

**Supplemental Survey – Annual Statistical Report, 2019-2020**

**I. Programming Supplemental Questions**

**A. Active Programs and Presentations to Groups**

An active program is any planned event held on or off-site which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Active programs may cover use of the library, library services or library tours. Active programs may also provide cultural, recreational or educational information, often designed to meet a specific social need. Examples of these types of active programs include film showings, lectures, story hours, literacy, English as a second language, citizenship classes and book discussions.

Active programs may be held in-person or virtually on live-streaming and/or interactive platforms. Count in-person programs and attendance separately from the virtual programs and attendance.

If active programs are offered as a series, count each active program in the series. For example, a film series offered once a week for eight weeks should be counted as eight active programs.

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.

**1. Active In-Person Programs**

Count all active in-person 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.

**Active In-Person Program Attendance**

Report actual counted number of persons *attending* 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.

	<b>Active In-Person Programs</b>		<b>Active In-Person Program Attendance</b>
1. All-Ages Active In-Person Programs		Number of Active In-Person programs primarily intended for the entire family.	All-Ages Active In-Person Program Attendance
2. Adult Active In-Person Programs		Number of Active In-Person programs primarily intended for adult audiences.	Adult Active In-Person Program Attendance
			Number of people of any age attending Active In-Person programs primarily intended for the entire family.
			Number of people of any age attending Active In-Person programs primarily intended for adult audiences.

3. Young Adult Active In-Person Programs		Number of Active In-Person programs primarily intended for young adults. Note: Young adult age is defined as 12-18 years.	Young Adult Active In-Person Program Attendance		Number of people of any age attending Active In-Person programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.
4. Children's Active In-Person Programs		Number of Active In-Person programs primarily intended for children. Note: Children's age is defined as 11 years and under.	Children's Active In-Person Program Attendance		Number of people of any age attending Active In-Person programs primarily intended for children. Note: Children's age is defined as 11 years and under.
5. Total Active In-Person Programs		The sum of all-ages, adult, young adult and children's Active In-Person programs.	Total Active In-Person Program Attendance		The sum of all-ages, adult, young adult and children's Active In-Person program attendance.

**2. Active Virtual Programs**

Active virtual programs are programs as defined above, but conducted via a web conferencing or webinar platform such as Facebook, YouTube or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

Count all active virtual programs that are sponsored or co-sponsored by the library. Exclude programs sponsored or created by other groups but shared by you on your platform.

**Active Virtual Program Attendance**

Report number of persons live-viewing programs and presentations sponsored by the library. Collect attendance shortly after the live program ends. If applicable, count views of 1 minute or longer.

**Active Virtual Programs**

**Active Virtual Program Attendance**

6. All-Ages Active Virtual Programs		Number of Active Virtual programs primarily intended for the entire family.	All-Ages Active Virtual Program Attendance		Number of people of any age attending Active Virtual programs primarily intended for the entire family.
7. Adult Active Virtual Programs		Number of Active Virtual programs primarily intended for adult audiences.	Adult Active Virtual Program Attendance		Number of people of any age attending Active Virtual programs primarily intended for adult audiences.
8. Young Adult Active Virtual Programs		Number of Active Virtual programs primarily intended for young adults. Note: Young adult age is defined as 12-18 years.	Young Adult Active Virtual Program Attendance		Number of people of any age attending Active Virtual programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.
9. Children's Active Virtual Programs		Number of Active Virtual programs primarily intended for children. Note: Children's age is defined as 11 years and under.	Children's Active Virtual Program Attendance		Number of people of any age attending Active Virtual programs primarily intended for children. Note: Children's age is defined as 11 years and under.
10. Total Active Virtual Programs		The sum of all-ages, adult, young adult and children's Active Virtual programs.	Total Active Virtual Program Attendance		The sum of all-ages, adult, young adult and children's Active Virtual program attendance.

**B. Self-Directed Programs**

A self-directed program is an activity that patrons can do on their own, without a library staff person leading the activity or interacting with patrons while they engage in the activity.

Count all self-directed programs that are created by library staff or that are sponsored or purchased by the library. Include programs that were purchased on the library's behalf by the regional multi-type library cooperative, but report only statistics relevant to your library.

Do not count programs that were created by outside organizations for their constituents, but shared by your library staff; e.g., Lavarr Burton Reads on Twitter, NASA Story Times on YouTube, etc.

Do not include promotional or marketing content.

### 3. Self-Directed In-Person Programs

Self-directed in-person programs take place at the library or library sponsored location, or are available for pickup from the library or library sponsored location. Examples of self-directed in-person programs: library scavenger hunts, Post-It poetry wall, take-and-make craft kits. Count each iteration as a program. For example, a series of take-and-make craft kits featuring a different item to be made each week for 10 weeks, counts as 10 programs.

#### Self-Directed In-Person Program Usage

Counting the number of people who use self-directed in-person programs will depend on the type of program. Take-away craft kits could be counted as each kit = one person while post-it poetry could be counted as each post-it note = one person.

Self-Directed In-Person Programs		Self-Directed In-Person Program Usage	
11. All-Ages Self-Directed In-Person Programs	Number of Self-Directed In-Person programs primarily intended for the entire family.	All-Ages Self-Directed In-Person Program Usage	Number of people of any age accessing or using Self-Directed In-Person programs primarily intended for the entire family.
12. Adult Self-Directed In-Person Programs	Number of Self-Directed In-Person programs primarily intended for adult audiences.	Adult Self-Directed In-Person Program Usage	Number of people of any age accessing or using Self-Directed In-Person programs primarily intended for adult audiences.
13. Young Adult Self-Directed In-Person Programs	Number of Self-Directed In-Person programs primarily intended for young adults. Note: Young adult age is defined as 12-18 years.	Young Adult Self-Directed In-Person Program Usage	Number of people of any age accessing or using Self-Directed In-Person programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.
14. Children's Self-Directed In-Person Programs	Number of Self-Directed In-Person programs primarily intended for children. Note: Children's age is defined as 11 years and under.	Children's Self-Directed In-Person Program Usage	Number of people of any age accessing or using Self-Directed In-Person programs primarily intended for children. Note: Children's age is defined as 11 years and under.

15. Total Self-Directed In-Person Programs		The sum of all-ages, adult, young adult and children's Self-Directed In-Person programs.	Total Self-Directed In-Person Program Usage		The sum of all-ages, adult, young adult and children using Self-Directed In-Person programs.
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**4. Self-Directed Virtual Programs**

Self-directed virtual programs are created or sponsored by the library and put on the Internet in such a manner that patrons can access them at any time. Self-directed virtual programs can be put on social media such as Facebook and YouTube, or on the library website. Examples of self-directed virtual programs: tweeted #poetry, how-to video tutorials, Google Doc escape rooms, recorded story times. A program placed on several social media platforms is one program (e.g., a video on Facebook and YouTube counts as one).

**Self-Directed Virtual Program Usage**

Counting the number of people who use self-directed virtual programs will depend on the type of access to the program. Google or other analytics can be used for websites; Google Analytics integrates with Google Docs.

For videos: If the analytics allow it, count views of one minute and more. Each view = one person. Count all views on all platforms if a video is hosted on several platforms; e.g., YouTube and Facebook.

	<b>Self-Directed Virtual Programs</b>			<b>Self-Directed Virtual Program Usage</b>	
16. All-Ages Self Directed Virtual Programs		Number of Self-Directed Virtual programs primarily intended for the entire family.	All-Ages Self-Directed Virtual Program Usage		Number of people of any age accessing or using Self-Directed Virtual programs primarily intended for the entire family.
17. Adult Self-Directed Virtual Programs		Number of Self-Directed Virtual programs primarily intended for adult audiences.	Adult Self-Directed Virtual Program Usage		Number of people of any age accessing or using Self-Directed Virtual programs primarily intended for adult audiences.
18. Young Adult Self-Directed Virtual Programs		Number of Self-Directed Virtual programs primarily intended for young adults. Note: Young adult age is defined as 12-18 years.	Young Adult Self-Directed Virtual Program Usage		Number of people of any age accessing or using Self-Directed Virtual programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.

19. Children's Self-Directed Virtual Programs		Number of Self-Directed Virtual programs primarily intended for children. Note: Children's age is defined as 11 years and under.	Children's Self-Directed Virtual Program Usage		Number of people of any age accessing or using Self-Directed Virtual programs primarily intended for children. Note: Children's age is defined as 11 years and under.
20. Total Self-Directed Virtual Programs		The sum of all-ages, adult, young adult and children's Self-Directed Virtual programs.	Total Self-Directed Virtual Program Usage		The sum of all-ages, adult, young adult and children using Self-Directed Virtual programs.

**II. Economic Impact Questions**

Your library reported annual expenditures to the Division of Library and Information Services for FY2018-19 and FY2019-20 in the Annual Statistical Report. The Division plans to use this information to do an economic impact study. Please identify the proportions (percentage or %) that your library expended for in-state services, materials or contracts in both FY2018-19 and FY2019-20. Refer to the definitions as given in the Annual Statistical Report for Florida's Public Libraries under performance indicator numbers (e.g., 62).

Please provide your best estimates as we realize you may not know the exact proportion.

	Fiscal Year 2018-2019	Fiscal Year 2019-2020
21. Print materials (item 62). Percentage (%) of in-state expenditures:		
22. Electronic materials (item 63). Percentage (%) of in-state expenditures:		
23. Other materials (item 64). Percentage (%) of in-state expenditures:		
24. All other operating (item 66). Percentage (%) of in-state expenditures:		
25. Capital Outlay (item 68). Percentage (%) of in-state expenditures:		
For each type of income, indicate what percentage (%) came from in-state sources.		
26. Cash gifts and donations (item 45). Percentage (%) of in-state sources:		
27. Other operating income (item 46). Percentage (%) of in-state sources:		

**III. IMLS Supplemental Questions**

28. Public Services During COVID-19	Y/N	Answer Yes or No to the following question: "Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic?" NOTE: Services to the public can include activities such as: answering calls, emails or texts with answers to information requests from the public • hosting virtual programming or recorded content • offering "curbside," delivery (mail or drop-off) or drive-thru circulation of physical materials • managing IT services to ensure external Wi-Fi access • providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).
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29. Electronic Materials Added Due to COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?” NOTE: Adding or increasing materials can include: increasing the concurrent or monthly borrowing limits for electronic materials • increasing the number of electronic materials and holdings • otherwise augmenting the public’s ability to use electronic materials. These materials can include those the library did not pay for itself, such as those provided through the state library administrative agency, library consortium or vendor at no cost in response to the pandemic. Types of electronic materials include e-books, audio and downloadable videos, e-serials (including 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.</p>
30. Electronic Library Cards Issued Before COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library allow users to complete registration for library cards online without having to come to the library <b>before</b> the Coronavirus (COVID-19) pandemic?” NOTE: Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. Refer to the definition of Number of Registered Users (data element #503).</p>
31. Electronic Library Cards Issued During COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library allow users to complete registration for library cards online without having to come to the library <b>during</b> the Coronavirus (COVID-19) pandemic?” NOTE: Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. Refer to the definition of Number of Registered Users (data element #503).</p>
32. Reference Service During COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic?” NOTE: Refer to the definition of Reference Transactions (data element #502). Include reference service provided via email, chat and text.</p>
33. Outside Service During COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library provide ‘outside’ service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?” NOTE: Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.</p>
34. Live Virtual Programs During COVID-19	Y/N	<p>Answer Yes or No to the following question: “Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic?” NOTE: Live, virtual programs (see definition of Total Number of Library programs, data element #600) are conducted via a web conferencing or webinar platform such as Facebook, YouTube or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.</p>

35. Recordings of Program Content During COVID-19	Y/N	Answer Yes or No to the following question: “Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic?” NOTE: Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.
36. External Wi-Fi Access Before COVID-19	Y/N	Answer Yes or No to the following question: “Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Coronavirus (COVID-19) pandemic?” NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.
37. External Wi-Fi Access Added During COVID-19	Y/N	Answer Yes or No to the following question: “Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?” NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.
38. External Wi-Fi Access Increased During COVID-19	Y/N	Answer Yes or No to the following question: “Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?” NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc.
39. Staff Re-Assigned During COVID-19	Y/N	Answer Yes or No to the following question: “Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic?” NOTE: Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count but volunteering off hours would not.
40. Library Visits Reporting Method	Y/N	Regarding the number of Library Visits (data element #501) entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: CT—Annual Count ES—Annual Estimate Based on Typical Week(s)
41. Reference Transactions Reporting Method	Y/N	Regarding the number of Reference Transactions (data element #502) entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: CT—Annual Count ES—Annual Estimate Based on Typical Week(s)
42. Closed Outlets Due to COVID-19	Y/N	Answer Yes or No to the following question: “Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic?” NOTE: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building.

## Outlet Level COVID-19 Weeks

If you answered "Yes" to question 42, please answer the Outlet Level COVID-19 Weeks questions, indicating which outlets were closed or had limited occupancy due to COVID-19, and how many weeks they were affected.

**Location**

**Number of Weeks an  
Outlet Closed Due to  
COVID-19**

If you answered "Yes" to question 42, please answer the Outlet Level COVID-19 Weeks questions, indicating which outlets were closed or had limited occupancy due to COVID-19, and how many weeks they were affected.

**Number of Weeks an  
Outlet Had Limited  
Occupancy Due to  
COVID-19**

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic.

NOTE: Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements #714 and #716 (that is, a library was open to the public and implementing limited occupancy practices in the same week). Data element #716 should not be greater than data element #714.

Limited public occupancy practices can include reduced hours open, limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks or meeting rooms, etc.