

2018-19 PLV Annual Statistical Survey

Library Performance Indicators Summary Report

Report

This report documents and presents data from Public Libraries Victoria's (PLV) 2018-19 Annual Statistical Survey, highlighting results against ten public library performance indicators. The report includes background, definitions, methodology, analysis and commentary that can be used by PLV and public libraries in different ways to showcase and benchmark performance.

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| 1. | <i>2018-19 PLV Library Performance Summary</i> | 2-page summary of ten Victorian public library performance indicators |
| 2. | <i>Background</i> | 1-page description of the rationale for the development of the indicators from 2018-19 |
| 3. | <i>PLV Library Performance Indicators</i> | 20 pages documenting each of the ten indicators, including definition of the indicator, 2018-19 and comparative data, and commentary on performance |
| 4. | <i>2018-19 Library Service Comparative Tables</i> | 10 pages ranking each Victorian library service against each of the ten indicators |
| 5. | <i>VAILS</i> | 1-page summary of VAILS data, which is analysed and presented separately due to the differences between the municipal library services and VAILS |
| 6. | <i>Indicator definitions</i> | 3 pages documenting each of the ten 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
RLC	Regional Library Corporation
RLS	Regional Library Service

1. 2018-19 PLV Library Performance Summary

Library performance indicators		Victorian public libraries			
		2016-17	2017-18	2017-18	Trend
1.	Active library members	16%	16%	16%	→
2.	Attendance at library programs per '000 capita	325	331	350	↗
3.	Turnover rate – physical items	5.2	5.3	5.4	→
4.	Turnover rate – digital items	3.7	4.3	5.4	↗
5.	Physical quality of library collection	66%	65%	67%	→
6.	Library service income per capita*	\$40.95	\$39.90	\$40.57	↘
7.	Cost of library service per visit*	\$8.06	\$8.19	\$8.52	→
8.	Staff EFT per '000 capita	0.30	0.29	0.29	→
9.	Number of public access devices per '000 capita	0.71	0.63	0.62	↘
10.	Customer satisfaction rating	8.44	8.48	8.55	↗

* 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 PLV library performance indicators address participation, collections, cost efficiency, staffing, technology and customer satisfaction. The 2018-19 data illustrates the contemporary role of public libraries, showing improvement in terms of program attendance and collection efficiency, while also indicating declines in real library funding and provision of computers.

1. Active library members →

In 2018-19, 2.22 million people were members of Victorian public libraries (vs 2.19 library members reported in 2017-18). This represents 34% of the Victorian population (vs 35% in 2017-18). Of these, 1.00 million, or 16% of the Victorian population, borrowed a library collection item during 2018-19 and are classified as 'active' library members (vs 0.99 million and 16% in 2016-17). 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 2018-19, an average of 350 people out of every thousand attended a cultural, literacy or skill development program at a Victorian public library. This is 6% higher than the 2017-18 result and continues a steady upward trend – up 42% 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 7.76 million items (down 2% from 7.94 million items in 2017-18). With annual loans of physical collection items around 41 million (down from 42 million in 2017-18), there was an average of 5.4 loans per item during 2018-19, marginally up on previous years, but in line with the historical range for this indicator. Turnover rates at individual libraries range from more than 9.6 to 1.3 loans per physical collection item. The slow decline in the number and loans of physical collection items is offset by increased use of ebooks.

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 10% to 841,000 in 2018-19. The 4.9 million loans of ebooks and resources compares with 3.5 million loans of digital collection items in 2017-18 and 0.9 million in 2014-15. On average, every digital collection item in Victoria's public libraries was borrowed 5.4 times during 2018-19. This does not include loans of Vision Australia's digital resources which have a turnover rate of 12.1 loans per item.

5. Physical quality of library collection →

Sixty seven percent of libraries' current physical collection of 7.76 million items has been purchased in the last five years, indicating a high level of collection quality and currency. This figure has increased from 60% in 2011-12, and been around 65% in the past two years. Buloke Library Service has re-established itself as a stand-alone rural municipal library, with 100% of its current stock purchased in the past five years. Four metropolitan Melbourne libraries have purchased more than 85% of their physical collection in the last five years, with five libraries below 40% all in rural Victoria.

6. Library service income per capita ↘

The average level of funding of public library services in Victoria in 2018-19 (excluding VAILS) was \$40.57 per person. This is higher than the 2017-18 figure in absolute dollars, but a very small drop in real (inflation-adjusted) terms. In 2018-19 the total direct cost of providing public library services in Victoria was \$263 million (vs \$255 million in 2017-18) – with \$210 million (80%) of library operating funding coming from local government, \$44 million (16%) from state government, \$9 million (4%) from other funding sources (including library fees and charges) and \$0.4 million program funding from the Australian government. This does not include capital funding for buildings and equipment.

7. Cost of library service per visit →

Across all funding sources (mainly 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 \$8.52 (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 remained at 0.29 EFT in 2018-19. In 2018-19 Victoria's public libraries employed the equivalent of 1,874 full time persons. The four large library corporations in metropolitan Melbourne have a much lower staffing ratio (0.22 EFT per '000 population) than municipal libraries and library corporations in regional Victoria (0.31 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. This has dropped back to 0.62 in recent years as more library customers use their own devices to access library wifi and computer services.

10. Customer satisfaction rating ↗

Victoria's public libraries first reported to PLV on customer satisfaction ratings in 2013-14. In 2018-19, across different survey approaches, the average library customer satisfaction rating was 8.55 out of 10. This has increased slightly from 8.44 in 2016-17. Satisfaction ratings from 35 libraries range from a high of 9.9 out of 10 to a low of 7.0 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 PLV website <https://www.publiclibrariesvictoria.net.au/resources>.

In 2013-14 PLV 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 cannot be defined by a single measure. The following ten indicators 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 ten 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 PLV 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.

3. PLV 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	2016-17	2017-18	2018-19
Number of active library members	992,033	992,332	1,002,437
Total population	6,068,869	6,322,709	6,459,786
% active library members	16%	16%	16%

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

More than one million people borrowed a library collection item from Victoria’s public libraries during 2018-19. This represents 16% of the Victorian population, in line with the results in the past two years but slowly trending downward.

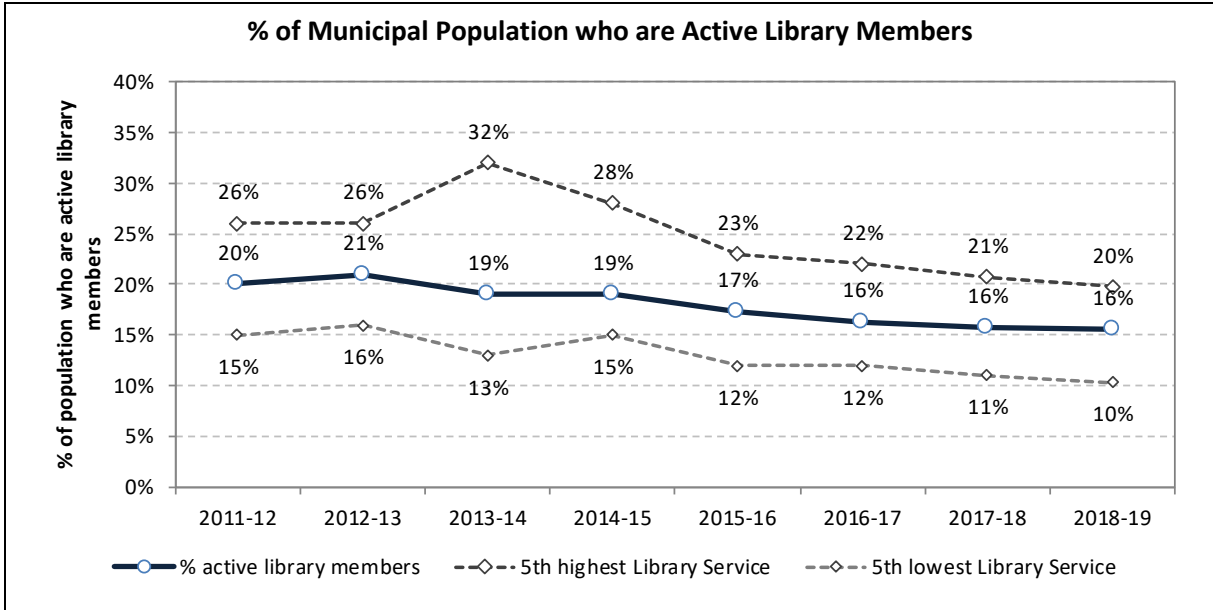
Historically, the 2015-16 figure was down on the 19% reported in the previous two years due to improved reporting of membership borrowing among the libraries who are part of the SWIFT consortium. Membership borrowing figures from these libraries are now considered to be a true reflection of how many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

Following that adjustment, the results from the past three years show a slow decline in the proportion of active library members. In 2018-19, while the actual number of active members re-crossed the one million mark (last reached in 2015-16), the Victorian population grew by 3.6% to more than 6.4 million. Across the 47 Victorian library services (excluding VAILS), in 2018-19 more than two thirds (32) experienced a drop in the proportion of active library members, while 15 had an increase in the rate of active membership. Where they occurred, the falls were not large, with 12 of the 32 library services with declining membership ratios having membership drops of less than 5%, and only two having a decline in membership of more than 10%.

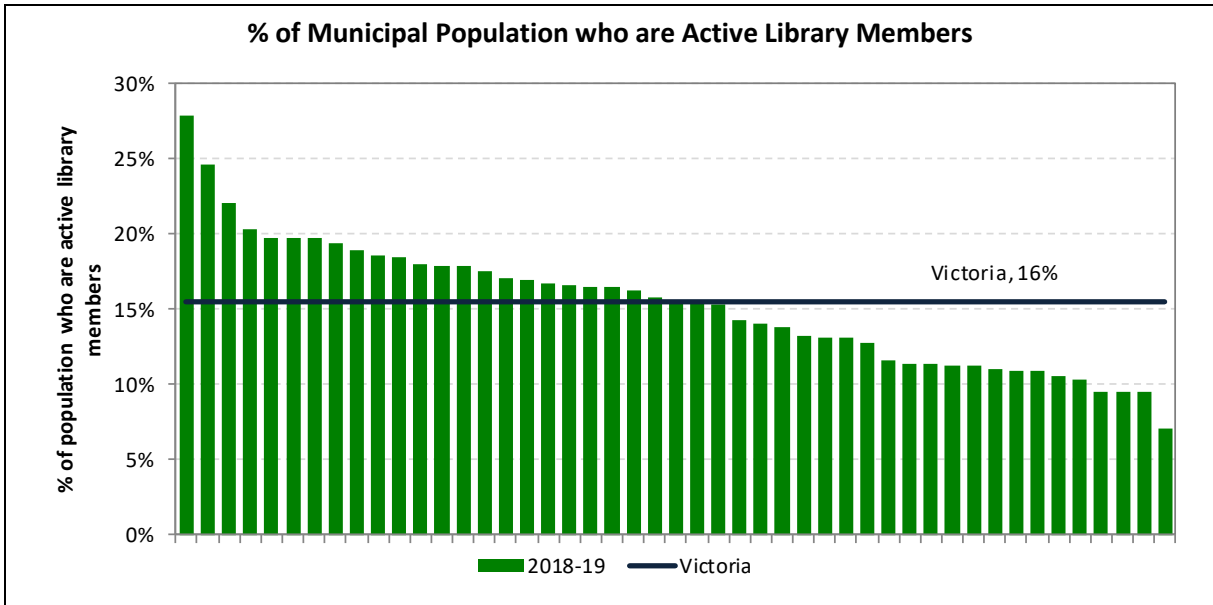
The LGPRF uses a conservative definition of ‘active’ public library usage which does not recognise: a) library members who act as the sole borrower in their household (e.g. parents who borrow books for their children); b) participation in library programs (e.g. Story Time, author talks, cultural events);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

Total membership of Victorian public libraries in 2018-19 (regardless of borrowing history) was 2.2 million, or 34% of the state’s population. This is more than double the LGPRF figure.

The membership range is quite evenly spread across the range from 20% to 10% of the population. The library with the highest active membership figure was Melbourne at 28%. 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. Boroondara, Murrindindi and Hobsons Bay also have membership ratios above 20% of the population.



‘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, Casey-Cardinia, Whitehorse Manningham where cross-LGA borrowing occurs within the single corporation).



Aside from Buloke (which established itself as a stand-alone municipal library service from July 2018, and had a 2018-19 membership of 7%), the three libraries which (as has been the case for the past three years) have active library membership rates below 10% (Casey-Cardinia, Hume, Melton) are large interface councils with fast-growing populations. These communities tend to have greater use of the library as a place to attend programs, access technology and use than they do to borrow books.

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).

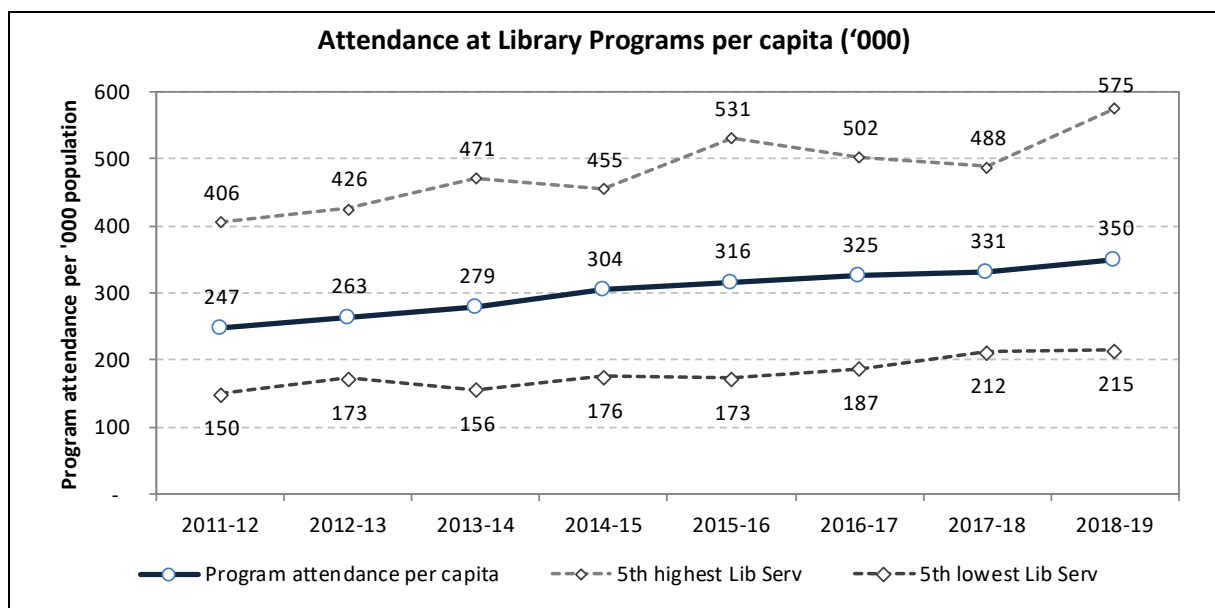
Item	2016-17	2017-18	2018-19
Attendance at library programs (million)	1.97	2.09	2.26
Population ('000)	6,069	6,323	6,460
Attendance at library programs per '000 persons	325	331	350

Over the last eight years there has been a steady increase in attendance at cultural, literacy and skill development programs run by Victoria’s public libraries. In 2018-19, on average 350 people out of every thousand attended a library program, up 140% 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 programs for young children and their parents/carers
- English language and adult literacy programs
- school holiday programs
- 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.

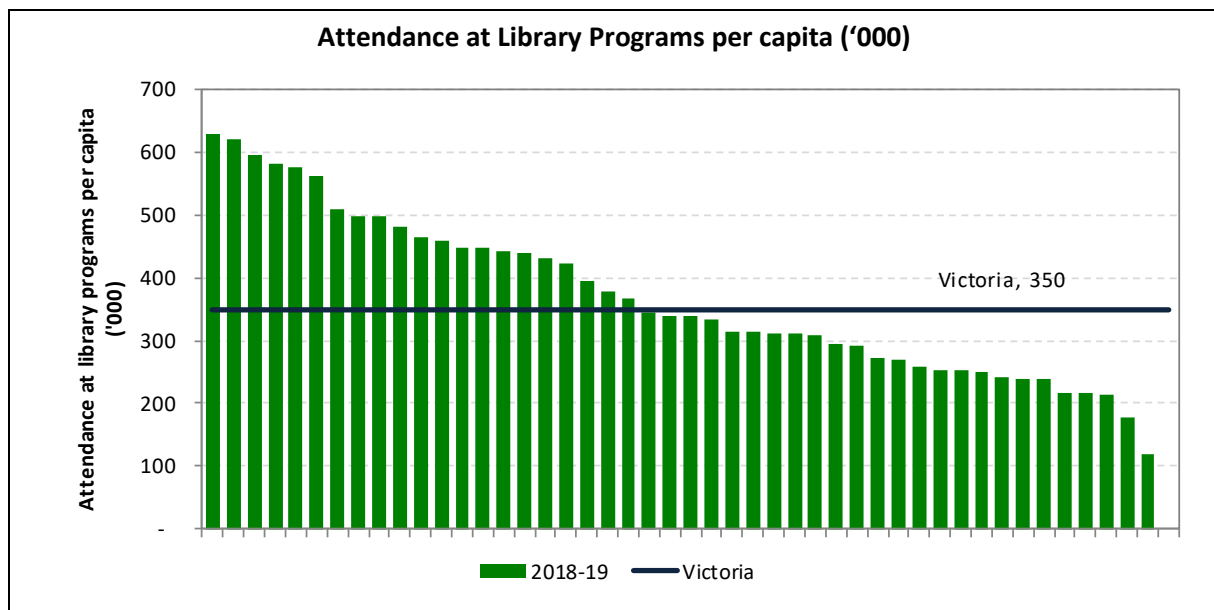


For the past three years Murrindindi has had the highest rate of program attendance, which in 2018-19 was 628 attendances at library programs per thousand people. Melbourne also had a program attendance rate above 600 people per thousand, although this number is inflated by ‘out of area’ usage.

Five library services had attendance rates over 500 people per thousand – High Country, Yarra, Mitchell, Hume and Geelong. From 2017-18 to 2018-19 there were nine libraries with an increase in program attendance rates of more than 20% – High Country, Glenelg, Greater Dandenong, Yarra, Melbourne, Wimmera, Mitchell, Goldfields and Hume.

To highlight the different roles of public libraries in responding to their communities, it is notable that while Hume has one of the lowest active membership rates (which relates to borrowing of collection items), its program attendance rate (which relates to a different form of library engagement) consistently ranks in the top 10 (561 per thousand in 2018-19). Conversely, Boroondara (for example) has a very high active membership (25%, ranked 2nd) but a low program attendance rate (216 per thousand, ranked 42nd).

In 2018-19 (as 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. In its first year of reporting Buloke reported no program attendance in 2018-19.



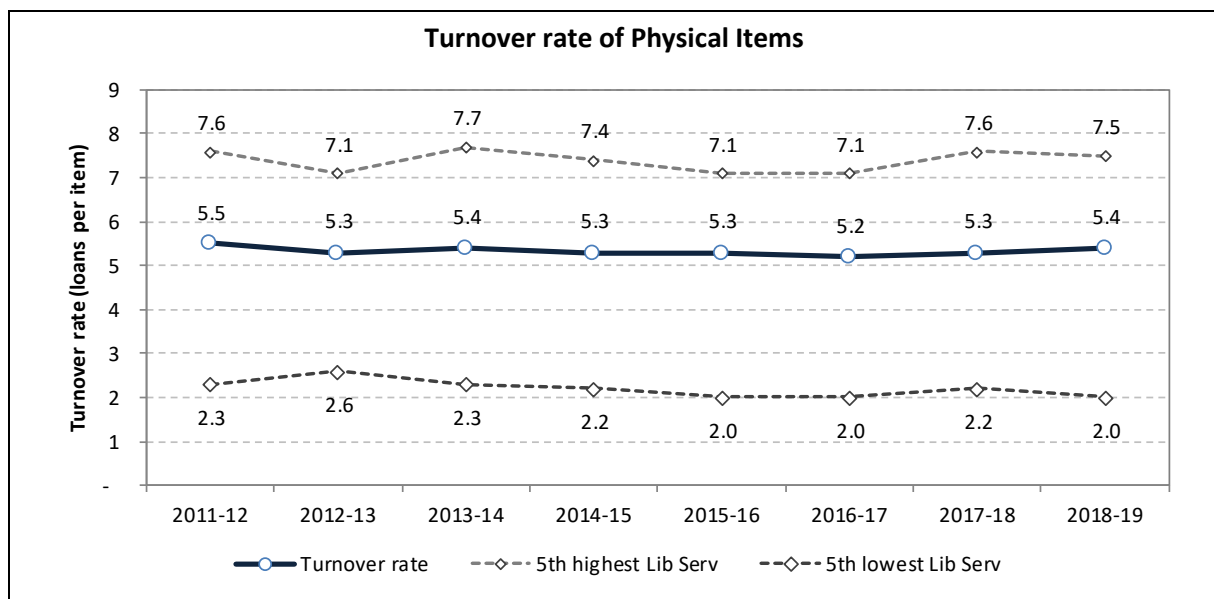
Indicator 3. TURNOVER RATE – PHYSICAL ITEMS

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*	2016-17	2017-18	2018-19
Number of loans of physical items (million)	43.17	42.42	41.13
Number of physical items available for loan (million)	7.98	7.74	7.62
Turnover rate of physical items	5.2	5.3	5.4

The physical library collection across Victoria’s public libraries is around 7.76 million items (down from 7.94 million in 2017-18), with 7.62 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 41 million loans per annum, this averages out to every available physical collection item in Victoria’s public libraries being borrowed 5.4 times during 2018-19. 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 (which are on the increase, see Indicator 4), and occurs in an environment where public libraries are continually refreshing their collections, with 67% of physical items purchased within the last five years (see Indicator 5).



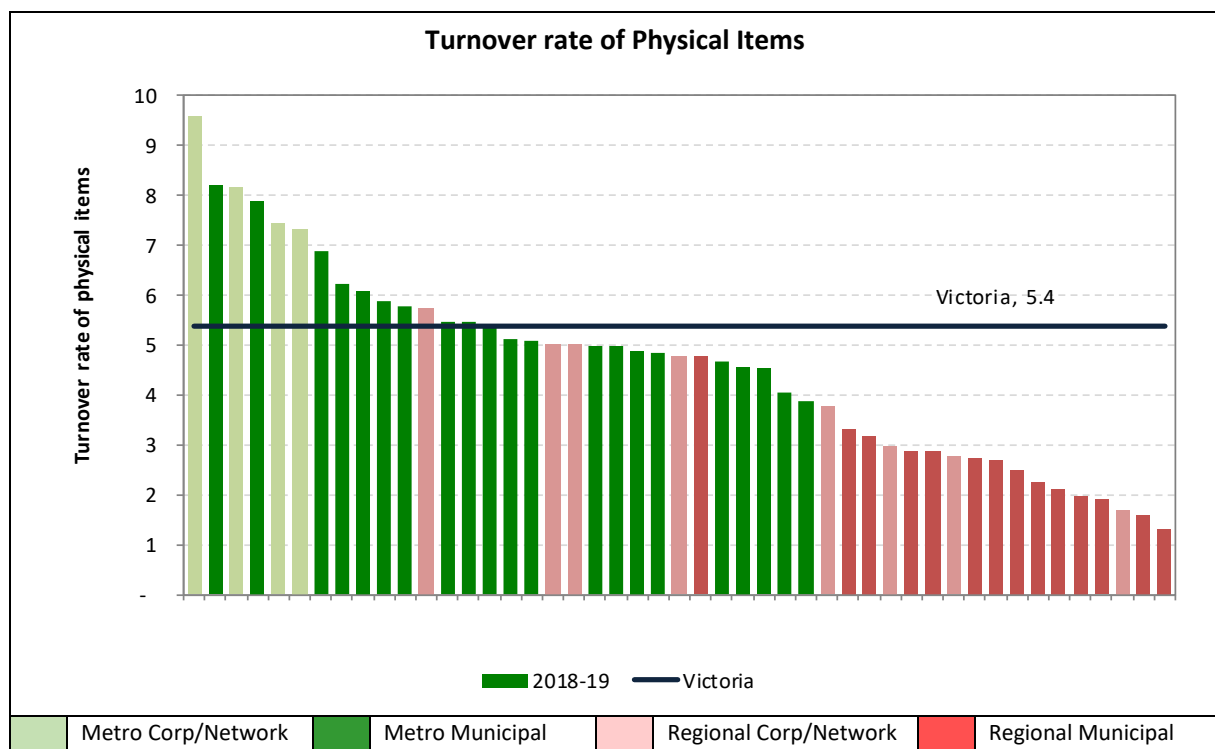
There is considerable variation between libraries in the turnover of the physical library collection. Nine library services have turnover rates above 6.0, while 14 have turnover rates below 3.0.

The libraries with the highest turnover rates are typically large metropolitan library corporations or municipal libraries with high readership levels. Four of the top six ranked library services on this measure are the four metropolitan library corporations (Eastern 9.6, Yarra Plenty 8.2, Casey-Cardinia 7.5 and Whitehorse-Manningham 7.3). The other two library services in the top six are Mornington Peninsula (8.2) and Glen Eira (7.9).

There is very little change in the rankings against this indicator over time, although Melton has jumped from 25th (4.4) in 2016-17 to 7th (6.9) in 2018-19 after a major review of its collection in 2017-18.

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

The 30 libraries with turnover of physical items of 3.9 or above are made up almost entirely of library corporations/networks (four metropolitan, four regional) and municipal metropolitan libraries (21). The only regional municipal library service in this group is Wodonga with a turnover of 4.8. The 17 libraries with turnover of 3.8 loans per physical item or below comprise four library corporations/networks in regional Victoria and 13 of the 14 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

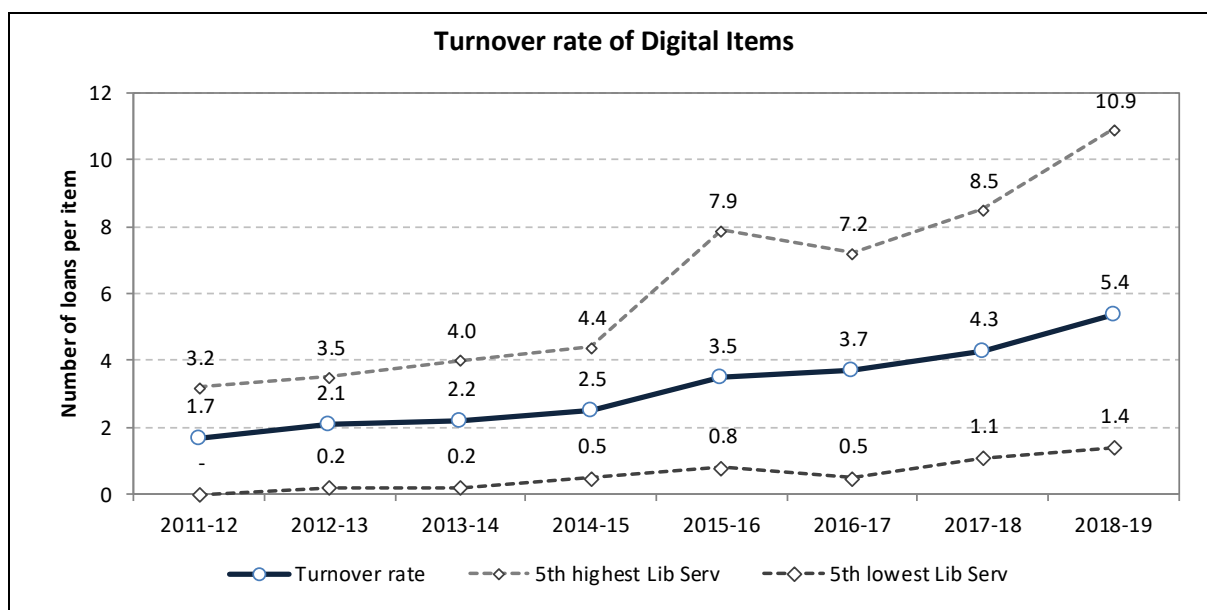
Definition	(Turnover or circulation rate is) The number of loans per digital collection item
Measure type	Outcome – utilisation
Computation	Number of loans of digital items divided by the number of digital collection items

Item*	2016-17	2017-18	2018-19
Number of loans of digital items ('000)	2,418	3,637	4,265
Number of digital items available for loan ('000)	652	763	788
Turnover rate of digital items	3.7	4.3	5.4

* Excludes Vision Australia which in 2018-19 had 685,000 loans of its 57,000 digital collection items.

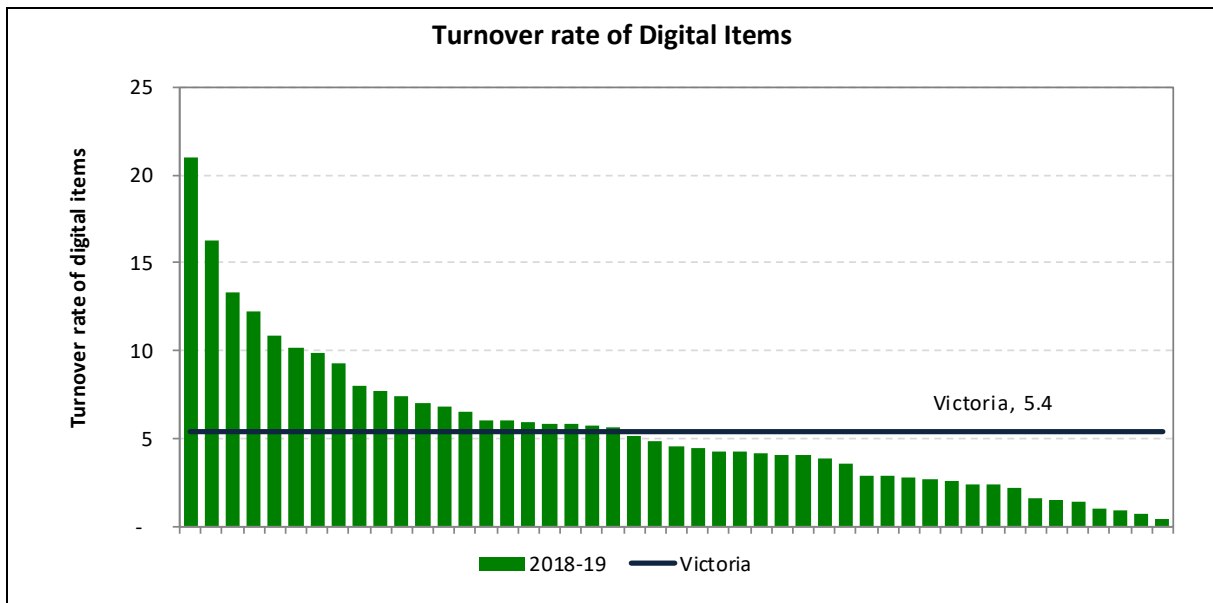
The number of digital collection items in Victorian public libraries has increased significantly in the past few years, with a total statewide collection in 2018-19 of 788,000 digital items. This includes ebooks and emagazines purchased through collection aggregators (e.g. BorrowBox, rbDigital, Press Reader, Kanopy).

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 4.2 million loans of digital collection items in 2018-19 – a 17% increase on 2017-18. On average, every digital collection item in Victoria’s public libraries was borrowed 5.4 times during 2018-19, more than three times the rate of 1.7 reported in 2011-12. The turnover rate of digital items is now equivalent to that for physical collection items.



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.

Brimbank had the highest turnover rate in 2018-19 with 21.0 downloads per digital item. Casey-Cardinia LC (16.3), Mornington Peninsula (13.4), Melbourne (12.2), Geelong (10.9) and Stonnington (10.2) also figures above 10 loans per item.



Only seven library services had a turnover rate of less than 2 loans per digital collection item in 2018-19. 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. Buloke, Swan Hill, Murrindindi, Gannawarra).

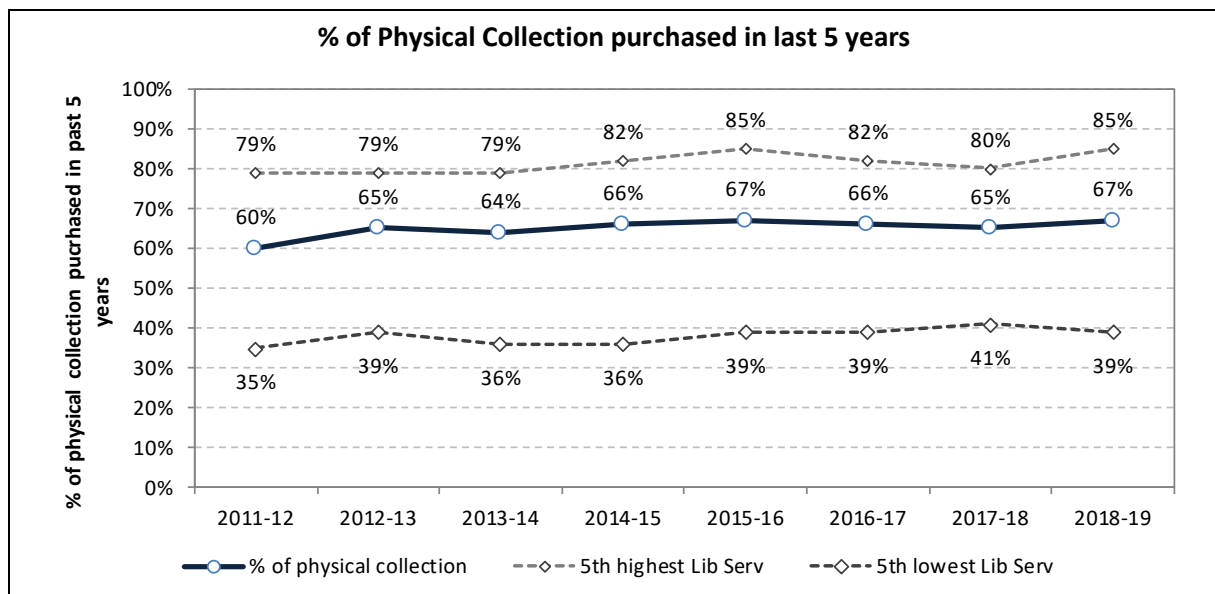
Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION

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	2016-17	2017-18	2018-19
Number of physical library collection items purchased in the last 5 years (million)	5.45	5.16	5.19
Total number of physical library collection items (million)	8.23	7.94	7.76
% of physical collection items purchased in the last 5 years	66%	65%	67%

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 7.76 million items.

Overall, 67% of public libraries’ current physical collection has been purchased in the last five years, up from 60% in 2011-12, but very consistent over the past five 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.

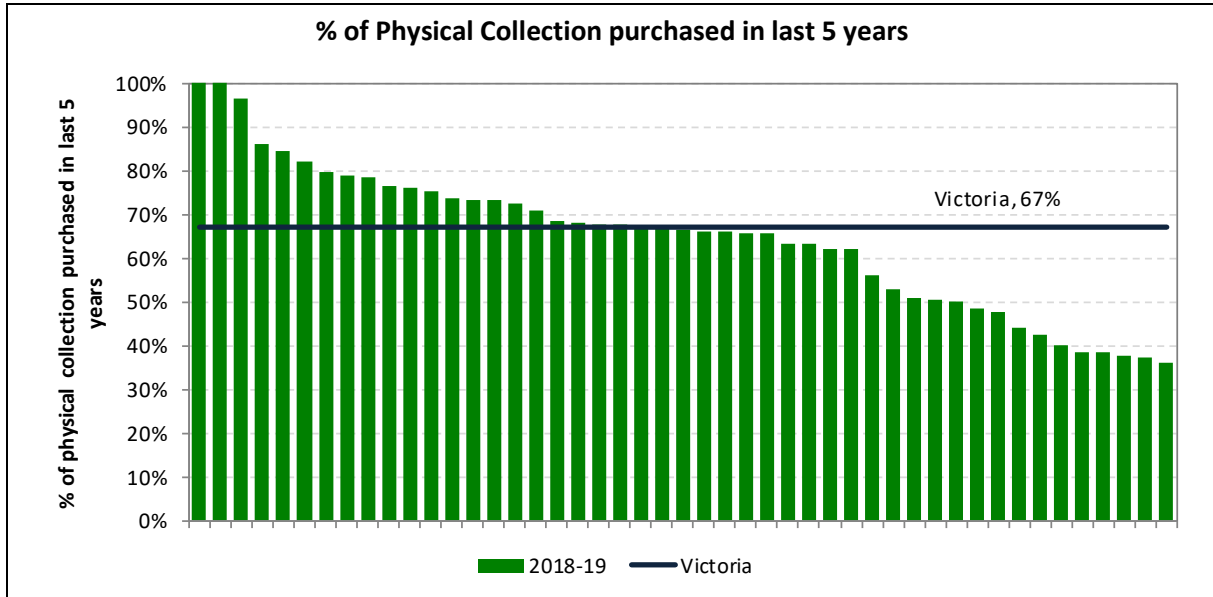


Despite having a five year base, performance against this indicator at a local level can vary from year to year where library services make a significant investment in their collection, have a year with relatively low collection expenditure, and/or have a major cull of their collection. In 2018-19, 27 of the 47 library services (excluding VAILS) reduced the size of their physical collection, while 20 library services increased their physical stock. Aside from Buloke, which was establishing its stand-alone collection in 2018-19, Yarra Plenty was the only library service to increase its total stock by more than 10,000 items. Conversely, seven libraries reduced the number of physical items in stock by at least 10,000 items (most notably Kingston and Hobsons Bay).



Buloke and Stonnington (100%) currently have the highest physical quality library collections, with four other libraries above 80% (i.e. Brimbank, Greater Dandenong, Yarra Plenty, Maribyrnong).

Half of the library services are above the statewide average, with only three of the 14 stand-alone library services in regional and rural Victoria above 67% (Buloke, Indigo and Wodonga). Twelve of the fifteen libraries with the proportion of physical collection items purchased in the last five years below 60% 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

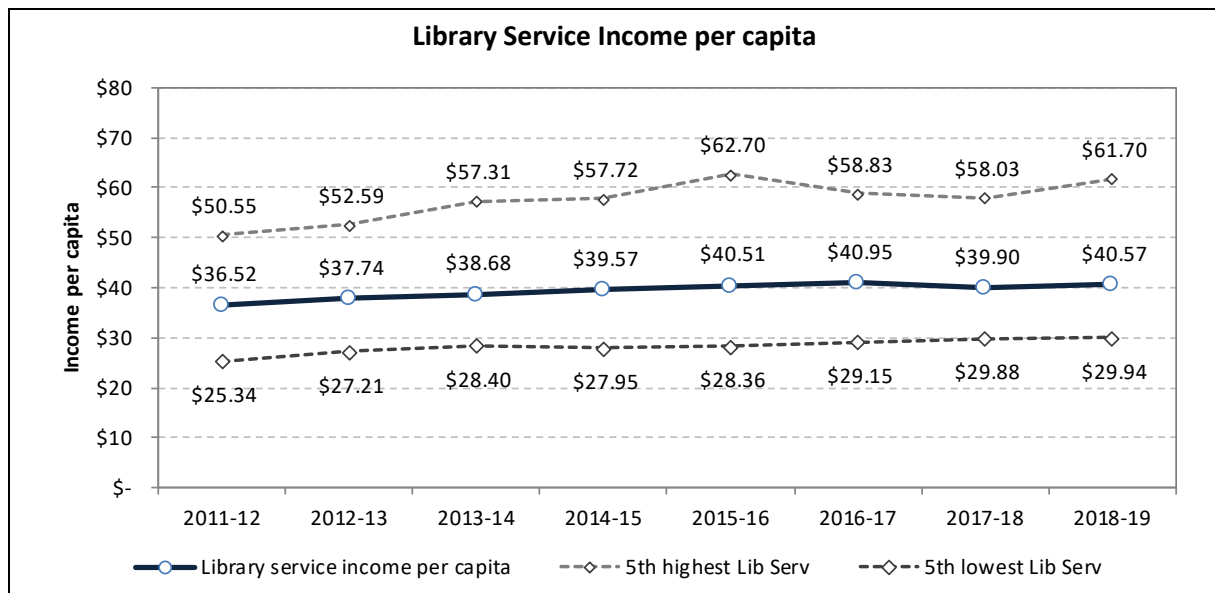
* For the purposes of calculating this indicator 'total direct cost of service provision' is taken to be operational income (from local, state and federal governments), collections funding, plus any other income (not including capital income).

Item	2016-17	2017-18	2018-19
Total library income (\$M)*	\$248.50	\$252.25	\$262.10
Total population (million)	6.069	6.323	6.460
Cost of library services per capita*	\$40.95	\$39.90	\$40.57

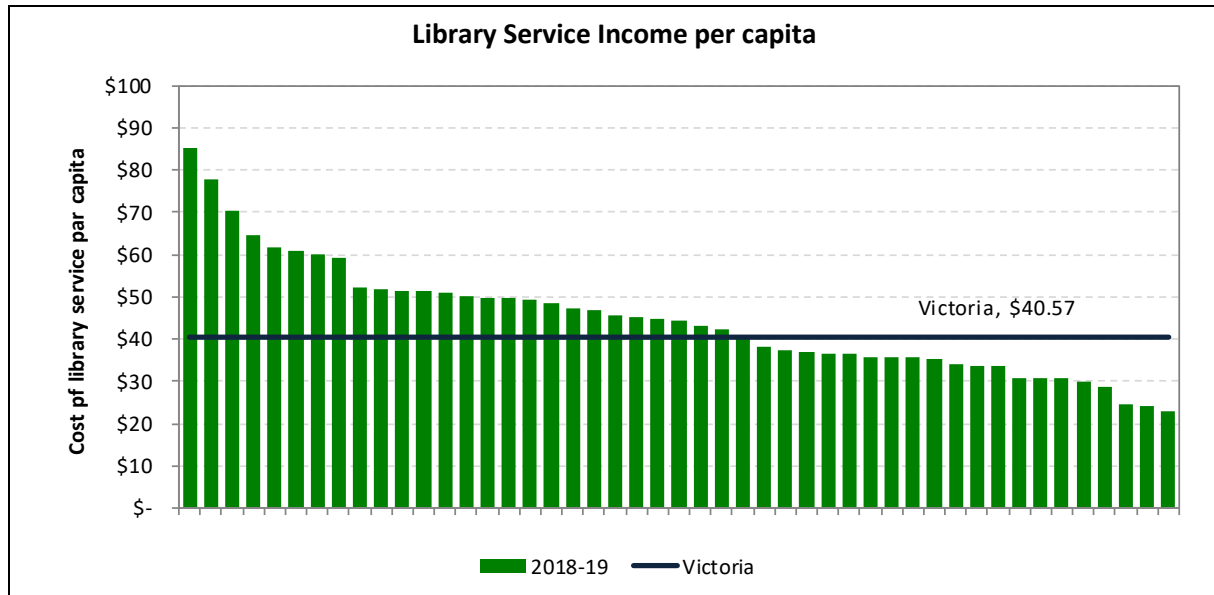
* Cost figures in this table have not been adjusted for inflation.

The total direct cost of providing public library services in Victoria in 2018-19 was \$262 million. This represents library operating and collections costs as funded by local government (\$210 million), state government (\$43 million) and other funding sources (\$9 million including library fees and charges, other income and federal government grants of \$0.41 million). This does not 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 2018-19 was \$40.57 per person. This was, in absolute terms, \$0.66 higher than in 2017-18, although still below the 2016-17 level. Over the past five years the increase in the cost of library services per capita has seen average annualised growth of 0.8% per annum, well below the average inflation rate over the same period (2.0%). 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 \$85.10. 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 (Wellington) with per capita income levels near the average figure, with income tending to be either above \$42.22 (26 library services) or below \$38.34 (20 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 \$41-\$44 for all other library services. Five library services have income rates below \$30 per capita (including Frankston and Wodonga), with Hume, Casey-Cardinia and Towong 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. LIBRARY SERVICE COST 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

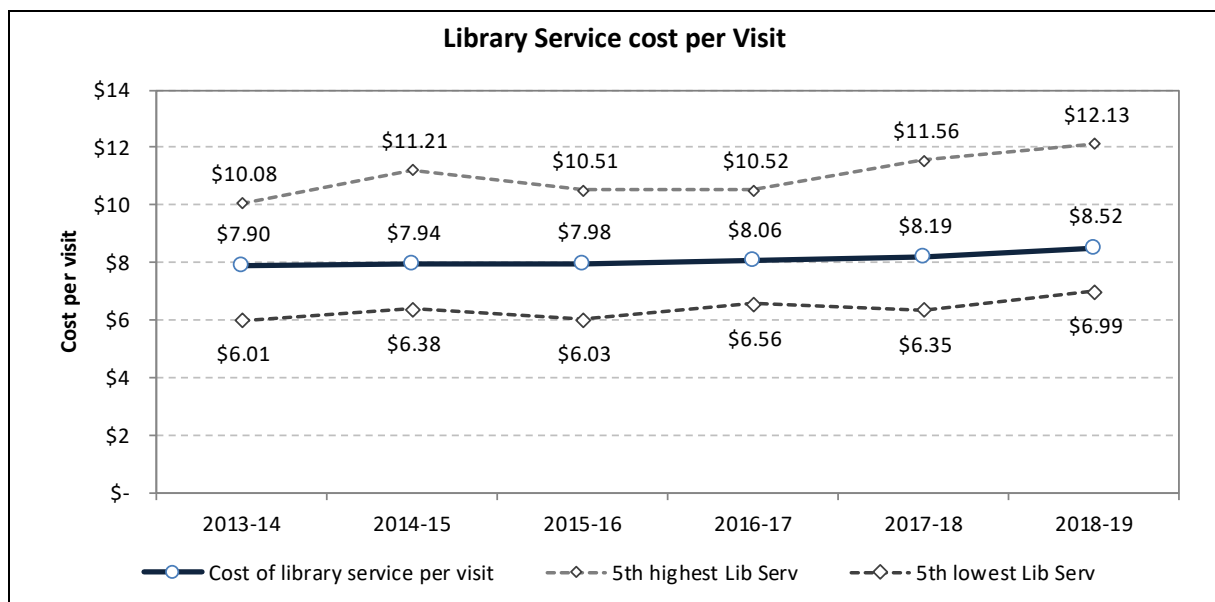
* For the purposes of calculating this indicator 'total direct cost of service provision' is taken to be all income received from local, state and federal governments, collections funding, plus any other income (not including capital income).

Item	2016-17	2017-18	2018-19
Total library income (\$M)*	\$248.50	\$252.25	\$262.10
Total library visits (million)	30.82	30.81	30.77
Cost per library visit*	\$8.06	\$8.19	\$8.52

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

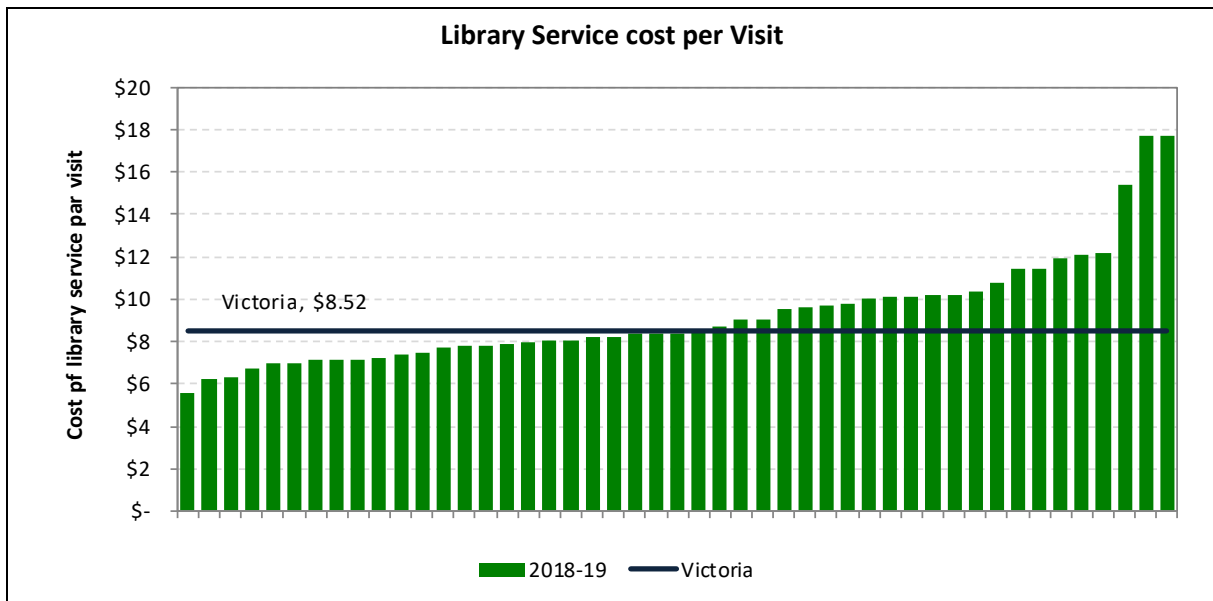
The direct cost of provision of library services per visit is one of four library indicators in the Local Government Performance Reporting Framework (LGPRF). In the LGPRF, this indicator only includes operational funding provided by local government. PLV's cost per visit calculations use the full and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

In 2018-19 Victorian libraries had \$262 million to run their library services (sourced from local government, state and federal government grants and other income). 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 \$8.52 per visit. This is \$0.33 above the average cost for 2017-18. An average 3.9% increase in cost per visit is above the corresponding inflation rate of 1.6% for the past year.



The average cost of library services per visit ranges from around \$12 to \$7. Only three library services have costs above \$12.20 per visit, including Buloke and Swan Hill and Mildura (the last two having had the highest cost per visit rates for the past four years). Thereafter, there is an even spread of cost rates down to around \$6 per visit. Towong has the lowest cost per visit of \$5.61.

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.

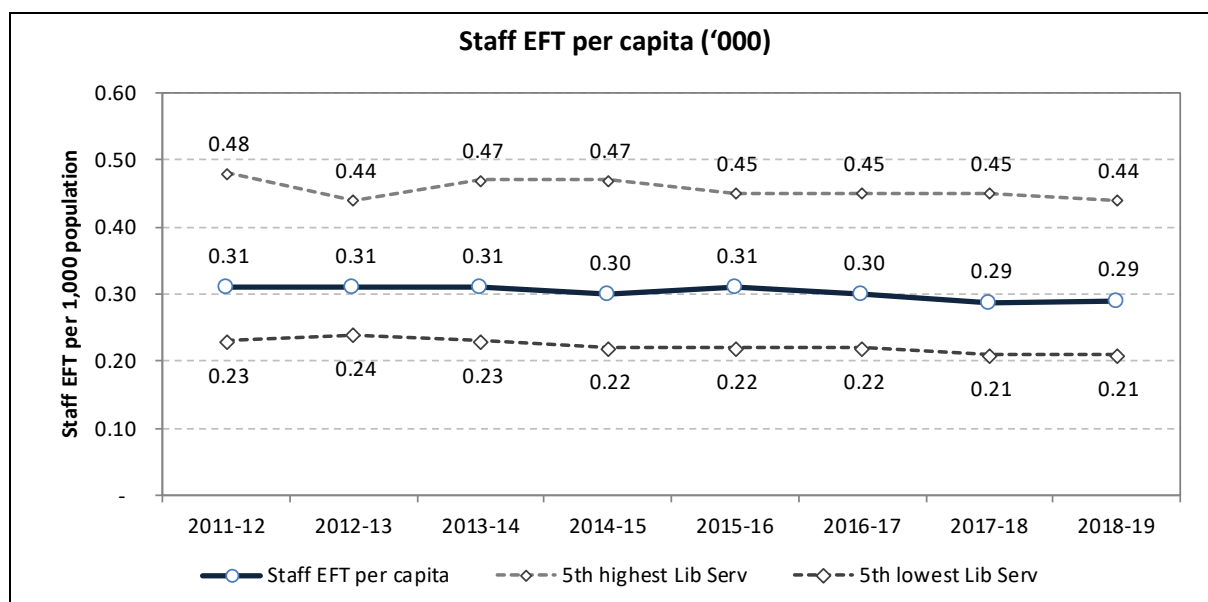


Indicator 8. STAFF EFT PER CAPITA

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	2016-17	2017-18	2018-19
Number of library staff (EFT)	1,826	1,843	1,874
Total population ('000)	6,069	6,323	6,460
Library staff (EFT) per '000 persons	0.30	0.29	0.29

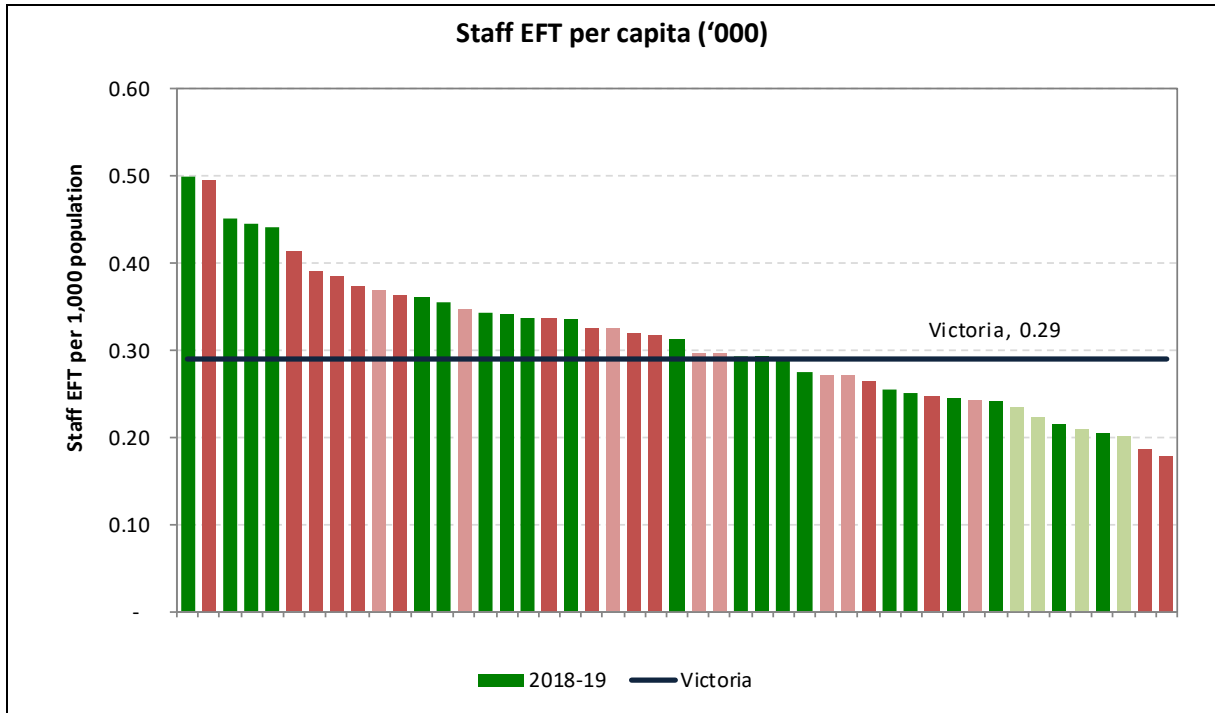
In 2018-19 Victoria's public libraries employed the equivalent of 1,874 full time persons. Total staffing increased 1.7% from 2017-18, while the Victorian population increased 2.2%. The number of EFT library staff per thousand population is 0.29, having shown a slow downward trend over recent years.



The spread of staffing ratios is fairly consistent, with more than half of Victoria's 46 library services operating with between 0.24 and 0.34 staff per thousand population.

Staffing ratios range from around 0.50 EFT per thousand persons at Yarra and Gannawarra to less than 0.20 at Buloke and Wodonga. The library services with the highest staff to population ratios include a mix of high-readership inner metropolitan municipal libraries (e.g. Yarra, Melbourne, Hobsons Bay, Boroondara) and smaller rural library services (e.g. Gannawarra, Mildura, Mitchell, Swan Hill, Murrindindi).

On average, library corporations have lower staff per capita ratios than the single municipal libraries – 0.22 EFT per capita for the four metropolitan library corporations (all placed in the bottom eight spots) compared with 0.31 to 0.32 for the regional and rural library networks and all stand-alone municipal libraries. The 23 libraries with staffing ratios below 0.30 include nine of the 12 library corporations/networks. Only two of the 12 library corporations/networks (West Gippsland, Geelong) rank among the top 20 library services for staff EFT per capita.



There is little change in staffing ratios year on year, with the three highest ranking library services in 2018-19 having also shared the top six spots in both 2016-17 and 2017-18.

Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA

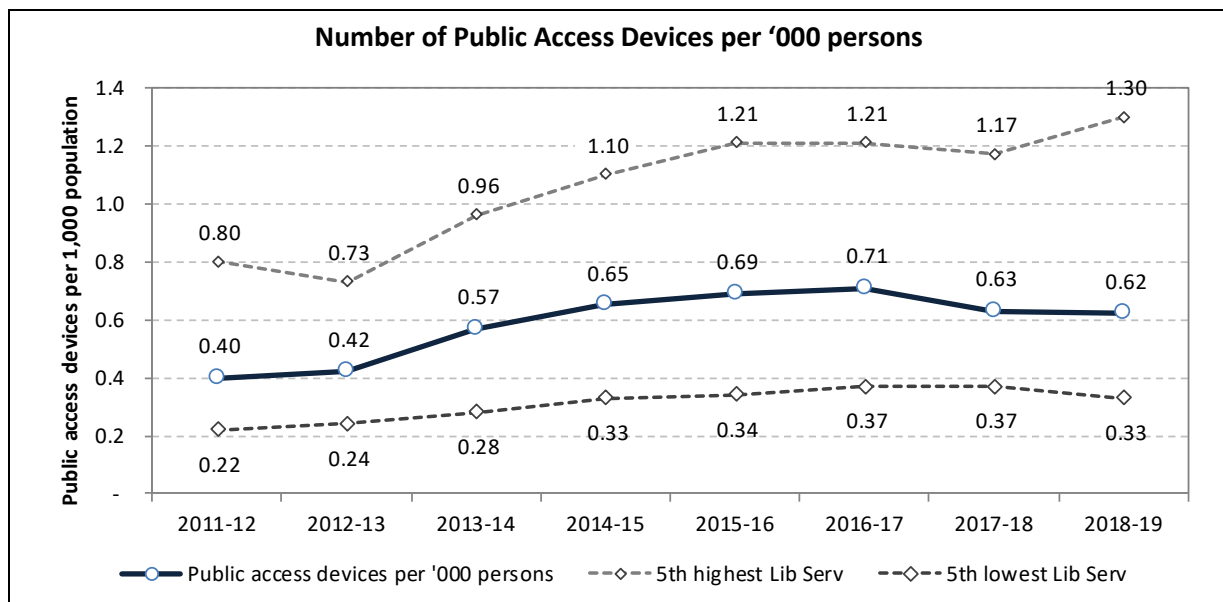
Definition	The number of public access devices available in the library per 1,000 persons
Measure type	Input – service accessibility
Computation	The total number of public access devices, divided by the number of people in the library services' municipal area (in thousands).

Item	2016-17	2017-18	2018-19
Number of public access devices	4,286	3,981	4,032
Total population ('000)	6,069	6,323	6,460
Public access devices per '000 persons	0.71	0.63	0.62

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 were also internet-enabled.

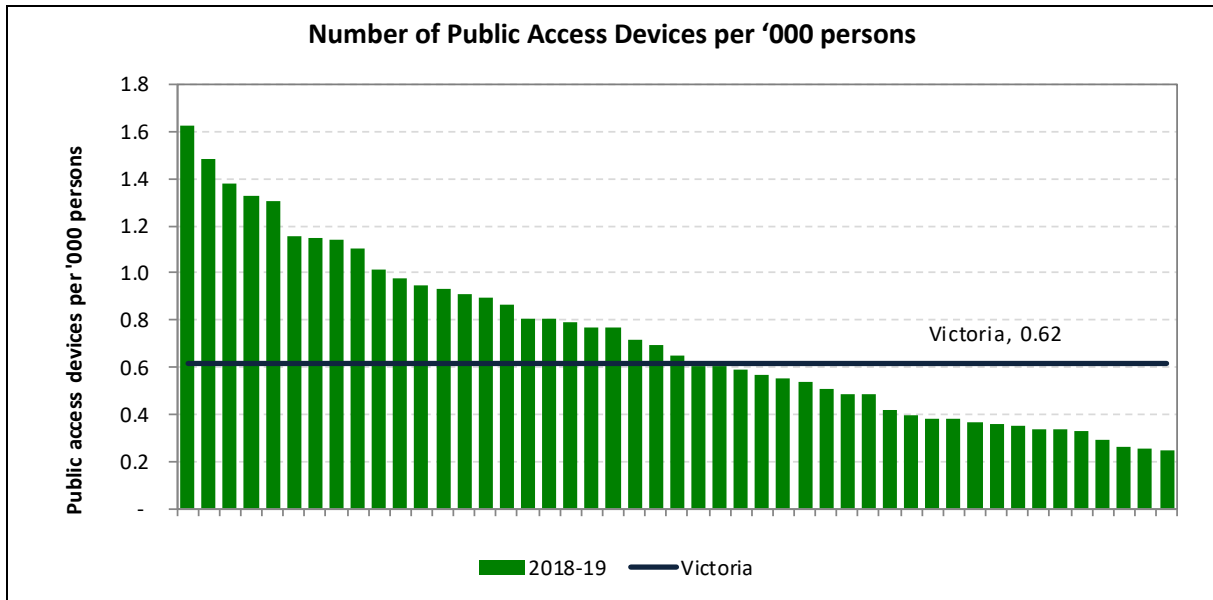
In 2017-18, there were 300 fewer public access devices in Libraries. This coincided with increased demand for access to library wifi, which people are increasingly using with their own devices (e.g. laptops, tablets, mobile phones). In 2018-19, although the total number of accessible devices increased by 1.9% (an extra 51 computers), the ratio of public access devices per thousand population fell slightly to 0.62.



While some library services are increasing the number of devices accessible to the public, others are decreasing their numbers. Some are shifting the mix of devices to include tablets, laptops and portable devices.

Ten library services have more than 1.00 public access devices per capita (compared with seven in 2017-18), with six of these being libraries in smaller regional LGAs (e.g. Glenelg, Murrindindi, East Gippsland, Towong, Gannawarra, Swan Hill).

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, Maribyrnong and Mitchell, while the lower rankings (below 0.3 devices per thousand people) include Casey-Cardinia, Glen Eira and Latrobe.



Indicator 10. CUSTOMER SATISFACTION RATING

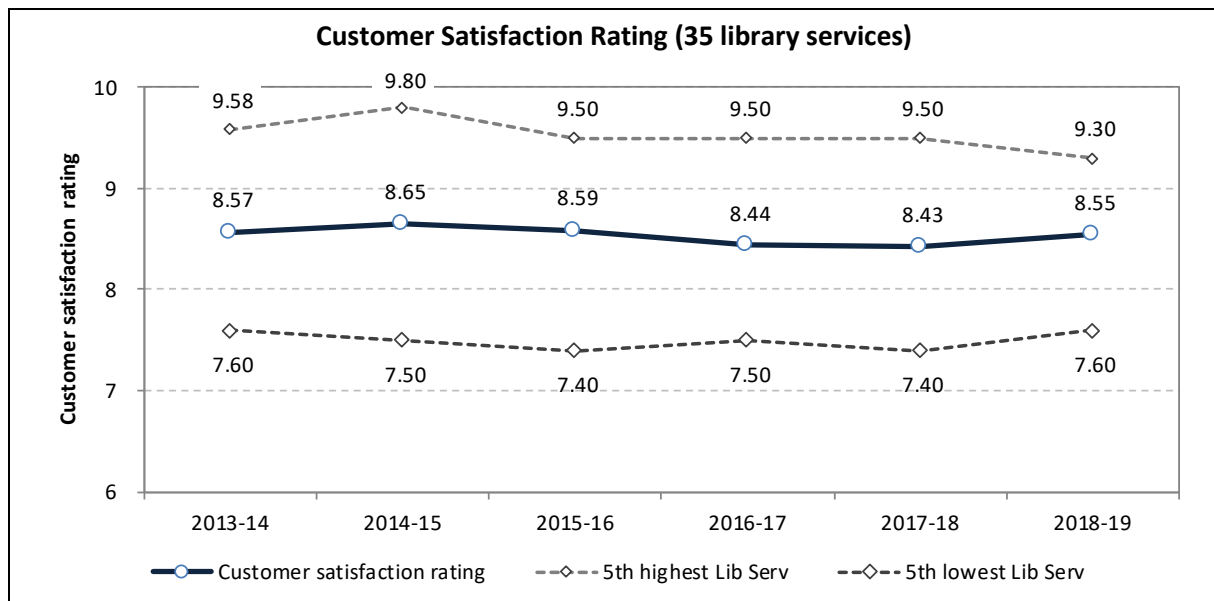
Definition	Customer satisfaction with library service
Measure type	Impact
Computation	Results are moderated to approximate a customer satisfaction rating out of 10.

Item	2016-17	2017-18	2018-19
Customer Satisfaction Rating (average)	8.44	8.43	8.55
Number of respondent Library Services*	38	37	35

* 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 PLV 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 8.55 out of 10, based on the latest information from libraries (33 libraries conducted surveys during 2018-19, another two had customer satisfaction results from 2017-18 carried forward into these calculations). These scores range from 9.9 out of 10 (or equivalent) for Port Phillip to 7.00 for Mitchell.



Among the 35 libraries which provided customer satisfaction ratings, eight had satisfaction scores of 9 out of 10 or more, and eight had scores less than 8.3 out of 10. More than half of the libraries had customer satisfaction scores between 8.4 and 8.9 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. 2018-19 Library Service Comparative Tables

Indicator 1. ACTIVE LIBRARY MEMBERS

Library Service	Active Library Members			Rank		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Victoria	16%	16%	16%	of 46	of 46	of 47
1 Melbourne LS	34%	30%	28%	1	1	1
2 Boroondara LS	22%	21%	25%	5	4	2
3 Murrindindi LS	22%	21%	22%	6	7	3
4 Hobsons Bay Libraries	19%	22%	20%	13	2	4
5 East Gippsland Shire Libraries	21%	21%	20%	7	6	5
6 Yarra Libraries	22%	21%	20%	17	5	6
7 Bayside LS	22%	21%	20%	4	3	7
8 Brimbank Libraries	16%	18%	19%	24	14	8
9 Indigo Shire Libraries	17%	17%	19%	21	18	9
10 Port Phillip LS	19%	20%	19%	10	8	10
11 Glenelg Libraries	23%	18%	18%	3	15	11
12 Goldfields LC	16%	16%	18%	26	26	12
13 Yarra Plenty Regional Library	16%	16%	18%	14	25	13
14 Geelong Regional Libraries	19%	18%	18%	11	13	14
15 West Gippsland RLC	23%	18%	18%	2	9	15
16 Maribyrnong LS	17%	16%	17%	19	23	16
17 Moonee Valley Libraries	19%	18%	17%	12	16	17
18 Gannawarra LS	19%	18%	17%	9	10	18
19 Kingston Libraries	18%	18%	17%	18	11	19
20 Monash Public LS	18%	18%	17%	15	17	20
21 Glen Eira Libraries	16%	16%	17%	23	22	21
22 High Country Library Network	18%	17%	16%	16	19	22
23 Mornington Peninsula Shire LS	20%	17%	16%	8	21	23
24 Darebin Libraries	15%	15%	16%	28	28	24
25 Stonnington L&IS	17%	17%	15%	20	20	25
26 Campaspe Regional Library	17%	16%	15%	22	24	26
27 Whitehorse Manningham Libraries	15%	14%	14%	27	29	27
28 Wellington Shire Library	14%	14%	14%	32	30	28
29 Moreland City Libraries	16%	15%	14%	25	27	29
30 Eastern Regional Libraries	13%	13%	13%	38	32	30
31 Wyndham City Libraries	15%	13%	13%	30	33	31
32 Corangamite RLC	15%	14%	13%	29	31	32
33 Goulburn Valley Libraries	14%	12%	13%	31	34	33
34 Central Highlands Libraries	13%	12%	12%	37	35	34
35 Mildura Rural City Council LS	13%	12%	11%	34	36	35
36 Swan Hill Regional Library	12%	18%	11%	40	12	36
37 Greater Dandenong Libraries	13%	12%	11%	36	40	37
38 Wimmera RLC	12%	11%	11%	39	42	38
39 Mitchell Shire LS	12%	12%	11%	41	38	39
40 Wodonga Library	12%	11%	11%	42	41	40
41 Frankston Library	13%	12%	11%	33	39	41
42 Towong Shire Libraries	13%	12%	11%	35	37	42
43 Latrobe City Libraries	12%	10%	10%	43	43	43
44 Melton City Libraries	10%	10%	10%	45	45	44
45 Hume Libraries	11%	10%	10%	44	46	45
46 Casey-Cardinia Libraries	10%	10%	9%	46	44	46
47 Buloke LS			7%			47

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

Library Service		Attendance at library program per capita ('000)			Rank		
		2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
	Victoria	325	331	350	of 46	of 46	of 47
1	Murrindindi LS	779	560	628	1	1	1
2	Melbourne LS	440	475	621	11	8	2
3	High Country Library Network	218	246	596	36	36	3
4	Yarra Libraries	406	422	580	13	14	4
5	Mitchell Shire LS	279	457	575	27	10	5
6	Hume Libraries	513	467	561	4	9	6
7	Geelong Regional Libraries	517	505	508	3	3	7
8	Wellington Shire Library	386	430	498	14	13	8
9	Hobsons Bay Libraries	454	482	498	9	6	9
10	Indigo Shire Libraries	446	455	480	10	11	10
11	Campaspe Regional Library	498	455	464	6	12	11
12	Wodonga Library	259	492	458	30	4	12
13	Wimmera RLC	309	354	449	23	18	13
14	Glen Eira Libraries	502	505	448	5	2	14
15	Moonee Valley Libraries	454	488	443	8	5	15
16	West Gippsland RLC	385	404	440	16	16	16
17	Swan Hill Regional Library	349	404	431	17	15	17
18	Yarra Plenty Regional Library	525	481	423	2	7	18
19	Gannawarra LS	473	352	395	7	19	19
20	Monash Public LS	385	384	378	15	17	20
21	East Gippsland Shire Libraries	235	326	367	33	22	21
22	Goldfields LC	284	283	345	25	30	22
23	Greater Dandenong Libraries	208	212	339	38	42	23
24	Brimbank Libraries	311	309	338	22	24	24
25	Melton City Libraries	166	290	333	44	29	25
26	Maribyrnong LS	325	304	314	18	25	26
27	Wyndham City Libraries	436	344	313	12	20	27
28	Mornington Peninsula Shire LS	194	304	311	41	26	28
29	Central Highlands Libraries	270	265	310	28	32	29
30	Corangamite RLC	281	260	307	26	33	30
31	Eastern Regional Libraries	317	311	293	20	23	31
32	Goulburn Valley Libraries	285	298	290	24	27	32
33	Port Phillip LS	313	292	274	21	28	33
34	Whitehorse Manningham Libraries	246	255	270	32	34	34
35	Moreland City Libraries	268	253	258	29	35	35
36	Stonnington L&IS	185	219	253	43	41	36
37	Kingston Libraries	234	269	252	34	31	37
38	Bayside LS	247	245	250	31	37	38
39	Towong Shire Libraries	321	332	242	19	21	39
40	Mildura Rural City Council LS	207	238	240	39	38	40
41	Darebin Libraries	197	226	239	40	40	41
42	Boroondara LS	212	208	216	37	43	42
43	Frankston Library	232	234	215	35	39	43
44	Casey-Cardinia Libraries	187	196	214	42	44	44
45	Glenelg Libraries	141	88	177	45	46	45
46	Latrobe City Libraries	139	148	120	46	45	46
47	Buloke LS			-			47

Indicator 3. TURNOVER RATE – PHYSICAL ITEMS

Library Service		Turnover Rate – Physical Items			Rank		
		2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
	Victoria	5.2	5.3	5.4	of 46	of 46	of 47
1	Eastern Regional Libraries	9.2	9.7	9.6	1	1	1
2	Mornington Peninsula Shire LS	7.1	7.3	8.2	5	6	2
3	Yarra Plenty Regional Library	8.0	8.5	8.2	3	2	3
4	Glen Eira Libraries	8.2	7.9	7.9	2	3	4
5	Casey-Cardinia Libraries	7.0	7.7	7.5	6	4	5
6	Whitehorse Manningham Libraries	7.7	7.6	7.3	4	5	6
7	Melton City Libraries	4.4	5.9	6.9	25	11	7
8	Wyndham City Libraries	6.6	6.6	6.2	7	7	8
9	Greater Dandenong Libraries	6.0	6.5	6.1	9	8	9
10	Darebin Libraries	5.9	5.9	5.9	11	10	10
11	Monash Public LS	5.9	5.8	5.8	10	12	11
12	Geelong Regional Libraries	6.1	6.0	5.7	8	9	12
13	Melbourne LS	4.7	5.6	5.5	18	13	13
14	Boroondara LS	4.8	5.3	5.5	17	16	14
15	Bayside LS	5.3	5.4	5.4	14	14	15
16	Moonee Valley Libraries	5.1	4.9	5.1	15	20	16
17	Frankston Library	5.4	4.3	5.1	12	25	17
18	Goldfields LC	5.0	5.0	5.0	16	19	18
19	West Gippsland RLC	5.4	5.0	5.0	13	18	19
20	Stonnington L&IS	4.4	5.4	5.0	24	15	20
21	Hobsons Bay Libraries	3.7	3.9	5.0	32	29	21
22	Hume Libraries	4.6	4.7	4.9	21	21	22
23	Yarra Libraries	4.3	5.0	4.9	26	17	23
24	Central Highlands Libraries	4.6	4.5	4.8	19	22	24
25	Wodonga Library	4.3	4.2	4.8	27	27	25
26	Moreland City Libraries	4.6	4.5	4.7	20	23	26
27	Kingston Libraries	3.7	3.7	4.6	31	31	27
28	Port Phillip LS	4.6	4.5	4.5	22	24	28
29	Brimbank Libraries	4.4	4.2	4.1	23	26	29
30	Maribyrnong LS	3.9	3.8	3.9	29	30	30
31	Corangamite RLC	4.2	4.0	3.8	28	28	31
32	East Gippsland Shire Libraries	3.7	3.3	3.3	30	33	32
33	Indigo Shire Libraries	3.3	3.7	3.2	34	32	33
34	Goulburn Valley Libraries	2.8	3.0	3.0	36	34	34
35	Mildura Rural City Council LS	3.3	2.8	2.9	33	36	35
36	Glenelg Libraries	2.6	2.9	2.9	39	35	36
37	High Country Library Network	3.1	2.8	2.8	35	37	37
38	Latrobe City Libraries	2.8	2.5	2.7	37	40	38
39	Wellington Shire Library	2.2	2.6	2.7	40	39	39
40	Mitchell Shire LS	2.6	2.7	2.5	38	38	40
41	Murrindindi LS	2.0	2.2	2.3	42	42	41
42	Gannawarra LS	1.9	1.9	2.1	43	43	42
43	Campaspe Regional Library	2.1	2.2	2.0	41	41	43
44	Swan Hill Regional Library	1.8	1.9	1.9	45	44	44
45	Wimmera RLC	1.8	1.9	1.7	44	45	45
46	Towong Shire Libraries	1.6	1.4	1.6	46	46	46
47	Buloke LS			1.3			47

Indicator 4. TURNOVER RATE – DIGITAL ITEMS

Library Service	Turnover Rate – Digital Items			Rank		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Victoria	3.7	4.3	5.4	of 45	of 46	of 47
1 Brimbank Libraries	3.0	3.2	21.0	25	26	1
2 Casey-Cardinia Libraries	10.3	9.5	16.3	1	3	2
3 Mornington Peninsula Shire LS	8.6	8.6	13.4	4	4	3
4 Melbourne LS	9.0	10.8	12.2	3	1	4
5 Geelong Regional Libraries	7.2	8.0	10.9	5	8	5
6 Stonnington L&IS	9.5	8.2	10.2	2	7	6
7 Goldfields LC	5.9	7.8	9.9	8	9	7
8 Glen Eira Libraries	5.0	8.2	9.3	11	6	8
9 Eastern Regional Libraries	6.8	8.5	8.0	6	5	9
10 Central Highlands Libraries	5.1	6.1	7.7	10	13	10
11 Wodonga Library	3.8	5.5	7.4	19	16	11
12 West Gippsland RLC	4.9	6.3	7.1	12	11	12
13 Corangamite RLC	6.4	5.5	6.8	7	15	13
14 Whitehorse Manningham Libraries	5.2	5.6	6.6	9	14	14
15 Frankston Library	3.1	2.6	6.1	22	34	15
16 East Gippsland Shire Libraries	4.7	3.6	6.0	15	25	16
17 Monash Public LS	4.7	6.2	6.0	13	12	17
18 Wellington Shire Library	0.5	0.6	5.9	41	44	18
19 Bayside LS	1.7	3.6	5.9	36	23	19
20 Wyndham City Libraries	3.8	2.6	5.7	18	35	20
21 Port Phillip LS	3.1	4.9	5.7	23	18	21
22 High Country Library Network	3.1	4.1	5.1	24	20	22
23 Moonee Valley Libraries	3.3	6.9	4.8	21	10	23
24 Hume Libraries	1.9	2.1	4.5	32	37	24
25 Yarra Libraries	4.7	3.6	4.5	14	24	25
26 Hobsons Bay Libraries	2.3	3.0	4.3	30	28	26
27 Goulburn Valley Libraries	2.6	3.1	4.3	28	27	27
28 Glenelg Libraries	2.6	3.7	4.2	27	22	28
29 Darebin Libraries	4.0	4.1	4.1	17	21	29
30 Indigo Shire Libraries	0.4	5.0	4.1	45	17	30
31 Latrobe City Libraries	2.6	2.9	3.9	26	30	31
32 Kingston Libraries	2.5	2.8	3.6	29	32	32
33 Campaspe Regional Library	4.3	2.8	2.9	16	31	33
34 Mitchell Shire LS	1.5	1.8	2.9	39	40	34
35 Maribyrnong LS	1.5	2.9	2.8	38	29	35
36 Moreland City Libraries	1.9	2.6	2.7	33	33	36
37 Towong Shire Libraries			2.6			37
38 Wimmera RLC	1.6	1.8	2.4	37	41	38
39 Boroondara LS	3.4	4.5	2.4	20	19	39
40 Melton City Libraries	1.8	1.8	2.2	34	39	40
41 Greater Dandenong Libraries	1.7	1.0	1.6	35	43	41
42 Mildura Rural City Council LS	1.5	2.1	1.5	40	36	42
43 Gannawarra LS	0.5	1.1	1.4	44	42	43
44 Yarra Plenty Regional Library	1.9	2.0	1.0	31	38	44
45 Murrindindi LS	0.5	10.1	0.9	43	2	45
46 Swan Hill Regional Library	0.5	0.6	0.8	42	45	46
47 Buloke LS			0.5			47

Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION

Library Service		Physical quality of collection			Rank		
		2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
	Victoria	66%	65%	67%	of 46	of 46	of 47
1	Buloke LS			100%			1
2	Stonnington L&IS	82%	90%	100%	5	1	2
3	Brimbank Libraries	77%	63%	96%	9	25	3
4	Greater Dandenong Libraries	84%	87%	86%	2	3	4
5	Yarra Plenty Regional Library	96%	89%	85%	1	2	5
6	Maribyrnong LS	79%	80%	82%	6	5	6
7	Melton City Libraries	62%	71%	80%	25	11	7
8	Kingston Libraries	56%	56%	79%	30	29	8
9	Indigo Shire Libraries	74%	80%	79%	10	6	9
10	Eastern Regional Libraries	83%	77%	77%	3	8	10
11	Whitehorse Manningham Libraries	78%	78%	76%	7	7	11
12	Wodonga Library	55%	66%	75%	31	21	12
13	Monash Public LS	72%	73%	74%	12	9	13
14	Goldfields LC	51%	51%	73%	34	34	14
15	Mornington Peninsula Shire LS	69%	71%	73%	15	12	15
16	Geelong Regional Libraries	72%	71%	73%	11	10	16
17	Wyndham City Libraries	67%	69%	71%	19	13	17
18	Hume Libraries	61%	62%	69%	26	26	18
19	Glen Eira Libraries	68%	68%	68%	17	16	19
20	Melbourne LS	83%	82%	68%	4	4	20
21	Yarra Libraries	66%	68%	68%	21	19	21
22	Casey-Cardinia Libraries	67%	68%	67%	20	18	22
23	West Gippsland RLC	66%	66%	67%	23	22	23
24	Corangamite RLC	77%	68%	67%	8	15	24
25	High Country Library Network	49%	48%	66%	37	36	25
26	Central Highlands Libraries	69%	67%	66%	14	20	26
27	Moonee Valley Libraries	66%	65%	66%	22	23	27
28	Moreland City Libraries	70%	68%	66%	13	14	28
29	Bayside LS	69%	65%	63%	16	24	29
30	Hobsons Bay Libraries	49%	47%	63%	36	38	30
31	East Gippsland Shire Libraries	64%	61%	62%	24	27	31
32	Darebin Libraries	67%	68%	62%	18	17	32
33	Mitchell Shire LS	51%	53%	56%	35	31	33
34	Murrindindi LS	47%	53%	53%	39	32	34
35	Mildura Rural City Council LS	52%	50%	51%	33	35	35
36	Boroondara LS	57%	55%	50%	29	30	36
37	Glenelg Libraries	59%	48%	50%	28	37	37
38	Frankston Library	60%	56%	49%	27	28	38
39	Goulburn Valley Libraries	42%	45%	48%	40	41	39
40	Latrobe City Libraries	54%	46%	44%	32	40	40
41	Port Phillip LS	47%	46%	42%	38	39	41
42	Swan Hill Regional Library	36%	41%	40%	45	43	42
43	Gannawarra LS	37%	36%	39%	44	46	43
44	Towong Shire Libraries	35%	38%	39%	46	44	44
45	Wellington Shire Library	39%	52%	38%	43	33	45
46	Wimmera RLC	41%	41%	37%	41	42	46
47	Campaspe Regional Library	39%	38%	36%	42	45	47

Indicator 6. LIBRARY SERVICE INCOME PER CAPITA

Library Service	Cost of library per capita			Rank*		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Victoria	\$40.95	\$39.90	\$40.57	of 46	of 46	of 47
1 Towong Shire Libraries	\$19.12	\$24.53	\$22.95	1	3	1
2 Casey-Cardinia Libraries	\$24.73	\$24.45	\$23.97	2	2	2
3 Hume Libraries	\$29.92	\$23.09	\$24.70	6	1	3
4 Wodonga Library	\$29.15	\$28.68	\$28.88	5	4	4
5 Frankston Library	\$32.50	\$29.88	\$29.94	8	5	5
6 Melton City Libraries	\$28.62	\$30.83	\$30.58	4	7	6
7 Eastern Regional Libraries	\$31.40	\$30.59	\$30.74	7	6	7
8 Wyndham City Libraries	\$37.11	\$34.44	\$30.88	15	14	8
9 Latrobe City Libraries	\$28.00	\$31.47	\$33.49	3	8	9
10 Goulburn Valley Libraries	\$34.13	\$33.43	\$33.72	9	10	10
11 Monash Public LS	\$36.16	\$34.42	\$34.11	13	13	11
12 Mitchell Shire LS	\$37.68	\$36.55	\$35.69	17	21	12
13 Goldfields LC	\$35.16	\$35.35	\$35.75	11	16	13
14 Corangamite RLC	\$35.52	\$35.45	\$35.76	12	17	14
15 Central Highlands Libraries	\$34.56	\$33.76	\$35.82	10	12	15
16 Yarra Plenty Regional Library	\$38.31	\$36.24	\$36.37	19	19	16
17 Whitehorse Manningham Libraries	\$37.88	\$31.70	\$36.37	18	9	17
18 Darebin Libraries	\$38.71	\$37.50	\$36.87	20	23	18
19 Moreland City Libraries	\$37.23	\$37.11	\$37.41	16	22	19
20 High Country Library Network	\$45.04	\$39.81	\$38.34	25	24	20
21 Wellington Shire Library	\$41.48	\$34.47	\$40.42	22	15	21
22 Mornington Peninsula Shire LS	\$41.28	\$36.18	\$42.22	21	18	22
23 Kingston Libraries	\$36.59	\$36.46	\$43.26	14	20	23
24 Moonee Valley Libraries	\$48.27	\$46.68	\$44.21	35	30	24
25 Wimmera RLC	\$44.59	\$43.52	\$44.92	24	25	25
26 Brimbank Libraries	\$45.33	\$45.35	\$45.04	27	27	26
27 Greater Dandenong Libraries	\$46.92	\$44.24	\$45.54	30	26	27
28 Mildura Rural City Council LS	\$46.45	\$46.29	\$46.80	29	29	28
29 Geelong Regional Libraries	\$43.70	\$46.02	\$47.39	23	28	29
30 Glenelg Libraries	\$45.99	\$33.57	\$48.52	28	11	30
31 Stonnington L&IS	\$47.36	\$48.05	\$49.41	33	33	31
32 East Gippsland Shire Libraries	\$56.10	\$49.37	\$49.67	39	34	32
33 Glen Eira Libraries	\$49.33	\$49.57	\$49.72	36	35	33
34 Bayside LS	\$47.14	\$46.96	\$50.28	32	32	34
35 West Gippsland RLC	\$46.94	\$52.19	\$50.99	31	37	35
36 Indigo Shire Libraries	\$45.23	\$46.75	\$51.41	26	31	36
37 Port Phillip LS	\$47.93	\$53.13	\$51.49	34	38	37
38 Campaspe Regional Library	\$52.64	\$52.13	\$51.93	37	36	38
39 Murrindindi LS	\$58.14	\$54.60	\$52.32	41	39	39
40 Maribyrnong LS	\$60.46	\$59.32	\$59.39	43	43	40
41 Yarra Libraries	\$61.69	\$58.03	\$59.87	44	42	41
42 Hobsons Bay Libraries	\$55.42	\$56.55	\$60.71	38	40	42
43 Boroondara LS	\$57.36	\$57.33	\$61.70	40	41	43
44 Swan Hill Regional Library	\$58.83	\$65.51	\$64.42	42	44	44
45 Buloke LS			\$70.20			45
46 Gannawarra LS	\$76.13	\$73.22	\$77.99	45	45	46
47 Melbourne LS	\$97.57	\$95.72	\$85.10	46	46	47

* Income per capita sorted from lowest to highest.

Indicator 7. COST OF LIBRARY SERVICE TO COUNCIL PER VISIT

Library Service	Cost of library per visit			Rank*		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Victoria	\$8.06	\$8.19	\$8.52	of 46	of 46	of 47
1 Towong Shire Libraries	\$4.34	\$6.24	\$5.61	1	3	1
2 Wellington Shire Library	\$9.86	\$6.32	\$6.27	39	4	2
3 Goldfields LC	\$5.61	\$6.02	\$6.32	2	2	3
4 Eastern Regional Libraries	\$6.56	\$6.35	\$6.77	5	5	4
5 East Gippsland Shire Libraries	\$7.86	\$7.18	\$6.99	19	11	5
6 Monash Public LS	\$6.73	\$6.73	\$7.00	7	8	6
7 Moonee Valley Libraries	\$7.36	\$7.65	\$7.15	13	19	7
8 Brimbank Libraries	\$7.02	\$7.48	\$7.16	8	16	8
9 High Country Library Network	\$7.81	\$7.20	\$7.17	18	12	9
10 Yarra Libraries	\$9.85	\$7.10	\$7.19	38	9	10
11 Glenelg Libraries	\$6.61	\$4.75	\$7.37	6	1	11
12 Indigo Shire Libraries	\$7.26	\$6.67	\$7.49	11	7	12
13 Greater Dandenong Libraries	\$5.98	\$6.60	\$7.70	3	6	13
14 Geelong Regional Libraries	\$6.47	\$7.27	\$7.80	4	13	14
15 Melton City Libraries	\$7.13	\$7.64	\$7.83	9	18	15
16 Bayside LS	\$7.23	\$7.45	\$7.92	10	15	16
17 Central Highlands Libraries	\$7.60	\$7.11	\$7.96	16	10	17
18 Casey-Cardinia Libraries	\$8.48	\$7.86	\$8.02	26	21	18
19 Wyndham City Libraries	\$7.98	\$8.55	\$8.08	22	25	19
20 Whitehorse Manningham Libraries	\$8.38	\$7.31	\$8.23	24	14	20
21 Maribyrnong LS	\$7.52	\$7.85	\$8.23	14	20	21
22 Melbourne LS	\$8.87	\$10.07	\$8.35	29	39	22
23 Wodonga Library	\$7.73	\$7.99	\$8.37	17	23	23
24 Latrobe City Libraries	\$7.29	\$9.52	\$8.38	12	35	24
25 Hume Libraries	\$8.88	\$7.50	\$8.57	30	17	25
26 Mitchell Shire LS	\$7.96	\$8.10	\$8.70	20	24	26
27 Port Phillip LS	\$7.56	\$8.86	\$9.01	15	27	27
28 Hobsons Bay Libraries	\$7.96	\$7.92	\$9.02	21	22	28
29 Darebin Libraries	\$9.37	\$9.43	\$9.51	34	33	29
30 Stonnington L&IS	\$8.19	\$8.55	\$9.58	23	26	30
31 Boroondara LS	\$9.15	\$9.51	\$9.69	32	34	31
32 Yarra Plenty Regional Library	\$9.03	\$9.26	\$9.78	31	31	32
33 Gannawarra LS	\$8.47	\$8.88	\$10.01	25	28	33
34 Murrindindi LS	\$9.74	\$9.23	\$10.12	37	30	34
35 Moreland City Libraries	\$9.15	\$9.65	\$10.14	33	36	35
36 Mornington Peninsula Shire LS	\$9.64	\$9.39	\$10.19	36	32	36
37 Corangamite RLC	\$8.76	\$9.85	\$10.39	28	37	37
38 Goulburn Valley Libraries	\$9.63	\$10.05	\$10.39	35	38	38
39 West Gippsland RLC	\$8.73	\$10.45	\$10.81	27	40	39
40 Glen Eira Libraries	\$10.45	\$11.56	\$11.43	40	42	40
41 Wimmera RLC	\$10.52	\$11.69	\$11.46	42	43	41
42 Kingston Libraries	\$10.49	\$8.97	\$11.93	41	29	42
43 Frankston Library	\$11.56	\$11.23	\$12.13	43	41	43
44 Campaspe Regional Library	\$11.69	\$12.61	\$12.20	44	44	44
45 Mildura Rural City Council LS	\$13.54	\$13.84	\$15.38	45	45	45
46 Swan Hill Regional Library	\$14.25	\$17.29	\$17.67	46	46	46
47 Buloke LS			\$17.72			47

* Cost per visit sorted from lowest to highest.

Indicator 8. STAFF EFT PER CAPITA

Library Service	Staff EFT per capita			Rank		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Victoria	0.30	0.29	0.29	of 46	of 46	of 47
1 Yarra Libraries	0.51	0.51	0.50	3	1	1
2 Gannawarra LS	0.52	0.49	0.49	2	2	2
3 Melbourne LS	0.56	0.48	0.45	1	3	3
4 Hobsons Bay Libraries	0.44	0.45	0.45	6	5	4
5 Boroondara LS	0.48	0.47	0.44	4	4	5
6 Mildura Rural City Council LS	0.45	0.44	0.41	5	6	6
7 Mitchell Shire LS	0.38	0.36	0.39	10	12	7
8 Swan Hill Regional Library	0.37	0.40	0.39	12	8	8
9 Murrindindi LS	0.39	0.38	0.37	8	10	9
10 West Gippsland RLC	0.37	0.39	0.37	11	9	10
11 Indigo Shire Libraries	0.35	0.34	0.36	14	16	11
12 Port Phillip LS	0.40	0.40	0.36	7	7	12
13 Maribyrnong LS	0.39	0.37	0.36	9	11	13
14 Geelong Regional Libraries	0.34	0.33	0.35	20	19	14
15 Moonee Valley Libraries	0.36	0.35	0.34	13	13	15
16 Bayside LS	0.35	0.35	0.34	16	14	16
17 Greater Dandenong Libraries	0.34	0.34	0.34	18	17	17
18 Towong Shire Libraries	0.35	0.33	0.34	17	18	18
19 Stonnington L&IS	0.35	0.34	0.34	15	15	19
20 Wellington Shire Library	0.34	0.33	0.32	19	20	20
21 Wimmera RLC	0.28	0.30	0.32	30	24	21
22 Campaspe Regional Library	0.31	0.31	0.32	24	23	22
23 East Gippsland Shire Libraries	0.31	0.32	0.32	21	21	23
24 Kingston Libraries	0.31	0.32	0.31	25	22	24
25 Corangamite RLC	0.31	0.30	0.30	22	25	25
26 High Country Library Network	0.24	0.28	0.30	37	28	26
27 Brimbank Libraries	0.31	0.30	0.29	26	27	27
28 Moreland City Libraries	0.29	0.28	0.29	28	29	28
29 Darebin Libraries	0.31	0.30	0.29	23	26	29
30 Monash Public LS	0.30	0.28	0.28	27	30	30
31 Central Highlands Libraries	0.27	0.26	0.27	32	33	31
32 Goldfields LC	0.28	0.28	0.27	29	31	32
33 Glenelg Libraries	0.26	0.25	0.26	33	36	33
34 Glen Eira Libraries	0.26	0.26	0.25	35	34	34
35 Mornington Peninsula Shire LS	0.24	0.23	0.25	39	40	35
36 Latrobe City Libraries	0.23	0.26	0.25	41	32	36
37 Wyndham City Libraries	0.28	0.26	0.24	31	35	37
38 Goulburn Valley Libraries	0.26	0.24	0.24	34	37	38
39 Frankston Library	0.25	0.24	0.24	36	38	39
40 Whitehorse Manningham Libraries	0.24	0.24	0.23	38	39	40
41 Yarra Plenty Regional Library	0.23	0.23	0.22	40	41	41
42 Hume Libraries	0.21	0.20	0.21	45	45	42
43 Eastern Regional Libraries	0.22	0.21	0.21	42	42	43
44 Melton City Libraries	0.21	0.21	0.21	44	43	44
45 Casey-Cardinia Libraries	0.20	0.18	0.20	46	46	45
46 Wodonga Library	0.21	0.20	0.19	43	44	46
47 Buloke LS			0.18			47

Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA

Library Service		Number of public access devices per capita			Rank		
		2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
	Victoria	0.71	0.63	0.62	of 46	of 46	of 47
1	Glenelg Libraries	2.19	1.68	1.63	1	2	1
2	Geelong Regional Libraries	1.47	1.42	1.48	3	3	2
3	Murrindindi LS	1.73	1.76	1.38	2	1	3
4	Wimmera RLC	0.73	0.71	1.33	22	21	4
5	East Gippsland Shire Libraries	1.37	1.33	1.30	4	4	5
6	Towong Shire Libraries	1.21	1.17	1.16	6	5	6
7	Maribyrnong LS	0.87	0.82	1.15	15	16	7
8	Gannawarra LS	1.21	1.14	1.14	5	6	8
9	Mitchell Shire LS	0.76	0.96	1.11	20	11	9
10	Swan Hill Regional Library	0.71	0.58	1.01	23	28	10
11	Monash Public LS	1.03	1.00	0.98	12	8	11
12	Kingston Libraries	0.75	0.97	0.95	21	10	12
13	West Gippsland RLC	1.18	0.99	0.93	7	9	13
14	Brimbank Libraries	1.04	1.01	0.91	11	7	14
15	Melton City Libraries	1.01	0.94	0.89	13	12	15
16	Wellington Shire Library	0.83	0.87	0.86	17	14	16
17	Central Highlands Libraries	0.62	0.66	0.81	30	22	17
18	Moonee Valley Libraries	1.04	0.88	0.81	10	13	18
19	Indigo Shire Libraries	0.90	0.80	0.79	14	17	19
20	Campaspe Regional Library	0.79	0.77	0.77	18	18	20
21	Hume Libraries	0.78	0.73	0.77	19	19	21
22	Hobsons Bay Libraries	0.84	0.84	0.72	16	15	22
23	Melbourne LS	1.04	0.73	0.69	9	20	23
24	Goldfields LC	0.64	0.64	0.65	28	23	24
25	Yarra Libraries	0.57	0.56	0.61	34	29	25
26	Wodonga Library	0.64	0.62	0.60	27	25	26
27	Greater Dandenong Libraries	0.63	0.60	0.59	29	27	27
28	Wyndham City Libraries	0.65	0.60	0.57	25	26	28
29	High Country Library Network	0.70	0.53	0.56	24	30	29
30	Mildura Rural City Council LS	0.64	0.62	0.54	26	24	30
31	Yarra Plenty Regional Library	1.16	0.50	0.51	8	31	31
32	Goulburn Valley Libraries	0.50	0.49	0.49	35	32	32
33	Buloke LS			0.49			33
34	Boroondara LS	0.43	0.42	0.42	36	35	34
35	Whitehorse Manningham Libraries	0.35	0.40	0.40	43	37	35
36	Corangamite RLC	0.58	0.38	0.38	33	40	36
37	Moreland City Libraries	0.60	0.42	0.38	31	34	37
38	Mornington Peninsula Shire LS	0.39	0.39	0.37	40	39	38
39	Port Phillip LS	0.38	0.37	0.36	41	42	39
40	Eastern Regional Libraries	0.37	0.33	0.36	42	43	40
41	Frankston Library	0.33	0.32	0.34	44	44	41
42	Stonnington L&IS	0.42	0.40	0.34	38	36	42
43	Darebin Libraries	0.42	0.48	0.33	37	33	43
44	Casey-Cardinia Libraries	0.40	0.38	0.29	39	41	44
45	Bayside LS	0.58	0.39	0.26	32	38	45
46	Latrobe City Libraries	0.26	0.25	0.25	46	46	46
47	Glen Eira Libraries	0.32	0.28	0.25	45	45	47

Indicator 10. CUSTOMER SATISFACTION RATING

Library Service		Customer satisfaction rating			Rank		
		2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
	Victoria	8.44	8.48	8.55	of 38	of 37	of 35
1	Port Phillip LS	9.9	9.90	9.90	1	1	1
2	Moreland City Libraries	9.7	9.80	9.70	2	3	2
3	Darebin Libraries	9.2	9.20	9.52	8	8	3
4	Corangamite RLC	8.8	8.80	9.50	16	12	4
5	Geelong Regional Libraries	9.5	9.50	9.30	4	5	5
6	Mildura Rural City Council LS	9.5	9.30	9.30	4	7	5
7	Moonee Valley Libraries	7.7	8.20	9.16	30	25	7
8	Bayside LS	8.8	8.78	9.02	12	13	8
9	Wimmera RLC	9.7	9.90	8.85	3	1	9
10	Goulburn Valley Libraries	8.9	8.90	8.84	11	11	10
11	Boroondara LS	8.5	7.90	8.70	20	27	11
12	Frankston Library	9.3	9.54	8.70	7	4	11
13	Hume Libraries			8.70			11
14	Yarra Libraries	8.5	8.77	8.67	20	15	14
15	Casey-Cardinia Libraries	8.6		8.63	17		15
16	Eastern Regional Libraries	8.4	8.45	8.61	25	21	16
17	Hobsons Bay Libraries	8.8	7.20	8.60	14	35	17
18	Wyndham City Libraries	8.5	8.53	8.60	19	17	17
19	Goldfields LC			8.51			19
20	Whitehorse Manningham Libraries	8.5	8.50	8.51	22	19	19
21	Central Highlands Libraries	8.6	8.60	8.50	18	16	21
22	Melbourne LS	8.1	8.10	8.50	27	26	21
23	Monash Public LS	7.6	8.52	8.50	31	18	21
24	Yarra Plenty Regional Library	9.0	9.00	8.47	10	10	24
25	Melton City Libraries	8.8	8.40	8.45	13	23	25
26	Maribyrnong LS	8.3	8.45	8.42	26	21	26
27	Kingston Libraries	8.8	8.78	8.33	15	13	27
28	High Country Library Network	7.9	7.80	8.10	28	29	28
29	Wellington Shire Library	7.4	7.90	8.10	35	27	28
30	Gannawarra LS	7.6	7.70	7.70	31	30	30
31	Mornington Peninsula Shire LS	7.5	7.70	7.60	34	30	31
32	Glen Eira Libraries	7.6	7.40	7.40	31	33	32
33	Latrobe City Libraries	9.5	9.50	7.40	4	5	32
34	Wodonga Library	7.8	7.70	7.30	29	30	34
35	Mitchell Shire LS	5.0	7.00	7.00	38	36	35
	Greater Dandenong Libraries	9.1	9.10		9	9	
	Stonnington L&IS	8.5	8.50		23	19	
	West Gippsland RLC	8.4	8.40		24	23	
	East Gippsland Shire Libraries	7.4	7.40		35	33	
	Towong Shire Libraries	6.8	6.80		37	37	
	Brimbank Libraries						
	Buloke LS						
	Campaspe Regional Library						
	Glenelg Libraries						
	Indigo Shire Libraries						
	Murrindindi LS						
	Swan Hill Regional Library						

Library Service does not have customer satisfaction data.

5. VAILS

The Vision Australia Library (VAILS) opens up a world of information to people who are blind or have low vision, or a print disability. Library members can access thousands of audio books, magazines, newspapers and podcasts, as well as thousands of braille and ebraille titles and music braille pieces.

VAILS is a member of PLV. 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			
		2016-17	2017-18	2018-19	Trend
1.	Number of members	15,689	15,991	15,350	→
	Number of active library members	11,961	12,176	12,886	↗
2.	Attendance at library programs	1,528	2,301	3,217	↗
3/4.	Turnover rate – collection items	13.6	11.6	12.2	→
5.	Number of items for loan	55,883	59,848	60,256	↗
6.	Cost of library service (\$M)	\$5.34	\$5.12	\$5.54	↗
7.	Number of physical library visits				
8.	Staff EFT	24	18.3	18.3	→
9.	Number of public access devices	3	3	3	→
10.	Customer satisfaction rating (not collected)				

VAILS cost and usage data for 2018-19 shows that loans were at broadly similar levels to previous years, although there was a big increase in attendance at library programs (this has more than doubled in the past two years). Active membership is also increasing.

Total membership, collection turnover, funding levels and the number of public access devices were in line with the 2017-18 results.

VAILS receives \$1.78M funding from the Victorian state government, with the remaining \$3.76M derived from other sources, including grants funding to run targeted programs.

6. Indicator Definitions

PLV'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 is available for loan 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 available for loan (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 income from all sources (excluding capital funding) 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 income from all sources (excluding capital funding) 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 (not OPACs), 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 2018.
Financial – Income <i>Use standard statements for year end</i>	
2. Operational funding from federal government	Include grants for projects.
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 (that can be resrved or borrowed) at the end of the reporting period. Do NOT include lost/missing items.
17. Total number of digital items	Only count ebooks (including eaudio books) and emagazines purchased through aggregators such as Borrowbox, Overdrive and Zinio. Count titles, not issues. Do NOT count music and video streaming services and other digital services where the use of the service by active library members cannot be quantified. Do NOT count separately individual resources on Press Reader and Kanopy. 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.
19a. Number of physical items purchased in the last 5 years	Only include physical items still available for loan as per Items 16 and 18a.
19b. Number of digital items purchased in the last 5 years	Only include digital items still available for loan as per Items 17 and 18b.

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.
25a.	Unique wifi users	Number of unique wifi users during the reporting period.
25b.	Total wifi hours	Total number of wifi hours (across all users) during the reporting period.
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.

Library operations	
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.
32a. Number of public access devices	Include all desktops, laptops and tablets available for public use. Do not include OPAC or catalogue only devices.
32b. Number of OPACs	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.