.

4.1.2 Total circulation (all formats)
Count of all materials in all formats that are loaned for use outside the library.

- Count each renewal as a loan.
- Do not include circulation of items loaned for internal staff/work use e.g. books sent for repairs or loaned to library departments for work purposes such as storytime.
- Please DO NOT count Internet or PC use in your circulation. See section 8.4 Online Information Services and Online Database.

4.1.21 Total circulation of items–all formats (4.1.2 + 4.1.4 + 4.1.6 +4.1.8 +4.1.10 +4.1.12 +4.1.14 + 4.1.16 + 4.1.18 + 4.1.20)
This is the sum total circulation for all listed councils.

4.1.21a Total circulation –book, non–book, serial (4.2.14 + 4.3.28 + 4.4.6)
This is the sum total of books (4.2.14), non–book (4.3.28) & serial (4.4.6).

Note: 4.1.21 Total circulation of Items – all formats must equal 4.1.21a Total circulation – book, non–book & serial.

4.2 Book Circulation
Provide loan figures for all book formats from all collections in all languages, e.g. reference, large print, paperback, community languages etc. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category.

Print Books Non-fiction (items)

4.2.1 Adult Non-fiction
Include adult non-fiction, reference, large print non-fiction, community language material, family history, etc. Do not count eBooks here, see 4.2.11 and 4.2.12.

4.2.2 Young Adult Non-fiction (e.g. 13-18)
Include young adult non-fiction.

4.2.3 Junior Non-fiction (e.g. 0-12)
Include junior non-fiction, community language material.

4.2.4 Picture / Easy Non-fiction
Include non-fiction picturebooks.

Print Books Fiction (Items)

4.2.6 Adult Fiction
Include adult fiction (hard copy and paperbacks), community language material, large print fiction including any separate home library collection. Do not include audio books see 4.3.1, do not include eAudio see 4.3.20 and 4.3.21.

4.2.7 Young Adult Fiction (e.g. 13 -18)
Include young adult fiction (hard copy and paperbacks), community language material, graphic novels, large print YA. Do not include audio books see 4.3.2, do not include eAudio see 4.3.20 and 4.3.21.

4.2.8 Junior Fiction (e.g. 0 -12)
Include junior fiction (hard copy and paperbacks), community language material, independent readers, graphic novels, large print JF. Do not include audio books see 4.3.3, do not include eAudio see 4.3.20 and 4.3.21.

4.2.9 Picture / Easy Fiction
Include fiction picturebooks, include community language material.

eBook circulation
Count the number of downloads of all eBook titles here. An eBook is an electronic version of a traditional print book that can be read by using a personal computer, mobile device or an eBook reader. Each renewal of an eBook should be counted as a loan. Do not include the loan of reader hardware here, however, do include the number of titles downloaded onto a reader if the reader is loaned with these titles. Do not count eAudio books here. eAudio books should be counted in 4.3.20 and 4.3.21.

4.2.11 eBook downloads (of items available to your members only)
Provide the number of eBook downloads of titles which you have purchased for your library only, do **not** include downloads of eBooks which have been purchased as part of a consortia group.

4.2.12 Consortia eBook downloads (by your library member only)
Provide the number downloads of eBook titles which your library has purchased as part of an eBook consortia. Do **not** include downloads of eBooks which have been purchased for your library only.

If you do not have access to data on the number of downloads by your library members only, you will need to divide the number of downloads across the consortia by the number of consortia members. E.g. 5000 downloads of eBooks across the consortia divided by the 5 consortia members. Report 1000 downloads as your answer.

4.3 Non–Book Circulation

Provide loan figures for all non–book formats as listed below. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered in this field. If you cannot provide a breakdown fill in the adult category.

Audio books: spoken word CDs, mp3 and cassettes
Includes spoken word books in all physical formats including but not limited to CDs, mp3s & cassettes. eAudio titles should be counted in the eAudio section.

4.3.1 Adult audio books
Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.

4.3.2 Young Adult audio books
Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.

4.3.3 Junior audio books
Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.

Language learning and ESL kits
Count each kit as a separate item. You should count LOTE language kits and ESL kits here. Where there are a number of items within one set, count as one item e.g. book and CD.

Music recordings – CDs and vinyl
Includes music recordings in all physical formats including but not limited to compact discs and vinyl / records.

Digital music
No. of downloads of digital music titles. Do NOT count music streaming services, they are counted in 8.4.14.

CD–Roms
Include loans for CD–Roms within the library collection available for loan.

DVD, video and film
Includes DVDs, films and videos within the library collection including but not limited to motion pictures, documentaries, music concerts, television programs.

Computer games
Include loans of games in the form of computer software, games available on a personal computer and games for use on games machines should be included here. Do not include no. of uses in the library unless the item is issued on a member library card.

Toys & games
Include any toys, games or puzzles here. Do not include computer games here. Do not include no. of uses in the library unless the item is issued on a member library card.

eAudio titles
Count the number of downloads of all eAudio book titles here. An eAudio book is a digital version of an audio or talking book that can be used with a personal computer, mobile device or E reading device. Do not include the loan of reader hardware here, however, do include the number of titles downloaded onto a reader if the reader is loaned with these titles.

4.3.20 eAudio downloads (items available to your members only)
Provide the number of eAudio book downloads of titles which you have purchased for your library only, do **not** include downloads of eAudio books which have been purchased as part of a consortia group here. Freegal also have eAudio but as this is a streaming service do not include here but in question 8.4.15a.

4.3.21 Consortia purchased eAudio downloads (by your library members only)
Provide the number downloads of eAudio book titles which your library has purchased as part of a consortia. Do **not** include downloads of eAudio books which have been purchased for your library only.

If you do not have access to data on the number of downloads by your library members only, you will need to divide the number of downloads across the consortia by the number of consortia members. E.g.. 1000 downloads of eAudio books across the consortia divided by the 2 consortia members. Report 500 downloads as your answer.

Sheet music
Each piece of sheet music catalogued separately should be counted as a single item.

Other
Include any non–book items in your collection which have not been included in the above collection categories (e.g. ukuleles and seed collections).

4.4 Serial Circulation

Provide loan figures for all serials, including periodicals and newspapers. Loan figures for individual items loaned should be counted. This question requires a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered in field. If you cannot provide a breakdown fill in the adult category. Loans of Graphic novels are counted in the book circulation section.

4.4.1 Adult
4.4.2 Young Adult
4.4.3 Junior

4.4.4 Number of downloads of electronic journals and magazines
Include downloads of a whole magazine or journal (e.g. RB Digital, Flipster and comics). Do not count online journals provided via databases as individual article downloads are counted in 8.4.3a.

4.4.5 Number of downloads of eNewspapers
Include downloads of a whole newspaper (e.g. Press Reader). Do not count online newspapers provided via databases as individual article downloads are counted in 8.4.3a.

4.5 Separate Collections

Please provide a breakdown of all loan figures for the separate collections listed below. Data on separate collections is used to identify collections which are targeted and for specific client groups. Generally separate collections will be catalogued and identified as separate collections in the library catalogue. Loan figures for separate collections should already be included in the book, non–book and serial circulation totals, e.g. large print fiction books will already be counted in your fiction book circulation totals and ESL will already be counted in the language learning and ESL kits.

4.5.1 ESL / literacy circulation
Include loans of any material which is catalogued as a literacy support collection. ESL / literacy collections may include books, CDs, DVDs and software. Where there are several items within one kit count as one item. Loans of separate collections data should also be included in the book, non–book and serial totals, e.g. ESL/Literacy books will also be counted in your non book totals see 4.3.5 adult, 4.3.6 young adult and 4.3.7 junior.

4.5.2 Large print circulation
Include loans of any large print books, both fiction and non–fiction collections should be counted here. Loans of separate collections data should also be included in the book, non–book and serial totals, e.g. large print fiction books will also be counted in your fiction book totals.

4.5.3 Community languages circulation
Include loans of any items the library holds in specific community languages. Include community language items in any format, i.e. DVD's books, audio. Where there are several items within one set / kit count as one item. Breakdowns for adult, young adult and junior materials are not required. DO INCLUDE loans of State Library community language material on bulk loan or long loan.

4.5.4 Family history circulation
Include loans of any items which are catalogued separately as a family history or genealogy collection item. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings files. If your family history materials are catalogued as part of the local

studies/history collection then these items should be counted as the local studies/history collection. Loans of separate collections data should also be included in the book, non–book and serial totals, e.g. family history books will also be counted in your non-fiction book totals.

4.5.5 Local studies circulation
Include loans of any items which are catalogued separately in the Local studies/history collection. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings, rates books. Where there are several items which are loaned as a set count as one loan. Separate collections data should also be included in the book, non–book and serial totals, e.g. local studies oral history will also be counted in your non–book totals.

4.5.6 Home library service circulation (all loans including separate collection items)
Include loans of all items to home library clients. Loans of separate collections data should also be included in the book, non–book and serial totals, e.g. home library service books will also be counted in your fiction book totals.

4.5.7 Graphic novels circulation
Include loans of any items within the library collection which are catalogued separately as a collection of graphic novels. Include non–fiction and fiction graphic novels here. Loans of separate collections data should also be included in the book, non–book and serial totals, e.g. graphic novels will also be counted in your fiction book totals.

4.5.8 Online Collections including eBooks, Digital music, eAudio, eJournals and magazines and eNewspapers (4.2.13 + 4.3.12 + 4.3.22 + 4.4.4 + 4.4.5)
Automatic total.

4.5.9 Total (4.5.1 + 4.5.2 + 4.5.3 + 4.5.4 + 4.5.5 + 4.5.6 + 4.5.7 + 4.5.8)
Automatic total.

5.1 Access Policies and Procedures

5.1.1 What is the loan period of the majority of the collection?
This measure is designed to provide a snapshot of borrowing across the NSW public library network. Please state the most commonly used loan period i.e. that was used for most of your collection. Exceptions and non–typical ranges should not be considered, e.g. institutional loan periods, bulk loans.

5.1.2 Please list each service point name separately (by adding a group) where patron self–check is available
List the service points where there are self–check terminals available.

5.1.4 What % of loans are self–checked?
Loans made through the library's self–check terminals as a percentage of all the loans made by the library service.

8.1 Library Programs

Include planned and facilitated programs here. Planned programs are run by library staff (both internal and external). Facilitated programs are run by volunteers or other organisations and hosted and / or coordinated by the library. DO NOT COUNT exhibitions & / or displays as programs. Report programs against target groups which the library has run targeted programs for. Select the relevant target group and

then provide the number of programs held for this target group and the total number of people in this target group attending across all events. You will need to repeat this step for each individual target group you have presented any programs for. You should only report a program against one target group. If a program crosses over two target groups select the main target group i.e. women vs adults. Any programs which are not targeted to a particular group should be counted in the general program category. Programs which are repeated more than once should be counted as individual events but counted within the one target group, e.g. storytime.

Only count number of people who participate in the program, e.g. for pre–school story time – only count the number of children, carers should not be included; for a lapsit or baby storytime program, both carer and child should be counted as both participate.

Below is an example of how you might report your children's programs which may include storytime sessions across all libraries, school holiday activities, and book week events:
1. Select Children's programs
2. Total number of events: 120 (includes storytimes, holiday programs, bookweek programs etc)
3. Total number attending: 1100

8.3 Home Library Service

8.3.1 Please indicate the no. of individual home library clients your library provides a service to?
Individual clients include clients living at home and in institutions where the individuals are individually visited. Do not include institutional members here (eg bulk loans to nursing homes).

8.3.2 How often are individual clients visited?
State how often visits to individuals are scheduled, i.e. weekly, fortnightly, every 3 weeks, monthly, quarterly, on request or other.

8.3.3 Number of institutions visited (count institutions where bulk loans only are made)
Count institutions where bulk loans only are delivered to the institution.

8.3.4 How often are institutions visited?
State how often visits to institutions are scheduled, i.e. weekly, fortnightly, monthly or other.

8.4 Online Information Services and Online Databases

8.4.1 How many online databases, including subscriptions through NSW.net does the library subscribe to?
Please include all database subscriptions that are available through NSW.net and any your library subscribes to outside NSW.net. In 2019/20 NSW.net provided 12 state–wide database subscriptions for use in every library service in NSW.

8.4.2 Through your system how many of these online databases do your clients have remote access to?
Only include on–line databases that your members can access remotely.

8.4.3 Total number of information searches on these online databases
Please include searches undertaken on all database subscriptions that are available through NSW.net and any your library subscribes to outside NSW.net (eg Ebsco). For guidelines on how to access usage statistics on NSW.net databases go to: http://www.nswnet.net/tech-support/e-resources

8.4.3a Total number of downloads on these online subscriptions
Indicate the total no. of full–text downloads and/or article views on these online subscriptions.

8.4.5 Total number of internet bookings for all sites
Indicate the no. of bookings for clients using the internet across all sites.

8.4.6 Total internet hours used for all sites
Indicate the no. of hours the internet was used by the public across all sites and terminals. If available you should include the no. of hours used which were booked and not booked. Do not include WiFi sessions here they are counted in 8.4.11.

8.4.8 Does the library provide access to circulation functions to library members via the internet? Yes / no
Circulation functions may include renewals, reservations, checking borrowing loans, records and bookings. If your library provides access to any or all of these functions to clients online please indicate Yes.

8.4.9 Does your library provide access to email for the public? Yes / no
Indicate by selecting yes or no if your library allows access to email via public internet terminals.

8.4.10a How many of your sites (libraries/specialist service points/library mobiles) have wireless access available for the public?
Indicate the number where wireless technology was available to the public as at 30 June.

8.4.11 Total number of wireless access bookings for all sites
Specify the no. of bookings or usages of wireless access across all sites where wireless is available.

8.4.12 Does your library offer an online information request service to the public?
An online information request service may include an email information request service or a live chat reference service. Only indicate yes if your library staff undertakes the information request. Do not include if you provide a link to an online information service outside your library, e.g. Ask now.

8.4.13 How many apps does your library use to provide content or services? (include library and vendor apps)
Include apps the library uses to provide your library content or service such as the library catalogue, eBook downloading, maps, local history tours etc.

8.4.14 Does your library offer music streaming? Yes / no
Does your library subscribe to a music streaming service e.g.: Freegal

8.4.15 Does your library offer video streaming? Yes / no?
Does your library subscribe to a video streaming service e.g.: Beamafilm or Kanopy

8.4.15a Does your library offer eAudio streaming? Yes / no?
Does your library subscribe to a eAudio streaming service e.g.: Freegal

8.4.16 Photographs
Include items your library has digitised or collected born digital. Born–digital resources are items created and managed in digital form (e.g. photographs taken on a digital camera).

Website usage
Indicate how many visits were received on your website in 2019/20. *Visits* represent the number of individual sessions initiated by all the visitors to your site.

8.4.24 How many visits were received on your library website in the 2019/20 year?
Count the number of visits to the library website and show the number of users who come to the site. When a visitor opens multiple sessions of the website during a single visit, this should be counted as one visit. When a visitor leaves your site and they return later, this should be counted as a separate visit. Visits to your library website, visits to any other sites managed by the library and visits to any other catalogues (e.g. eBook host sites for your eBook collection) which may be hosted outside your website should be counted.

If your library is hosted within the council webpage, you will need to count the number of visits to the library owned webpages on the website. Where a visitor visits more than one library owned page on the website during the same session, this should only be counted as a single visit.

8.6 Exhibitions
Count the number of exhibitions implemented or facilitated by the library and held within the library space or any shared library space (e.g. foyer shared by gallery and library). Include exhibitions which exhibit library material, borrowed material and travelling exhibitions. Do not count displays which were undertaken to promote an event, activity or week (e.g. drug action week, children's book week) or displays which were undertaken as part of a marketing campaign. Do not include ongoing displays (e.g. new books and end of shelf displays).

9.1 Equipment for Public Use

9.1.1 Number of PCs with internet access
Include all PCs that have public access to the internet including those that provide access to multiple uses, i.e. catalogue and internet.

9.1.2 Number of PCs for public use without internet access
The number of PCs that provide public access to resources other than the internet. Include here PC's which provide access to the library catalogue, word processing, genealogy resources and other software (e.g. film editing, sound recording, CAD, etc).

9.1.3 Total number of PCs for public uses (9.1.1 + 9.1.2)
Includes the number of PC's available for public use irrespective of what the PCs provide access to. This is an automatic total – you cannot enter data here.

9.1.7 Number of tablets, eReaders and devices for public use/loan
The number of eBook readers / devices available for use within library or loan.

9.1.10 No. of games consoles available for public use
Include any games consoles available for use by the public in the library.

10.1 Library Management System

10.1.1 What library management system does your library use? e.g. Libero.
Name of the library management system used, e.g. Libero. If your library changed library management systems during 2019/20, only indicate the system in use at 30 June 2020.

10.1.2 When was it installed? (specify year)
Specify the year that the library management system you are currently using was installed.

10.1.3 When was the last software upgrade? (specify year)
Specify the year the library management system software was last upgraded.

10.2 Libraries Australia

10.2.2 What % of holdings are listed on Libraries Australia?
Specify or estimate the % of your collection holdings which are available on Libraries Australia.

10.2.3 List what collections are on Libraries Australia? e.g. local history
Only list collections in which the majority of the holdings are on Libraries Australia or collections which the library actively adds holdings, e.g. adult fiction, local history.

10.2.5 How often are discards deleted from Libraries Australia?
Specify how often you delete discards from Libraries Australia, e.g. as they are deleted from your library management system, annually, monthly, sporadically.

10.2.6 Does your library use LADD? Yes / no
LADD is the Libraries Australia Document Delivery system. You may use other document delivery systems.

10.3 RFID

10.3.1 Does your library use RFID technology?
Indicate YES if your library is using any RFID technology.

10.3.2 What elements of RFID does your library use?
Indicate what elements of RFID your library is currently using, e.g. loans, returns, stock take.

10.3.3 No. of sites RFID technology is used
If yes indicate the number where RFID was operational as at 30 June 2020.

Performance Measures

11.1 Library Visits in person
Visits to the libraries and mobile libraries by members of the public. Please note that if visits are calculated using a people counter, figures should be adjusted to exclude staff. Do not include visits to deposit stations/other service points.

11.1.1 Number of visits to libraries (central and branches)
Total number of visits.

11.1.2 Number of visits to mobile libraries
Total number of visits to all mobile libraries.

11.1.3 Total library and mobile library visits (11.1.1 + 11.1.2)
Automatic total

11.1.4 How were these figures collected? People counters or sampling
If visits are calculated using a people counter, figures should be adjusted to exclude staff.

11.1.5 If sampling, specify frequency e.g. 5 times per year
Figures should be adjusted to exclude staff.

11.2 Information and customer service requests
The Enquiry Completion Rate (ECR) survey differentiates information requests and customer service requests, it also combines the requests to create an Enquiry completion rate total.

11.2.1 Total number of information requests completed
Information requests include contact with a library customer where the service that is provided is predominantly informational/instructional. (e.g. readers advisory, local studies, genealogy, community information, literacy/ESL and technology instruction)

11.2.2 Total number of customer service requests completed
Customer service includes contact with a library customer where the service that is provided is predominantly administrative or directional. (e.g. equipment troubleshooting, changing a customer's registration details or help with circulation issues, technology assistance, event booking)

Charges

12.1 Fines and Charges

12.1.1 Does the library charge fines for overdue items? Yes / No
Indicate yes if your Library charges fines for any overdue items or collections.

12.1.2 Does the library charge for non–resident membership? Yes / No
Non–residents are all persons who are not rate payers or residents and include reciprocal borrowers.

12.1.3 Is this charge for non–resident membership refundable? Yes / No

Please record the amount you charge for the following services:

12.1.4 Standard Inter library loan

Reservation charges
Please indicate the fee your library charges for reservations of items held within your library's collection.

12.1.5 Reservation – Adult

12.1.6 Reservation – Junior

Staff

Record the number of staff full–time equivalent (FTE) employed in the following designated positions. Report on the position not the person. Do not include casuals when they are used to replace permanent staff on leave. Include temporary staff employed under grants and special schemes.

Librarians
Librarians: are position(s) requiring librarian qualifications (eligible for ALIA professional membership or equivalent). To be shown as full–time equivalent (FTE).

Library technicians
Library Technicians: are position(s) requiring library technician qualifications (eligible for Associate Diploma (Library Practice) or equivalent). To be shown as full–time equivalent (FTE).

Part–Time
Part–time positions to be shown only as full–time equivalents (FTE), to two decimal places. (To convert divide average number of hours worked per week by 35).

Casual
Casual positions to be shown only as full–time equivalent (FTE), to two decimal places. (To convert divide average number of hours worked per week by 35). Count casual FTE. Where casuals are filling in for vacant full time or part time positions those positions should be counted in the Full Time or Part Time positions (librarian, library technician, library assistant) even though those positions are currently vacant. They do not need to be double counted in the Casual section as well. If the casuals are doing a few hours a week each, these hours need to be totalled to work out what the FTE is – our focus is on the equivalent to a full–time position not the headcount of personnel.