

2020 Annual Statistical Report Form for Florida’s Public Libraries

	Performance Indicator	Definition/Instruction
Library Identification		
1	Library Name	The legal name of the administrative entity.
2	Street Address	The complete street address of the administrative entity. Do not report a post office box or general delivery.
3	Mailing Address	The mailing address of the administrative entity. If the same as street address, put “same.”
4	City	The city in which the administrative entity is located.
5	County	The county in which the administrative entity is located.
6	Zip	This is the standard five-digit postal zip code for the street address.
7	Phone	The telephone number for the administrative entity.
8	Fax	The fax number for the administrative entity.
9	Respondent’s Name/Title	The name and position title of person responding to the survey.
10	Respondent’s Email Address	Email address for person responding to the survey.
11	Director’s Name/Title	Name of director of the administrative entity.
12	Director’s Email Address	Email address for director.
Part I – General Information		
13	Specify the legal boundaries of your library’s service area.	<p>A library's legal service area is the geographical area for which the library is established to offer services and from which (or on behalf of which) the library derives income, plus any area served under contract for which this library is the <i>primary service provider</i>. May be a city, town or county, or parts of one or more of these. Does <i>not</i> include other jurisdictions with which your library has an agreement for reciprocal services, nor does it include people who are served by another library but who secondarily receive service from your library under contract.</p> <p>Use the space provided to describe your library's legal service area. <i>Examples include: "County of _____," "City</i></p>

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		<i>of __, ” or ”Residents of special tax district that includes __.”</i>
Number of Service Outlets		
14	Number of Central Libraries	The single unit library or the unit where the principal collections are kept and handled; also called Main Library. A library system may or may not have a central library. Some systems may have an administrative center separate from the principal collection not open to the public. This type of building should <i>not</i> be reported as a central library.
15	Number of Branch or Cooperative Member Libraries	A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
16	Number of Bookmobiles	A bookmobile is a traveling branch library. It consists of at least all of the following: 1) A truck or van that carries an organized collection of library materials; 2) Paid staff; and 3) Regularly scheduled hours (bookmobile stops) for being open to the public. Note: Count the number of vehicles in use, not the number of stops the vehicle makes.
17	Total Number of Outlets	The sum of central libraries, branches and bookmobiles.
18	Total Square Feet in Library’s Facilities Systemwide	Provide the total number of square feet in the library's current facilities, including all facilities reported as central libraries or branches. Include all areas occupied by the library system, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.
19	Library Service Hours Per Typical Week	Report the number of hours residents of your library's legal service area have access to public library service during a typical week. Consider both the main library and branches using the following method:

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		<i>If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, it should report 40 hours per week. If several branches are also open those same hours, the figure remains 40 hours. Should Branch A also be open one evening from 7:00 p.m. to 9:00 p.m., the total hours during which users can find service becomes 42. Include hours that the bookmobile is open to the public if appropriate.</i>
20	Does your library have Sunday hours?	Report whether or not your library is open to the public on Sundays by checking either "yes" or "no."
21	Total Annual Public Service Hours	Report total annual service hours for all outlets combined – the sum of all public service hours for all library facilities (including all bookmobiles) for the entire year. For bookmobiles, report only the number of hours in which the bookmobile is open to the public. Do not include the hours for deposit collections or other similar service outlets. Here is an example: <i>If the main library is open 60 hours a week (60 x 52 weeks = 3,120) less 5 days of 10 hours each closed for holidays, the main library total is 3,120 less 50 = 3,070. If three branch libraries are also open the same number of hours as the main library (regardless of whether or not all facilities are open at the same time), the annual aggregate for the library is 4 times 3,070 = 12,280 hours.</i>
22	Has the library updated its file of registered users at least once during the past three years?	A registered user is a library user who has applied for and received an identification number or card from the public library with established conditions under which the user may borrow library materials or gain access to other library resources. Registration records need to be updated regularly to provide an accurate count. For this reason, you are asked

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		to report whether or not your library has updated its files in the past three years.
23	Registered Users-Resident	Refers to registered users who are residents of the library's legal service area.
24	Registered Users-Nonresident	Refers to registered users who do not live in the library's legal service area.
25	Total Number of Registered Users	The sum of registered users-resident and registered users-nonresident.
26	Fee for Nonresident User Privileges	Report here the dollar amount of the fee that your library charges people who live outside of your legal service area and wish to be registered users.
Part II – Staff Report in FTEs – full-time equivalents. Report figures as of the last day of the fiscal year. To ensure comparable data, 40 hours per week has been set as the measure of full-time employees. To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and divide it by 40. For example, if you had three regularly scheduled part-time employees who worked a total of 60 hours per week, FTE = 60/40 = 1.5 FTE staff. Include all positions budgeted, whether filled or unfilled.		
27	Annual Salary of Incumbent Library Director/Administrator	
28	Minimum Annual Salary for Beginning, Full-Time Professional Librarian	The minimum annual salary for beginning, full-time professional librarian who holds a master's degree from a program accredited by the American Library Association.
29	Librarians With Master's Degrees From ALA-Accredited Programs (FTE)	The full-time equivalent of librarians with master's degrees from programs of Library and Information Studies accredited by the American Library Association.
30	Other Persons With Title Librarian (FTE)	The full-time equivalent of other staff who hold the title of librarian but do not have a master's degree from an ALA-accredited program.
31	Total Librarians	The sum of librarians with master's degrees and other persons with title librarian.
32	Other Paid Staff (FTE)	This category should include all other staff not counted in total librarians, including plant operation, security and maintenance staff. Report the full-time equivalent of staff in this category who are paid from the library's budget.
33	Total Paid FTE Library Staff	The sum of total librarians and other paid staff.

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34	Percentage of Total Paid FTE Library Staff Hired Through Temporary Agency	Report the percentage of total paid FTE library staff hired through a temporary agency.
35	Number of Staff Paid by Other Agencies (FTE)	Report the full-time equivalent of staff paid by other agencies who work for the library.
36	Total Number of Volunteer Hours	Report the total number of hours worked by library volunteers during the year.
Part III – Library Revenue		
III. A. Operating Revenue by Source		
<p>In this section, report actual library revenue received between October 1 and September 30 used for ongoing, day-to-day library operations as defined below. Include federal, state and other grants other than those for major capital expenditures. Do not include: a) revenue for major capital expenditures, including funds earmarked for both fixed and other major capital outlay (this revenue should be reported in III.B. Capital Revenue); b) contributions to endowments; c) revenue the library collects passed through to another agency (e.g., fines, if not available for expenditure by the library); and d) funds unspent in the previous year (i.e., carryover). The total funds reported as Library Income will not equal the total expenditures unless the library expends every dollar of income it receives. Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.</p>		
37	Local Funds-County	The total funds received from county funding sources, including uniform taxing districts, special taxing districts, municipal services taxing unit or other county revenue sources.
38	Local Funds-Municipal	Funding provided by cities to the public library.
39	Local Funds-Subtotal	The sum of local funds-county and local funds-municipal.
40	State Funds	All funds distributed to public libraries by state government for expenditure by the public library except federal monies distributed by the state.
41	Federal Funds-LSTA	Report actual funds received between October 1 and September 30.
42	Federal Funds-Other	
43	Federal Funds-Subtotal	The sum of federal funds-LSTA and federal funds-other.
44	Other Income-Fines and Fees	
45	Other Income-Cash Gifts and Donations	Cash gifts and donations, excluding in-kind support.
46	Other Operating Income	All other operating income not reported in other income-fines and fees and other income-cash gifts and donations.
47	Other Operating Income-Subtotal	The sum of other income-fines and fees, other income-cash gifts and donations, and other operating income.

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48	Total Operating Income	The sum of local funds-subtotal, state funds, federal funds-subtotal and other operating income-subtotal.
County Operating Income by Source		
49	County General Funds (Uniform Taxing District or Countywide Tax)	Income from a uniform taxing district or countywide tax.
50	Special Taxing District	
51	Municipal Services Taxing Unit (MSTU)	
52	Other County Funds	
53	Total Income From County Funds	The sum of county general funds, special taxing district, municipal services taxing unit and other county funds. Should be equivalent to local funds-county.
III. B. Capital Income		
<p>Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up. Report all revenue to be used for major capital expenditures. Include funds received for a) site acquisition; b) new buildings; c) additions to or renovation of library buildings; d) furnishings, equipment and initial collections (print, non-print and electronic for new buildings, building additions, or building renovations; e) computer hardware and software used to support library operations, to link to networks or to run information products; f) new vehicles; and g) other one-time major projects. Exclude income used for replacement and repair of existing furnishings and equipment, regular purchase of library materials and investments for capital appreciation. Exclude income passed through to another agency (e.g., fines) or funds unspent in the previous fiscal year (e.g., carryover). Funds transferred from one public library to another public library should be reported by only one of the public libraries. Report federal, state, local and other income to be used for major capital expenditures.</p>		
54	Local Government Capital Income	Report all governmental funds designated by the community, district or region and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government.
55	State Government Capital Income	Report all funds distributed to public libraries by state government for the purpose of major capital expenditures, except for federal money distributed by the state.
56	Federal Government Capital Income	Report federal governmental funds, including federal funds distributed by the state or locality and grants and aid, received by the library for the purpose of major capital expenditures.
57	Other Capital Income	Report private (non-governmental funds), including grants received by the library for the purpose of major capital expenditures.

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58	Total Capital Income	The sum of local government capital income, state government capital income, federal government capital income and other capital income. Note: The amounts reported for Total Capital Income and Total Capital Expenditures are not expected to be equal.
Part IV – Library Expenditures		
The current and recurrent costs necessary to support the provision of library services.		
IV. A. Operating Expenditures		
Include funds expended for operations of the library—do not include capital expenditures. These expenditures will be reported in IV.B. Capital Expenditures. Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.		
Staff Expenditures		
59	Salaries and Wages of All Employees Paid by Library	Salaries and wages for all library staff for the fiscal year, including plant operation, security and maintenance staff. Include salaries and wages paid by the library’s budget before deductions, but exclude employee benefits.
60	Employee Benefits: (Social Security, Retirement, Insurance & Benefits for All Staff)	The benefits outside of salary and wages paid and accruing to employees (including plant operations, security and maintenance staff), regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts for direct, paid employee benefits including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workers’ compensation, tuition and housing benefits.
61	Staff Expenditures-Subtotal	The sum of salaries and wages and employee benefits.
Collection Expenditures		
62	Print Materials Expenditures	Report all operating expenditures for the following print materials: books, serial backfiles, current serial subscriptions, government documents and any other print acquisitions.
63	Electronic Materials Expenditures	Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, audio and video downloadables, e-serials (including

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		<p>journals), government documents, databases (including locally mounted, full-text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses.</p> <p>Note: Expenditures for computer software used to support library operations or to link to external networks, including the Internet, are reported under Other Operating Expenditures.</p>
64	Other Materials Expenditures	Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD and materials in new formats.
65	Total Collection Expenditures	The sum of print materials expenditures, electronic materials expenditures and other materials expenditures.
Other Operating Expenditures		
66	All Other Operating Expenditures	This includes all expenditures other than those for staff and collection. Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment, and costs of computer hardware and software used to support library operations or to link external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities and fees paid to a consultant, auditor, architect, attorney, etc.
67	Total Operating Expenditures	The sum of staff expenditures-subtotal, total collection expenditures and all other operating expenditures.

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IV. B. Capital Expenditures Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.		
68	Capital Outlay (include capital expenditures only; see instructions)	Report major capital expenditures (the acquisition of or additions to fixed assets). Examples include expenditures for (a) site acquisitions; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment and initial book stock for new buildings, building additions, or vehicles; and (g) other one-time major projects. Include federal, state, local, or other revenue used for major capital expenditures. Only funds supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included. Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchase of library materials and investments for capital appreciation. Exclude contributions to endowments or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.
Part V – Collection: Selected Library Materials This section of the survey collects data on selected types of materials. It does not cover all materials (i.e., microforms, loose sheet music, maps and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures and Other Materials Expenditures. Under this category, report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period/period of use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.		
69	Books	Books are nonserial printed publications (including music scores or other bound forms of printed music and maps) bound in hard or soft covers or in loose-leaf format. Do not include unbound sheet music. Include nonserial government documents. Report the number of physical units, including duplicates. For smaller libraries, if volume data are not available, count the number of titles. Books packaged together as a unit (e.g., a two-

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		volume set) and checked out as a unit are counted as one physical unit.
70	Electronic Books (E-Books)	<p>E-books are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent and which can be seen in analogy to a printed book (monograph). E-books are loaned to users on portable devices (e-book readers) or by transmitting the contents to the user's personal computer for a limited time. Include e-books held locally and remote e-books for which permanent or temporary access rights have been acquired. Report the number of electronic units, including duplicates at the administrative level; do not duplicate unit count for each branch. E-books packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit.</p> <p>Report the number of units.</p> <p>Note: For purposes of this survey, units are defined as "units of acquisition or purchase." The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.</p> <p>Finite simultaneous use: Units of acquisition or purchase are based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as one "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units." For smaller libraries, if volume data is not available, the number of titles may be counted.</p>

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		<p>Unlimited simultaneous use: Units of acquisition or purchase are based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”</p>
71	Number of Electronic Collections Acquired Locally or Through a Cooperative Agreement Within the Region	<p>Report the number of electronic collections.</p> <p>An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common user interface and software for the retrieval of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third-party vendor. An electronic collection may be funded by the library or provided through cooperative agreement with other libraries or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the web.</p> <p>Electronic Collections do not have a circulation period and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library’s catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.</p> <p>Note: The data or records are usually collected with a particular intent and relate to a defined topic.</p>
72	Number of Electronic Collections Acquired by Formal Agreement with the Division (Number Prefilled by the Division)	<p>Report the number of electronic collections.</p> <p>An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common user interface and</p>

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		<p>software for the retrieval of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third-party vendor. An electronic collection may be funded by the library or provided through cooperative agreement with other libraries or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the web.</p> <p>Electronic Collections do not have a circulation period and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library’s catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.</p> <p>Note: The data or records are usually collected with a particular intent and relate to a defined topic (Number pre-filled by the Division).</p>
73	Total Electronic Databases	The sum of number of electronic collections acquired locally or through a cooperative agreement within the region and number of electronic collections acquired by formal agreement with the Division.
74	Audio – Physical Units	<p>These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs (including audio CD-ROMs), audio-reels, talking books and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files.</p> <p>Report the number of units, including duplicates. Items packaged together as a unit (e.g., two audiocassettes for</p>

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		one recorded book) and checked out as a unit are counted as one physical unit.
75	Audio – Downloadable Units	<p>These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. They may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include downloadable audio units held locally and remote downloadable audio units for which permanent or temporary access rights have been acquired.</p> <p>Report the number of units.</p> <p>Note: For purposes of this survey, units are defined as “units of acquisition or purchase.” The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.</p> <p>Finite simultaneous use: Units of acquisition or purchase are based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as one “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units.” For smaller libraries, if volume data is not available, the number of titles may be counted.</p> <p>Unlimited simultaneous use: Units of acquisition or purchase are based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”</p>

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76	Video – Physical Units	<p>These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or computer monitor. Video formats may include tape, DVD and CD-ROM. Do not include downloadable electronic video files.</p> <p>Report the number of units, including duplicates. Items packaged together as a unit (e.g., two DVDs for one movie) and checked out as a unit are counted as one physical unit.</p>
77	Video – Downloadable Units	<p>These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Downloadable video units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include downloadable video units held locally and remote downloadable video units for which permanent or temporary access rights have been acquired.</p> <p>Report the number of units.</p> <p>Note: For purposes of this survey, units are defined as “units of acquisition or purchase.” The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.</p> <p>Finite simultaneous use: Units of acquisition or purchase are based on the number of simultaneous usages acquired (equivalent to purchasing multiple</p>

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		<p>copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as one “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units.” For smaller libraries, if volume data is not available, the number of titles may be counted.</p> <p>Unlimited simultaneous use: Units of acquisition or purchase are based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”</p>
78	Current Print Serial Subscriptions	Report the number of current print serial subscriptions, including duplicates, for all outlets. Examples of serials are periodicals (magazines), newspapers, annuals, some government documents, some reference tools and numbered monographic series.
Part VI – Library Services (Use Annualized Counts)		
79	Circulation of Adult Materials	<p>The total annual circulation of all adult library materials of all formats, including electronic materials. Include renewals.</p> <p>Note: Count all materials in all formats that are charged out for use outside the library.</p> <p>Only include interlibrary loan transactions when you are the borrowing library. Do not include interlibrary loan transactions that originate from other locations in your system or cooperative.</p>
80	Circulation of Youth Materials	<p>The total annual circulation of all youth materials of all formats, including electronic materials. Include renewals.</p> <p>Note: Count all materials in all formats that are charged out for use outside the library.</p>

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		Only include interlibrary loan transactions when you are the borrowing library. Do not include interlibrary loan transactions that originate from other locations in your system or cooperative.
81	Total Annual Circulation of Materials	The sum of Circulation of Adult Materials and Circulation of Youth Materials.
82	Physical Item Circulation (Subset of Total Annual Circulation of Materials)	The total circulation of all physical library materials of all types, including renewals. Note: Count all physical materials in all formats that are charged out for use outside the library. Only include interlibrary loan transactions when you are the borrowing library. Do not include interlibrary loan transactions that originate from other locations in your system or cooperative.
83	Use of Electronic Materials (Subset of Total Annual Circulation of Materials)	Electronic materials are materials that are distributed digitally and can be accessed via a computer, the Internet or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use. Include use only for items that require user authentication and have a limited period of use. Note: Do not include database use.
84	Successful Retrieval of Electronic Information	The number of full-content units or descriptive records examined, downloaded or otherwise received by user from online library resources that require user authentication but do not have a circulation period. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not

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		require downloading, as simply viewing documents is normally sufficient for users' needs. Include use both inside and outside the library. Do not include use of the OPAC or website.
85	Total Electronic Content Use	The total of Use of Electronic Materials and Successful Retrieval of Electronic Information.
86	Total Collection Use	The total of Total Physical Item Circulation and Total Electronic Content Use.
87	Traditional Reference Transactions	<p>Report reference transactions here. Reference Transactions are information consultations in which library staff recommend, interpret, evaluate and/or use information resources to help others to meet particular information needs.</p> <p>A reference transaction includes information and referral service as well as unscheduled individual instruction and assistance in using information sources (including websites and computer-assisted instruction). Count Readers Advisory questions as reference transactions.</p> <p>Information sources include (a) printed and non-printed material; (b) machine-readable databases (including computer-assisted instruction); (c) the library's own catalogs and other holdings records; (d) other libraries and institutions through communication or referral; and (e) persons both inside and outside the library.</p> <p>When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again.</p> <p>If a contact includes both reference and directional services, it should be reported as one reference transaction. Duration should not be an element in</p>

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		<p>determining whether a transaction is a reference transaction.</p> <p>NOTE: It is essential that libraries do not include directional transactions in the report of reference transactions. Directional transactions include giving instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include: Where is the reference librarian? Where is Susan Smith? Where is the restroom? Where are the 600s? Can you help me make a photocopy?</p> <p>If an annual count of reference transactions is unavailable, count reference transactions during a typical week or weeks, and multiply the count to represent an annual estimate. [If the sample is done four times a year, multiply totals by 13, if done twice a year multiply by 26, if done only annually, multiply by 52.] A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours.</p>
88	Virtual Reference Transactions	Annual count of the number of reference transactions using the Internet. A transaction must include a question received electronically (i.e., via email, Web form, etc.) and responded to electronically.
89	Total Reference Transactions	The sum of traditional reference transactions and virtual reference transactions.
90	Library Visits	Report the total number of persons entering the library, including persons attending activities and meetings and those persons requiring no staff services, for the entire reporting period. This figure can be derived from a sampling period, and is an important measure of library use.

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<p>Programs and Presentations to Groups A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services or library tours. Programs may also provide cultural, recreational or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings, lectures, story hours, literacy, English as a second language, citizenship classes and book discussions.</p> <p>Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities.</p> <p>If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs.</p> <p>Note: Exclude library activities delivered on a one-to-one basis rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance and mentoring activities.</p>		
91a	All-Ages Programs	Number of programs primarily intended for the entire family.
91b	Adult Programs	Number of programs primarily intended for adult audiences.
92	Young Adult Programs	Number of programs primarily intended for young adults. Note: Young adult age is defined as 12-18 years.
93	Children's Programs	Number of programs primarily intended for children. Note: Children's age is defined as 11 years and under.
94	Total Programs	The sum of all-ages programs, adult programs, young adult programs and children's programs.
<p>Program Attendance Report actual counted number of persons <i>attending</i> programs and presentations sponsored by the library. Programs need not take place in the library, but the library must be the primary contributor in the planning or presentation. Examples are book talks, tours and story hours.</p>		
95a	All-Ages Program Attendance	Number of people of any age attending programs primarily intended for the entire family.
95b	Adult Program Attendance	Number of people of any age attending programs primarily intended for adult audiences.
96	Young Adult Program Attendance	Number of people of any age attending programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.

	Performance Indicator	Definition/Instruction
97	Children's Program Attendance	Number of people of any age attending programs primarily intended for children. Note: Children's age is defined as 11 years and under.
98	Total Program Attendance	The sum of all-ages program attendance, adult program attendance, young adult program attendance and children's program attendance.
Part VII – Resource Sharing		
Interlibrary loan is defined as making an item of library material, or a copy of the material, available to another library by request. It includes both borrowing and lending. The libraries involved in interlibrary loan are NOT under the same library administration and governance. Do not include interlibrary loan transactions that originate from other locations in your system or cooperative.		
99	Interlibrary Loans Provided to Other Libraries	Report the total number of loans provided to other libraries.
100	Interlibrary Loans Received From Other Libraries	Report the total number of loans provided to fill requests for your users.
101	Do you have reciprocal borrowing arrangements with other libraries? If yes, enter a list of libraries.	Indicate whether or not your library has any reciprocal borrowing agreements with any other library, and list those libraries. Reciprocal borrowing is a formal or informal agreement where public, academic and special libraries agree to extend borrowing privileges to each other's clients or to residents of another public library's legal service area. It does not include interlibrary loan.
101a	Reciprocal borrowing list of libraries	List those libraries that have a reciprocal borrowing agreement with your library. Do not include a list of libraries that have provided interlibrary loan services.
Part VIII – Internet/other Electronic Resources		
102	Number of Staff Internet Computers	Report the number of the library's Internet computers (personal computers and laptops), whether purchased, leased or donated, used by staff in the library.
103	Number of Internet Computers for General Public	Report the number of the library's Internet computers (personal computers and laptops), whether purchased, leased or donated, used by the general public in the library.
104	Wireless Sessions Annually	Report the number of wireless sessions provided by the library wireless service annually.

	Performance Indicator	Definition/Instruction
105	Number of Staff Receiving Technology Instruction	Count of the total number of staff instructed in the management or use of information technology or resources obtainable using information technology. Include professional, paraprofessional and volunteer staff as well as board members in staff count. A single staff member may attend multiple instruction sessions of the same or different types, each of which is counted. For example, a single staff member takes a course on using the Internet at the local community college, attends a workshop on Internet resources on aging and watches a video on filtering and public libraries. The number of staff instructed count would increase by three.
106	Number of Users Receiving Technology Instruction	A count of the number of users instructed in the use of information technology or resources obtainable using information technology in structured, informal and electronically delivered instruction sessions conducted or sponsored by the library.
107	Adoption of an Internet Safety Education Program	Yes or No response. The library system has adopted an Internet safety education program including the implementation of a computer-based educational program, which has been endorsed by a government-sanctioned law enforcement agency or other reputable public safety advocacy organization and is designed for children and adults.
108	Annual Number of Persons Who Complete the Internet Safety Education Program	If yes to adoption of an Internet safety education program, report the annual number of program participants who complete the Internet safety education program. The number of participants is REQUIRED if the answer to this question is yes.
Access to Electronic Services		
109	Website Visits	Visits represent the annual number of sessions initiated by all users from inside or outside the library to the library website. The library website consists of all webpages under the library's domain. A website "visit" or "session" occurs when a user connects to the library's

	Performance Indicator	Definition/Instruction
		website for any length of time or purpose, regardless of the number of pages or elements viewed. Usage of library social media accounts (e.g., Facebook, Twitter, etc.) should not be reported here.
110	Annual Number of Uses (Sessions) of Public Internet Computers	<p>Report the total number of uses (sessions) of the library's Internet computers during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or web-log tracking software also may provide a reliable count of uses (sessions).</p> <p>Note: The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public Internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public Internet computer(s) three times a year would count as three uses (sessions). Software such as <i>Historian</i> can also track the number of uses (sessions) at each public Internet computer. If the data element is collected as a weekly figure, multiply that figure by 52 to annualize it.</p> <p>Reminder: This count includes only the library's Internet computers. Wi-Fi access using non-library computers is counted in Performance Indicator 100.</p>
Part IX – Friends of the Library Information		
111	Does Your Library Have a Friends of the Library Group?	Friends of the Library are groups of citizens who join together to support, improve and promote libraries. Typical activities would be fundraising, public relations, advocacy, volunteerism and community involvement.
112	Number of Members in the Friends of the Library Group	Provide number of members at the end of the reporting year (September 30).

	Performance Indicator	Definition/Instruction
113	Amount of Funds Raised by the Friends of the Library Group	Report amount of funds raised during the reporting year of October 1 – September 30.
114	Total Amount of Funds Expended on Behalf of Your Library and/or Donated to Your Library by the Friends of the Library	Report funds expended or donated during the reporting year of October 1 – September 30.
115	Total Amount of Funds Expended on Behalf of Your Library and/or Donated to Your Library by a Library Foundation or Endowment Fund	A library foundation is established to create a funding source separate and distinct from the governmental institution. It is also separate from a Friends of the Library group. An endowment fund is a dedicated financial source established to secure a longer-term financial base for the library.

Part X. Outlet Information

An outlet is a unit (i.e., central, branch, bookmobile, books-by-mail only) of an administrative entity that provides direct public library services. A single-outlet central library should not be confused with the administrative entity to which it belongs. Some data are reported for each outlet of an administrative entity, such as the outlet's name and address, telephone number, type of outlet and square footage.

1	Name	This is the legal name of the outlet. Note: Do not use acronyms. Do not abbreviate the name unless it exceeds the field length. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.
2	Street Address	This is the complete street address of the outlet. Note: Do not report a post office box or general delivery. For a bookmobile that operates from an administrative entity, branch or central library, report the address of the administrative entity, branch or central library from which it operates.
3	City	This is the city or town in which the outlet is located.
4	ZIP Code	This is the standard five-digit postal ZIP code for the street address of the outlet.
5	County	This is the county in which the outlet is located.
6	Phone	This is the telephone number of the outlet, including area code. Note: Report telephone number without spacing or punctuation.

	Performance Indicator	Definition/Instruction
7	Type Code (Drop-Down List With the Following Choices): Books-By-Mail Only Branch Library Bookmobile(s) Central Library	<p>An outlet is a unit of an administrative entity that provides direct public library service.</p> <p>Select one of the following:</p> <p>Books-By-Mail only. A direct mail order service which provides books and other library materials. Books-by-mail typically serves rural residents, the disabled, the homebound and others without access to another type of public library outlet. Requests for materials are usually received by mail and by telephone only. Only books-by-mail services housed separately from any other type of direct public service outlet (that is, central library, branches or bookmobiles) should be labeled this way.</p> <p>Branch Library. A branch library is an auxiliary unit of an administrative entity which has at least all of the following:</p> <ol style="list-style-type: none"> 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Open to the public for regularly scheduled hours. <p>Bookmobile(s). A bookmobile is a traveling branch library. It consists of at least all of the following:</p> <ol style="list-style-type: none"> 1. A truck or van that carries an organized collection of library materials; 2. A paid staff; and 3. Open to the public for regularly scheduled hours. <p>Note: A separate outlet record may be created for each bookmobile. You may wish to create separate outlet records for individual bookmobiles if they have different addresses. Alternatively, a bookmobile outlet record may include more than one bookmobile.</p>

	Performance Indicator	Definition/Instruction
		<p>Central Library. This is one type of single-outlet library or the library which is the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here. Synonymous with main library.</p> <p>Note: Each administrative entity may report either no central library or one central library. No administrative entity may report more than one central library. If you wish to identify a central library in the outlet file, identify the library with the largest collection as the central library and report all others as branches. Where there are several co-equal outlets and no principal collection, report all such outlets as branches, not central libraries.</p>
8	Square Footage of Outlet	<p>Report the total area, in square feet, for each library outlet (central library or branch). This is the area on all floors enclosed by the outer walls of the library outlet. Include all areas occupied by the library outlet, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.</p>
9	Number of Bookmobiles	<p>The number of bookmobiles in the bookmobile outlet record. Count vehicles in use, not the number of stops the vehicle makes.</p> <p>Note: A bookmobile outlet record may include one or more bookmobiles. Complete this data element only if the outlet record is of the type Bookmobile(s). A bookmobile is a traveling branch library. It consists of at least all of the following:</p> <ol style="list-style-type: none"> 1. A truck or van that carries an organized collection of library materials; 2. A paid staff; and

	Performance Indicator	Definition/Instruction
		3. Open to the public for regularly scheduled hours.
10	Public Service Hours Per Year for This Outlet	<p>This is the number of annual public service hours for this outlet.</p> <p>Note: Include the actual hours open for public service for central, branch, bookmobile and Books-by-Mail Only outlets. For each bookmobile, count only the hours during which the bookmobile is open to the public. For administrative entities that offer ONLY Books-by-Mail service, count the hours that the outlet is staffed for service. Minor variations in public service hours need not be included. Extensive hours closed to the public due to natural disasters or other events should be excluded from the count.</p>
11	Number of Weeks Open Per Year for This Outlet	<p>This is the number of weeks during the year that this outlet was open to the public.</p> <p>Note: Include the number of weeks open for public service for central, branch, bookmobile and Books-by-Mail Only outlets. For each bookmobile, count only the weeks during which the bookmobile is open to the public. For administrative entities that offer ONLY Books-by-Mail service, count the weeks that the outlet is staffed for service. The count should be based on the number of weeks that a library outlet was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events should be excluded from the count. Do not calculate based on total number of service hours per year at the outlet level. Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.</p>