

2017-18 PLVN Annual Statistical Survey

Library Performance Indicators Summary Report

Report

This report documents and presents data from Public Libraries Victoria Network's (PLVN) 2017-18 Annual Statistical Survey, highlighting results against the 10 public library performance indicators. The report includes background, definitions, methodology, analysis and commentary that can be used by PLVN and public libraries in different ways to showcase and benchmark performance.

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| 1. | <i>2017-18 PLVN Library Performance Summary</i> | 2-page summary of 10 Victorian public library performance indicators |
| 2. | <i>Background</i> | 1-page description of the rationale for the development of the indicators from 2017-18 |
| 3. | <i>PLVN Library Performance Indicators</i> | 20 pages documenting each of the 10 indicators, including definition of the indicator, 2017-18 and comparative data, and commentary on performance |
| 4. | <i>2017-18 Library Service Comparative Tables</i> | 10 pages ranking each Victorian library service against each of the 10 indicators |
| 5. | <i>Vision Australia Information and Library Service</i> | 1-page summary of VAALS data, which is analysed and presented separately due to the differences between the municipal library services and VAALS |
| 6. | <i>Indicator definitions</i> | 3 pages documenting each of the 10 performance indicators |
| 7. | <i>Data specifications</i> | 3-page description of the data specifications provided to Victorian public libraries to assist with data collection |

The following abbreviations are used throughout the report.

I&LS	Information and Library Service
LC	Library Corporation
LN	Library Network
LS	Library Service
L&IS	Library & Information Service
PLS	Public Library Service
RLC	Regional Library Corporation
RLS	Regional Library Service

1. 2017-18 PLVN Library Performance Summary

Library performance indicators		Victorian public libraries			
		2015-16	2016-17	2017-18	Trend
1.	Active library members	17%	16%	16%	↘
2.	Attendance at library programs per '000 capita	316	325	331	↗
3.	Turnover rate – physical items	5.3	5.2	5.3	→
4.	Turnover rate – digital items	3.5	3.7	4.3	↗
5.	Physical quality of library collection	67%	66%	65%	↘
6.	Library service income per capita*	\$40.51	\$40.95	\$39.90	↘
7.	Cost of library service per visit*	\$7.98	\$8.06	\$8.19	→
8.	Staff EFT per '000 capita	0.31	0.30	0.29	↘
9.	Number of public access devices per '000 capita	0.69	0.71	0.63	↘
10.	Customer satisfaction rating	8.59	8.44	8.43	↘

* Trend indicator accounts for inflationary effects on the cost of library services.

Victoria's public libraries continue to provide a range of efficient library services to the Victorian community. The PLVN library performance indicators address participation, collections, cost efficiency, staffing, technology and customer satisfaction. The 2017-18 data illustrates the changing role of public libraries, showing improvement in terms of program attendance and digital inclusion, while also indicating declines in active library membership and customer satisfaction.

1. Active library members ↘

In 2017-18, 2.19 million people were members of Victorian public libraries (vs 2.17 library members reported in 2016-17). This represents 35% of the Victorian population (vs 36% in 2016-17). Of these, 0.99 million, or 16% of the Victorian population, borrowed a library collection item during 2017-18. This figure is slightly lower than what has been previously reported for 'active' library membership (0.99 million people and 16% in 2016-17), with the number of active members static as the population grows. Many people who are not classified as 'active members' actively use libraries. For example, a family member may borrow for them, or they use the library to attend programs, use the computers and wifi, or use library spaces for work, study or relaxation.

2. Attendance at library programs per '000 capita ↗

In 2017-18, an average of 331 people out of every thousand attended a cultural, literacy or skill development program at a Victorian public library. This is 2% higher than the 2016-17 result and continues a steady upward trend – up 34% on the 247 per thousand reported statewide in 2011-12. Library programs cater to the needs and interests of different population cohorts and include Story Time and Rhyme Time for children, school holiday programs for young readers, author talks and book clubs, digital literacy training, youth activities and cultural events.

3. Turnover rate – physical items →

In total, Victoria's public libraries have a physical collection of 7.94 million items (down 3% from 8.22 million items in 2016-17). With annual loans of physical collection items around 42 million (down from 43 million in 2016-17), there was an average of 5.3 loans per item during 2017-18, consistent with results from previous years. Turnover rates at individual libraries range from more than 9.0 loans per item to less than 2.0 loans per physical collection item.

4. Turnover rate – digital items ↗

The number and use of digital collection items in Victorian public libraries continue to increase. The total 'stock' of digital items increased 17% to 760,000 in 2017-18. The 3.6 million loans of ebooks and resources compares with 2.4 million loans of digital collection items in 2016-17 and 0.9 million in 2014-15. On average, every digital collection item in Victoria's public libraries was borrowed 4.3 times during 2017-18. This does not include loans of Vision Australia's digital resources which have a turnover rate of 10.7 loans per item.

5. Physical quality of library collection ↘

Sixty five percent of public libraries' current physical collection of 7.9 million items has been purchased in the last five years, indicating a high level of collection quality and currency. This figure had increased from 60% in 2011-12, but has dropped slightly in the past two years. The five libraries that have purchased more than 80% of their physical collection in the last five years are all in metropolitan Melbourne. The five libraries with the lowest proportion of recently purchased physical collection items (less than 42%) are in rural areas.

6. Library service income per capita ↘

The average level of funding of public library services in Victoria in 2017-18 (excluding VAILS) was \$39.90 per person. This is lower than in previous years – in both absolute and real (inflation-adjusted) terms. In 2017-18 the total direct cost of providing public library services in Victoria was \$252 million (vs \$248 million in 2016-17) – with \$202 million (80%) of library operating funding coming from local government, \$41 million (16%) from state government, and \$9 million (4%) from other funding sources (including library fees and charges). This does not include federal program funding (\$0.3 million) or capital funding for library buildings, mobile libraries and equipment.

7. Cost of library service per visit →

Across their core funding sources (i.e. local government – operating/collections, state government, other income), the average cost for each of the nearly 31 million physical visits to public and mobile libraries was \$8.19 (not including visits to library websites or attendance at offsite activities). In inflation-adjusted terms, this is consistent with service costs in previous years.

8. Staff EFT per '000 capita ↘

The number of library staff per thousand population (0.29 EFT in 2017-18) continues to slowly decrease as library funding per capita drops. In 2017-18 Victoria's public libraries employed the equivalent of 1,843 full time persons. On average, library corporations have a lower staff per capita rate (0.25 EFT per '000 population) than single municipal libraries (0.32 EFT).

9. Number of public access devices per '000 capita ↘

Victorian public libraries support digital inclusion by providing free access to computers (including desktops, laptops and tablets). Since 2011-12 the number of public access devices accessible per thousand persons increased from 0.40 to 0.71 in 2016-17. The drop to 0.63 public access devices per capita in 2017-18 coincides with more library users using their own devices to access free library wifi.

10. Customer satisfaction rating ↘

Victoria's public libraries first reported to PLVN on customer satisfaction ratings in 2013-14. In 2017-18, across different survey approaches, the average library customer satisfaction rating was 8.43 out of 10. This is in line with the average ratings reported in 2016-17. Satisfaction ratings from 37 libraries range from a high of 9.9 out of 10 to a low of 6.8 out of 10.

2. Background

Annual library statistics

For more than 60 years Victoria's public libraries have reported aggregate statistics on library membership, usage, staffing and expenditure. Data from the Annual Survey of Victorian Public Libraries is published on the PLVN website <https://www.publiclibrariesvictoria.net.au/resources>.

In 2013-14 PLVN reviewed and revised its statewide data collection to ensure that it met legislative requirements and industry standards, and continued to provide useful information to library practitioners, funders and other stakeholders. The annual statistical collection has been further refined in the past three years.

From 1 July 2014 Local Government Victoria also implemented a mandatory performance reporting framework (LGPRF) for local government. The outcomes-focused LGPRF is based on providing measures of both effectiveness (meeting user needs and quality standards) and efficiency (cost efficiency). The LGPRF includes four library indicators (LB1 to LB4) that have been developed with sector input.

Performance indicators

The performance of Victoria's public libraries can be defined (at a high level) through the following 10 indicators, which represent a mix of input-output and performance information.

<i>Appropriateness</i>	1.	Active library members (LB4)
	2.	Attendance at library programs per capita
<i>Quality</i>	3.	Turnover rate – physical items (LB1)
	4.	Turnover rate – digital items
	5.	Physical quality of library collection (LB2)
<i>Cost</i>	6.	Library service income per capita
	7.	Cost of library service per visit (LB3)
	8.	Staff EFT per capita
<i>Service</i>	9.	Number of public access devices per capita
	10.	Customer satisfaction rating.

Victoria's public library services captured and published data on these 10 indicators for the first time in 2013-14. In interpreting the data in this report, it is important to note that per capita indicators like active library membership (Indicator 1), program attendance (2), cost (6), staffing (8) and access to computers (9) can be distorted where there is a very small municipal population.

Outcomes-focused performance indicators

There have been recent moves through National and State Libraries Australasia (NSLA), the Australian Public Library Alliance (APLA) and within PLVN to shift the focus of data collection from traditional measures of input/output to outcome measures. Outcome measures assess the impact of library service provision and usage on individuals and communities. For example, they assess the role of libraries in supporting literacy development, digital inclusion, informed citizenship, personal health and wellbeing, stronger communities and economic and workforce development. From 2015-16, PLVN's statistical survey has started to explore a wider understanding of library performance.

3. PLVN Library Performance Indicators

Indicator 1. ACTIVE LIBRARY MEMBERS

Definition	The percentage of the municipal population who are active library members (i.e. have borrowed a library collection item in the past 12 months).
Measure type	Outcome – participation
Computation	Number of active library members divided by the municipal population (shown as a percentage)

Item	2015-16	2016-17	2017-18
Number of active library members	1,026,798	992,033	992,332
Total population	5,937,481	6,068,869	6,322,709
% active library members	17%	16%	16%

* Population in scope for library services with active membership data.

Nearly one million people borrowed a library collection item from Victoria’s public libraries during 2017-18. This represents 16% of the Victorian population.

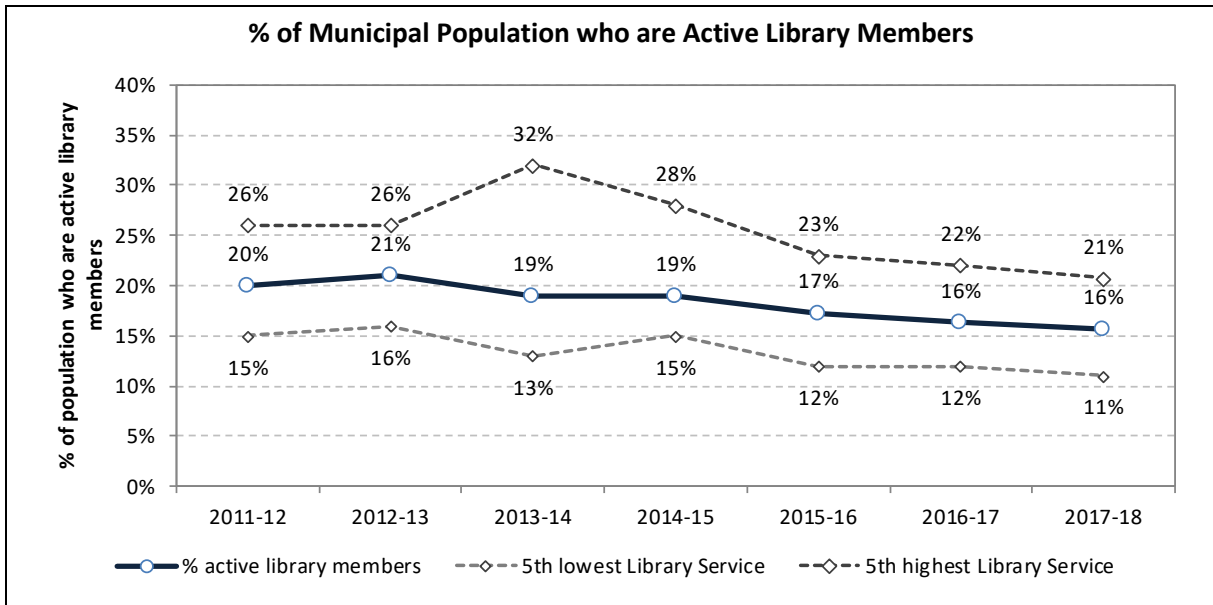
Historically, the 2015-16 figure was down on the 19% reported in the previous two years due to improved reporting of membership borrowing among the libraries who are part of the SWIFT consortium. With better analytics the membership borrowing figures from these libraries are now considered to be a true reflection of how many users actually borrow items in a year.

Following that adjustment, the results from the past two years show a slow decline in the proportion of active library members. In 2017-18, while the actual number of active members was consistent with the 2016-17 figure, the Victorian population grew by around 4% to more than 6.3 million. Across the 46 Victorian library services, in 2017-18 more than three quarters (35) experienced a drop in the proportion of active library members, while only 11 had an increase in the rate of active membership. Where they occurred, the falls were not large, with 13 library services having membership drops of less than 5% and 27 having drops of less than 10%.

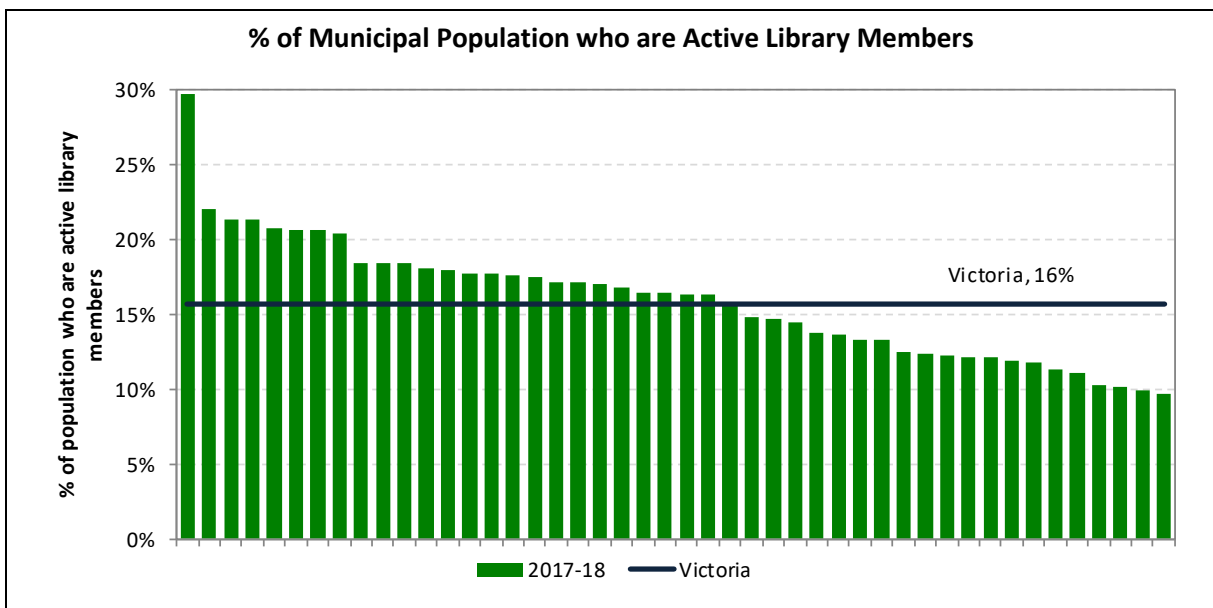
The LGPRF uses a conservative definition of ‘active’ public library usage which does not recognise: a) library members who act as the sole borrower in their household (e.g. parents who borrow books for their children); b) participation in library programs (e.g. Story Time, author talks, cultural events); c) sole use of the library computers or internet; or d) use of the library for study, research or relaxation.

This indicator also has a 12-month timeframe, which is lower than the 3-year timeframe defined in the national standard for Australian public libraries. Using the national standard which allows for borrowing of collection items in the past three years, active library membership among Victoria’s public libraries in 2017-18 was 35% – more than double the LGPRF figure and just below the 36% reported in 2016-17.

The membership range is fairly narrow, with nearly half of the 46 Victorian library services having an active membership rate between 16% and 18%.



The library with the highest active membership figure was Melbourne LS at 30%. Melbourne has a uniquely high level of ‘out of area’ usage which inflates this measure, as many active borrowers who live in other municipalities work in the city and use City, Docklands and other libraries on a regular basis.



‘Out of area’ usage also occurs where people are members of multiple libraries. This is most common in the geographically small inner urban municipalities (e.g. Melbourne, Yarra, Port Phillip) and can be up to 20% of library membership. The level of ‘out of area’ membership is typically lower in regional areas and in Regional Library Corporations (e.g. Eastern RLC, Casey-Cardinia LC, Whitehorse Manningham RLC where cross-LGA borrowing occurs within the single corporation).

The three libraries which once again have active library membership rates at or below 10% (Casey-Cardinia LC, Melton L&IS and Hume Libraries) are large interface councils with fast-growing populations.

Indicator 2. ATTENDANCE AT LIBRARY PROGRAMS PER CAPITA

Definition	The attendance at programs and events held inside and outside the library per 1,000 persons within the specified period.
Measure type	Outcome – participation
Computation	Total number of attendances at library programs divided by the number of people in the library services’ municipal area (in thousands).

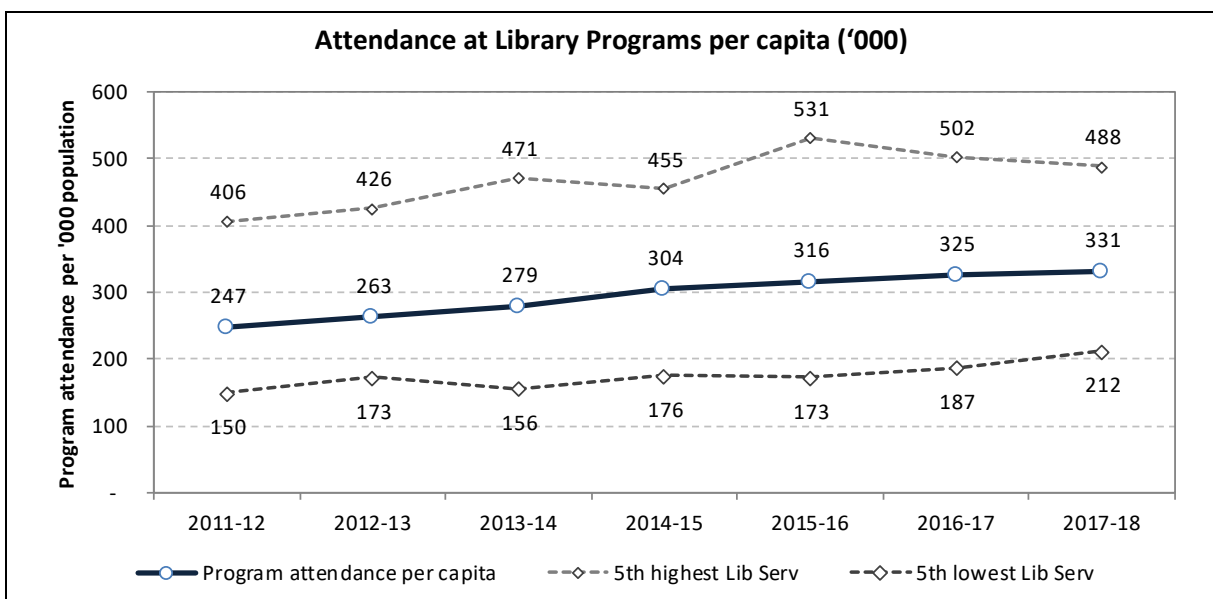
Item	2015-16	2016-17	2017-18
Attendance at library programs (million)	1.87	1.97	2.09
Population ('000)	5,937	6,069	6,323
Attendance at library programs per '000 persons	316	325	331

Over the last seven years there has been a steady increase in attendance at cultural, literacy and skill development programs run by Victoria’s public libraries. In 2017-18, on average 331 people out of every thousand attended a library program, up from 247 per thousand in 2011-12 (which included program activities associated with the launch of the National Year of Reading in 2012).

While there is overlap in attendance with individual library users attending multiple programs, the diversity of programs on offer means that Victoria’s public libraries are able to engage many different user groups through their program activity. These programs include (among many others):

- Story Time, Rhyme Time, Baby Time and bi-lingual story time programs for young children and their parents/carers
- school holiday programs for young readers
- digital literacy training programs for all ages, including seniors
- author talks, book clubs and literary launches
- craft and chat sessions that combine socialisation with other activities
- youth-focused activities related to graphic art and novels, youth literature and photography
- cultural activities and festivals.

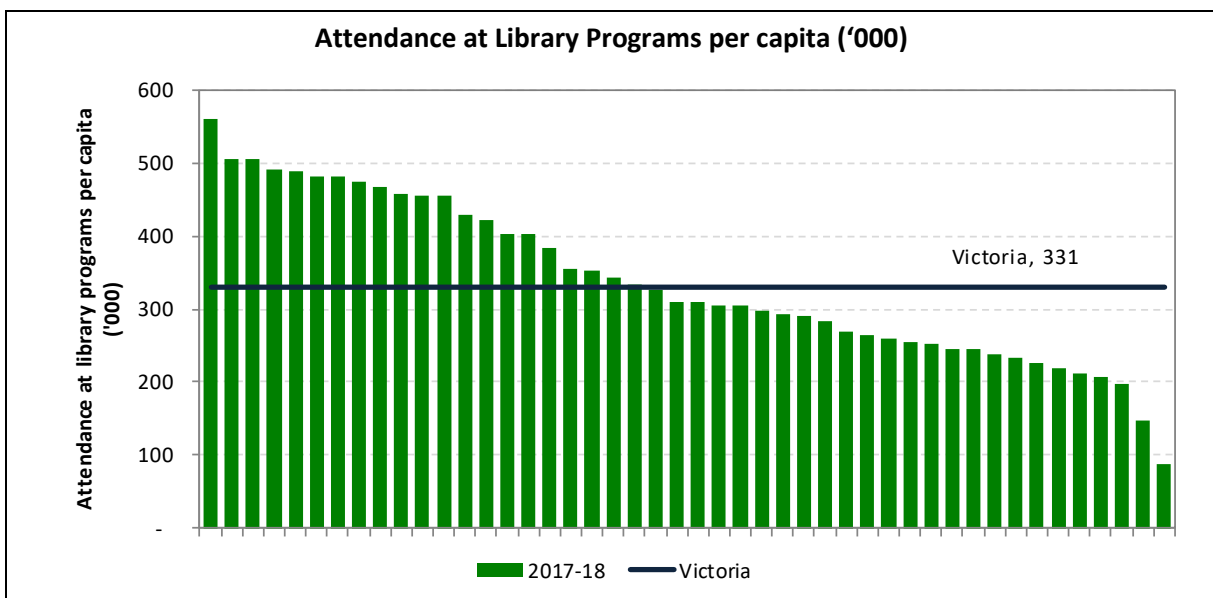
Library programs and events are run at library branches or offsite in community locations.



As in 2016-17, Murrindindi LS had the highest rate of program attendance, which in 2017-18 was 560 attendances at library programs per thousand people. Two other library services (Glen Eira LS and Geelong RLC) also had attendance rates over 500 people per thousand. With a much greater focus on regular programs and school holiday activities, Wodonga LS increased its program attendance rate from 259 per thousand in 2016-17 to 492 in 2017-18.

To highlight the different roles of public libraries, it is notable that while Hume Libraries has one of the lowest active membership rates (which relates to borrowing of collection items), it's program attendance rate which relates to a different form of library engagement) has consistently ranked in the top 10 for the past five years (467 per thousand in 2017-18). Conversely, Boroondara LS (for example) has a relatively high active membership (21%) but a low program attendance rate (208 per thousand).

In 2017-18 only three libraries had program attendance rates below 200, compared with seven in 2016-17, eight in 2015-16 and 2014-15, and ten in 2013-14.



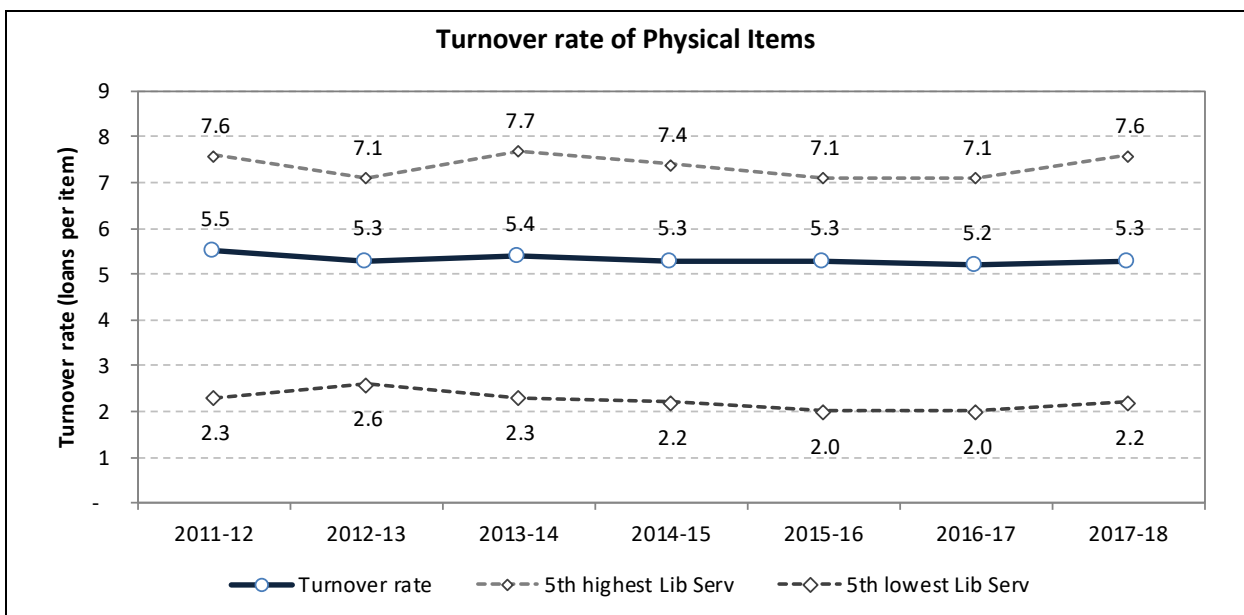
Indicator 3. TURNOVER RATE – PHYSICAL ITEMS

Definition	(Turnover or circulation rate is) The number of loans per physical collection item
Measure type	Outcome – utilisation
Computation	Number of loans of physical items divided by the number of physical collection items available for loan

Item*	2015-16	2016-17	2017-18
Number of loans of physical items (million)	45.06	43.17	42.42
Number of physical items available for loan (million)	8.46	7.98	7.74
Turnover rate of physical items	5.3	5.2	5.3

The physical library collection across Victoria’s public libraries is around 7.94 million items, with 7.74 million items available for loan (excluding historical manuscripts, maps and other records that are only available for use in the library). With annual borrowing of these items at 42 million loans per annum, this averages out to every available physical collection item in Victoria’s public libraries being borrowed 5.3 times during 2017-18. In reality, some items are borrowed much more often than this, while others are seldom borrowed. The overall result is consistent with the figures from previous years.

This does not include loans of digital items (see Indicator 4), and occurs in an environment where public libraries are continually refreshing their collections, with 65% of physical items purchased within the last five years (see Indicator 5).



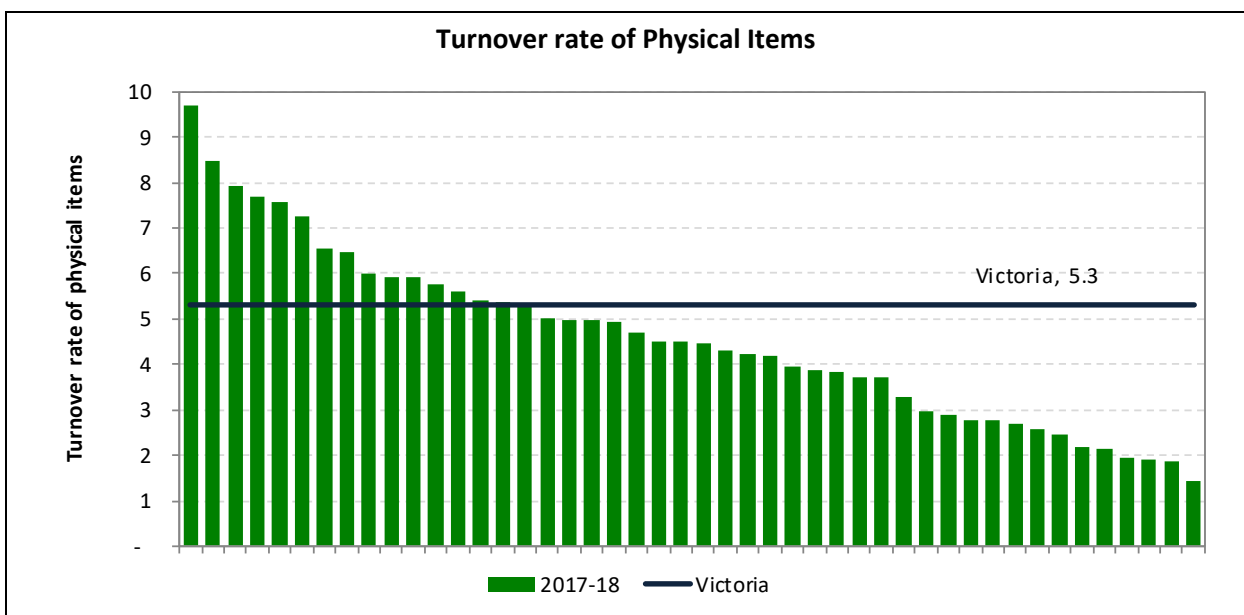
There is considerable variation between libraries in the turnover of the physical library collection. Nine library services have turnover rates above 6.0, while twelve have turnover rates below 3.0.

The libraries with the highest turnover rates are typically large metropolitan library corporations or municipal libraries with high readership levels. Four of the top five ranked library services on this measure are the four metropolitan library corporations (Eastern RLC 9.7, Yarra Plenty RLS 8.5, Casey-Cardinia 7.6 and Whitehorse-Manningham RLC 7.6). Geelong RLC is ranked ninth highest. The other library in the top five is Glen Eira LS (7.9).

There is very little change in the rankings against this indicator over time, although Melton L&IS jumped from 25th to 11th (4.4 to 5.9) after a major review of its collection in 2017-18.

The turnover rate for physical items is clearly influenced by the size of the library service, its capacity to carry and rotate its collection, and having a sufficiently large and active membership to borrow across the collection. The ranking of library services against this measure shows almost a perfect split between metropolitan and regional libraries.

The 26 libraries with turnover of physical items at or above 4.2 are entirely made up of eight library corporations or networks (four metropolitan, four regional) and 18 municipal metropolitan libraries. The 15 libraries with turnover below 3.7 loans per physical item comprise three library corporations in regional Victoria and 12 of the 13 stand-alone municipal library services in regional and rural areas. These libraries strive to maintain a diverse collection across multiple locations, even though many have small dispersed municipal populations.



Indicator 4. TURNOVER RATE – DIGITAL ITEMS

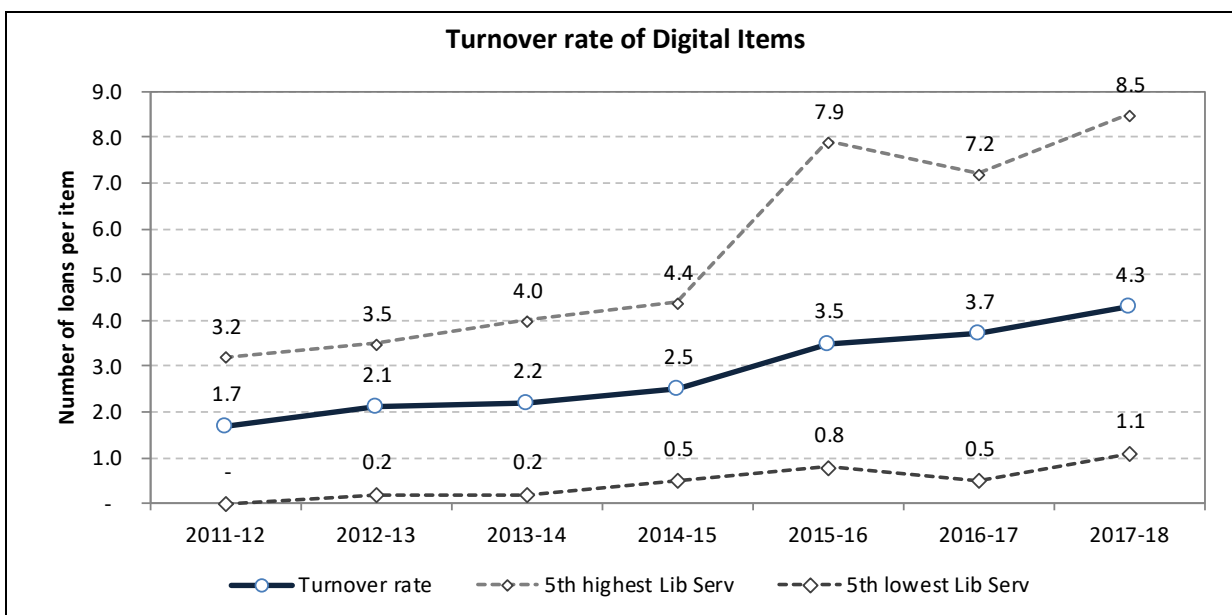
Definition	(Turnover or circulation rate is) The number of loans per digital collection item
Measure type	Outcome – utilisation
Computation	Number of loans of digital items divided by the number of digital collection items

Item*	2015-16	2016-17	2017-18
Number of loans of digital items ('000)	1,884	2,418	3,637
Number of digital items in library collections ('000)	543.5	652.3	762.9
Turnover rate of digital items	3.5	3.7	4.3

* Excludes Vision Australia which in 2017-18 had 552,000 loans of its 52,000 digital collection items.

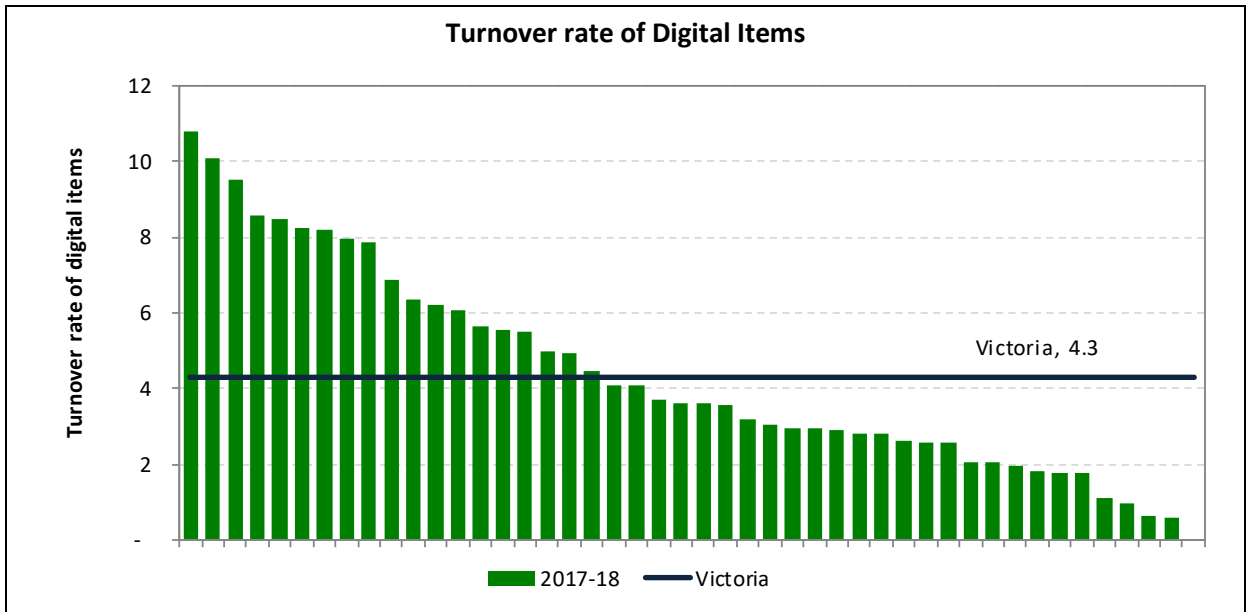
The number of digital collection items in Victorian public libraries has increased significantly in the past few years, with an additional 110,000 digital items added in 2016-17 and again in 2017-18 to make a total statewide collection of 762,900 digital items. This includes ebooks and emagazines purchased through collection aggregators.

As these items become more accessible through different digital devices (e.g. tablets, PCs, eReaders) the number of loans of digital library items has also increased significantly, with more than 3.6 million loans of digital collection items in 2017-18 – nearly double the number of loans only two years ago. On average, every digital collection item in Victoria’s public libraries was borrowed 4.3 times during 2017-18, two and a half times the rate of 1.7 reported in 2011-12.



As with the turnover rate for physical library collection items, the turnover rate for digital items varies considerably between library services. Borrowing rates are influenced by both the spread and depth of the ebook collection in each library service and the extent to which users have access to relevant devices (typically mobile devices) and access to the internet at home, work or school to download ebooks.

Melbourne LS had the highest turnover rate in 2017-18 with 10.8 downloads per digital item. Murrindindi (10.1), Casey-Cardinia LC (9.5), Mornington Peninsula LS (8.6) and Eastern RLC (8.5) also figures above 8.5 loans per item.



Only eight library services had a turnover rate of less than 2.0 loans per digital collection item in 2017-18. Five of these libraries are stand-alone municipal library services in rural and regional Victoria, including some of the smallest library services in the state (e.g. Gannawarra LS, Towong LS, Swan Hill LS).

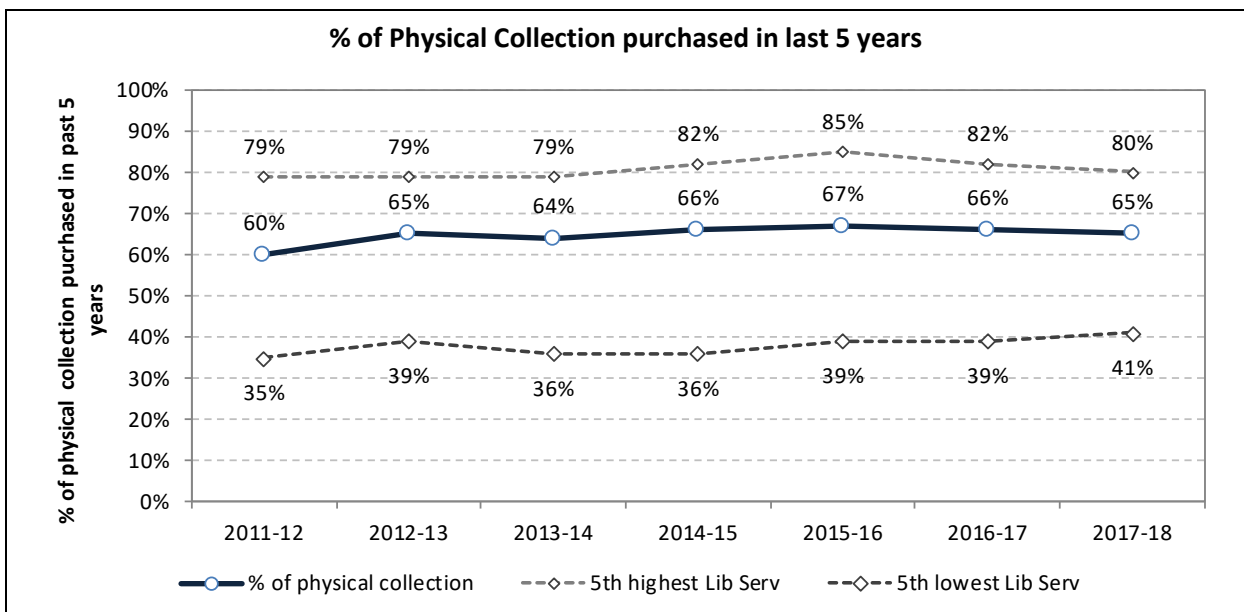
Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION

Definition	The proportion of the physical library collection that has been purchased in the last 5 years
Measure type	Outcome – quality
Computation	Number of physical library collection items purchased in the last 5 years divided by the number of physical items in the collection (shown as percentage)

Item	2015-16	2016-17	2017-18
Number of physical library collection items purchased in the last 5 years (million)	5.67	5.45	5.16
Total number of physical library collection items (million)	8.46	8.23	7.94
% of physical collection items purchased in the last 5 years	67%	66%	65%

Libraries continue to invest in the physical quality of their collections with around 5.2 million new physical collection items purchased every five years. The overall size of the physical collection across Victoria’s public libraries has been falling in recent years, and is currently around 7.9 million items.

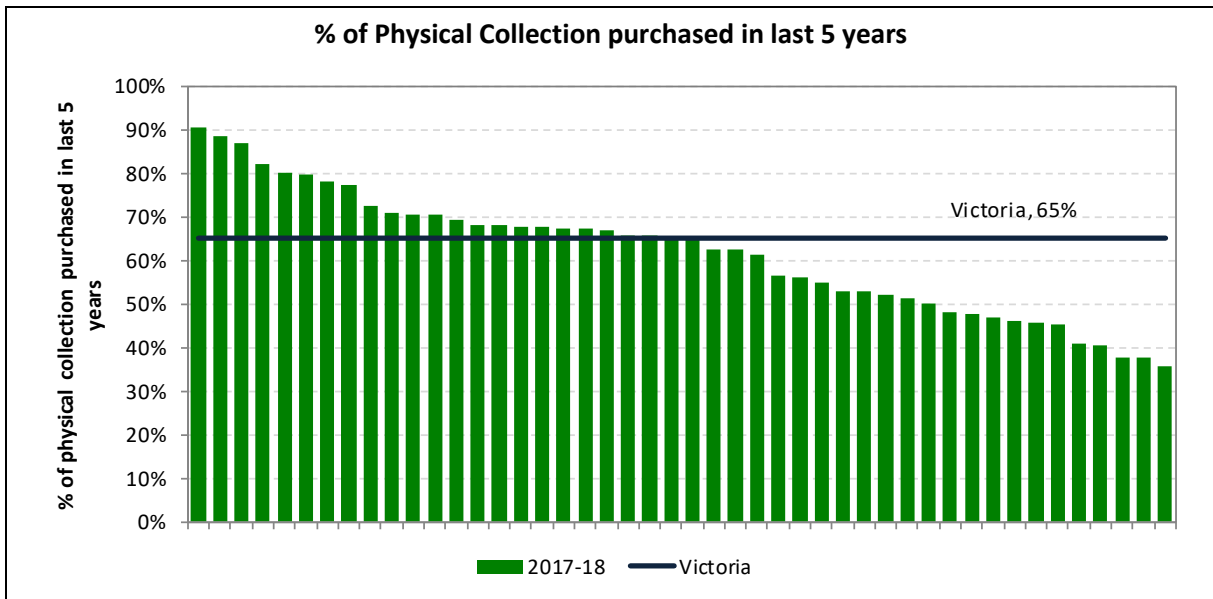
Overall, 65% of public libraries’ current physical collection has been purchased in the last five years, up from 60% in 2011-12, but down a little in recent years. The refreshing of the collection occurs in response to user demand for new items and replenishment of the collection as old and damaged stock is removed.



Despite having a five year base, performance against this indicator at a local level can vary from year to year where library services make a significant investment in their collection, have a year with relatively low collection expenditure, and/or have a major cull of their collection. In 2016-17, 35 of the 46 library services (excluding VAILS) reduced the size of their physical collection. In 2017-18, 35 library services reduced the number of physical items in stock, with ten of these reducing stock by more than 10,000 items (being library corporations and large municipal libraries). Libraries with relatively significant growth in their collections in 2017-18 included Frankston LS, West Gippsland RLC, Brimbank LS, Mildura LS and East Gippsland Shire Library.

Stonnington L&IS (90%) currently has the highest physical quality library collections, with four other libraries above 80% (i.e. Yarra Plenty RLC, Greater Dandenong Libraries, Melbourne LS and Maribyrnong LS).

Exactly half of the library services are above the 65% statewide average, with only two of the 13 stand-alone library services in regional and rural Victoria above 65% (Indigo LS and Wodonga Library). Nine of the eleven libraries with the proportion of physical collection items purchased in the last five years below 50% are in rural and regional areas.



Indicator 6. LIBRARY SERVICE INCOME PER CAPITA

Definition	Total direct cost of provision of library services per capita
Measure type	Input – cost
Computation	Total direct cost of providing library services divided by the municipal population

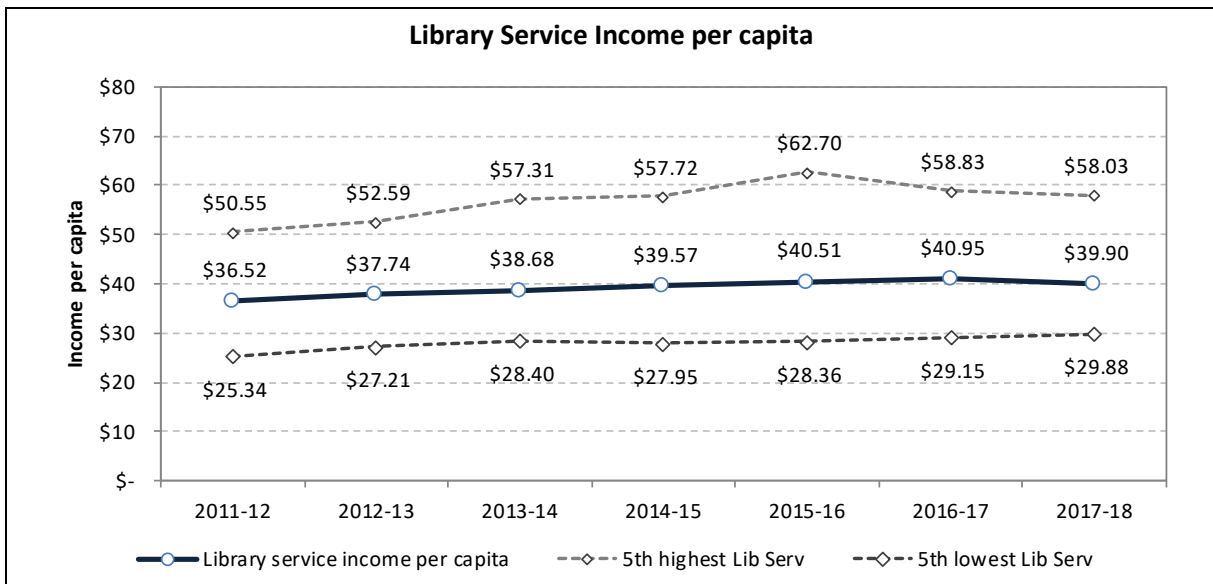
* For the purposes of calculating this indicator ‘total direct cost of service provision’ is taken to be operational income (from local and state), collections funding, plus any other income (not including capital income).

Item	2015-16	2016-17	2017-18
Total library income (\$M)*	\$240.51	\$248.50	\$252.25
Total population (million)	5.937	6.069	6.323
Cost of library services per capita*	\$40.51	\$40.95	\$39.90

* Cost figures in this table have not been adjusted for inflation.

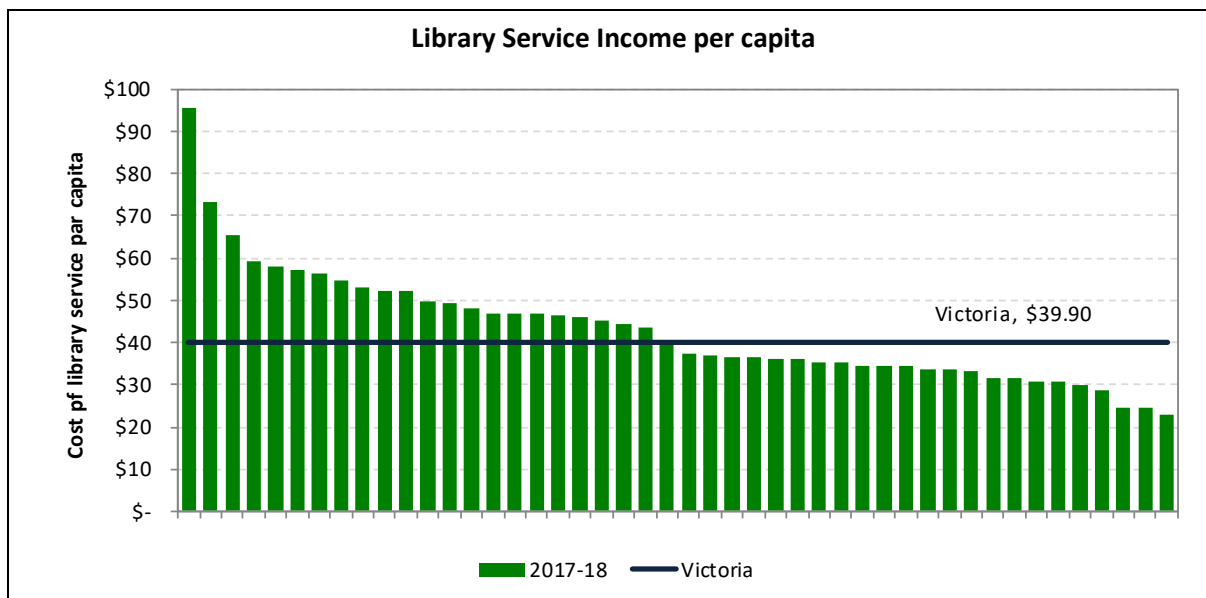
The total direct cost of providing public library services in Victoria in 2017-18 was \$252 million. This represents library operating and collections costs as funded by local government (\$202 million), state government (\$41 million) and other funding sources (\$9 million including library fees and charges and other income). It does not include federal government program funding which in 2017-18 totalled just \$0.31 million. Nor does this indicator include capital funding from any source for library buildings, mobile libraries, plant and equipment. The local government share of public library funding is 80%. State government contributes 16% and other income 4%.

The average cost of providing public library services in Victoria in 2017-18 was \$39.90 per person. This was, in absolute terms, \$1.05 lower than in 2016-17, and in real terms a 4.8% drop in funding per capita (taking into account an inflation rate of 2.2%). Over the past six years the increase in the cost of library services per capita has seen average annualised growth of 1.4% per annum, which is below the inflation rate over the same period. This means that the average level of income available for library service provision per capita has decreased in real terms.



Melbourne LS has a disproportionately high cost per capita figure of \$95.72. This is due to the unique circumstances in this library which has a very high level out ‘out of area’ usage as many users of the

library do not live in the City of Melbourne. Interstate and international tourists also use the city's libraries to access information and the internet and use other library facilities.



Interestingly, there is only one library service (High Country Network) with per capita income levels near the average figure, with income tending to be either above \$43.52 (22 library services) or below \$37.50 (23 library services). There are no obvious factors which distinguish income levels, other than the fact that metropolitan regional library corporations have, on average, much lower levels of income – around \$31 per capita vs \$40-\$44 for all other library services. Five library services have income rates below \$30 per capita, with Hume LS, Casey-Cardinia LC and Towong LS all below \$25 per capita.

This indicator can be interpreted in two different but equally valid ways. From a 'quality' perspective it might be argued that a higher cost per capita figure represents better relative performance. From an 'efficiency' perspective a lower cost figure is preferable. The LGPRF favours the 'efficiency' perspective. Each local government area has to balance these two competing priorities in their decisions on library funding.

For presentation purposes, the data against this indicator has been shown in the chart above from a 'quality' perspective (i.e. higher cost per capita ranks above lower cost). The table in Section 4 shows rankings from an 'efficiency' perspective (i.e. lower cost per capita ranks above higher cost).

Indicator 7. COST OF LIBRARY SERVICE PER VISIT

Definition	Total cost of provision of library services per visit
Measure type	Input – cost
Computation	Total library income divided by the number of visits to branch and mobile libraries

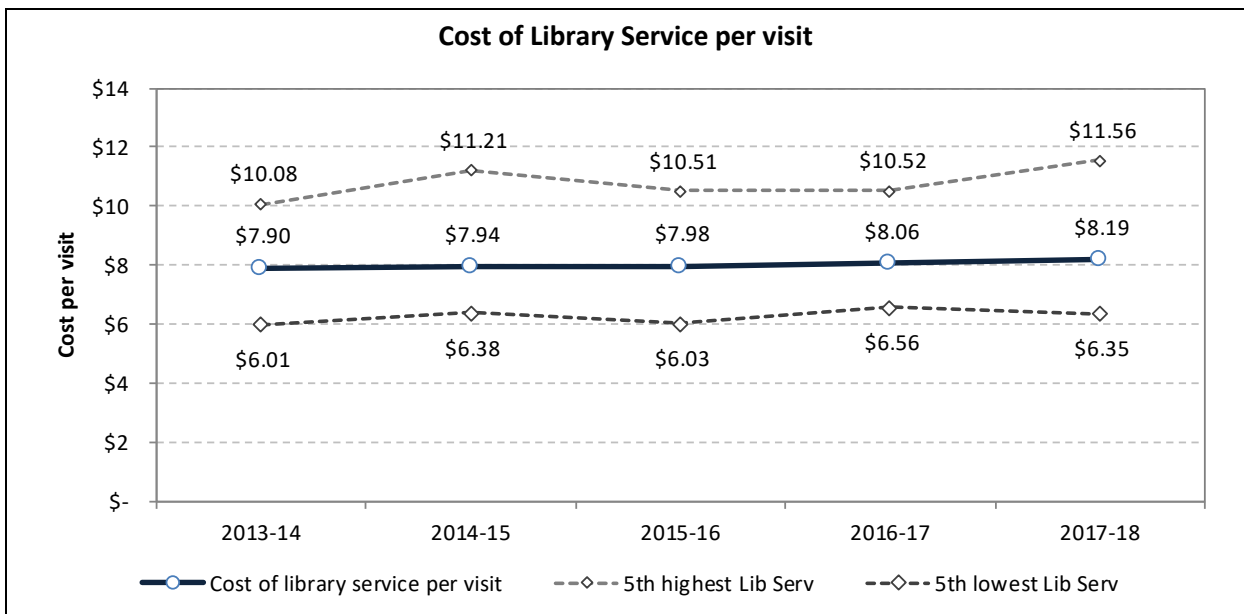
* For the purposes of calculating this indicator total cost of service provision is taken to be all income received from local government, state government and other sources (excluding federal program funding).

Item	2015-16	2016-17	2017-18
Total library income (\$M)*	\$240.51	\$248.50	\$252.25
Total library visits (million)	30.13	30.82	30.81
Cost per library visit*	\$7.98	\$8.06	\$8.19

* Cost figures in this table have not been adjusted for inflation.

The direct cost of provision of library services per visit is one of four library indicators in the Local Government Performance Reporting Framework (LGPRF). In the LGPRF, this indicator only includes operational funding provided by local government. PLVN’s cost per visit calculations use the full and true cost of providing library services.

In 2017-18 Victorian libraries had \$252 million to run their library services (sourced from local government, state government grants and other income, excluding federal grants). Across nearly 31 million physical visits to public library branches and mobile libraries (not including visits to library websites or attendance at offsite activities), this represents an average of \$8.19 per visit. This is \$0.13 above the average cost for 2016-17. An average 1.6% increase in cost per visit is just below the corresponding inflation rate of 2.2% for the past year.



The average cost of library services to Council per visit ranges from around \$12 to \$7. Only three library services have costs above \$12.00, with Swan Hill RLS and Mildura Rural City Council LS having the two highest figures (as was the case in 2015-16 and 2016-17). Thereafter, there is an even spread of cost rates down to around \$7 per visit. Glenelg LS (\$4.75 per visit) is the only library with average cost per visit below \$5.



There are no distinctive trends in the rankings of libraries against this indicator. At either end of the scale there are large and small libraries and library corporations and libraries from inner and outer metropolitan, regional and rural areas.

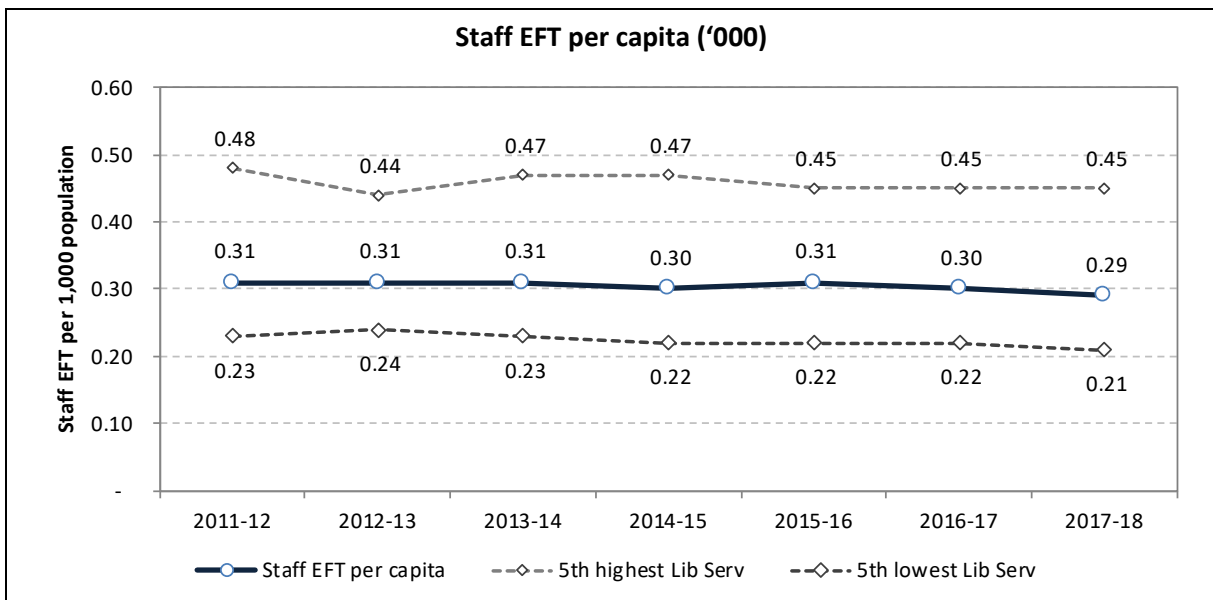


Indicator 8. STAFF EFT PER CAPITA

Definition	The number of staff contributing to provision of library services per 1,000 persons
Measure type	Input – workforce
Computation	Total number of EFT staff divided by the number of people in the library services' municipal area (in thousands).

Item	2015-16	2016-17	2017-18
Number of library staff (EFT)	1,829	1,826	1,843
Total population ('000)	5,937	6,069	6,323
Library staff (EFT) per '000 persons	0.31	0.30	0.29

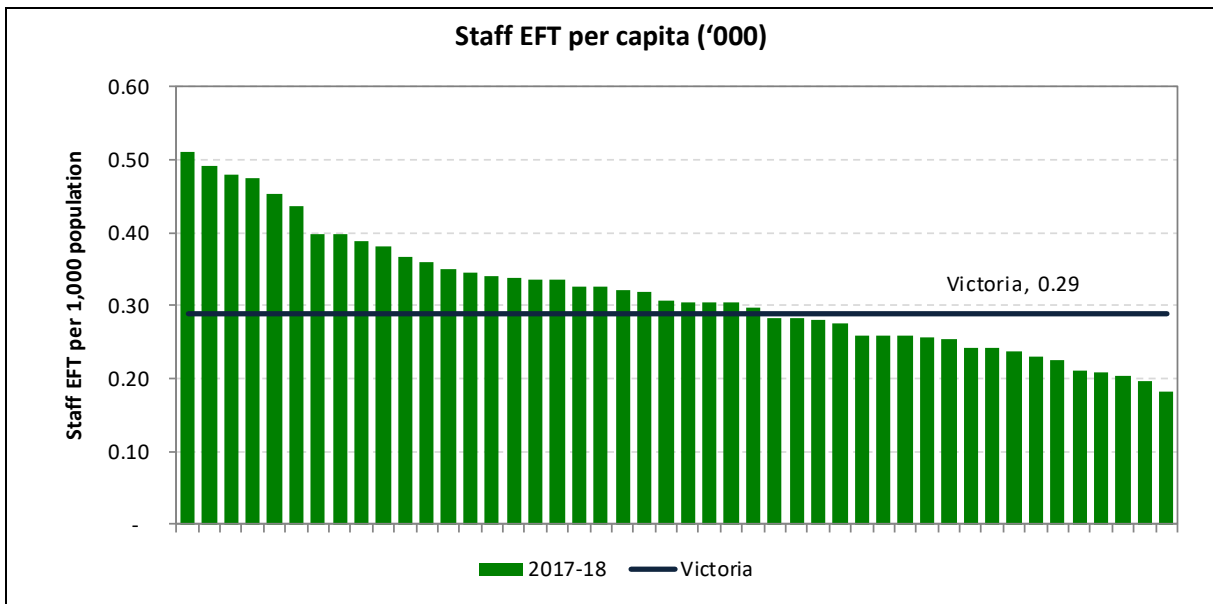
In 2017-18 Victoria's public libraries employed the equivalent of 1,843 full time persons, less than 1% higher than the figures in the previous two years. At the same time, the Victorian population has increased by 6.5%. Consequently, the number of EFT library staff per thousand population has declined from 0.31 to 0.29.



The spread of staffing ratios is fairly consistent, with half of Victoria's 46 library services operating with between 0.26 and 0.35 staff per thousand population.

As has been noted in previous years, Melbourne LS has a disproportionately high staff EFT per capita figure of 0.48. This is due to the unique circumstances in this library which has a very high level of 'out of area' usage as many users of the library do not live in the City of Melbourne, thereby distorting all per capita calculations for Melbourne LS.

Staffing ratios range from around 0.51 per thousand persons at Yarra Libraries and 0.49 in Gannawarra LS to 0.18 at Casey-Cardinia LC and 0.20 at Hume Libraries, Melton L&IS, Wodonga Library and Eastern RLC. The ten library services with the highest staff to population ratios (0.38 and above) include a mix of inner metropolitan municipal libraries (i.e. Melbourne, Yarra, Hobsons Bay, Boroondara and Port Phillip) and smaller rural library services (i.e. Gannawarra, Swan Hill, Murrindindi and Mildura). There is little change in staffing ratios year on year, with the three highest ranking library services in 2016-17 sharing the top spots in 2017-18, the next three still ranked 4th to 6th, the group from 7th to 12th still unchanged, and the bottom three unchanged at 44th to 46th.



On average, library corporations have lower staff per capita ratios than the single municipal libraries (0.21 EFT per capita for the four metropolitan library corporations (all placed in the bottom eight spots), 0.30 for the regional and rural library networks, and 0.32 for all stand-alone municipal libraries). The 23 libraries with staffing ratios below 0.30 include 10 of the 12 library corporations/networks. Only one of the 12 library corporations/networks (West Gippsland RLC) ranks among the top 18 library services for staff EFT per capita.

Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA

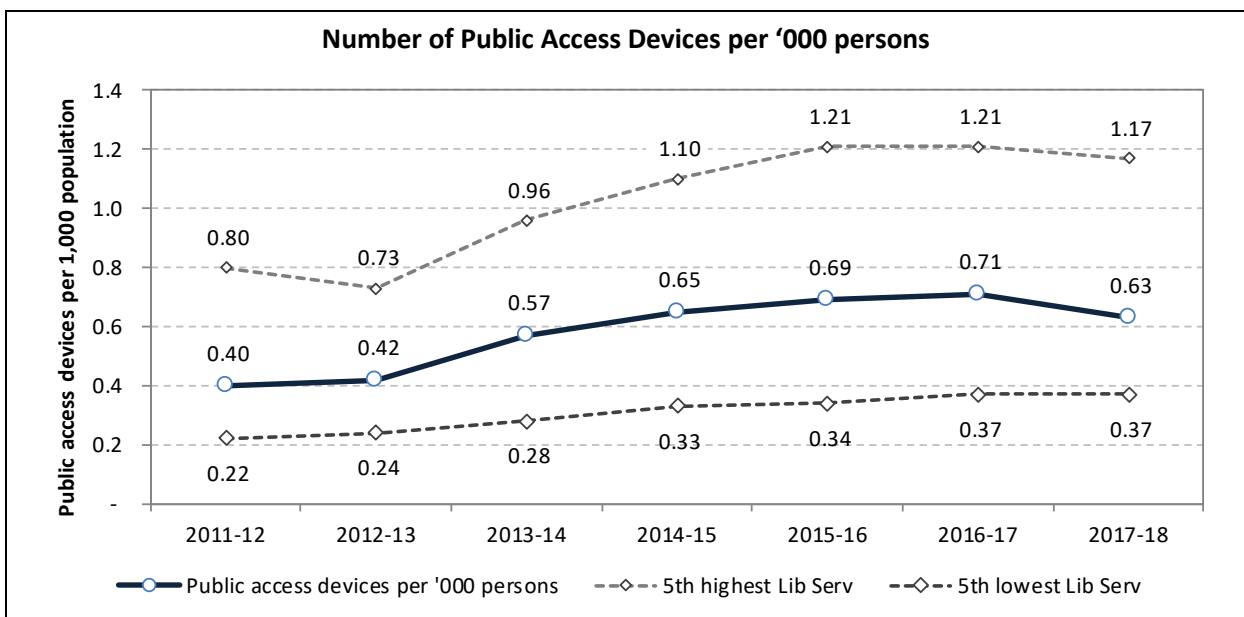
Definition	The number of public access devices available in the library per 1,000 persons
Measure type	Input – service accessibility
Computation	The total number of public access devices, divided by the number of people in the library services' municipal area (in thousands).

Item	2015-16	2016-17	2017-18
Number of public access devices	4,119	4,286	3,981
Total population ('000)	5,937	6,069	6,323
Public access devices per '000 persons	0.69	0.71	0.63

Victorian public libraries support digital inclusion by providing free public access to computers. This includes all desktops, laptops and tablets available for public use.

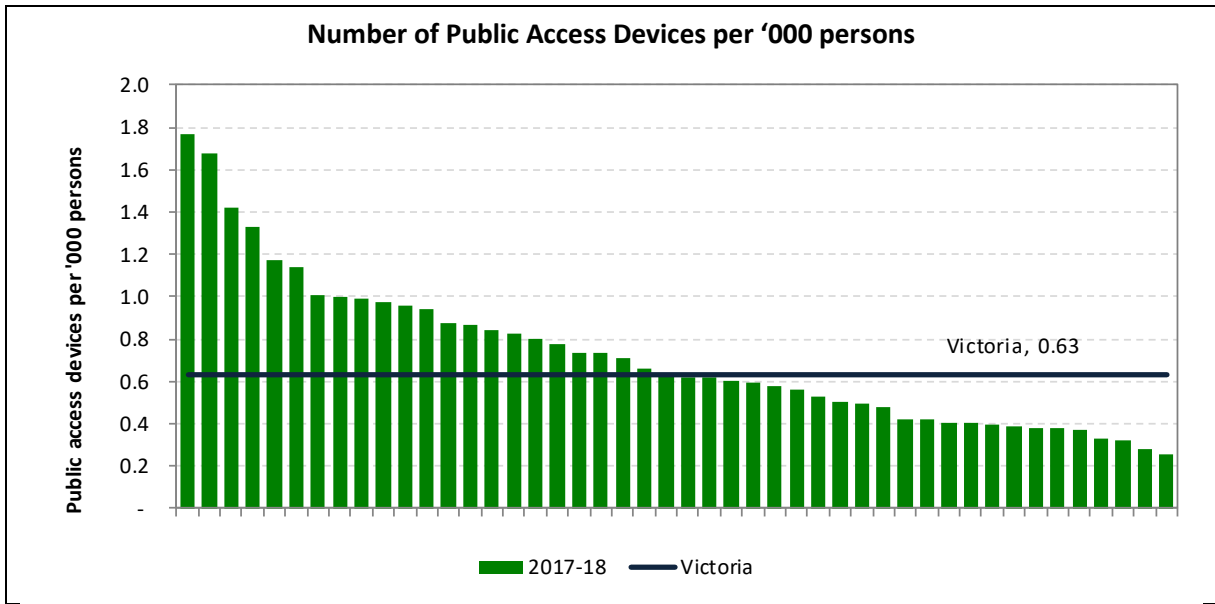
From 2011-12 to 2016-17 the number of public access devices available per thousand persons increased by 78%, from 0.40 to 0.71. The total number of devices reported as being in public libraries nearly doubled from 2,218 to 4,286. The majority of these devices are also internet-enabled.

In 2017-18, there were 300 fewer public access devices in Libraries. This coincides with increased demand for access to library wifi, which people are increasingly using with their own devices (e.g. laptops, tablets, mobile phones).



Six library services have more than 1.01 public access devices per capita, with five of these being libraries in relatively small regional LGAs (i.e. Murrindindi, Glenelg, East Gippsland, Towong, Gannawarra).

Beyond this, there are no obvious factors which differentiate the level of computer access provided by libraries, with the those at both ends including metro and regional corporations/networks and single LGA services. For example, the libraries with higher rates include Geelong RLC, Brimbank, Monash and Mitchell, while the lower rankings (below 0.3 devices per thousand people) include Latrobe, Glen Eira, Frankston and Eastern RLC.



Indicator 10. CUSTOMER SATISFACTION RATING

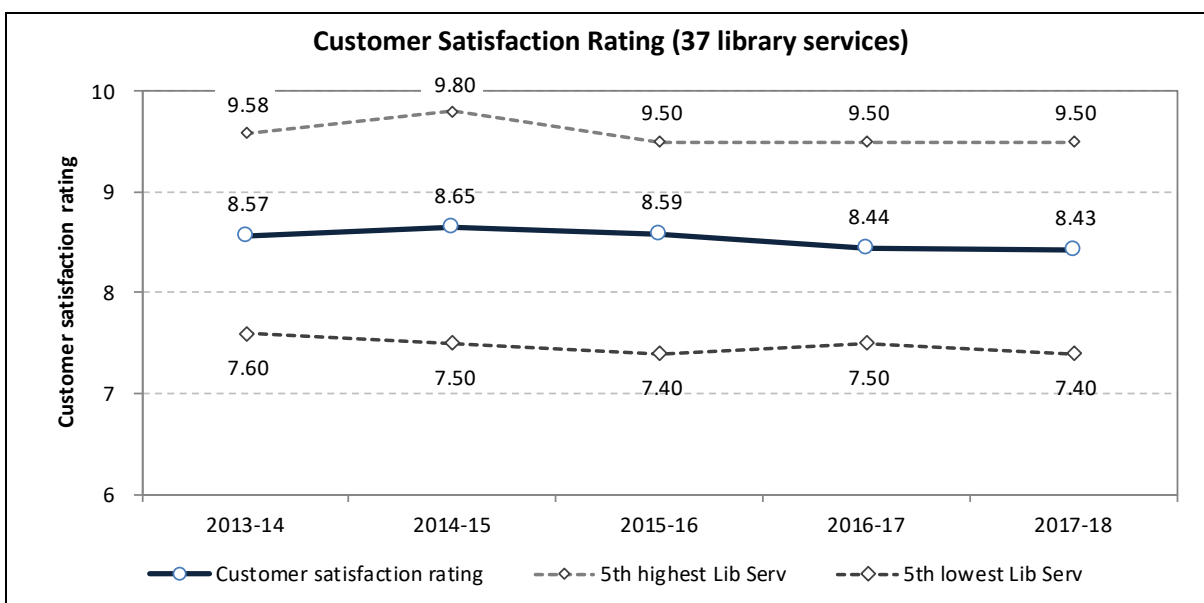
Definition	Customer satisfaction with library service
Measure type	Impact
Computation	Results are moderated to approximate a customer satisfaction rating out of 10.

Item	2015-16	2016-17	2017-18
Customer Satisfaction Rating (average)	8.59	8.44	8.43
Number of respondent Library Services*	35	38	37

* Average scores are calculated using the most recent customer satisfaction rating reported in the past two years.

Although many individual libraries have had their own customer feedback processes in place for many years (including the Nexus surveys undertaken for a group of library services), library services first commenced reporting customer satisfaction ratings to PLVN from 2013-14.

Across different survey approaches and rating scores (e.g. some out of 100, some out of 10), the average library customer satisfaction rating is 8.43 out of 10, based on the latest information from libraries (24 libraries conducted surveys during 2017-18, another 13 had customer satisfaction results from 2016-17 carried forward into these calculations). These scores range from 9.9 out of 10 (or equivalent) for Port Phillip LS and Wimmera RLC, to 6.8 for Towong LS and 7.0 for Mitchell Shire L&IS.



Among the 37 libraries which provided customer satisfaction ratings, 25% had satisfaction scores of 9 out of 10 or more. Only 32% had customer satisfaction ratings lower than 8 out of 10.

Customer satisfaction is not linked to the size or location of a library service. Libraries with the highest scores included both large and small libraries, metropolitan and regional/rural libraries, and municipal library services and regional library corporations. Similarly, the lower customer ratings were from a mix of different library types.



4. 2017-18 Library Service Comparative Tables

Indicator 1. ACTIVE LIBRARY MEMBERS

	Library Service	Active Library Members			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	17%	16%	16%	of 46	of 46	of 46
1	Melbourne LS	35%	34%	30%	1	1	1
2	Hobsons Bay Libraries	22%	19%	22%	8	13	2
3	Bayside LS	24%	22%	21%	3	4	3
4	City of Boroondara LS	23%	22%	21%	5	5	4
5	Yarra Libraries	24%	22%	21%	23	17	5
6	East Gippsland Shire Library	23%	21%	21%	4	7	6
7	Murrindindi LS	22%	22%	21%	9	6	7
8	Port Phillip LS	19%	19%	20%	14	10	8
9	West Gippsland RLC	24%	23%	18%	2	2	9
10	Gannawarra LS	19%	19%	18%	11	9	10
11	Kingston I&LS	18%	18%	18%	20	18	11
12	Swan Hill RLS	18%	12%	18%	18	40	12
13	Geelong RLC	19%	19%	18%	12	11	13
14	Brimbank Libraries	14%	16%	18%	35	24	14
15	Glenelg Libraries	17%	23%	18%	25	3	15
16	Moonee Valley LS	18%	19%	18%	16	12	16
17	Monash PLS	19%	18%	18%	13	15	17
18	Indigo LS	14%	17%	17%	33	21	18
19	High Country LN	23%	18%	17%	6	16	19
20	Stonnington L&IS	17%	17%	17%	24	20	20
21	Mornington Peninsula Library	22%	20%	17%	7	8	21
22	Glen Eira LS	20%	16%	16%	10	23	22
23	Maribyrnong LS	18%	17%	16%	15	19	23
24	Campaspe LS	17%	17%	16%	21	22	24
25	Yarra Plenty RLS	14%	16%	16%	17	14	25
26	Goldfields LC	16%	16%	16%	26	26	26
27	Moreland City Libraries	15%	16%	15%	30	25	27
28	Darebin Libraries	16%	15%	15%	27	28	28
29	Whitehorse Manningham RLC	16%	15%	14%	29	27	29
30	Wellington Shire Library	13%	14%	14%	38	32	30
31	Corangamite RLC	15%	15%	14%	31	29	31
32	Eastern RLC	17%	13%	13%	22	38	32
33	Wyndham City LS	15%	15%	13%	32	30	33
34	Goulburn Valley RLC	13%	14%	12%	40	31	34
35	Central Highlands Libraries	14%	13%	12%	37	37	35
36	Mildura Rural City Council LS	18%	13%	12%	19	34	36
37	Towong LS	9%	13%	12%	46	35	37
38	Mitchell Shire L&IS	13%	12%	12%	41	41	38
39	Frankston LS	14%	13%	12%	34	33	39
40	Greater Dandenong Libraries	14%	13%	12%	36	36	40
41	Wodonga Library	12%	12%	11%	42	42	41
42	Wimmera RLC	13%	12%	11%	39	39	42
43	Latrobe City Libraries	16%	12%	10%	28	43	43
44	Casey-Cardinia LC	11%	10%	10%	45	46	44
45	Melton L&IS	12%	10%	10%	43	45	45
46	Hume Libraries	11%	11%	10%	44	44	46

Indicator 2. ATTENDANCE AT LIBRARY PROGRAMS PER CAPITA ('000)

	Library Service	Attendance at library program per capita ('000)			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	316	325	331	of 46	of 46	of 46
1	Murrindindi LS	558	779	560	3	1	1
2	Glen Eira LS	532	502	505	4	5	2
3	Geelong RLC	484	517	505	8	3	3
4	Wodonga Library	208	259	492	38	30	4
5	Moonee Valley LS	486	454	488	7	8	5
6	Hobsons Bay Libraries	381	454	482	13	9	6
7	Yarra Plenty RLS	489	525	481	6	2	7
8	Melbourne LS	328	440	475	17	11	8
9	Hume Libraries	630	513	467	2	4	9
10	Mitchell Shire L&IS	224	279	457	35	27	10
11	Indigo LS	314	446	455	20	10	11
12	Campaspe LS	643	498	455	1	6	12
13	Wellington Shire Library	384	386	430	11	14	13
14	Yarra Libraries	398	406	422	10	13	14
15	Swan Hill RLS	369	349	404	14	17	15
16	West Gippsland RLC	383	385	404	12	16	16
17	Monash PLS	400	385	384	9	15	17
18	Wimmera RLC	320	309	354	18	23	18
19	Gannawarra LS	531	473	352	5	7	19
20	Wyndham City LS	358	436	344	15	12	20
21	Towong LS	286	321	332	23	19	21
22	East Gippsland Shire Library	251	235	326	28	33	22
23	Eastern RLC	314	317	311	19	20	23
24	Brimbank Libraries	300	311	309	21	22	24
25	Maribyrnong LS	261	325	304	27	18	25
26	Mornington Peninsula Library	173	194	304	41	41	26
27	Goulburn Valley RLC	241	285	298	32	24	27
28	Port Phillip LS	333	313	292	16	21	28
29	Melton L&IS	185	166	290	39	44	29
30	Goldfields LC	272	284	283	24	25	30
31	Kingston I&LS	234	234	269	34	34	31
32	Central Highlands Libraries	288	270	265	22	28	32
33	Corangamite RLC	250	281	260	29	26	33
34	Whitehorse Manningham RLC	245	246	255	30	32	34
35	Moreland City Libraries	266	268	253	26	29	35
36	High Country LN	270	218	246	25	36	36
37	Bayside LS	242	247	245	31	31	37
38	Mildura Rural City Council LS	239	207	238	33	39	38
39	Frankston LS	221	232	234	36	35	39
40	Darebin Libraries	173	197	226	43	40	40
41	Stonnington L&IS	169	185	219	44	43	41
42	Greater Dandenong Libraries	173	208	212	42	38	42
43	City of Boroondara LS	211	212	208	37	37	43
44	Casey-Cardinia LC	180	187	196	40	42	44
45	Latrobe City Libraries	130	139	148	46	46	45
46	Glenelg Libraries	130	141	88	45	45	46

Indicator 3. TURNOVER RATE – PHYSICAL ITEMS

	Library Service	Turnover Rate – Physical Items			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	5.3	5.2	5.3	of 46	of 46	of 46
1	Eastern RLC	9.0	9.2	9.7	1	1	1
2	Yarra Plenty RLS	8.1	8.0	8.5	2	3	2
3	Glen Eira LS	8.0	8.2	7.9	3	2	3
4	Casey-Cardinia LC	6.9	7.0	7.7	6	6	4
5	Whitehorse Manningham RLC	7.4	7.7	7.6	4	4	5
6	Mornington Peninsula Library	7.1	7.1	7.3	5	5	6
7	Wyndham City LS	6.3	6.6	6.6	9	7	7
8	Greater Dandenong Libraries	6.2	6.0	6.5	10	9	8
9	Geelong RLC	6.0	6.1	6.0	12	8	9
10	Darebin Libraries	6.1	5.9	5.9	11	11	10
11	Melton L&IS	4.4	4.4	5.9	25	25	11
12	Monash PLS	6.5	5.9	5.8	8	10	12
13	Melbourne LS	4.7	4.7	5.6	23	18	13
14	Bayside LS	5.2	5.3	5.4	15	14	14
15	Stonnington L&IS	4.6	4.4	5.4	24	24	15
16	City of Boroondara LS	4.8	4.8	5.3	19	17	16
17	Yarra Libraries	4.8	4.3	5.0	21	26	17
18	West Gippsland RLC	6.5	5.4	5.0	7	13	18
19	Goldfields LC	5.2	5.0	5.0	16	16	19
20	Moonee Valley LS	5.1	5.1	4.9	17	15	20
21	Hume Libraries	4.7	4.6	4.7	22	21	21
22	Central Highlands Libraries	4.8	4.6	4.5	20	19	22
23	Moreland City Libraries	5.5	4.6	4.5	13	20	23
24	Port Phillip LS	4.8	4.6	4.5	18	22	24
25	Frankston LS	5.4	5.4	4.3	14	12	25
26	Brimbank Libraries	3.9	4.4	4.2	30	23	26
27	Wodonga Library	4.4	4.3	4.2	27	27	27
28	Corangamite RLC	4.4	4.2	4.0	26	28	28
29	Hobsons Bay Libraries	3.6	3.7	3.9	31	32	29
30	Maribyrnong LS	4.2	3.9	3.8	28	29	30
31	Kingston I&LS	4.2	3.7	3.7	29	31	31
32	Indigo LS	3.4	3.3	3.7	33	34	32
33	East Gippsland Shire Library	3.4	3.7	3.3	32	30	33
34	Goulburn Valley RLC	2.8	2.8	3.0	37	36	34
35	Glenelg Libraries	2.5	2.6	2.9	39	39	35
36	Mildura Rural City Council LS	3.2	3.3	2.8	34	33	36
37	High Country LN	2.7	3.1	2.8	38	35	37
38	Mitchell Shire L&IS	2.9	2.6	2.7	35	38	38
39	Wellington Shire Library	2.3	2.2	2.6	40	40	39
40	Latrobe City Libraries	2.8	2.8	2.5	36	37	40
41	Campaspe LS	2.0	2.1	2.2	42	41	41
42	Murrindindi LS	2.2	2.0	2.2	41	42	42
43	Gannawarra LS	1.7	1.9	1.9	46	43	43
44	Swan Hill RLS	1.8	1.8	1.9	44	45	44
45	Wimmera RLC	2.0	1.8	1.9	43	44	45
46	Towong LS	1.8	1.6	1.4	45	46	46

Indicator 4. TURNOVER RATE – DIGITAL ITEMS

	Library Service	Turnover Rate – Digital Items			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	3.5	3.7	4.3	of 46	of 45	of 46
1	Melbourne LS	9.1	9.0	10.8	4	3	1
2	Murrindindi LS	0.4	0.5	10.1	42	43	2
3	Casey-Cardinia LC	12.3	10.3	9.5	1	1	3
4	Mornington Peninsula Library	9.1	8.6	8.6	3	4	4
5	Eastern RLC	5.7	6.8	8.5	9	6	5
6	Glen Eira LS	7.2	5.0	8.2	6	11	6
7	Stonnington L&S	6.3	9.5	8.2	7	2	7
8	Geelong RLC	5.9	7.2	8.0	8	5	8
9	Goldfields LC	4.0	5.9	7.8	17	8	9
10	Moonee Valley LS	3.7	3.3	6.9	18	21	10
11	West Gippsland RLC	4.3	4.9	6.3	14	12	11
12	Monash PLS	4.5	4.7	6.2	12	13	12
13	Central Highlands Libraries	5.2	5.1	6.1	10	10	13
14	Whitehorse Manningham RLC	9.3	5.2	5.6	2	9	14
15	Corangamite RLC	4.4	6.4	5.5	13	7	15
16	Wodonga Library	0.8	3.8	5.5	41	19	16
17	Indigo LS	0.3	0.4	5.0	43	45	17
18	Port Phillip LS	1.4	3.1	4.9	37	23	18
19	City of Boroondara LS	2.0	3.4	4.5	30	20	19
20	High Country LN	2.7	3.1	4.1	23	24	20
21	Darebin Libraries	4.0	4.0	4.1	16	17	21
22	Glenelg Libraries	2.2	2.6	3.7	28	27	22
23	Bayside LS	4.2	1.7	3.6	15	36	23
24	Yarra Libraries	4.5	4.7	3.6	11	14	24
25	East Gippsland Shire Library	1.6	4.7	3.6	34	15	25
26	Brimbank Libraries	2.0	3.0	3.2	29	25	26
27	Goulburn Valley RLC	1.7	2.6	3.1	33	28	27
28	Hobsons Bay Libraries	7.9	2.3	3.0	5	30	28
29	Maribyrnong LS	2.3	1.5	2.9	27	38	29
30	Latrobe City Libraries	1.4	2.6	2.9	36	26	30
31	Campaspe LS	3.6	4.3	2.8	20	16	31
32	Kingston I&LS	2.5	2.5	2.8	26	29	32
33	Moreland City Libraries	1.9	1.9	2.6	31	33	33
34	Frankston LS	3.6	3.1	2.6	19	22	34
35	Wyndham City LS	2.7	3.8	2.6	24	18	35
36	Mildura Rural City Council LS	1.3	1.5	2.1	38	40	36
37	Hume Libraries	3.5	1.9	2.1	21	32	37
38	Yarra Plenty RLS	1.7	1.9	2.0	32	31	38
39	Melton L&S	1.2	1.8	1.8	39	34	39
40	Mitchell Shire L&S	0.9	1.5	1.8	40	39	40
41	Wimmera RLC	1.5	1.6	1.8	35	37	41
42	Gannawarra LS	0.3	0.5	1.1	44	44	42
43	Greater Dandenong Libraries	2.5	1.7	1.0	25	35	43
44	Wellington Shire Library	3.4	0.5	0.6	22	41	44
45	Swan Hill RLS	0.3	0.5	0.6	45	42	45
46	Towong LS						

Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION

	Library Service	Physical quality of collection			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	67%	66%	65%	of 46	of 46	of 46
1	Stonnington L&IS	87%	82%	90%	3	5	1
2	Yarra Plenty RLS	94%	96%	89%	2	1	2
3	Greater Dandenong Libraries	86%	84%	87%	4	2	3
4	Melbourne LS	85%	83%	82%	5	4	4
5	Maribyrnong LS	82%	79%	80%	6	6	5
6	Indigo LS	71%	74%	80%	15	10	6
7	Whitehorse Manningham RLC	77%	78%	78%	7	7	7
8	Eastern RLC	77%	83%	77%	11	3	8
9	Monash PLS	72%	72%	73%	14	12	9
10	Geelong RLC	77%	72%	71%	10	11	10
11	Melton L&IS	61%	62%	71%	26	25	11
12	Mornington Peninsula Library	70%	69%	71%	18	15	12
13	Wyndham City LS	70%	67%	69%	16	19	13
14	Moreland City Libraries	76%	70%	68%	12	13	14
15	Corangamite RLC	77%	77%	68%	8	8	15
16	Glen Eira LS	67%	68%	68%	21	17	16
17	Darebin Libraries	70%	67%	68%	17	18	17
18	Casey-Cardinia LC	69%	67%	68%	19	20	18
19	Yarra Libraries	99%	66%	68%	1	21	19
20	Central Highlands Libraries	66%	69%	67%	22	14	20
21	Wodonga Library	53%	55%	66%	31	31	21
22	West Gippsland RLC	68%	66%	66%	20	23	22
23	Moonee Valley LS	64%	66%	65%	23	22	23
24	Bayside LS	64%	69%	65%	24	16	24
25	Brimbank Libraries	72%	77%	63%	13	9	25
26	Hume Libraries	63%	61%	62%	25	26	26
27	East Gippsland Shire Library	55%	64%	61%	29	24	27
28	Frankston LS	54%	60%	56%	30	27	28
29	Kingston I&LS	57%	56%	56%	28	30	29
30	City of Boroondara LS	53%	57%	55%	33	29	30
31	Mitchell Shire L&IS	51%	51%	53%	38	35	31
32	Murrindindi LS	52%	47%	53%	36	39	32
33	Wellington Shire Library	33%	39%	52%	45	43	33
34	Goldfields LC	52%	51%	51%	34	34	34
35	Mildura Rural City Council LS	52%	52%	50%	35	33	35
36	High Country LN	51%	49%	48%	37	37	36
37	Glenelg Libraries	59%	59%	48%	27	28	37
38	Hobsons Bay Libraries	77%	49%	47%	9	36	38
39	Port Phillip LS	47%	47%	46%	39	38	39
40	Latrobe City Libraries	53%	54%	46%	32	32	40
41	Goulburn Valley RLC	41%	42%	45%	41	40	41
42	Wimmera RLC	45%	41%	41%	40	41	42
43	Swan Hill RLS	35%	36%	41%	43	45	43
44	Towong LS	33%	35%	38%	44	46	44
45	Campaspe LS	28%	39%	38%	46	42	45
46	Gannawarra LS	39%	37%	36%	42	44	46

Indicator 6. LIBRARY SERVICE INCOME PER CAPITA

Library Service		Cost of library service per capita			Rank*		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	\$40.51	\$40.95	\$39.90	of 46	of 46	of 46
1	Hume Libraries	\$34.74	\$29.92	\$23.09	11	6	1
2	Casey-Cardinia LC	\$24.86	\$24.73	\$24.45	2	2	2
3	Towong LS	\$18.85	\$19.12	\$24.53	1	1	3
4	Wodonga Library	\$28.36	\$29.15	\$28.68	5	5	4
5	Frankston LS	\$32.64	\$32.50	\$29.88	8	8	5
6	Eastern RLC	\$31.89	\$31.40	\$30.59	7	7	6
7	Melton L&S	\$26.81	\$28.62	\$30.83	4	4	7
8	Latrobe City Libraries	\$25.62	\$28.00	\$31.47	3	3	8
9	Whitehorse Manningham RLC	\$36.77	\$37.88	\$31.70	14	18	9
10	Goulburn Valley RLC	\$33.46	\$34.13	\$33.43	9	9	10
11	Glenelg Libraries	\$40.31	\$45.99	\$33.57	27	28	11
12	Central Highlands Libraries	\$38.53	\$34.56	\$33.76	19	10	12
13	Monash PLS	\$36.07	\$36.16	\$34.42	13	13	13
14	Wyndham City LS	\$37.42	\$37.11	\$34.44	16	15	14
15	Wellington Shire Library	\$39.89	\$41.48	\$34.47	24	22	15
16	Goldfields LC	\$34.50	\$35.16	\$35.35	10	11	16
17	Corangamite RLC	\$30.57	\$35.52	\$35.45	6	12	17
18	Mornington Peninsula Library	\$37.51	\$41.28	\$36.18	18	21	18
19	Yarra Plenty RLS	\$38.65	\$38.31	\$36.24	20	19	19
20	Kingston I&S	\$37.11	\$36.59	\$36.46	15	14	20
21	Mitchell Shire L&S	\$40.07	\$37.68	\$36.55	25	17	21
22	Moreland City Libraries	\$37.45	\$37.23	\$37.11	17	16	22
23	Darebin Libraries	\$39.01	\$38.71	\$37.50	22	20	23
24	High Country LN	\$35.26	\$45.04	\$39.81	12	25	24
25	Wimmera RLC	\$42.07	\$44.59	\$43.52	28	24	25
26	Greater Dandenong Libraries	\$43.85	\$46.92	\$44.24	29	30	26
27	Brimbank Libraries	\$38.87	\$45.33	\$45.35	21	27	27
28	Geelong RLC	\$39.04	\$43.70	\$46.02	23	23	28
29	Mildura Rural City Council LS	\$44.38	\$46.45	\$46.29	30	29	29
30	Moonee Valley LS	\$48.42	\$48.27	\$46.68	33	35	30
31	Indigo LS	\$40.28	\$45.23	\$46.75	26	26	31
32	Bayside LS	\$47.41	\$47.14	\$46.96	32	32	32
33	Stonnington L&S	\$60.66	\$47.36	\$48.05	41	33	33
34	East Gippsland Shire Library	\$49.51	\$56.10	\$49.37	34	39	34
35	Glen Eira LS	\$49.90	\$49.33	\$49.57	35	36	35
36	Campaspe LS	\$53.36	\$52.64	\$52.13	38	37	36
37	West Gippsland RLC	\$49.93	\$46.94	\$52.19	36	31	37
38	Port Phillip LS	\$44.50	\$47.93	\$53.13	31	34	38
39	Murrindindi LS	\$55.64	\$58.14	\$54.60	39	41	39
40	Hobsons Bay Libraries	\$51.81	\$55.42	\$56.55	37	38	40
41	City of Boroondara LS	\$56.53	\$57.36	\$57.33	40	40	41
42	Yarra Libraries	\$63.22	\$61.69	\$58.03	43	44	42
43	Maribyrnong LS	\$64.34	\$60.46	\$59.32	44	43	43
44	Swan Hill RLS	\$62.70	\$58.83	\$65.51	42	42	44
45	Gannawarra LS	\$65.42	\$76.13	\$73.22	45	45	45
46	Melbourne LS	\$97.80	\$97.57	\$95.72	46	46	46

* Income per capita sorted from lowest to highest.

Indicator 7. COST OF LIBRARY SERVICE TO COUNCIL PER VISIT

	Library Service	Cost of library service per visit			Rank*		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	\$7.98	\$8.06	\$8.19	of 46	of 46	of 46
1	Glenelg Libraries	\$5.39	\$6.61	\$4.75	2	6	1
2	Goldfields LC	\$5.39	\$5.61	\$6.02	1	2	2
3	Towong LS	\$5.77	\$4.34	\$6.24	4	1	3
4	Wellington Shire Library	\$9.06	\$9.86	\$6.32	31	39	4
5	Eastern RLC	\$6.78	\$6.56	\$6.35	10	5	5
6	Greater Dandenong Libraries	\$5.39	\$5.98	\$6.60	3	3	6
7	Indigo LS	\$8.19	\$7.26	\$6.67	22	11	7
8	Monash PLS	\$6.61	\$6.73	\$6.73	8	7	8
9	Yarra Libraries	\$10.69	\$9.85	\$7.10	43	38	9
10	Central Highlands Libraries	\$7.92	\$7.60	\$7.11	19	16	10
11	East Gippsland Shire Library	\$6.71	\$7.86	\$7.18	9	19	11
12	High Country LN	\$6.03	\$7.81	\$7.20	5	18	12
13	Geelong RLC	\$6.16	\$6.47	\$7.27	7	4	13
14	Whitehorse Manningham RLC	\$8.10	\$8.38	\$7.31	21	24	14
15	Bayside LS	\$7.08	\$7.23	\$7.45	11	10	15
16	Brimbank Libraries	\$7.19	\$7.02	\$7.48	13	8	16
17	Hume Libraries	\$9.57	\$8.88	\$7.50	37	30	17
18	Melton L&IS	\$6.07	\$7.13	\$7.64	6	9	18
19	Moonee Valley LS	\$7.46	\$7.36	\$7.65	15	13	19
20	Maribyrnong LS	\$7.54	\$7.52	\$7.85	16	14	20
21	Casey-Cardinia LC	\$7.75	\$8.48	\$7.86	18	26	21
22	Hobsons Bay Libraries	\$9.24	\$7.96	\$7.92	35	21	22
23	Wodonga Library	\$7.45	\$7.73	\$7.99	14	17	23
24	Mitchell Shire L&IS	\$8.20	\$7.96	\$8.10	23	20	24
25	Wyndham City LS	\$8.96	\$7.98	\$8.55	29	22	25
26	Stonnington L&IS	\$10.51	\$8.19	\$8.55	42	23	26
27	Port Phillip LS	\$7.11	\$7.56	\$8.86	12	15	27
28	Gannawarra LS	\$7.65	\$8.47	\$8.88	17	25	28
29	Kingston I&LS	\$10.50	\$10.49	\$8.97	41	41	29
30	Murrindindi LS	\$8.42	\$9.74	\$9.23	24	37	30
31	Yarra Plenty RLS	\$9.07	\$9.03	\$9.26	32	31	31
32	Mornington Peninsula Library	\$8.69	\$9.64	\$9.39	27	36	32
33	Darebin Libraries	\$9.05	\$9.37	\$9.43	30	34	33
34	City of Boroondara LS	\$9.12	\$9.15	\$9.51	34	32	34
35	Latrobe City Libraries	\$8.79	\$7.29	\$9.52	28	12	35
36	Moreland City Libraries	\$8.54	\$9.15	\$9.65	26	33	36
37	Corangamite RLC	\$8.05	\$8.76	\$9.85	20	28	37
38	Goulburn Valley RLC	\$9.37	\$9.63	\$10.05	36	35	38
39	Melbourne LS	\$8.51	\$8.87	\$10.07	25	29	39
40	West Gippsland RLC	\$9.09	\$8.73	\$10.45	33	27	40
41	Frankston LS	\$11.06	\$11.56	\$11.23	44	43	41
42	Glen Eira LS	\$10.37	\$10.45	\$11.56	40	40	42
43	Wimmera RLC	\$9.76	\$10.52	\$11.69	39	42	43
44	Campaspe LS	\$9.69	\$11.69	\$12.61	38	44	44
45	Mildura Rural City Council LS	\$11.94	\$13.54	\$13.84	45	45	45
46	Swan Hill RLS	\$12.48	\$14.25	\$17.29	46	46	46

* Cost per visit sorted from lowest to highest.

Indicator 8. STAFF EFT PER CAPITA

	Library Service	Staff EFT per capita			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	0.31	0.30	0.29	of 46	of 46	of 46
1	Yarra Libraries	0.47	0.51	0.51	3	3	1
2	Gannawarra LS	0.52	0.52	0.49	2	2	2
3	Melbourne LS	0.59	0.56	0.48	1	1	3
4	City of Boroondara LS	0.44	0.48	0.47	6	4	4
5	Hobsons Bay Libraries	0.45	0.44	0.45	4	6	5
6	Mildura Rural City Council LS	0.45	0.45	0.44	5	5	6
7	Port Phillip LS	0.40	0.40	0.40	9	7	7
8	Swan Hill RLS	0.41	0.37	0.40	8	12	8
9	West Gippsland RLC	0.36	0.37	0.39	12	11	9
10	Murrindindi LS	0.39	0.39	0.38	11	8	10
11	Maribyrnong LS	0.40	0.39	0.37	10	9	11
12	Mitchell Shire L&IS	0.42	0.38	0.36	7	10	12
13	Moonee Valley LS	0.36	0.36	0.35	14	13	13
14	Bayside LS	0.36	0.35	0.35	16	16	14
15	Stonnington L&IS	0.36	0.35	0.34	13	15	15
16	Indigo LS	0.36	0.35	0.34	15	14	16
17	Greater Dandenong Libraries	0.35	0.34	0.34	17	18	17
18	Towong LS	0.10	0.35	0.33	46	17	18
19	Geelong RLC	0.34	0.34	0.33	18	20	19
20	Wellington Shire Library	0.33	0.34	0.33	20	19	20
21	East Gippsland Shire Library	0.32	0.31	0.32	23	21	21
22	Kingston I&LS	0.31	0.31	0.32	26	25	22
23	Campaspe LS	0.31	0.31	0.31	25	24	23
24	Wimmera RLC	0.31	0.28	0.30	27	30	24
25	Corangamite RLC	0.32	0.31	0.30	21	22	25
26	Darebin Libraries	0.32	0.31	0.30	22	23	26
27	Brimbank Libraries	0.30	0.31	0.30	28	26	27
28	High Country LN	0.33	0.24	0.28	19	37	28
29	Moreland City Libraries	0.30	0.29	0.28	30	28	29
30	Monash PLS	0.30	0.30	0.28	29	27	30
31	Goldfields LC	0.29	0.28	0.28	34	29	31
32	Latrobe City Libraries	0.23	0.23	0.26	41	41	32
33	Central Highlands Libraries	0.29	0.27	0.26	32	32	33
34	Glen Eira LS	0.26	0.26	0.26	35	35	34
35	Wyndham City LS	0.30	0.28	0.26	31	31	35
36	Glenelg Libraries	0.31	0.26	0.25	24	33	36
37	Goulburn Valley RLC	0.25	0.26	0.24	37	34	37
38	Frankston LS	0.25	0.25	0.24	36	36	38
39	Whitehorse Manningham RLC	0.24	0.24	0.24	39	38	39
40	Mornington Peninsula Library	0.29	0.24	0.23	33	39	40
41	Yarra Plenty RLS	0.24	0.23	0.23	38	40	41
42	Eastern RLC	0.24	0.22	0.21	40	42	42
43	Melton L&IS	0.22	0.21	0.21	43	44	43
44	Wodonga Library	0.22	0.21	0.20	44	43	44
45	Hume Libraries	0.22	0.21	0.20	42	45	45
46	Casey-Cardinia LC	0.20	0.20	0.18	45	46	46

Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA

	Library Service	Number of public access devices per capita			Rank		
		2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
	Victoria	0.69	0.71	0.63	of 46	of 46	of 46
1	Murrindindi LS	1.39	1.73	1.76	3	2	1
2	Glenelg Libraries	2.35	2.19	1.68	1	1	2
3	Geelong RLC	1.51	1.47	1.42	2	3	3
4	East Gippsland Shire Library	1.39	1.37	1.33	4	4	4
5	Towong LS	1.21	1.21	1.17	5	6	5
6	Gannawarra LS	1.10	1.21	1.14	7	5	6
7	Brimbank Libraries	1.01	1.04	1.01	11	11	7
8	Monash PLS	1.05	1.03	1.00	9	12	8
9	West Gippsland RLC	0.99	1.18	0.99	13	7	9
10	Kingston I&LS	0.76	0.75	0.97	18	21	10
11	Mitchell Shire L&IS	0.56	0.76	0.96	30	20	11
12	Melton L&IS	1.05	1.01	0.94	8	13	12
13	Moonee Valley LS	1.00	1.04	0.88	12	10	13
14	Wellington Shire Library	0.83	0.83	0.87	15	17	14
15	Hobsons Bay Libraries	0.69	0.84	0.84	22	16	15
16	Maribyrnong LS	0.87	0.87	0.82	14	15	16
17	Indigo LS	0.78	0.90	0.80	17	14	17
18	Campaspe LS	0.52	0.79	0.77	32	18	18
19	Hume Libraries	0.73	0.78	0.73	19	19	19
20	Melbourne LS	1.04	1.04	0.73	10	9	20
21	Wimmera RLC	0.69	0.73	0.71	21	22	21
22	Central Highlands Libraries	0.65	0.62	0.66	23	30	22
23	Goldfields LC	0.56	0.64	0.64	31	28	23
24	Mildura Rural City Council LS	0.60	0.64	0.62	28	26	24
25	Wodonga Library	0.65	0.64	0.62	24	27	25
26	Wyndham City LS	0.70	0.65	0.60	20	25	26
27	Greater Dandenong Libraries	0.64	0.63	0.60	25	29	27
28	Swan Hill RLS	0.83	0.71	0.58	16	23	28
29	Yarra Libraries	0.40	0.57	0.56	38	34	29
30	High Country LN	0.40	0.70	0.53	39	24	30
31	Yarra Plenty RLS	1.18	1.16	0.50	6	8	31
32	Goulburn Valley RLC	0.46	0.50	0.49	34	35	32
33	Darebin Libraries	0.42	0.42	0.48	36	37	33
34	Moreland City Libraries	0.61	0.60	0.42	26	31	34
35	City of Boroondara LS	0.43	0.43	0.42	35	36	35
36	Stonnington L&IS	0.34	0.42	0.40	42	38	36
37	Whitehorse Manningham RLC	0.32	0.35	0.40	44	43	37
38	Bayside LS	0.58	0.58	0.39	29	32	38
39	Mornington Peninsula Library	0.41	0.39	0.39	37	40	39
40	Corangamite RLC	0.61	0.58	0.38	27	33	40
41	Casey-Cardinia LC	0.49	0.40	0.38	33	39	41
42	Port Phillip LS	0.38	0.38	0.37	40	41	42
43	Eastern RLC	0.35	0.37	0.33	41	42	43
44	Frankston LS	0.32	0.33	0.32	43	44	44
45	Glen Eira LS	0.27	0.32	0.28	45	45	45
46	Latrobe City Libraries	0.26	0.26	0.25	46	46	46

Indicator 10. CUSTOMER SATISFACTION RATING

Library Service	Customer satisfaction rating			Rank		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Victoria	8.59	8.44	8.48	of 35	of 38	of 37
Port Phillip LS	9.60	9.9	9.90	4	1	1
Wimmera RLC	9.80	9.7	9.90	1	3	1
Moreland City Libraries	9.77	9.7	9.80	2	2	3
Frankston LS	9.50	9.3	9.54	6	7	4
Geelong RLC	9.46	9.5	9.50	8	4	5
Latrobe City Libraries	9.20	9.5	9.50	9	4	5
Mildura Rural City Council LS	9.50	9.5	9.30	7	4	7
Darebin Libraries	8.90	9.2	9.20	12	8	8
Greater Dandenong Libraries	9.08	9.1	9.10	10	9	9
Yarra Plenty RLS	8.65	9.0	9.00	18	10	10
Goulburn Valley RLC	8.93	8.9	8.90	11	11	11
Corangamite RLC	8.76	8.8	8.80	15	16	12
Bayside LS	7.40	8.8	8.78	33	12	13
Kingston I&LS	8.78	8.8	8.78	14	15	13
Yarra Libraries	8.87	8.5	8.77	13	20	15
Central Highlands Libraries		8.6	8.60		18	16
Wyndham City LS	8.32	8.5	8.53	25	19	17
Monash PLS	7.60	7.6	8.52	29	31	18
Stonnington L&IS	8.49	8.5	8.50	22	23	19
Whitehorse Manningham RLC	8.20	8.5	8.50	27	22	19
Eastern RLC	8.42	8.4	8.45	24	25	21
Maribyrnong LS	8.22	8.3	8.45	26	26	21
Melton L&IS	8.70	8.8	8.40	17	13	23
West Gippsland RLC	8.43	8.4	8.40	23	24	23
Moonee Valley LS	9.60	7.7	8.20	3	30	25
Melbourne LS	8.14	8.1	8.10	28	27	26
City of Boroondara LS	8.51	8.5	7.90	21	20	27
Wellington Shire Library	7.40	7.4	7.90	32	35	27
High Country LN		7.9	7.80		28	29
Gannawarra LS	7.60	7.6	7.70	30	31	30
Mornington Peninsula Library	7.10	7.5	7.70	34	34	30
Wodonga Library	8.60	7.8	7.70	19	29	30
East Gippsland Shire Library	7.40	7.4	7.40	31	35	33
Glen Eira LS		7.6	7.40		31	33
Hobsons Bay Libraries	8.75	8.8	7.20	16	14	35
Mitchell Shire L&IS		5.0	7.00		38	36
Towong LS	6.80	6.8	6.80	35	37	37
Brimbank Libraries						
Campaspe LS						
Casey-Cardinia LC	8.59	8.6		20	17	
Glenelg Libraries						
Goldfields LC	9.50			5		
Hume Libraries						
Indigo LS						
Murrindindi LS						
Swan Hill RLS						

Library Service does not have customer satisfaction data.

5. Vision Australia Information and Library Service

Vision Australia's Information Library Service (VAILS) provides free information services and reading in braille, and audio for people with a print disability. VAILS offers a wide range of print alternative books, magazines and newspapers to library members across Australia. Material is available in audio format, in braille and for download.

VAILS is a member of PLVN. However, as its user base, collections and access and distribution channels are distinctly different to municipal library services it is not appropriate to make direct comparisons between VAILS and the other libraries on some indicators. In particular, VAILS does not have a base population from which to calculate per capita metrics (Indicators 1, 2, 6, 8 and 9). Print materials are typically distributed via mail, with most digital items now downloaded remotely by the user, so there are very few visits to VAILS' Kooyong library (Indicator 7), and limited scope for delivery of programs with a physical attendance outcome (Indicator 2).

The following table presents performance data for VAILS over the last three years, with some adjustments made to the standard metrics used for all other Victorian public libraries.

Library performance indicators		VAILS			
		2015-16	2016-17	2017-18	Trend
1.	Number of members	15,649	15,689	15,991	→
	Number of active library members	12,206	11,961	12,176	
2.	Attendance at library programs	1,797	1,528	2,301	↗
3/4.	Turnover rate – collection items	13.4	13.6	11.6	↘
5.	Number of items for loan	54,442	55,883	59,848	↗
6.	Cost of library service (\$M)	\$4.10	\$5.34	\$5.12	→
7.	Number of physical library visits				
8.	Staff EFT	24	24	18.3	↘
9.	Number of public access devices	4	3	3	→
10.	Customer satisfaction rating (not collected)				

VAILS cost and usage data for 2017-18 shows that that activity was at broadly similar levels to previous years. Total membership, funding levels and the number of public access devices were in line with the 2016-17 results.

There was an increase in attendance at VAILS programs of around 50% on 2016-17, with an extra 4,000 collection items available for loan. However, there was a drop in the turnover of those collection items, partly due to there being a greater share of digital items for loan – with these items having a slightly lower turnover rate (10.7) compared with the turnover rate for physical items (13.6).

VAILS receives \$1.74M funding from the Victorian state government, with the remaining \$3.39M derived from other sources, including grants funding to run targeted programs.

6. Indicator Definitions

PLVN's library performance indicators are defined as follows. These definitions are consistent, where applicable, with the LGPRF and other library industry data collections and standards.

Dimension	APPROPRIATENESS
Rationale	Indicator of the broad objective that library services should be well-utilised. High or increasing utilisation suggests an improvement in the appropriateness of library services.

Measure	1. Active library members (LB4)
Definition	The percentage of the municipal population who are active library members (i.e. have borrowed a library collection item in the past 12 months).
Type	Outcome – participation
Computation	Number of active library members divided by the municipal population (shown as a percentage)

Measure	2. Attendance at library programs per capita
Definition	The attendance at library programs and events held inside and outside the library per 1,000 persons within the specified period.
Type	Outcome – participation
Computation	Total number of attendances at library programs divided by the number of people in the library services' municipal area (in thousands).

Dimension	QUALITY
Rationale	Indicator of the broad objective that libraries should have a high standard of resources. High or increasing standard of resources suggest improvement in the quality of resources.

Measure	3. Turnover rate – physical items (LB1)
Definition	(Turnover or circulation rate is) The number of loans per physical collection item
Type	Outcome – utilisation
Computation	Number of loans of physical items available for loan divided by the number of physical collection items

Measure	4. Turnover rate – digital items
Definition	(Turnover or circulation rate is) The number of loans per digital collection item
Type	Outcome – utilisation
Computation	Number of loans of digital items divided by the number of digital collection items

Measure	5. Physical quality of library collection (LB2)
Definition	The proportion of the physical library collection that has been purchased in the last 5 years
Type	Outcome – quality
Computation	Number of physical library collection items purchased in the last 5 years divided by the number of physical items in the collection (shown as percentage)

Dimension	COST
Rationale	Indicator of the broad objective that the delivery of library services should be undertaken in a cost-efficient manner. Low or decreasing cost suggests an improvement in the cost efficiency of library services.

Measure	6. Library service income per capita
Definition	Total direct cost of provision of library services per capita
Type	Input – cost
Computation	Total direct cost of providing library services divided by the municipal population

Measure	7. Cost of library service per visit
Definition	Total direct cost of provision of library services per visit
Type	Input – cost
Computation	Total direct cost of providing library services divided by the number of visits to branch and mobile libraries
Note	This indicator is different from LGPRF LB3, which looks only at the cost of Council funding per visit, not the true total cost of providing library services.

Measure	8. Staff EFT per capita
Definition	The number of staff contributing to provision of library services per 1,000 persons
Type	Input – workforce
Computation	Total number of EFT staff divided by the number of people in the library services' municipal area (in thousands).

Dimension	SERVICE
Rationale	Indicator of the broad objective that library resources (print and digital) should be free, accessible and well-utilised, and there is capacity to provide computer and internet services. High or increasing participation suggests an improvement in the effectiveness of library services.

Measure	9. Number of public access devices per capita
Definition	The number of public access devices available in the library per 1,000 persons
Type	Input – service accessibility
Computation	The total number of public access devices, divided by the number of people in the library services' municipal area (in thousands).

Measure	10. Customer satisfaction rating
Definition	Customer satisfaction with library service
Type	Impact
Computation	Results will be moderated to approximate a customer satisfaction rating out of 10.

LGPRF definitions

Active library member: is a person who has registered to use the library service (including residents and non-residents) and has borrowed a library collection item (physical or digital) within the reporting period.

Direct cost: is operating expenses directly related to the delivery of the library service (including library programs). This includes expenses such as salaries and on costs, agency and contract staff, training and development, conferences and seminars, materials, maintenance, utilities, travel and vehicle/plant hire costs, phones, accommodation (rent/lease), computer costs (where they are specific to the service), library collection item processing costs, regional library contributions and other incidental expenses. It also includes e-books as they do not meet the definition of a depreciable asset and therefore are expensed. It does not include capital purchases such as library collection items vehicles or equipment. Indirect costs such as depreciation and management/corporate overheads are specifically excluded

Library collection item: is print materials (such as books, magazines, serials, maps, plans, manuscripts), audio visual and digital materials (such as audio books, CDs, DVDs, videos, computer games, electronic books), and toys and games on hand (active) at the end of the period.

Library collection item loan: is a loan of a collection item owned by the Council/Corporation, including loans (and renewals) to other libraries or collections (e.g. Swift). It does not include loans sourced from other libraries or collections.

Library visit: is a visit to the library in person.

ebook: is an item sourced through aggregators such as Overdrive, Bolinda, ALS/Wheelers and Zinio.

Notes for interpretation and analysis

In interpreting these indicators it is important to take account of the following.

- Caution is needed in interpreting 'per capita' indicators for library services with high levels of 'out of area' usage. That is, a high number of non-resident library members (e.g. Melbourne Library Service).
- Per capita indicators like active library membership (Indicator 1), program attendance (2), cost (6), staffing (8) and access to computers (9) can be distorted where there is a very small municipal population.
- Direct comparison of customer satisfaction ratings relies on the comparability of satisfaction metrics and data collection methods used in each municipality and for each library service.

Indicators will be monitored over time and reviewed to ensure that they accurately reflect the performance of public libraries in a dynamic environment (e.g. a measure of loans per capita, the concept of 'attendance' in online library activities, the concept of 'active' membership in terms of program participation).

7. Data Specifications

The following library performance data (33 data items) will be collected and analysed on an annual financial year basis. Where relevant, * denotes an LGPFR definition and ** denotes a NSLA definition.

Data to be collected	Notes
Population	
1. Municipal population	Derived/pre-filled from ABS Estimated Resident Population data at 30 June 2017.
Financial – Income <i>Use standard statements for year end</i>	
2. Operational funding from federal government	Include grants for projects (e.g. Digital Hubs).
3. Operational funding from state government	Includes Premiers Reading challenge, local priorities funding, core funding.
4. Operational funding from local government	Do not include collection funding here. Include at Item 5.
5. Collection funding from local government	Include all collection funding here.
6. Capital funding from federal government	Include grants for library buildings.
7. Capital funding from state government	Include grants for buildings, mobile libraries, Living Libraries funding.
8. Capital funding from local government	Include plant and equipment. Do not use this item for collection funding.
9. Other income not included above	Use this measure to reconcile your income as per your signed off financial report (for RLCs) or actuals in your approved budget at 30 June (for single municipalities).
Financial – Expenditure <i>Use standard statements for year end</i>	
10. Employee costs	Include salaries and on costs, agency and contract staff, training and development, conferences and seminars.
11. Operating and corporate expenses	Include materials, maintenance, utilities, travel and vehicle/plant hire costs, phones, accommodation (rent, lease), computer costs (where they are specific to the library), library collection item processing costs and other incidental expenses. Do not include capital purchases such as library collection items, vehicles or equipment. Indirect costs such as depreciation and council management/ corporate overheads are specifically excluded.
12a. Total expenditure on physical library materials	Include print material (such as books, magazines, serials, maps, plans, manuscripts), audiovisual and physical digital materials (such as audio books, CDs, DVDs, computer games) and toys and games. If possible, exclude processing costs.
12b. Total expenditure on digital library materials	Include ebooks and emagazines.

Financial – Expenditure		<i>Use standard statements for year end</i>
13. Capital expenditure		Report all capital expenditure. Include: plant, machinery and equipment; motor vehicles and other transport equipment; industrial machinery and equipment; computer software capitalized; dwellings, buildings and other structures; computers and computer peripherals; and artistic originals. Exclude library materials.
14a. Depreciation		Depreciation (if this can be reported separately).
14b. Other expenditure not included above		Use this measure to reconcile your expenditure as per your signed off financial report (for RLCs) or actuals in your approved budget at 30 June (for single municipalities).

Human resources	
15. Number of equivalent full time (EFT) employees	Include full time, part time and casual staff. Calculate number of EFT positions based on 35/38 hour week as appropriate.

Library collection	
16. Total number of physical items	Include print material (such as books, magazines, serials, maps, plans, manuscripts), audiovisual and physical digital materials (such as audio books, CDs, CD-ROMs, videos, computer games) and toys and games on hand (active) at the end of the reporting period.
17. Total number of digital items	Only count ebooks (including eaudio books) and emagazines purchased through aggregators such as Overdrive, Bolinda, ALS/Wheelers, PressReader and Zinio. Do NOT include eresources on electronic databases.
18a. Total number of physical items for loan	Physical items for loan as per Item 16. Do not include physical items (e.g. historical records, maps, manuscripts) that are not available for loan.
18b. Total number of digital items for loan	Digital items for loan as per Item 17.
19. Number of items purchased in the last 5 years	Only include physical items still available for loan as per Items 16 and 18.

Usage	
20a. Total number of loans – physical items	Includes loans of a collection item owned or licenced by the Council/Corporation including loans (and renewals) to other libraries or collections (e.g. SWIFT). It does not include loans sourced from other libraries or collections.
20b. Total number of loans – digital items	
21. Total number of members	Is a person who has registered to use the library service with activity against that registration in the past three years.
22. Total number of active members	Is a person who has registered to use the library service (including residents and non-residents) who has borrowed a library collection item from the library within the 12-month reporting period.
23a. Total number of library 'visits' – branch	Is visits in person to a branch library.
23b. Total number of library 'visits' – mobile	Is visits in person to a mobile library.



23c.	Total number of library 'visits' – delivery	Is visits made as part of collection delivery services (e.g. Home Library).
23d.	Total number of library 'visits' – outreach	Is the number of participants in outreach programs and events.
23e.	Total number of library 'visits' – website	Is visits to the library website, calculated as unique daily users summed over 12 months.
23f.	Total number of library 'visits' – app	Is visits through the library app, calculated as unique daily users summed over 12 months.
24.	Program/event attendance	Include attendance at library programs and events held inside and outside the library.
25.	Number of wifi sessions	Include all logins for library owned devices, as well as people's personal devices.
26.	Number of computer bookings	Total number of bookings for/sessions on public access computers.

Library operations		
27.	Number of library branches	The number of permanent library branches in operation at the end of the reference period. Include central libraries and all branches that are staffed at all times during opening hours. Exclude: mobile library vans; collection vending machines; and self-serve library kiosks (in separate locations from library branches).
28a.	Size of branches – PAFS m ²	Public Access Floor Space (PAFS) is the area of the STATIC LIBRARY ONLY to which the public have DIRECT access during opening hours. Include collections and computer areas; reading, seating and study areas; customer service; children's, youth and specialist areas. Exclude areas with restricted or partial access such as externally used meeting rooms, staff areas, mobile vehicles, toilets, foyers areas used by other organisations/groups.
28b.	Size of branches – GFA m ²	Gross Floor Area (GFA) includes all PAFS plus staff, services, amenities and ancillary spaces (e.g. foyer, entry corridors, staff work spaces, toilets, plant, storage, loading).
29a.	Number of mobile library vehicles	Number of mobile library vehicles.
29b.	Number of mobile library stops	Number of mobile library stops.
30.	Number of other library outlets	The number of other library outlets in operation at the end of the reference period. Include: self-serve library kiosks (in separate locations from library branches); library depots; collection vending machines; library pop-up locations; and any other outlets not elsewhere reported.
31a.	Total opening hours – library branches and mobiles	The total number of hours that all library branches and mobile library vehicles are open per week.
31b.	Total opening hours – other outlets	The total number of hours that other library outlets (i.e. agencies, kiosks) are open per week.
32.	Number of public access devices	Include all desktops, laptops and tablets available for public use. Do not include OPAC or catalogue only devices.



Customer satisfaction	
33. Satisfaction rating from customer survey	Moderate your result on a scale of 1 to 10 so that 10 = excellent and 1 = very poor (e.g. 75% satisfaction = 7.5). Use Nexus, Council or other survey results. If not available enter NA. Also provide the source of the satisfaction rating (e.g. Nexus survey, Council survey) and the wording of the actual satisfaction question asked.