Public Libraries Victoria

2019-20 PLV Annual Statistical Survey

Summary Report

October 2020

I & J Management Services

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Contents

This report has been produced for Public Libraries Victoria by I & J Management Services.

Public Libraries Victoria

INTRODUCTION

For more than 60 years Victoria's public libraries have reported aggregate statistics on library membership, usage, staffing and expenditure. Data from the Annual Statistical Survey of Victorian public libraries is published on the Public Libraries Victoria (PLV) website (https://www.plv.org.au/resources/).

The 2019-20 surveys were completed in September 2020, with all 48 Victorian public library services providing statistical data.

Victorian Public Library Services*		
Bayside	Goldfields C	Moreland
Boroondara	Goulburn Valley C	Mornington Peninsula
Brimbank	Greater Dandenong	Murrindindi
Buloke	High Country N	Port Phillip
Campaspe	Hobsons Bay	Stonnington
Casey-Cardinia C	Hume	Swan Hill
Central Highlands N	Indigo	Towong
Corangamite C	Kingston	Vision Australia
Darebin	Latrobe	Wellington
East Gippsland	Maribyrnong	West Gippsland C
Eastern C	Melbourne	Whitehorse Manningham C
Frankston	Melton	Wimmera C
Gannawarra	Mildura	Wodonga
Geelong C	Mitchell	Wyndham
Glen Eira	Monash	Yarra
Glenelg	Moonee Valley	Yarra Plenty C

* Victoria's 48 public library services include 35 municipal services, 10 Regional Library Corporations (marked C), two Library Networks (marked N) and Vision Australia. See also Appendix 1.

The 2019-20 survey was broadly consistent with the collections in previous years. Prior to launch of the survey in July 2020 a PLV working group reviewed the survey and made some minor changes to refine definitions and improve data consistency, notably in the area of technology access and use. In total there were 34 data items (see Appendix 2).

As far as possible, the data collected is consistent with data provided by Victorian public libraries through the Local Government Performance Reporting Framework (LGPRF – see *Know Your Council*)[1] and as part of the national compilation of library statistics (National State Libraries Association)[2].

This report includes definitions, methodology, analysis and commentary on library outcomes that can be used by PLV and individual library services for advocacy and benchmarking purposes.

COVID-19

In response to the COVID-19 pandemic a state of emergency was declared in Victoria on 16 March 2020. Lockdown provisions were implemented and three LGAs (Ballarat, Melbourne, Moonee Valley) immediately closed their library doors to the public. Library services continued to close over the following week, with all Victorian public libraries closed to the public by 25 March. Although there was some limited opening up of libraries in June with attendee limits and physical distancing, the state of emergency was still in place on 30 June 2020.

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[1] https://knowyourcouncil.vic.gov.au/
[2] https://www.nsla.org.au/index.php/resources/annual-australian-public-library-statistics

The COVID shutdowns did not mean that public library services ceased to be delivered. Library members were encouraged to access online collections and new online programs and content (e.g. pre-recorded or livestreamed Story Time videos, online book clubs and author talks). Some libraries established home delivery services so that homebound members and others who could not access the physical collection could still get books to read and DVDs to watch.

However, in the 14 weeks from late March to 30 June 2020 there were significant reductions in service capacity and options, and consequently significant reductions in public access to and use of library services. For example:

- some libraries had a small number of staff onsite, most instituted work from home arrangements, some Councils stood down their library staff (including permanent employees)
- there were no visits to libraries, no use of library computers and wifi, no onsite programs to attend
- loans of physical items could only be made through home delivery or click and collect services if these were on offer.

As a result, the 2019-20 statistical data is not directly comparable to that reported in previous years, with the period from 1 July 2019 to late March 2020 representing only 70-75% of a full year.

While the number of branches and the facilities were largely unchanged, and average weekly opening hours can be taken from 'normal' pre-COVID figures, Councils reduced expenditure on library staff and operations, and there were interruptions to normal purchasing cycles for physical and digital collection items (influencing total collection size). Most usage data is expected to be 25-30% below 2018-19 levels (e.g. branch visits, program attendance), although the different ways in which library customers accessed library services during the shutdown will also show increases in service use (e.g. downloads of ebooks) and new ways of engagement (e.g. views of Story time sessions on Facebook, YouTube and other social media platforms).

This report recognises the challenges library services and library customers experienced during the COVID shutdowns. Where possible and appropriate, commentary has been included to 'normalise' interpretation of trend figures. However, realistically it will not be possible to draw meaningful conclusions about trends in provision and use of public library services based on the 2019-20 data. Nor will this be possible in 2020-21, as shutdowns in metropolitan Melbourne and restrictions in other parts of the state continued into October 2020. Given the impact of COVID, the resulting adaptation of libraries, and the likelihood of long-lasting changes in social distancing and access for many community-based services, library data from 2021 and beyond is likely to reflect a 'new service normal', not a return to historical benchmarks.

Public Libraries Victoria

2019-20 PUBLIC LIBRARY STATISTICAL SUMMARY

Key statistics – Income, expenditure and staffing

$258.5M	→	Total **operational funding** (vs $260.9M in 2018-19, -0.9%)
		- $208.4M from local government ($209.6M, -0.5%)
		- $43.3M from Victorian government ($42.3M, +2.5%)
		- $3.8M from user fees and charges
		- $3.0M from other sources ($9.0M, incl. user fees and charges)
81%	→	% of operational funding from local government (80%)
17%	→	% of operational funding from Victorian government (16%)
$0.7M	-	Grant funding from Commonwealth government ($0.4M)
$13.1M	↘	Total **capital funding** ($21.9M, -40%)
		- $11.6M from local government ($19.6M, -41%)
		- $1.5M from Victorian government ($2.3M, -37%)
$39.19	↘	Total **per capita library service funding** ($40.39, -3.0%)
$31.60	↘	Per capita funding from local government ($32.44, -2.6%)
$6.57	→	Per capita funding from Victorian government ($6.55, +0.3%)
$5.98	↗	Per capita **expenditure on library collections** ($5.72, +4.6%)
70%	→	% of total expenditure on staff costs (70%)
16%	→	% of total expenditure on library collections (15%)
1,864	→	Library staff EFT (1,870, -0.3%)
0.28	→	**Library staff EFT per 1,000 population** (0.29, -1.4%)

Note: Financial statistics exclude income and expenditure for Vision Australia (approx. $4.2M).

- Total public library funding in 2019-20 is similar to 2018-19 levels, especially when annual inflation of -0.3% is taken into account.
- Income from user fees and charges and other sources was down by $2.2M. During COVID shutdown overdue fees were not applied and no income was generated from printing, copying, etc. To remove barriers to community access of collections some libraries have, with Council approval, taken a policy decision to do away with fees for overdue items.
- Very small increases in the share of total funding from local government (81%) and the Victorian government (17%) offset the drop in income from other sources.
- A significant drop in capital funding linked to timing of investment and delays in library upgrades.
- Total per capita funding of library services continues to fall, with a 3.0% drop from $40.39 in 2018-19 to $39.19 in 2019-20. Static library funding is not keeping up with annual population growth in Victoria of around 2% (6.46M at June 2018 to 6.60M at June 2019).
- The drop in per capita funding from local government influenced by some Councils standing down staff during COVID shutdowns.
- Per capita expenditure on library collections increased by 4.6%.
- The distribution of library expenditure on staff (70%) and collection materials (16%) is unchanged.
- Static staff numbers (-0.3%) added to statewide population growth, leading to a small drop in staffing per capita. Staffing per capita has a long-term downward trend due to small annual incremental falls.

Key statistics – Library facilities

277	→	Number of **library branches** (277, no change)
29 / 310	→	Number of **mobile library vehicles** (30) and **mobile stops** (317)
12,383	→	Total number of **opening hours per week** at branches and mobiles (12,232, +1.2%)
64	↘	Number of other library outlets (72, -11%)
779	↗	Total number of opening hours per week at other library outlets (668, +17%)

- The total number of Victorian public library branches did not change during 2019-20 (277). There were, however, changes to library facilities during the year with replacement of a small number of libraries and significant upgrades/refurbishments at others.
- There are 29 mobile library vehicles across the state that make 310 stops on their regular schedules (weekly or fortnightly). Most mobiles operate in rural areas and stop at small townships where it is not economic to have a staffed library branch.
- One mobile library service in Mildura ceased in 2019-20.
- Library branches and mobiles have a total of 12,383 published opening hours per week, an extra 151 hours on 2018-19.
- Some libraries also operate a number of other library outlets. These include permanent or semi-permanent physical service points where customers can access collections or other library services. For example: self-serve library kiosks (in separate locations from library branches); library depots; collection vending machines; library pop-up locations; and outreach vehicles.
- 2019-20 saw the opening of Victoria's first 'open library' which can be accessed by library members when staff are not present by using their membership card. Members use automated self-check units for borrowing items.

Key statistics – Collections

7.58M	↘	Total number of **physical collection items** (7.76M, -2.2%)
7.37M	↘	Number of physical collection items available for loan (7.62M, -3.3%)
67%	→	% of the physical collection **purchased in the last 5 years** (68%)
823K	↗	Total number of **ebooks** and digital resources (736K, +12%)
8.41M	→	Total number of **collection items** (8.49M, -1.0%)
9.8%	↗	% of total collection that is digital items (8.7%)
1.27	↘	Total number of **collection items per capita** (1.31, -3.1%)

- Victorian public libraries have a total of 8,406,527 collection items, of which 7.58M are physical items (e.g. books, audiobooks, magazines, CDs/DVDs) and 823,000 are ebooks and other digital resources. The total size of the collection dropped by 87,000 (1.0%) in 2019-20.
- The profile of the collection continues to change in response to user demand for digital resources, more efficient collection management and competition for space in public library buildings. In 2019-20 the number of physical collection items decreased by 3.3% (approx. 250,000) while the number of digital items increased by 12% (approx. 87,000 items). Digital items now comprise 9.8% of the total collection.
- Overall, there are 1.27 collection items (physical or digital) per Victorian.
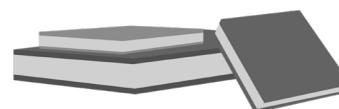
- Of the 7.58M physical collection items, only 7.37M are available for loan. The remaining items include family history, genealogy, reference and local studies materials (e.g. maps, manuscripts, photographs) which are available for use only at the library.
- Of the 7.37M physical collection items that are available for loan, 67% have been purchased within the past 5 years (vs 67% in 2018-19). This indicates a good quality collection, with unused and damaged items regularly weeded out of the collection.
- The overall size and make-up of the library collection was not significantly influenced by COVID shutdowns, other than that it interrupted the cycle of normal stock management processes.

Key statistics – Membership and customer satisfaction

6.60M	-	Total Victorian population at June 2019 (6.46M, +2.1%).
2.24M	→	Total number of **library members** (2.22M, +1.1%)
34.0%	→	**% of Victorian population** who are library members (34.3%, -1.0%)
933K	↘	Total number of **active borrowers** (1.002M, -6.9%)
14.1%	↘	% of Victorian population who are active library borrowers (15.5%, -8.9%)
8.46	→	Average customer satisfaction rating (8.55, -1.1%)

- The total number of library members increased by 24,000 to 2.24M in 2019-20. Membership growth during the COVID shutdown period was significantly lower than usual.
- 34% of all Victorians are library members. This understates the actual level of community engagement with libraries as it does not include:
  - people who borrow through someone else (e.g. children whose parents borrow for them, couples where one borrows for both)
  - people who visit the library to use collections, computers, wifi or library spaces, or attend events but are not library members.
- The total number of active borrowers fell in 2019-20, both in absolute terms (down 6.9%) and as a proportion of the Victorian population (down 8.9%). Restricted access to libraries and fewer new library members contributed to this outcome.
- Overall customer satisfaction with the services available at the local library was 8.46 out of 10 (based on the most recent results from customer satisfaction surveys in 34 library services in the past two years). This is slightly lower than the 2018-19 result.

Key statistics – Visits

| 21.7M	↘	Total number of **visits to library branches** (30.5M, -29%)
157K	↘	Total number of **visits to mobile libraries** (231K, -32%)
18.8M	-	Total number of **website visits** (new item)
10.2M	↘	Total number of website visitors (12.9M, -21%)
252K	↘	Total number of outreach program visits (345K, -27%)
83,801	↗	Total number of collection delivery visits (80,710, +3.8%)
1.2M	↗	Total number of launches of a library app (0.64M, +89%)
3.3	↘	Total number of **branch and mobile visits per capita** (4.8, -30%)

- The COVID shutdown of library services had a significant impact on the number of library visits in 2018-19. As expected, given that libraries were closed for at least 27% of the year, total visits to library branches, mobile libraries, library websites and outreach activities were all down around 20-30% on 2018-19 figures.
- The number of library visits per capita (branch and mobile) in 2019-20 was 3.3, 30% down on the previous year.
- It is interesting to note that:
  - the drop in visitors to library websites was less than that for physical service points as people were still able to use the website to access digital resources during library closures
  - there was a 3.8% increase in collection delivery visits as some libraries established home delivery and click and collect services during the shutdowns
  - the number of user launches of library apps nearly doubled as additional libraries released apps and these were also used to search for and access ebooks and other digital resources.

Key statistics – Loans and downloads

31.3M	↘	Total number of **loans of physical collection items** (41.1M, -24%)
6.85M	↗	Total number of **downloads of ebooks** and digital resources (4.95M, +38%)
38.1M	↘	Total number of library loans (46.1M, -17%)
5.8	↘	Number of **loans per capita** (7.1, -19%)
4.2	↘	**Turnover of physical items** (loans per item) (5.4, -22%)
8.3	↗	**Turnover of digital items** (loans per item) (6.7, +24%)

- In 2019-20 there were 31,280,410 loans of physical collection items. Although this was down 24% on 2018-19, the drop was not as large as it might have been due to COVID as some libraries continued to make their physical collections available through home delivery and click and collect services.
- Not surprisingly, the number of downloads of ebooks and digital resources was well up on previous years. Downloads of ebooks have been gradually increasing as more people become familiar and comfortable with this as a way of reading. However, on top of this incremental growth the COVID shutdown saw a 50% increase in the number of monthly downloads from April to June 2020 as options for accessing physical library collections were removed. During COVID libraries actively encouraged and facilitated use of digital resources, providing telephone and online support for people trying this for the first time.
- Despite public libraries being closed for 27% of the year, the total number of loans declined by only 17%, and the number of library loans per capita was down by only 19%.
- Turnover – the number of loans per item – is the best measure of collection efficiency. High turnover indicates a collection that reflects the reading interests and information needs of the local community and is well used by library members.
- In 2019-20 turnover of physical items was 4.2 (i.e. an average of 4.2 loans of every book, magazine and DVD during the year). While this was down on 2018-19 due to the drop in loans during the COVID shutdowns, this figure is still close to the current national standard of 4.4 loans per item.
- Turnover of digital items increased 24% from 6.7 in 2018-19 to 8.3 in 2019-20.
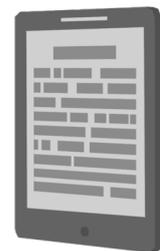
Key statistics – Program participation and technology use

1.62M	↘	Total number of **participants** in library programs (2.26M, -28%)
246	↘	Number of **program participants per 1,000 population** (350, -30%)
3,649	↘	Number of public access **computers, laptops and tablets** (3,967, -8.0%)
0.55	↘	Number of public access **devices per 1,000 population** (0.61, -10%)
532	→	Number of OPAC devices (online public access catalogue) (533, -0.2%)
1.55M	-	**Hours of use of library computers**, laptops and tablets (new item)
2.48M	↘	**Hours of wifi use** (2.76M, -10%)
612	-	Hours of computer and wifi use per 1,000 population (new item)
0.67M	-	GB of download (new item)

- Participation in library programs dropped by 30% compared with 2018-19, reflecting the impact of COVID shutdowns, notably early years literacy programs and school holiday programs in the Term 1 and Term 2 school holidays.

- Most libraries quickly transitioned to delivery of online programs with Story Time sessions pre-recorded and posted on library websites, Facebook and YouTube. These sessions were viewed hundreds of thousands of times and shown over and over again by families thankful for continuation of a favourite weekly activity. Similarly, libraries hosted live online author talks and book clubs, ran online information sessions and English Conversation Classes, and hosted cultural and craft activities. These engagements have NOT been included in the annual statistics.

- The number of public access computers in libraries peaked in 2016-17 and has been decreasing over the past three years (both in absolute and per capita terms). As more people come to the library with their own devices there is less demand for library computers and workstations and more demand for charging outlets and comfortable spaces for recreational and study use of devices.

- The library sector is trialling new metrics to gauge technology access and use in public libraries. In 2019-20 only half of the library services representing approximately half of the Victorian population were able to report against these new measures. Therefore, the figures reported here understate actual use of library computers and wifi in the period up to the COVID shutdowns by about 50%.

- Library users spent a total of 4.03M hours on library computers and wifi, at an average of 612 hours per 1,000 population. Extrapolating for underreporting and the COVID period this suggests an annualised estimate of approximately 10M hours of computer and wifi use, or 1.6 hours per Victorian per annum. There was 0.67M GB of downloads reported in 2019-20.

Public Libraries Victoria

Library outcomes

The 2016 *Guidelines, Standards and Outcome Measures for Australian Public Libraries*, developed by the Australian Public Library Alliance (APLA) and the Australian Library and Information Association (ALIA), described six key outcomes from the provision of public library services. They are:

- Literacy and lifelong learning
- Digital inclusion
- Economic and workforce development
- Personal development and wellbeing
- Stronger and more creative communities
- Informed and connected citizens.

During 2019-20 Victorian public libraries continued to deliver a diverse array of individual and community benefits. Most importantly, during the COVID period the public library sector has again demonstrated its deep knowledge and understanding of the community by seamlessly pivoting what it offers and the way services are delivered to give connections, hope and inspiration to people isolated in their homes. These anecdotes from library staff and quotes from library users in 2019-20 illustrate the many different ways in which 'Libraries Change Lives' (see also https://librarieschangelives.org.au/).

Literacy and lifelong learning

Through collections, programs and facilities public libraries provide many opportunities for people of all ages and interests to pursue formal and informal study and lifelong learning.

A grandmother at Fawkner passed on her appreciation for our Word Play, Rhyme Time and pre-school Story Time sessions. They are not only useful for her granddaughter, but they help her to improve her confidence level and English ability. (Moreland)

"I attended your library for the first time last Tuesday. I brought in my toddler for the Greek Story Time session and was so very impressed!! Thank you for putting on such a great program. (Whitehorse Manningham)

The library supported students who had to study from home during COVID. Use of our online tutoring program increased by so much from March to June that we had to increase our access level. (Swan Hill)

A grandmother is home-schooling her grandchildren from Hong Kong until they're allowed back home. The school has given them lots of homework and the library has provided the resources. They loved Britannica online! (Kingston)

"The library is a journey of knowledge. As I meander through the aisle I explore foreign lands, engage in discussions with philosophers and feel enchanted by the skills of artists. When I return to my senses I realise that I have spent another couple of hours reading." (Central Highlands)

"Thank you so much for sending me the Half-Blood Prince. I had to spend a week in bed with a back problem and it was worth every minute. Electric blanket on and Stephen Fry reading to me. Just wonderful! (Eastern)

Our Home Maintenance Group helps women to learn practical DIY skills. Many of the women are widowed and/or live alone, and the connections made through the grief process was a highlight. There were lots of stories shared and heard, and the group became empowered as they learned new skills. (Moonee Valley)

"With the fines and not being to able to return books on time I stopped taking my kids to the library. Now I can take them again." (Hume)

The library runs workshops that provide community members access to industry professionals. A writing workshop run with Writers Victoria allowed emerging local writers access to an author and opportunities to learn and develop their skills. Many of our programs bring generations together. (Wodonga)

Digital inclusion

Public libraries play an important role in supporting digital inclusion and providing a safety net for those caught in the digital divide.

"Thank you for helping me on the Chat service to get started with ebooks and magazines online. I hadn't used them before and didn't know where to start. Your videos showed me step by step how to do it and now my friends ask me how." (Glen Eira)

Judy visits the library for tech help in a digital world where more applications, correspondence and services can only be accessed online. To best care for her two boys Judy has had to adapt quickly. With the help of the library's one-to-one sessions Judy is now confidently texting, emailing, and downloading documents on to her new device. She lives with financial stress and is grateful for the free services the library provides. (Eastern)

Moonee Valley Libraries are a partner in the delivery of The Lab – a technology club for young people on the autism spectrum aged 10 to 25 years which provides mentoring in programming, digital design and gaming. The library provides the facility and some of the technology used. (Moonee Valley)

During COVID-19 restrictions library services assisted the public with getting Border Permits for NSW and SA. Many people in the community did not have an email address or access to a computer or a printer or the knowledge to be able to obtain the vital permits. The libraries were there to help them out. (Mildura, Campaspe)

Economic and workforce development

Use of library services and programs by different people and groups within the community can support improved employment and productivity outcomes.

A middle-aged Chinese man, recently arrived in Australia with limited English, asked me which newspapers he could look up jobs in. I explained to him that most jobs are now online, and he should look at a site like Seek. He was unfamiliar with job websites so I booked him on a PC, helped him to register on Seek, we tidied up his rough resume and I showed him how to search and apply for jobs. He was highly experienced in using specific equipment used in the sheet metal industry.
Over the next half hour he put in 5 or 6 applications online. Then his phone rang. It was one of those companies who wanted him to come for an interview following day! Which he did and got the job!
He came back to thank me. But a month later he returned and asked for help in submitting more applications online. He liked his new job, but he thought he'd try again for a job that paid more! (Kingston)

The library has participated in the Social Procurement program that looks to place people from the Flemington Estate into jobs with Council. Three Library Officers have been employed and have learnt about library services while improving their customer service skills. (Moonee Valley)

A customer who offers child play therapy across Gippsland uses the library as a mobile office when she is in the area. By accessing the wifi, library computers and photocopiers she is able to manage her business and support her clients. (East Gippsland)

Personal development and wellbeing

Through provision of library resources, staff and facilities, public libraries have the capacity to support personal development and wellbeing in a universally accessible safe non-judgmental environment.

Thank you so much for delivering a box of books to my front door a few weeks ago! The selection of auto/biographies gave me a wonderful opportunity to 'meet' some people in my home while I was in isolation. (Eastern)

Linda is deaf and was brave enough to come to our Monday Crafternoon when she saw it promoted at the library. "When I saw knitting and crochet displayed I came along. The craft group makes me happy and I look forward to coming. I find it difficult to follow written instructions. I cannot lip read but can sign and write on notepaper. With the help of the ladies I have made baby booties and a hat." (Casey-Cardinia)

Matt has been diagnosed with an incurable blood disease. He comes to the Ballarat Library every week to play the piano for two hours. Customers love it and stop and listen to the wonderful tunes. "Coming to the library helps me to forget my problems. At the same time, I can give to others by sharing my music." (Central Highlands)

The library provided a safe and comforting place for residents evacuating their homes during the bushfires. It also enabled those in Evacuation Centres to escape the environment for a while. (East Gippsland)

A lady living on her own phones the library regularly, often in tears, to chat and get help with her ebooks. The books are 'a happy release' from the loneliness and worries of the pandemic. She says they are her 'lifesavers' and the staff are her 'angels'. (Glen Eira)

"My daughter is disabled. For years the library was the only place I felt safe to take her. It is like a second home to us. Outstanding programs, information, special guests, etc. – they are number one. (Murrindindi)

A customer was obviously in distress when she asked for help, though she wasn't sure what she really needed. She declined an offer of a cuppa and a chat, saying that she was too restless, but talking had been helpful and she seemed calmer. An offer of connection to services such as Orange Door (family violence support) was given. She said she'd think about it and agreed to leave her contact details. We rang her a couple of weeks later – to good news. She had taken strength from our chat and approached Centrelink for help with the elder abuse and financial abuse she was experiencing. She had had several meetings and strategies were in place to assist her. She wanted us to know that she'll be back in the library when we're open – because she knows we'll be there for her. (Kingston)

Stronger and more creative communities

Public libraries help to strengthen communities and build social capital by providing an inclusive forum and support for expression of creativity and cultural identity. They preserve the past, celebrate the present and embrace the future.

In 2019-20 Yarra Libraries ran 67 programs specifically catering to the creative and cultural identity of our community, attracting more than 4,000 participants. These included Collage Club, partnerships with theatre groups, live music events and film screenings. Our NAIDOC Week event was a celebration of Aboriginal culture in partnership with Aboriginal Housing Victoria and the Collingwood Children's Farm. (Yarra)

The Geelong Library & Heritage Centre provides areas to hire for public exhibitions. These support independent artists, and the arts and culture sector more broadly, as well as promoting the GLHC's important role as a cultural institution. (Geelong)

"The library gives a local artist somewhere to display their art in a public space'. (Glenelg)

Public Libraries Victoria

The Human Book Club is a discussion group where people from different cultures and life experiences can share their stories. (Goulburn Valley)

Many who attended a NAIDOC Week event with Tony Birch thanked the library for hosting the event. "I'd like to hear from more Indigenous writers." "Thank you for the opportunity to hear amazing and inspirational people." "An hour passed too quickly." (Moreland)

Junurri workshops were run during NAIDOC Week at Footscray, Braybrook and Yarraville libraries. The interactive art and storytelling workshops were developed as a learning tool for kinder and primary aged students, facilitated by actress and cultural educator Nathalia McLean. (Maribyrnong)

Informed and connected citizens

Public libraries are places where people can come together to connect with one another and with what is happening in their community.

"My family does not own an apartment. As renters we have been forced to change where we live several times in the past few years. Libraries are our anchors to the community – more permanent than our own homes." (Port Phillip)

Members of our community come together monthly to watch a movie at the library. This enables older people who may not have a lot of social contact to watch the movie together, discuss it in the interval and discuss it afterwards – providing much needed social interaction. It's a free outing. (East Gippsland)

Sabrina and Samara have been visiting Dandenong library since they were children. They now give back as volunteers, "so we can provide the same welcome that we received. Dandenong Library is not just a building, it's a place for discovery, somewhere to meet people and make friends." (Greater Dandenong)

YPRL developed a Caring Calls program during the pandemic for our senior library members. Thousands of calls ensured that every senior member was aware of the services offered to them by their Councils during the pandemic and provided tech help to connect them to the library's digital resources. A 93 year old set up her iPad over the phone and downloaded her first ever ebook. (Yarra Plenty)

"I thought you would like to know that I read each of your emails (about the Queer Book Club), and they fill me with hope and happiness. Just the thought of a lovely group of queer people discussing literature and queerness is beautiful, and the snapshots of discussions from your book clubs often inspire me to buy the book to read at a later date. Thank you for what you are doing for our community." (Melbourne)

'TOP 10' LIBRARY INDICATORS

The performance of public libraries cannot be defined by a single measure. The following ten indicators represent a mix of input, output and performance information.[3] The indicators recognise use of different library services including physical and digital collections, programs, technology access and places and spaces. All ten indicators are 'per capita' or ratio measures which normalise measurement of service provision and use across library services of different size (in terms of population).

'Top 10' Library Operating and Performance Indicators		
1. Total library funding per capita*	Service provision	Cost
2. Collections spend per capita	Service provision	Collections
3. % physical collection purchased in last 5 years*	Quality	Collections
4. Total library members as % of population	Reach	Members
5. Library visits (branch/mobile) per capita	Use	Visits
6. Loans (physical items) per capita	Use	Collections
7. Loans (digital items) per capita	Use	Collections
8. Program attendance per capita*	Use	Programs
9. Total hours of technology use per capita (wifi, PCs)	Use	Technology
10. Collection turnover (physical items)*	Efficiency	Collections

* This new set of 'top' indicators replaces the previous list which was in place from 2013-14. Marked indicators have been retained from the original list.

Current and historical data on each of the ten indicators is presented in the following pages. It clearly shows that the three months of COVID shutdowns had only minor impacts on the provision and quality of public library services, but resulted in approximately 30% less use of the library in 2019-20.

'Top 10' Library Indicators	2017-18	2018-19	2019-20	Annual change	
1. Total library funding per capita	$39.90	$40.39	**$39.19**	- 3%	↘
2. Collections spend per capita	$5.48	$5.72	**$5.98**	+ 5%	↗
3. % physical collection purchased in last 5 years	65%	67%	**67%**	- 1%	→
4. Total library members as % of population	34.7%	34.3%	**34.0%**	- 1%	→
5. Library visits (branch/mobile) per capita	4.9	4.8	**3.3**	- 30%	↘
6. Loans (physical items) per capita	6.7	6.4	**4.7**	- 26%	↘
7. Loans (digital items) per capita	0.49	0.77	**1.04**	+ 36%	↗
8. Program attendance per '000 persons	331	350	**246**	- 30%	↘
9. Total hours of technology use per '000 persons			**612**		
10. Collection turnover (physical items)	5.5	5.4	**4.2**	- 22%	↘

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[3] This list of 'Top 10' indicators replaces the list used by PLV for the past six years. The new list was agreed by a PLV working group in 2020 and reflects more contemporary use of public libraries.

1.   Total library funding per capita

Definition	Total direct cost of provision of library services per capita
Measure type	Service provision – Cost
Computation	Total operating funding provided by local and state government (including funding for library materials) plus user fees and charges and other income divided by the municipal population

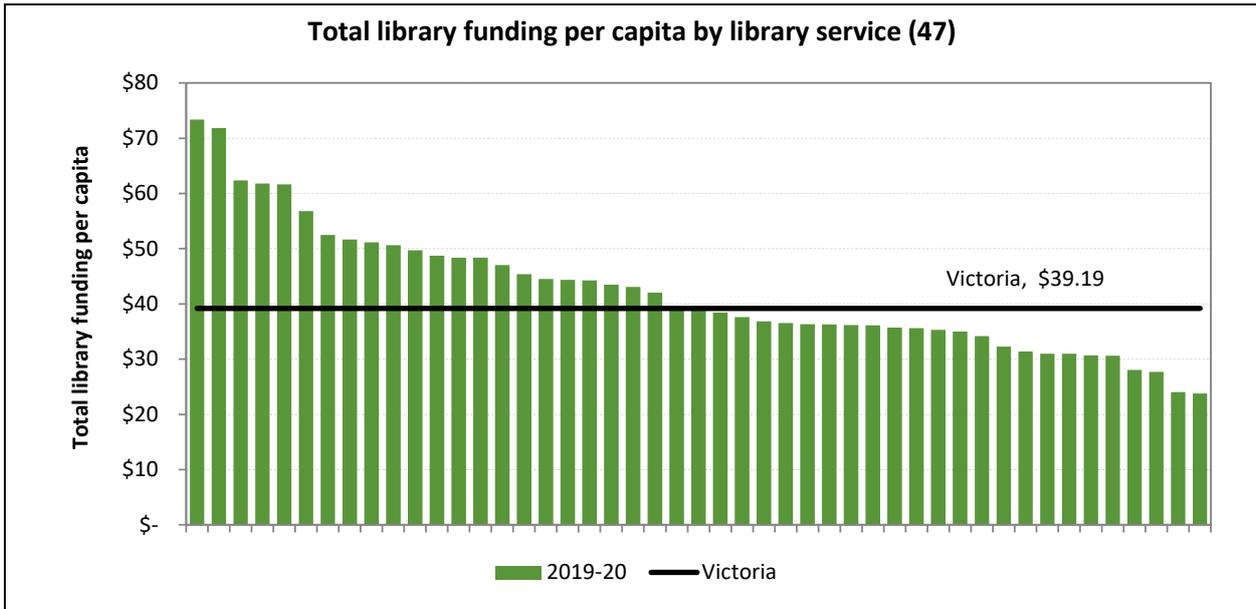| Item	2017-18	2018-19	2019-20
Total library income ($M)*	$252.25	$260.88	$258.47
Total population (million)	6.323	6.460	6.596
Cost of library services per capita*	$39.90	$40.39	$39.19

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

The total direct cost of providing public library services in Victoria in 2019-20 was $258 million. This represents library operating and collections costs as funded by local government ($208 million), state government ($43 million), user fees and charges ($4M) and other income ($3M). 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 81%, and the Victorian government contributes 17%.

The average cost of providing public library services in Victoria in 2019-20 was $39.19 per person. This was, in absolute terms, $1.20 lower than in 2018-19, and is the lowest figure since 2013-14. This was influenced by some Councils standing down staff during COVID shutdowns from March to June 2020. Discounting 2019-20 as an atypical year, it remains that up until 2018-19 funding of library services per capita had seen average annualised growth of 0.8% per annum, well below the average inflation rate over the same period (2.0%). This means that funding for library service provision per capita has decreased in real terms.

Total library funding per capita – 2011-12 to 2019-20
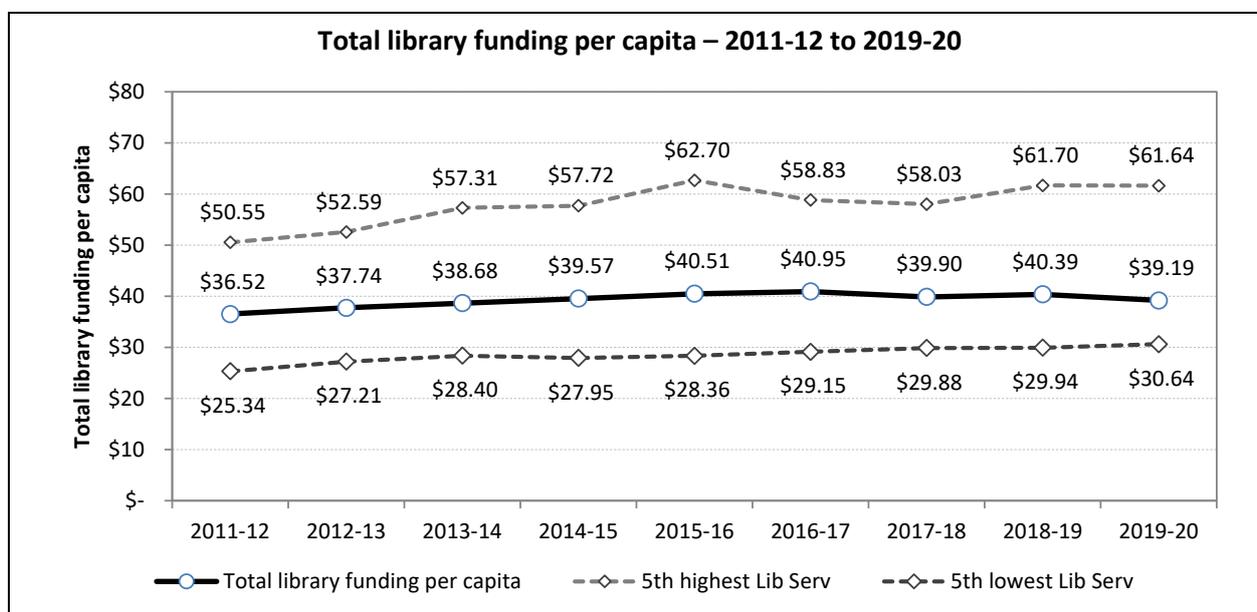
Due to its unique circumstances, Melbourne Library Service has a disproportionately high cost per capita figure of $73.38. Melbourne has a very high level out 'out of area' usage as many users of the library do not live in the CBD. Interstate and international tourists also visit the city's libraries to access information, the internet and safe, comfortable places to read and relax.

Public Libraries Victoria

Total library funding per capita by library service (47)

Legend: 2019-20 ■ ─── Victoria

Victoria, $39.19

To highlight the different factors that influence funding levels, the ten libraries with funding per capita ratios above $50 per person include five inner city library services (most of which have high levels of readership – Melbourne, Yarra, Boroondara, Hobsons Bay, Maribyrnong) and five rural library services (e.g. Gannawarra, Swan Hill, Wimmera, Campaspe, East Gippsland). The inner city library services tend to operate more library branches per population, primarily for historical reasons. Small library services in more remote areas are less able to achieve efficiencies in staffing and collection size that are available to larger regional and metropolitan libraries.

Four of the six library services with the lowest funding per capita ratios in 2019-20 cover five of the most highly populated and fast growing interface Councils (i.e. Wyndham, Melton, Hume, Casey and Cardinia).

On average, the ten library corporations and two library networks have lower funding ratios than single LGA library services.

Library funding per capita	Metropolitan Melbourne	Regional Victoria
Single LGA	$43.90	$43.63
Library corporation / network	$31.81	$40.30

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 above chart from a 'quality' perspective (i.e. higher cost per capita ranks above lower cost).
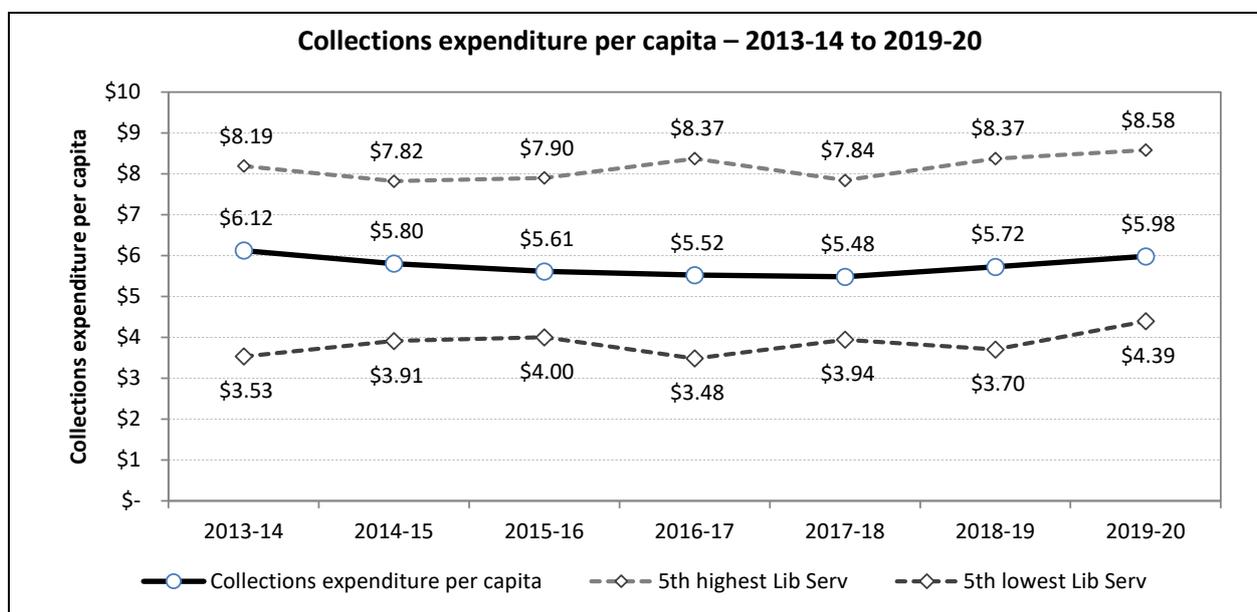
2. Collections expenditure per capita

Definition	Expenditure on library collections per capita
Measure type	Service provision – Collections
Computation	Total expenditure on library collections (including purchase/licensing of both physical and digital library materials and processing of physical items) divided by the municipal population

| Item	2017-18	2018-19	2019-20
Expenditure on library materials ($M)*	$34.66	$36.92	$39.41
Total population (million)	6.323	6.460	6.596
Collections expenditure per capita*	$5.48	$5.72	$5.98

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

The total amount spent on library collections in Victorian public libraries in 2019-20 was $39.41M. This included both purchase and processing of new physical collection items (e.g. books, audiobooks, magazines, CDs/DVDs) and purchase and licensing of digital resources (e.g. ebooks, eaudiobooks, emagazines, evideo). This amount has increased over recent years as libraries re-balance their collections to provide an evolving mix of physical and digital items in response to user demand. In 2019-20 collections expenditure represented 16% of total expenditure, up 7.1% from 15% in 2018-19.

The average cost of providing collections in 2019-20 was $5.98 per person. Up until 2018-19, per capita expenditure on library collections had been on a downward trend, dropping more than 10% from $6.12 in 2013-14 to a low of $5.48 in 2017-18. Over the past two years this amount has been increasing by about 4-5% per annum, which in real terms (accounting for a 2% inflation rate) is an annual increase of 2-3%. This recent growth in investment in collections has occurred while overall funding for library services has declined in real terms.

Collections expenditure per capita – 2013-14 to 2019-20

Melbourne Library Service has disproportionately high collection expenditure of $12.31 per capita. Melbourne has a very high level out 'out of area' usage as many people who work in the CBD and borrow books from the city's libraries do not live in the City of Melbourne. Melbourne City Council and its library service carry the cost of this excess demand.

Collections expenditure per capita by library service (47)
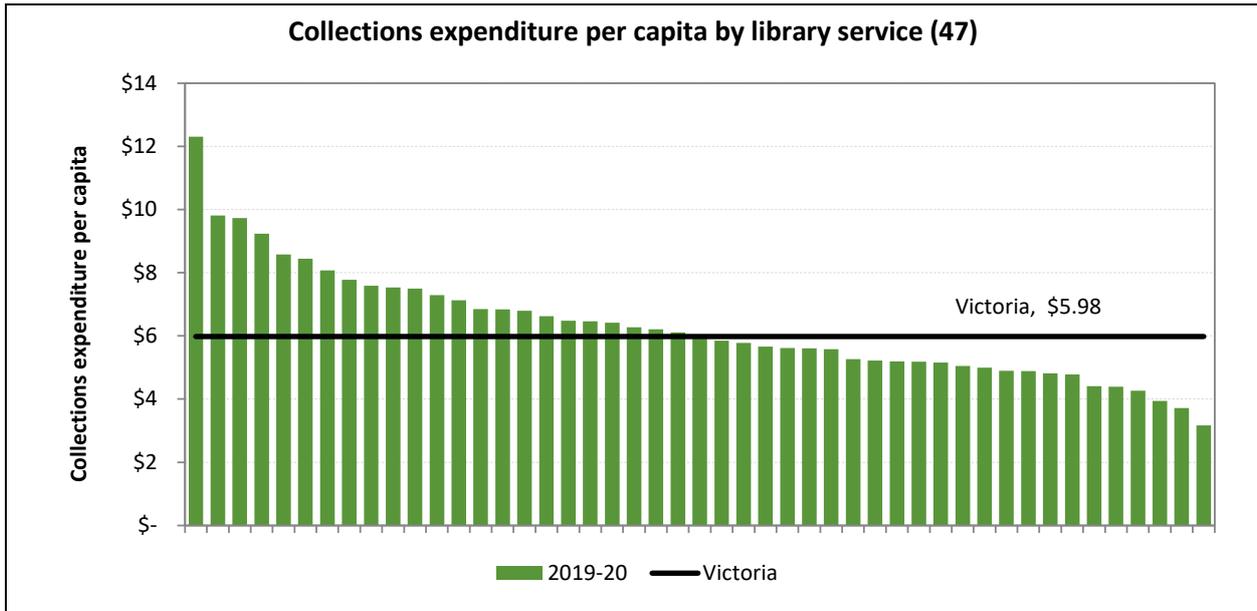
Three other library services have collections expenditure of $9-10 per capita, and all are inner urban libraries with high levels of recreational readership (i.e. Yarra, Port Phillip, Boroondara).

Other libraries with relatively high collections expenditure (above $7 per capita) include Buloke, Swan Hill, Gannawarra, Wimmera and Mildura. Smaller populations typically require a greater number of collection items per capita to provide a sufficiently diverse collection and choice to their community. A larger per capita collection necessitates a greater level of collection expenditure per capita.

As with total expenditure, some fast-growing interface Councils are at the low end of this chart with relatively low collections expenditure per capita (i.e. Casey-Cardinia, Melton, Hume, Mitchell).

Library corporations and networks are able to achieve realise collection efficiencies by having smaller collections per capita and moving stock around in response to user demand. Therefore, they need to carry less book stock and typically have lower per capita expenditure. On average, collection expenditure per capita is as follows.

| Collection expenditure per capita	Metropolitan Melbourne	Regional Victoria
Single LGA	$6.93	$6.04
Library corporation / network	$5.08	$5.61

3. % of physical collection purchased in last 5 years

Definition	The proportion of the physical library collection that has been purchased in the last 5 years
Measure type	Quality – Collections
Computation	Number of physical library collection items purchased in the last 5 years and available for loan divided by the number of physical items in the collection available for loan (shown as percentage)

Item	2017-18	2018-19	2019-20
Number of physical library collection items purchased in the last 5 years and available for loan (million)	5.16	5.19	4.97
Total number of physical library collection items available for loan (million)	7.74	7.62	7.37
% of physical collection items purchased in the last 5 years	66%	68%	67%

Libraries continually invest in the physical quality of their collections, with around 5 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 7.37 million items available for loan (from a total physical collection of 7.58M items). This is partially offset by an increase in the number of ebooks and digital items available for loan.

In 2019-20, 67% of public libraries' current physical collection had been purchased in the last five years, up from 60% in 2011-12, but very consistent over the past six 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. While the three months of COVID shutdowns in 2019-20 had a minor impact on the collection management cycle, it had negligible effect on this indicator, which covers collection purchases over a five year period.
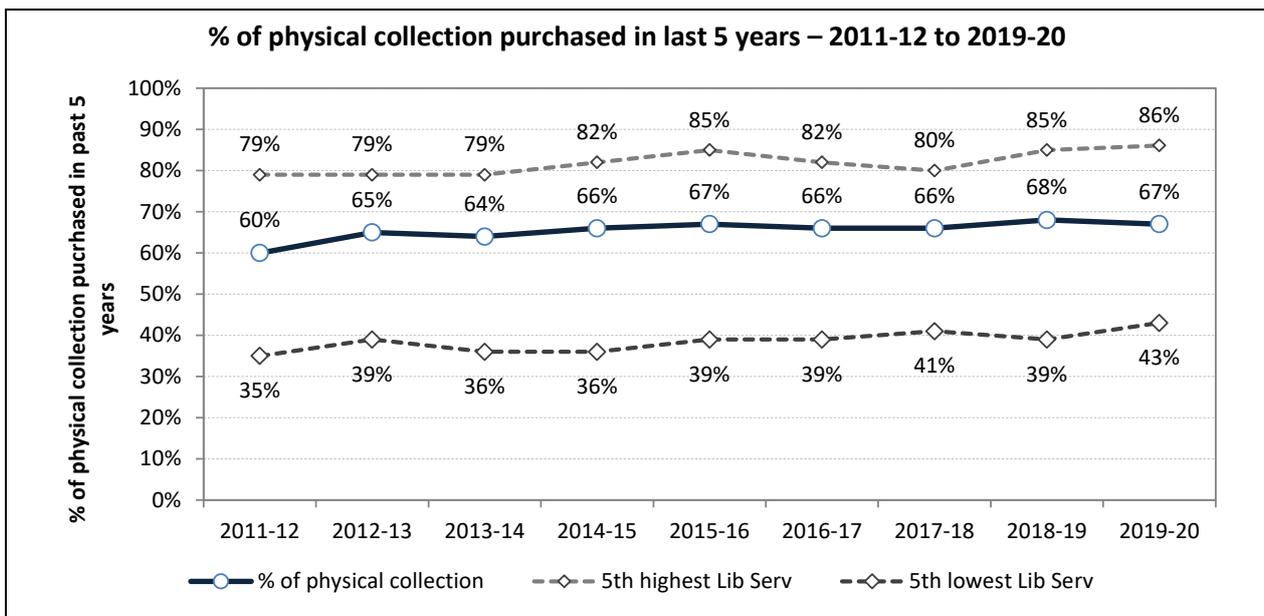

Despite having a five year base, performance against this indicator at a local level can vary from year to year where library services make a significant investment in their collection, have a year with relatively low collection expenditure, and/or have a major cull of their collection.

In 2019-20, 28 of the 48 library services (including VAILS) reduced the size of their physical collection, while 20 library services increased their physical stock. Buloke, which established its stand-alone collection in 2018-19, experienced further growth in the size of its collection (+21%) and has the highest proportion of physical stock purchased in the last 5 years. Swan Hill, Melton, Monash and Hume were the only other library services to increase their physical stock in 2019-20 by more than 5%.

Vision Australia is moving to a predominantly digital collection and saw its total physical stock numbers fall by 31% in 2019-20. Stonnington, Melbourne, Maribyrnong and Darebin all saw the number of physical items drop by at least 10% compared with 2018-19.

Aside from Buloke, the library services with the highest physical quality library collections (in 2019-20) were Maribyrnong, Bayside, Kingston, Greater Dandenong and Yarra Plenty (all above 80%).
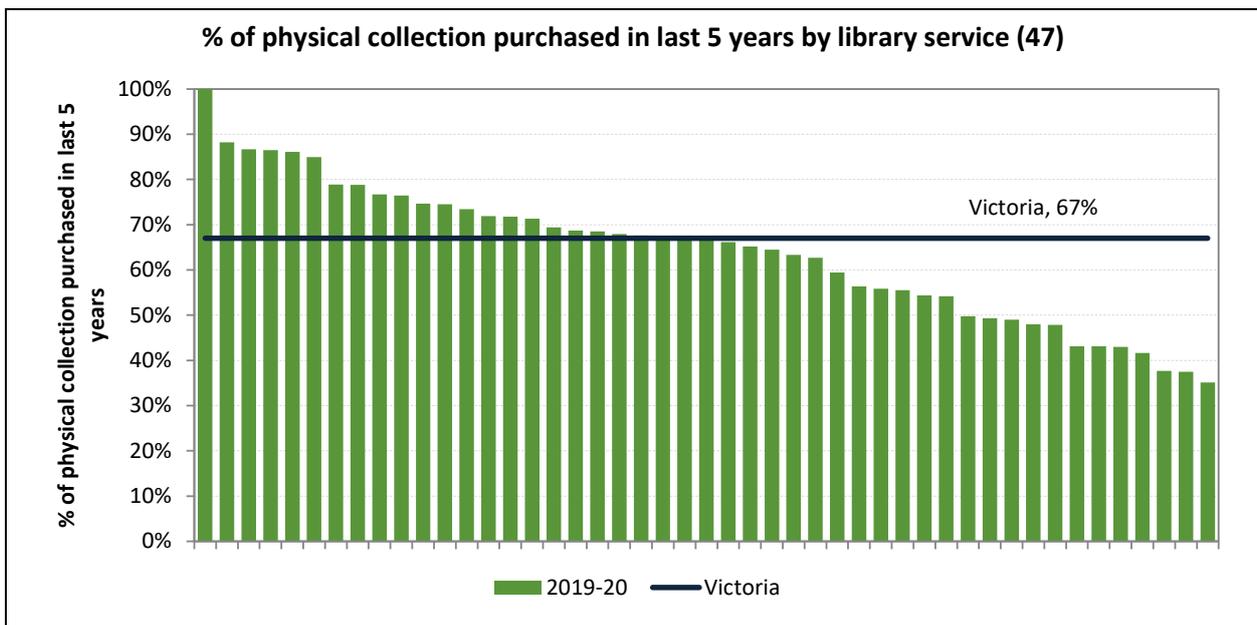
Library corporations and networks are able to achieve realise collection efficiencies by having smaller collections per capita and moving stock around in response to user demand. Consequently, they tend to turn over their collection more frequently. On average, the proportion of the physical collection purchased in the last five years is as follows.

% purchased in last 5 years	Metropolitan Melbourne	Regional Victoria
Single LGA	70%	53%
Library corporation / network	75%	60%

Smaller library services typically have a larger stock per capita and carry items for longer to maintain a spread of collection. Of the 14 stand-alone library services in regional and rural Victoria only two (Buloke and Wodonga) had 2019-20 collections of above average physical quality. Of the 12 library services with 50% or less of their borrowable collection purchased in the last 5 years, eight are single LGA libraries in rural areas, two are library corporations in regional Victoria and only two are metropolitan libraries (Port Phillip and Boroondara).

4.   Total library members as % of the population

Definition	The percentage of the municipal population who are library members
Measure type	Reach – Members
Computation	Number of library members divided by the municipal population (shown as a percentage)

Item	2017-18	2018-19	2019-20
Number of library members	2,193,932	2,218,660	2,242,665
Total population (million)	6.323	6.460	6.596
% library members	34.7%	34.3%	34.0%

More than 2.2 million Victorians were library members in 2019-20. This represents 34.0% or more than one third of the state's population. Over the past three years the number of library members as been increasing by about 25,000 per year. However, as this is not keeping up with wider population growth in Victoria of around 135,000 per year, the proportion of the population who are library members has decreased slightly. In 2019-20 membership growth was affected over the last three months of the financial year as the increase in online memberships did not match the usual increase in membership numbers that occurs when library branches are open.
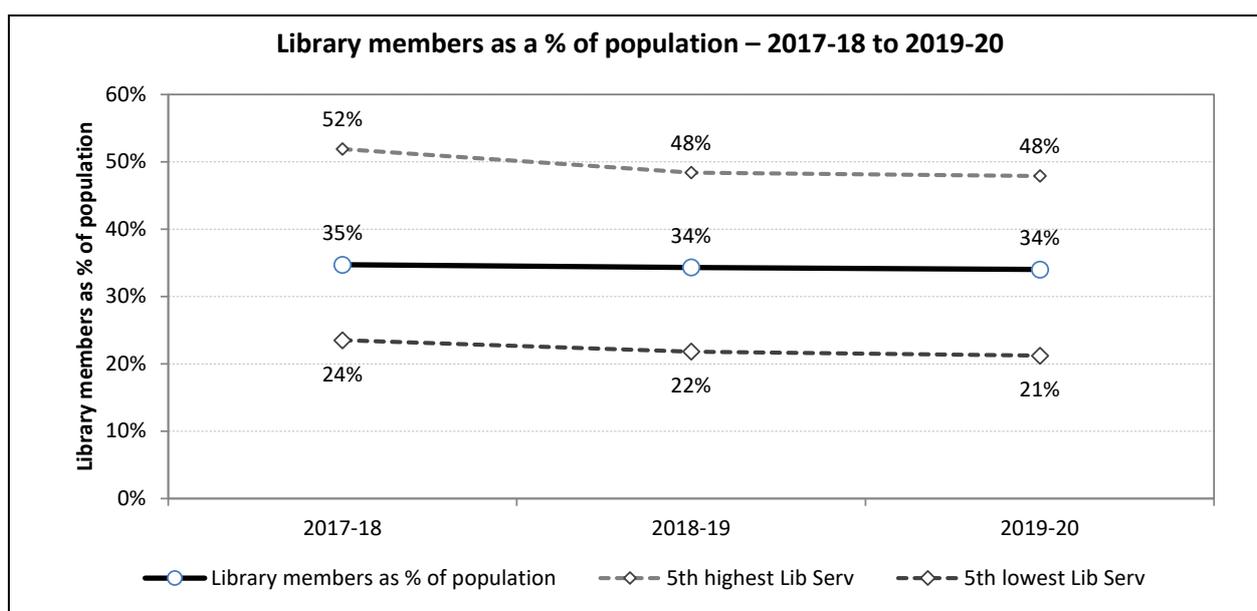

Up until 2016-17, the PLV Annual Statistical Survey only captured information on the number of 'active borrowers' – that is, persons who borrowed a collection item in the reporting period. This was consistent with the LGPRF definition of 'active' public library usage. However, Australia's national public library standards recognise total library membership as a more accurate indicator of community engagement with public libraries. This is because, although the collection is the core of a library's service offering, membership may be needed for access to other library services (e.g. accessing computers and wifi services in some libraries, booking attendance at some programs). In 2019-20 'active borrowers' represented 14% of the Victorian population.

It should also be noted that membership figures understate the true level of library engagement as there are other services offered by libraries and used by customers that do not require the person to be a library member. This includes onsite access to library materials and reference information, participating in most library programs, accessing computer and wifi services (some libraries do not require

membership for authentication), and using library facilities for study, work, meeting or recreational purposes.

Most libraries have membership rates that range from 50% down to 20%. Yarra Libraries has a very high membership of 66% of the population, influenced by being a high traffic municipality for commuters in the north and east travelling to the CBD, discouraging 'guest' passes in favour of membership sign up, and having an easy to use digital membership. The newly stand-alone Buloke Library has membership of 14% of the population.
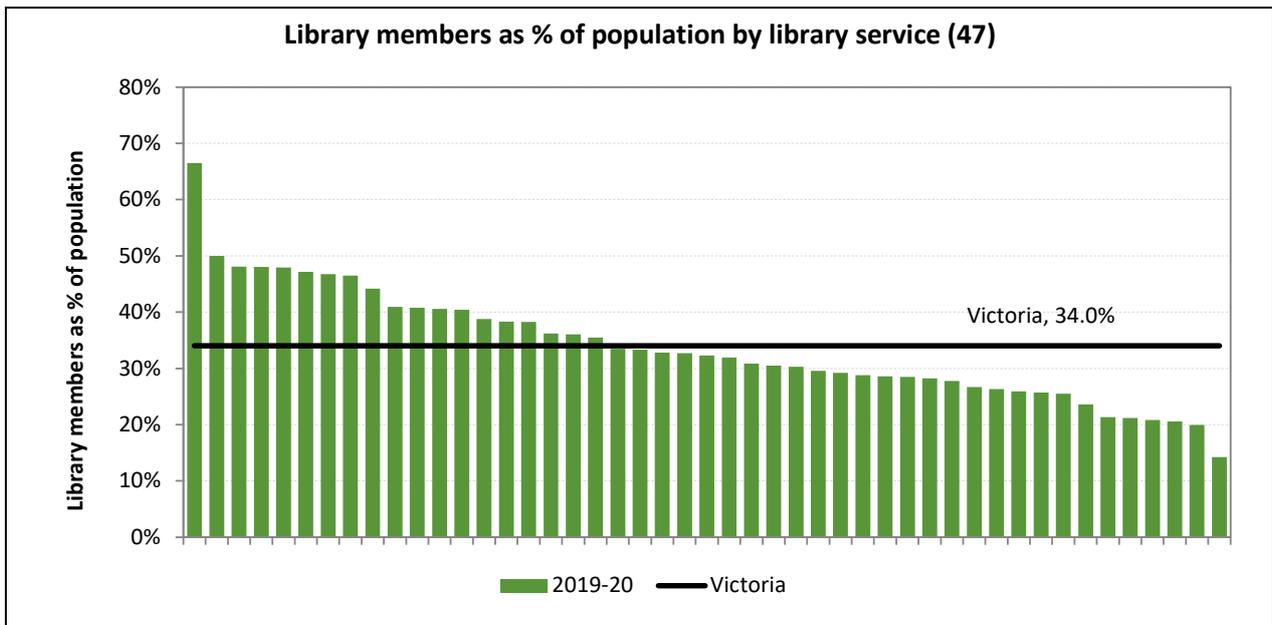
Membership levels can be influenced by a range of factors that include the profile of the community and the services they demand, the library's mix of services and the way in which the library engages with the community. For example, 'out of area' usage occurs where people are members of multiple libraries. 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. In addition:

- Port Phillip, Stonnington, Boroondara, Yarra and Moonee Valley have high borrowing rates and consequently high membership rates
- metropolitan libraries with relatively older populations and fewer young families have lower membership levels (e.g. Darebin, Moreland, Kingston).

Membership levels do not differentiate between single LGA library services and library corporations and networks, other than the level of 'out of area' membership being lower in regional areas and in library corporations and networks (e.g. Eastern, Casey-Cardinia, Whitehorse Manningham) where cross-LGA borrowing occurs within the single corporation. The breakdown of library membership is as follows.

Library membership	Metropolitan Melbourne	Regional Victoria
Single LGA	37%	31%
Library corporation / network	31%	33%

5.   Library visits per capita (branch/mobile)

Definition	Number of visits to library branches and mobiles per capita
Measure type	Use – Visits
Computation	Total number of visits to library branches and mobile library stops divided by the municipal population

Item	2017-18	2018-19	2019-20
Total number of visits to library branches/mobiles	30,810,037	30,775,821	21,865,525
Total population (million)	6.323	6.460	6.596
Library visits per capita	4.9	4.8	3.3

In a typical year there are around 30 million visits to Victorian public libraries. Most of these are to the one of the 277 library branches across the state, with approximately 200,000 visits per year to mobile library services There are 29 mobile library services with 320 stops, mostly in very small rural towns. This equates to an average of 5 visits to the library per year for every Victorian – although some people never or seldom visit a public library while some come several times a week. There has been a slight downward trend in onsite visitation in recent years, which has been offset to some degree by increased use of digital resources which can be downloaded directly from library websites.
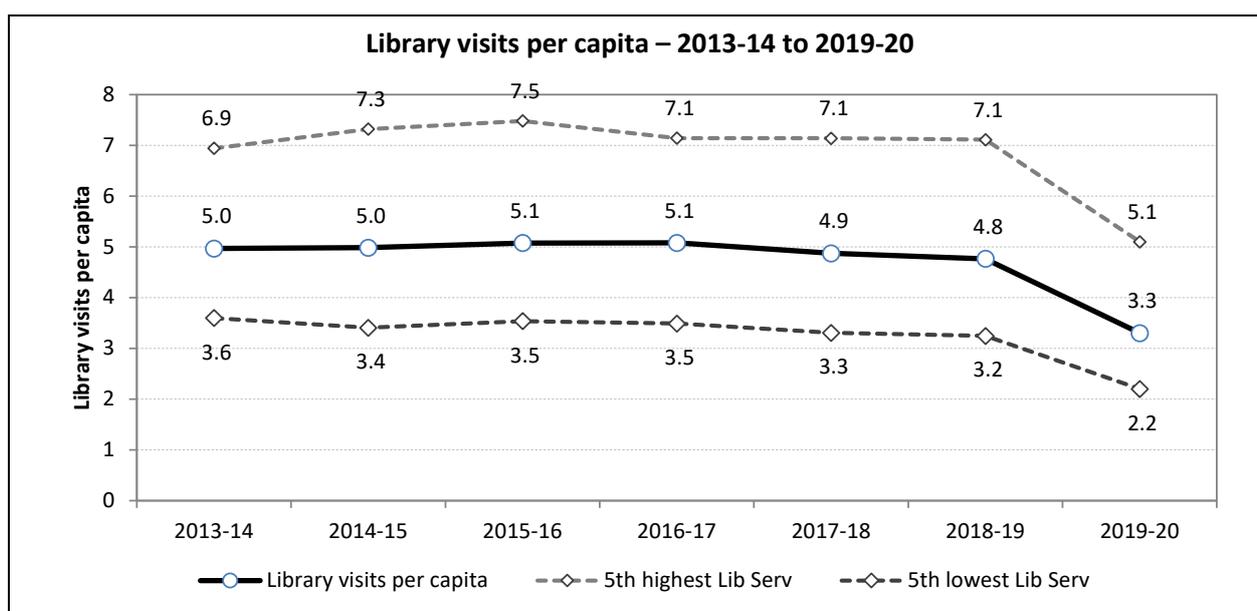
Due to the COVID pandemic and the closure of library branches in March 2020, the number of library visits dropped 29% from 30.8M in 2018-19 to 21.9M in 2019-20. The number of library visits per capita fell from 4.8 to 3.3.

Libraries were closed to the public for at least 14 weeks of the year, representing 27% of a full year. These 14 weeks included two and half weeks of normal school holiday times. Therefore, a 29% drop in average visitation is in line with expectations, and suggests that prior to the COVID shutdowns visits per capita were consistent with the levels seen in previous years. These overall figures are consistent with the experience of individual library services up until March 2020.

As at October 2020, three months into the year, public library doors are still closed, with click and collect services operating at most branches. This means that the number of library visits per capita in 2020-21 is also going to be well below the historical trend level

Public Libraries Victoria

While library services did not all close on the same day, the fact that all closures occurred within a period of about 10 days means that average visitation rates at each library for the period from June 2019 to March 2020 will be representative of overall levels.

Melbourne Library Service is one of the two libraries with the highest rate of visits per capita (6.3). As noted against all per capita indicators, Melbourne's high level of 'out of area' usage contributes to this outcome. Three of the other four libraries with visitation rates of 5.0 or more in 2019-20 are in rural areas – Gannawarra, East Gippsland and Indigo. These LGAs have relatively small populations and typically have above average visitation driven by an active local user base. At the same time, high readership libraries like Boroondara and Hobsons Bay have high average visits per capita.

Libraries with the lowest visitation rates in 2019-20 included both metropolitan and regional libraries, both single LGA services and library corporations (e.g. Casey-Cardinia, Frankston, Wodonga, Buloke).
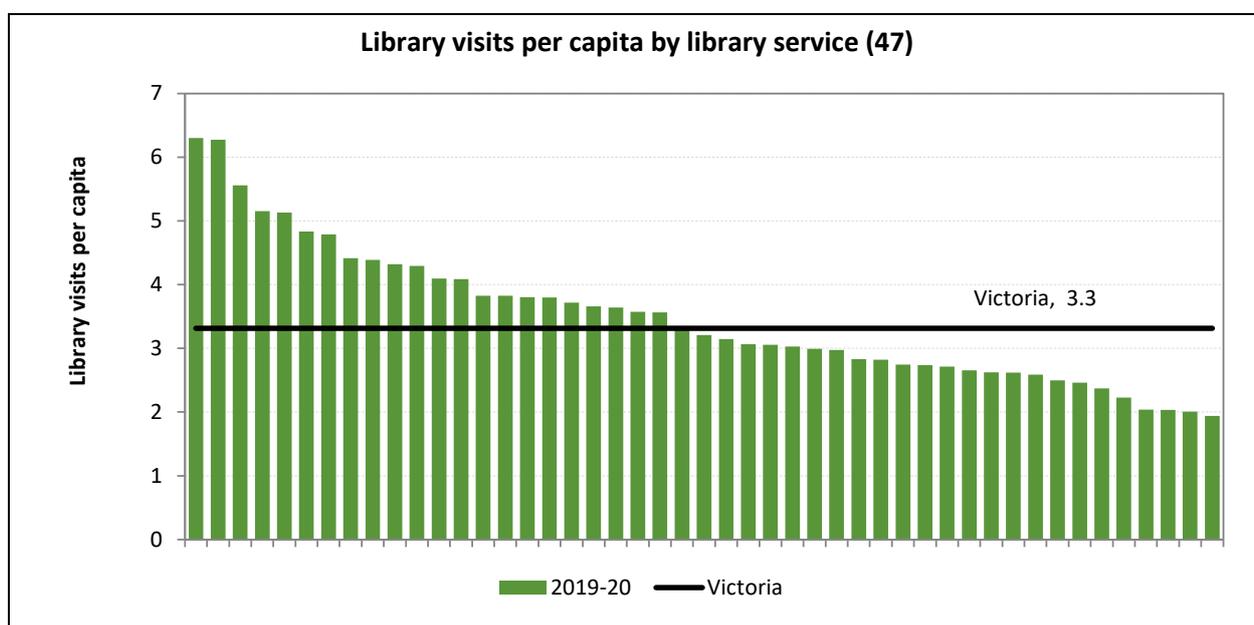
The breakdown of library visits per capita is as follows.

Library visits per capita	Metropolitan Melbourne	Regional Victoria
Single LGA	3.6	3.6
Library corporation / network	2.7	3.3

However, as with many indicators of library use (as opposed to indicators related to service provision), the differences between high and low use are more often explained by local demographics and service approaches than they are by locational or structural differences between libraries.

6. Loans per capita (physical items)

Definition	Number of loans of physical collection items per capita
Measure type	Use – Collections
Computation	Total number of loans of books, audiobooks, magazines, CDs/DVDs and other physical items divided by the municipal population

| Item	2017-18	2018-19	2019-20
Total number of loans of physical items (million)	42.42	41.13	31.28
Total population (million)	6.323	6.460	6.596
Loans per capita (physical items)	6.7	6.4	4.7

The total number of public library loans of physical items has been decreasing over the past six years. From an annual average rate of 8.4 loans per capita in 2013-14, loans have dropped around 5% per year to 6.4 loans per capita in 2018-19. In part this change is due to a shift in format from physical to digital items, as well as being reflective of generally lower frequency of recreational reading in the community.

It is likely that this trend was continuing in public libraries prior to the COVID shutdowns from March 2020. The final 2019-20 result was a 26% drop on 2018-19, with an average of 4.7 loans of books and other physical collection items per capita. This fall was consistent with the loss of 27% of the library sector's opening hours in 2019-20, and would have been greater without some libraries establishing extended home delivery and click and collect services.
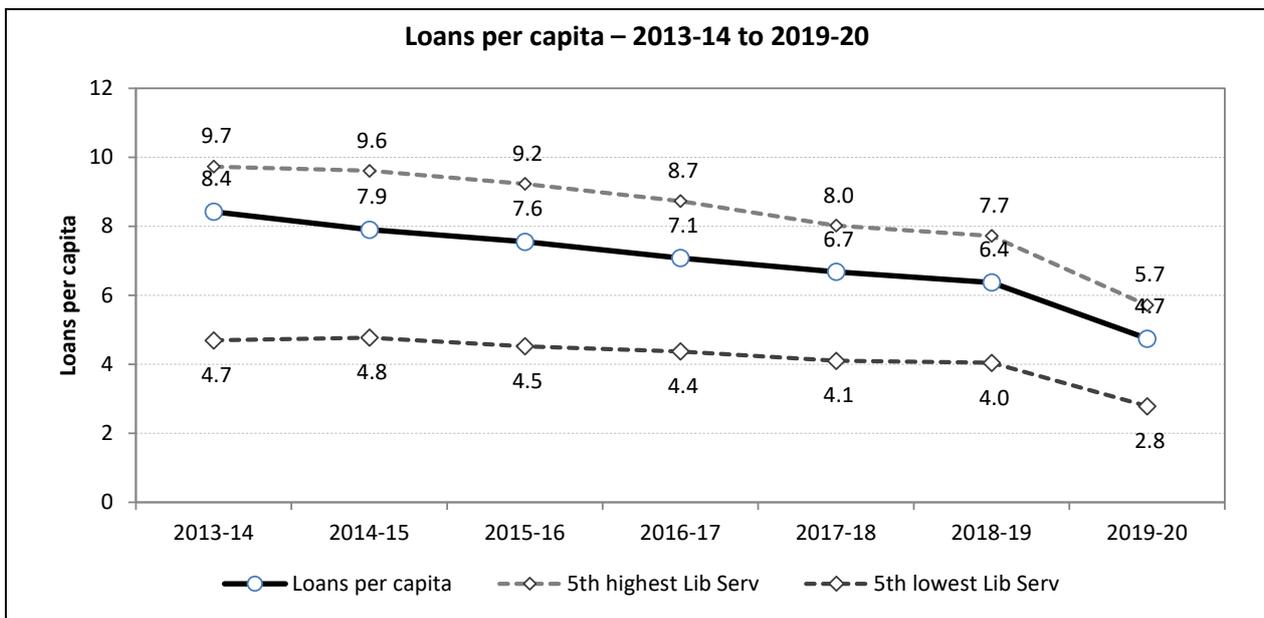
Boroondara Library Service has by far the highest number of loans per capita (8.7), a position it has held for many years and one reflective of the local community's continuing demand for reading material. Most of the other libraries with high rates of loans per capita are in inner Melbourne and the eastern suburbs. That is, Whitehorse Manningham (6.5), Port Phillip (6.3), Eastern (5.8), Monash (5.7) and Glen Eira (5.7). Yarra and Bayside also have loans per capita well above average.

With loans per capita of 5.5 in 2019-20, Geelong has the highest rate of borrowing among library services in regional and rural Victoria.

Loans per capita by library service (47)
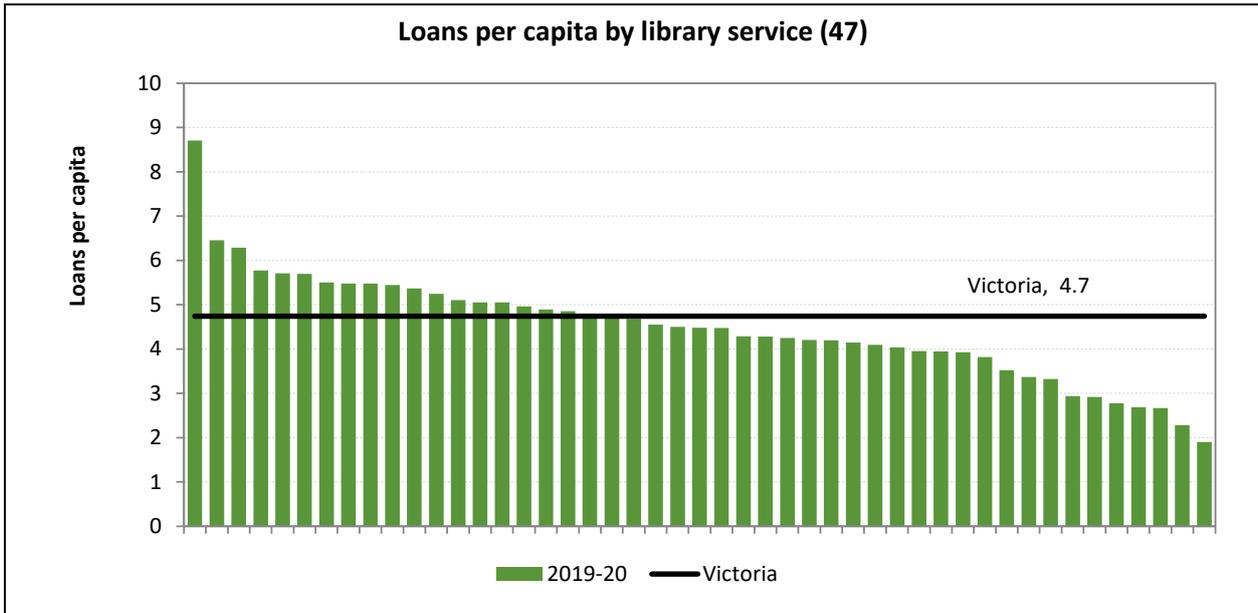
Library services with lower loan rates typically fall into one of two categories. There are outer Melbourne LGAs, especially the fast growing north-west including Mitchell (2.3 loans per capita), Melton (2.7) and Hume (2.9). The second group is rural LGAs such as Buloke (1.9), Wodonga (2.7) and Towong 2.8.

The breakdown of loans per capita (physical items) is as follows.

Loans per capita (physical) items	Metropolitan Melbourne	Regional Victoria
Single LGA	4.7	3.9
Library corporation / network	5.4	4.3

7.   Loans per capita (digital items)

| Definition	Number of downloads of digital items per capita
Measure type	Use – Collections
Computation	Total number of loans of ebooks, eaudiobooks and other digital resources divided by the municipal population

Item	2017-18	2018-19	2019-20
Total number of loans of digital items (million)	3.08	4.95	6.85
Total population (million)	6.323	6.460	6.596
Downloads per capita (digital items)	0.49	0.77	1.04

The use of ebooks and other digital resources has been steadily increasing over the past ten years. The number of digital downloads increased from around 800,000 in 2013-14 to nearly 5 million in 2018-19. In that time the number of downloads per capita increased 450% from 0.14 in 2013-14 to 0.77 in 2018-19. This growth occurred as more content became available in digital format, as reading devices became more mainstream (e.g. accessible via tablet or mobile phone), and as more people became comfortable with this as a way of accessing material and reading for pleasure.

Vision Australia, for example, is moving to a predominantly online collection and has nearly 700,000 downloads of its collection items every year. This represents about 10% of the total number of digital resources downloads in Victorian public libraries.

This upward trend was continuing in 2019-20, but was supercharged by the COVID shutdowns. With library members unable to borrow books from the library, or having limited borrowing options, many library users were compelled to explore digital options to feed their reading habit. Libraries actively facilitate this by aggressively promoting their online resources and supporting people to download relevant apps and access digital content.

Victorian public libraries experienced a 53% increase in the number of downloads of eresources in April and May 2020 compared with pre-COVID-19 figures. This included downloads of ebooks, eaudiobooks, emagazines from a range of content aggregators and downloads of films.

Downloads per capita – 2013-14 to 2019-20
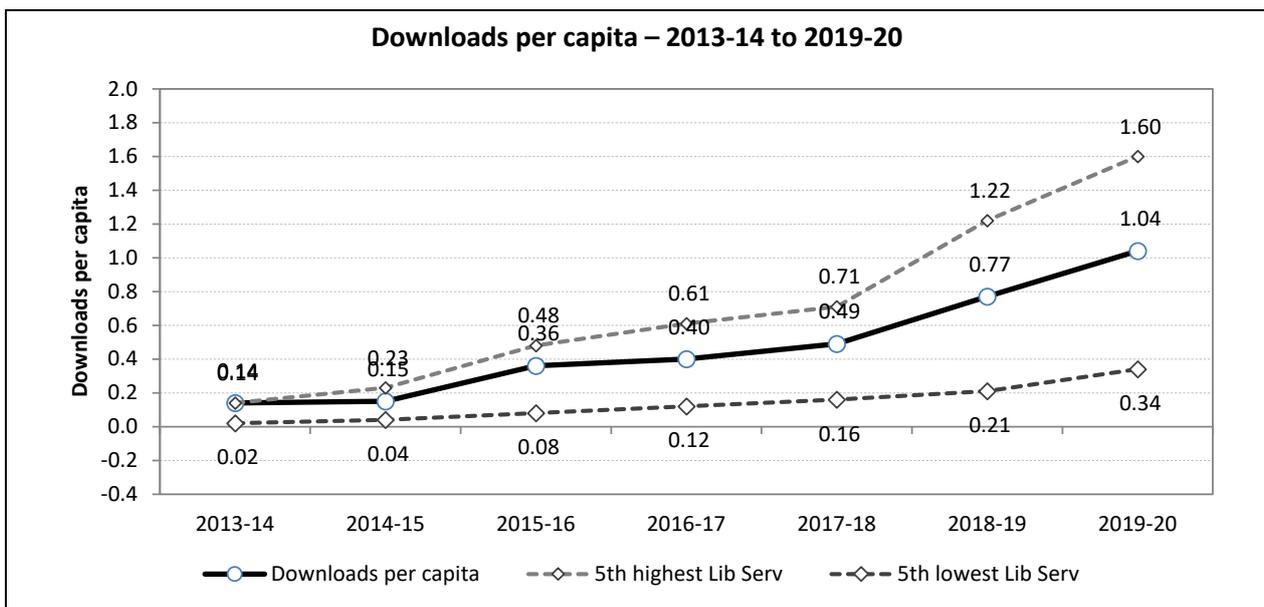
More than half of the library services experienced increases in downloads of digital resources during the COVID period of between 45% and 60%, with some having increases in downloads of nearly 100%. The dramatic increase in downloads was seen across all resource types, with a 62% increase in downloads of ebooks during the COVID shutdowns and a 115% increase in film downloads (from a fairly low base).

Overall, 2019-20 saw a 36% increase in downloads per capita, with an average annual figure of 1.04 downloads per person.

Within library services, Towong has the highest rate of 3.3 downloads per capita (from a very small population base). Goldfields, Melbourne, Brimbank and Eastern also reported more than 1.5 downloads per capita. At the other end of the scale, a mix of quite different library services have download rates below 0.3 (i.e. Buloke, Melton, Mitchell, Greater Dandenong, Gannawarra).
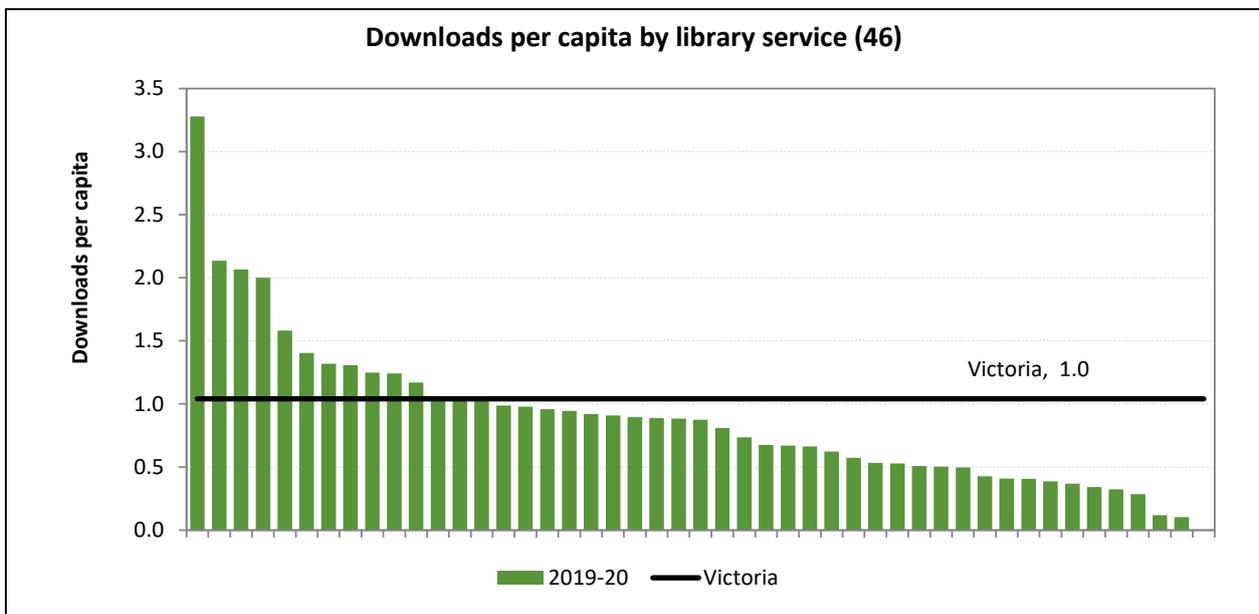
The breakdown of average number of downloads per capita is as follows.

Downloads per capita	Metropolitan Melbourne	Regional Victoria
Single LGA	0.97	0.77
Library corporation / network	0.84	0.99

8. Program attendance 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	Use – Programs
Computation	Total number of attendances at library programs divided by the number of people in the library service's municipal area (in thousands).

Item	2017-18	2018-19	2019-20
Attendance at library programs (million)	2.09	2.26	1.57
Population ('000)	6.323	6.460	6.596
Attendance at library programs per '000 persons	331	350	246

Up until 2019-20 the last eight years had seen 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 42% from 247 per thousand in 2011-12.

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, run at library branches or offsite in community locations, 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.

In 2019-20, the program attendance rate dropped by 30% due to library closures when all onsite and partner-linked programs ceased from mid-March 2020.

Program attendance per '000 population – 2011-12 to 2019-20
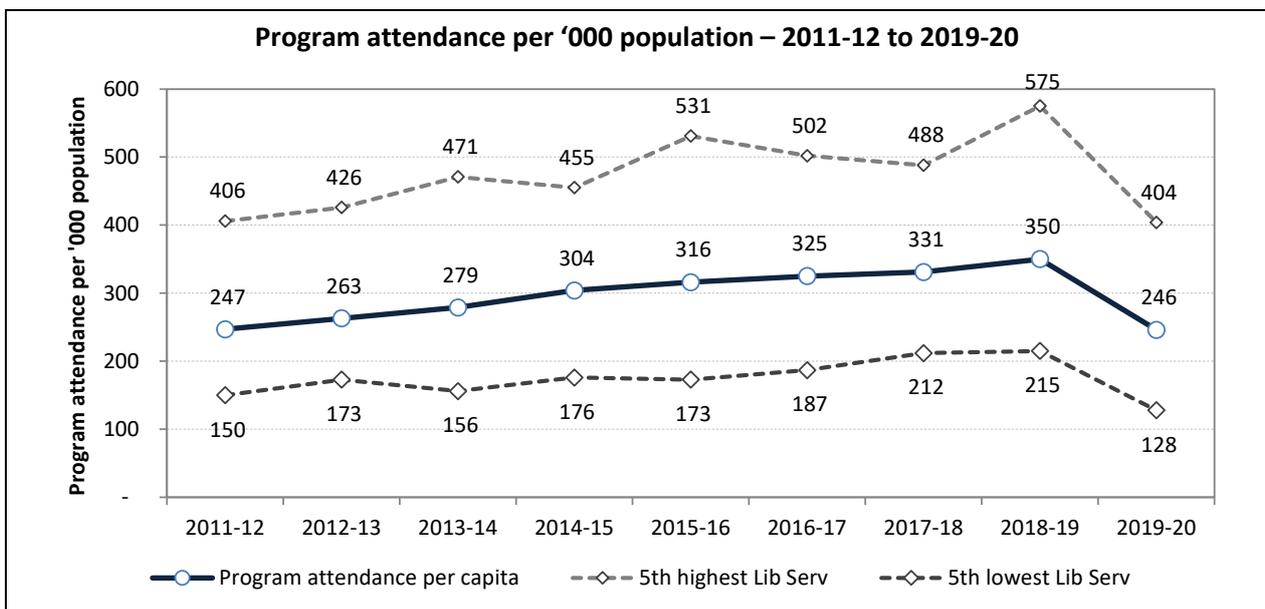
As noted previously, with the libraries closed most library services quickly transitioned to delivery of online programs. The most common approach was to pre-record Story Time sessions with regular or guest presenters (e.g. authors, Councillors, local celebrities) and post these on library websites, Facebook and YouTube. These sessions were viewed hundreds of thousands of times and shown repeatedly by families thankful that a favourite weekly activity for their children was still accessible – albeit in a slightly different form and without the direct interaction with other children and carers. Some library services hosted live online author talks and book clubs, ran online information sessions and English Conversation Classes, and hosted cultural and craft activities.

Views of these online engagements have NOT been included in the annual program statistics due to inconsistencies in the way this data is captured and interpreted. The 30% drop in program attendance is consistent with reductions in other library services due to COVID. However, this understates the actual level of program engagement that libraries were able to maintain during the closures.

As with other indicators of library use, there are no consistent trends in program participation by location or library size. The highs and lows against this measure are likely to be due to local factors such as the staffing resources committed to programming, the range of programs on offer, population demographics and the way in which the library service engages with the community and promotes its programs. Yarra Libraries, for example, was part of an extensive outreach program with local Neighbourhood Houses and not for profit organisations supporting residents in local public housing towers during the COVID period (contributing to their very high participation rate). On this measure Yarra, Moonee Valley, Hume and Indigo were relatively high, while LGAs with some similar characteristics (e.g. Port Phillip, Boroondara, Frankston and Towong) were relatively low. The only notable feature was that none of the 12 library corporations or networks appeared in the top 9 or bottom 10 ranked library services.
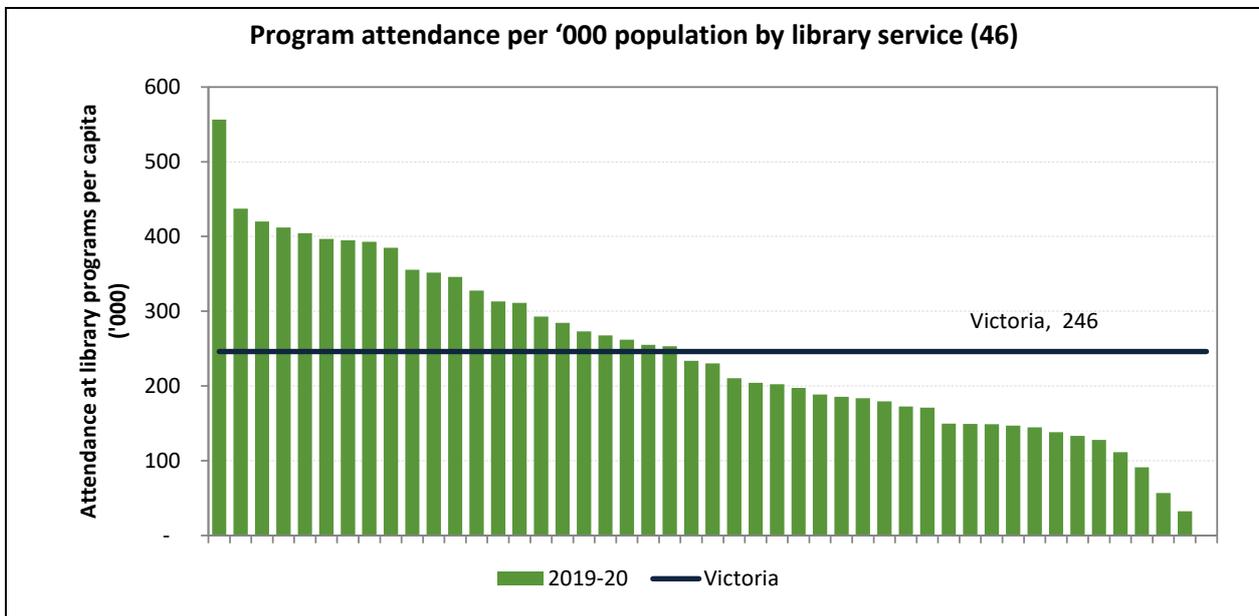
The breakdown of program participation per capita is as follows.

Program attendance per capita	Metropolitan Melbourne	Regional Victoria
Single LGA	262	238
Library corporation / network	225	252

9.   Total hours of technology use per capita

Definition	Number of downloads of digital items per capita
Measure type	Use – Collections
Computation	Total number of loans of ebooks, eaudiobooks and other digital resources divided by the municipal population

Item	2017-18	2018-19	2019-20
Total hours of computer use (million)	Not asked	Not asked	1.55
Total hours of wifi use (million)	Not asked	2.76	2.48
Total population (million)	6.323	6.460	6.596
Hours of technology use per '000 persons	-	-	612

As noted previously, the Victorian library sector is trialling new metrics to gauge technology access and use in public libraries.

The PLV Annual Statistical Survey has not in the past asked libraries to report on the number of hours of computer use. Data was only collected on the number of computer sessions. Therefore, there is no historical or trend information for this measure.

Furthermore, in 2019-20 only half of the 48 library services (which coincidentally represented approximately half of the Victorian population) were able to report against these new measures – both hours of computer use AND hours of wifi use. Therefore, the figures reported here understate actual use of library computers and wifi in the period up to the COVID shutdowns by about 50%. Given the limited amount of data available and reservations about consistency between reporting methods, comparison of results by library service has not been presented.

Finally, due to the COVID shutdowns, the figures reported do not represent a full year's data.

Based on the available data, library users spent a total of 4.03M hours on library computers and wifi, at an average of 612 hours per 1,000 population. Extrapolating for underreporting and the COVID period this suggests an annualised estimate of approximately 10M hours of computer and wifi use, or 1.6 hours per Victorian per annum.
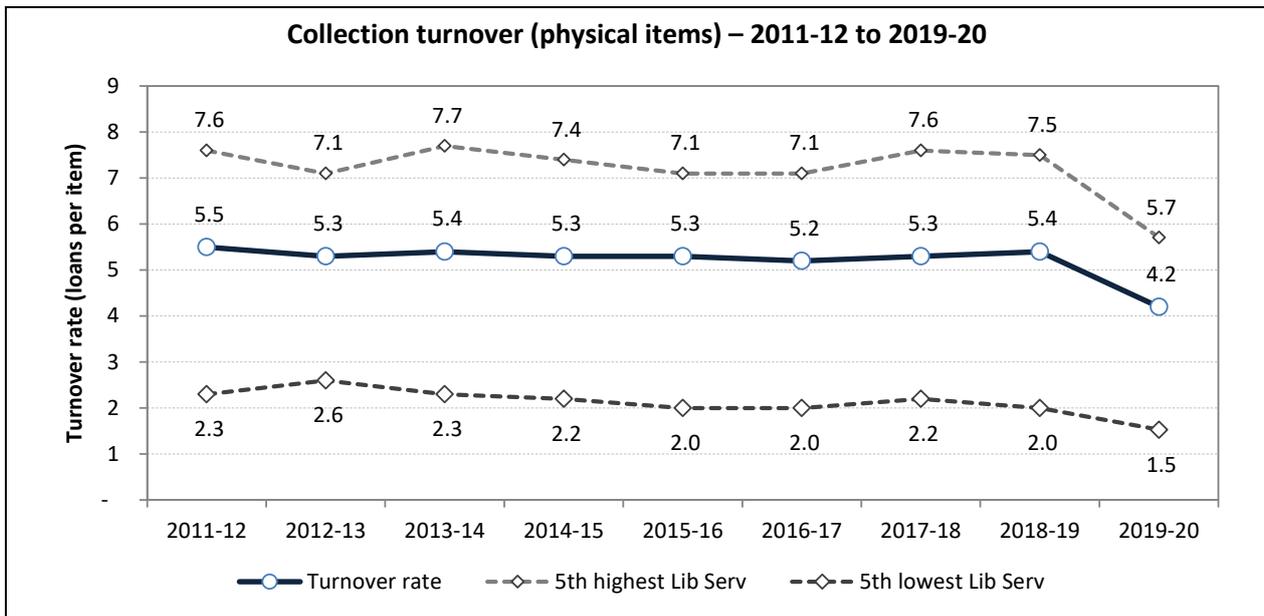
10. Collection turnover (physical items)

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

Item	2017-18	2018-19	2019-20
Number of loans of physical items (million)	42.42	41.13	31.28
Number of physical items available for loan (million)	7.74	7.62	7.47
Turnover rate of physical items	5.5	5.4	4.2

The physical library collection across Victoria's public libraries is around 7.58 million items (down from 7.76 million in 2018-19), with 7.47 million items available for loan (excluding reference material, historical manuscripts, maps and other records that are only available for use in the library). With annual borrowing of these items in 2019-20 at 31 million, this averages out to every available physical collection item in Victoria's public libraries being borrowed 4.2 times during 2019-20. In reality, some items are borrowed much more often than this, while others are seldom borrowed.

The 2019-20 result is down 22% on previous years due to the COVID shutdowns. The drop in turnover (collection efficiency) would have been even greater if many library services had not moved to quickly implement COVID-safe home delivery and click and collect options from April 2020.

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. Consequently, there is considerable variation between libraries in their collection turnover. In 2019-20, six library services had turnover rates above 5.0, while seven had turnover rates below 2.0.

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 7.7, Yarra Plenty 6.3, Casey-Cardinia 5.7 and

Whitehorse-Manningham 5.3). The other two library services in the top six, as has been the case in recent years, are Glen Eira (6.2) and Mornington Peninsula (5.8).

Historically, there is very little change in library service rankings against this indicator over time as this requires either a significant change in collection size and/or a significant change in borrowing levels. For example, Darebin has ranked between 9th and 11th of 47 library services for each of the past seven years. Melton jumped from 25th in 2015-16 and 2016-17 to 7th in 2018-19 and 2019-20 after a major review of its collection in 2017-18.

Even with the disruption of COVID, the ranking of library services against this measure shows an almost perfect split between metropolitan and regional libraries.

The 31 libraries with turnover of physical items of 3.0 or above in 2019-20 were made up almost entirely of library corporations/networks (four metropolitan, five regional) and municipal metropolitan libraries (21). The only regional municipal library service in this group is Wodonga with a turnover of 3.5. Wodonga only has one library branch and so it does not have to carry multiple copies of items in the way that multi-branch libraries do. The 16 libraries with turnover of less than 3.0 loans per physical item three 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.
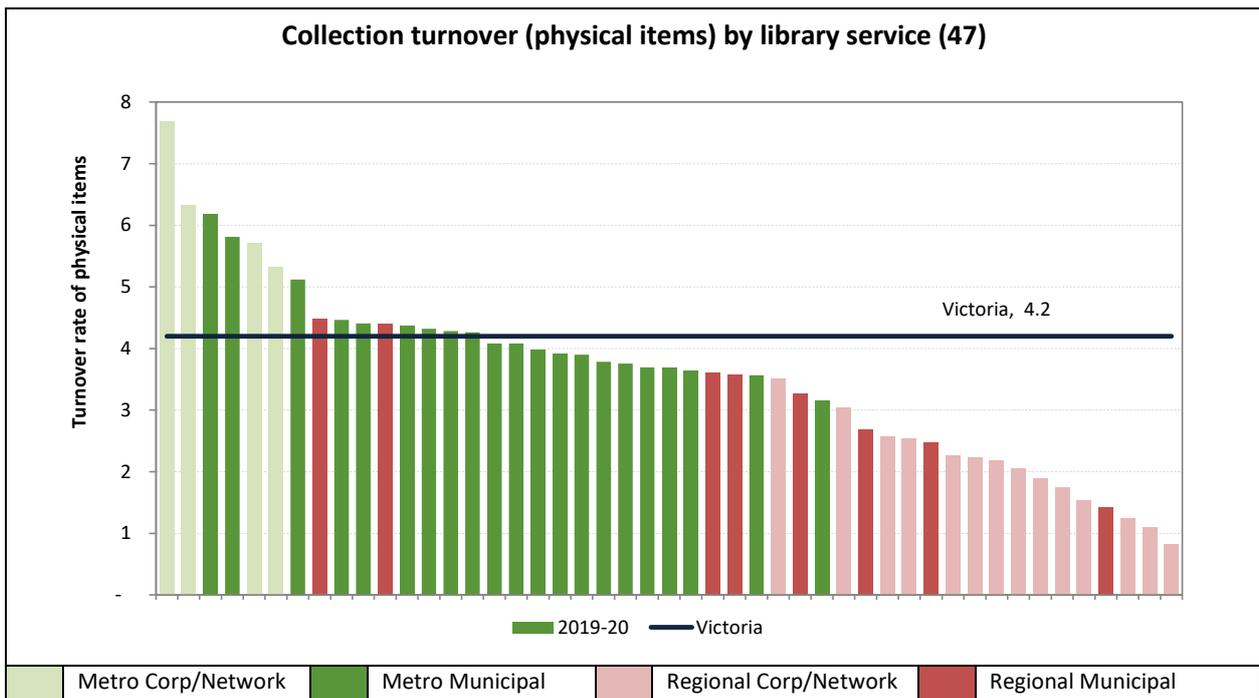
The breakdown of collections turnover (physical items) is as follows.

Turnover (physical items)	Metropolitan Melbourne	Regional Victoria
Single LGA	4.2	2.0
Library corporation / network	6.3	3.2

APPENDIX 1. VICTORIAN PUBLIC LIBRARY SERVICES

Library Service	Population (Jun-19)	Area (sq km)	Library branches	Mobiles (stops)	
Bayside	106,862	37	4	-	-
Boroondara	183,199	60	6	-	-
Brimbank	209,523	123	5	-	-
Buloke	6,124	8,000	5	1	6
Campaspe	37,622	4,519	5	-	-
Casey-Cardinia	466,031	1,692	7	1	11
Central Highlands	209,132	20,155	15	6	32
Corangamite	89,718	13,448	11	1	12
Darebin	164,184	54	4	-	-
East Gippsland	47,316	20,940	6	3	31
Eastern	442,558	2,644	13	2	38
Frankston	142,643	130	3	-	-
Gannawarra	10,472	3,735	3	-	-
Geelong	319,052	5,513	17	2	17
Glen Eira	156,511	39	4	-	-
Glenelg	19,674	6,219	3	1	3
Goldfields	195,582	12,974	9	-	-
Goulburn Valley	107,204	9,772	10	1	24
Greater Dandenong	168,201	130	2	-	-
High Country	65,214	14,630	6	1	1
Hobsons Bay	97,751	64	5	-	-
Hume	233,471	504	5	1	7
Indigo	16,701	2,040	4	1	2
Kingston	165,782	91	9	-	-
Latrobe	75,561	1,426	4	-	-
Maribyrnong	93,448	31	5	-	-
Melbourne	178,955	37	6	-	-
Melton	164,895	528	2	-	-
Mildura	55,777	22,083	4	1	1
Mitchell	46,082	2,862	4	-	-
Monash	202,847	82	6	-	-
Moonee Valley	130,294	43	5	-	-
Moreland	185,767	51	5	-	-
Mornington Peninsula	167,636	724	4	1	16
Murrindindi	14,570	3,880	3	1	8
Port Phillip	115,601	21	5	-	-
Stonnington	117,768	26	4	-	-
Swan Hill	20,649	6,115	1	1	19
Towong	6,040	6,675	2	-	-
Vision Australia	-	-	1	-	-
Wellington	44,380	10,817	6	-	-
West Gippsland	119,630	8,190	11	2	14
Whitehorse Manningham	306,312	178	8	-	-
Wimmera	47,391	33,955	10	1	15
Wodonga	42,083	433	1	-	-
Wyndham	270,487	542	5	-	-
Yarra	101,495	20	5	-	-
Yarra Plenty	426,963	985	9	1	53
Victoria	**6,596,039**	**227,496**	**277**	**29**	**310**

Public Libraries Victoria

APPENDIX 2. DATA SPECIFICATIONS

The following data (34 items) was collected in the 2019-20 PLV Annual Statistical Survey.

Data to be collected	Notes

Population	
1. Municipal population	Derived from ABS Estimated Resident Population data at 30 June 2019 – sourced in March 2020 (ABS 3218.0).

Financial – Income	*Use standard statements for year end*
2. Operational funding from federal government	Include project grants.
3. Operational funding from state government	Includes Premiers Reading Challenge, local priorities funding, core funding.
4. Operational funding from local government	Include collection funding in this item – even if is treated as a capital allocation.
5. Capital funding from federal government	Include grants for library buildings.
6. Capital funding from state government	Include grants for buildings, mobile libraries, Living Libraries funding.
7. Capital funding from local government	Include library buildings, plant and equipment. Do not use this item for collection funding, which goes in Item 4.
8. Income from user fees and charges	-
9. Other income not included above	If applicable, use this item to report other income or to reconcile your income as per your signed off financial report (for Regional Library Corporations - RLCs) or actuals in your approved budget at 30 June (for single municipalities).

Financial – Expenditure	*Use standard statements for year end*
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) and other incidental expenses. Do NOT include library collection or collection processing costs (see Items 12 and 13). Do NOT include capital purchases such as vehicles or equipment (see Item 14). Indirect costs such as depreciation (see Item 15) and council management/corporate overheads are specifically excluded. Note: The LGPRF includes expenditure on ebooks and magazines as part of operating and corporate expenses. For PLV purposes, this expenditure is reported separately in Item 13.
Note	*Please make a note here if you are unable to exclude management costs from Item 11.*

Public Libraries Victoria

Financial – Expenditure		Use standard statements for year end
12a.	Total expenditure on library materials (physical)	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 and report them in Item 12b.
12b.	Total expenditure on library materials (physical)	PROCESSING. Include library collection item processing costs here.
Note		*Please make a note here if you are unable to exclude processing costs from Item 12a.*
13.	Total expenditure on library materials (digital)	Include ebooks, emagazines, eaudio, evideo, etc.
14.	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 all library materials (see Items 12 and 13).
15.	Depreciation	Depreciation (if this can be reported separately).
16.	Other expenditure not included above	If applicable, use this item 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		
17.	Number of equivalent full time (EFT) employees	Include all paid full time, part time and casual staff. Calculate number of EFT positions based on 35/38 hour week as appropriate. Do NOT include volunteers.

Library collection		
18a.	Total number of collection items (physical)	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 at the end of the reporting period. Do NOT include lost/missing items. For magazines and serials count titles, not issues.
18b.	Total number of collection items (digital)	Only count ebooks (including eaudio books) and emagazines purchased through aggregators such as Borrowbox, Overdrive and RBDigital. 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 online databases.
Note		*Please list the digital aggregators/service providers your library uses, as well as the main online databases your members can access.*
19a.	Total number of items for loan (physical)	Items for loan as per Item 18a, EXCLUDING physical items (e.g. historical records, maps, manuscripts) that are not available for loan.
19b.	Total number of items for loan (digital)	Items for loan as per Item 18b, EXCLUDING any items that are not available for loan.

Library collection		
20a.	Number of items purchased in the last 5 years (physical)	Only include physical items available for loan, as per Item 18a.
20b.	Number of items purchased in the last 5 years (digital)	For eresources purchased under a licence arrangement, the date of the licence (or renewal) should be used for the purposes of determining the five-year period.

Usage		
21a.	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. Libraries Victoria). It does not include loans sourced from other libraries or collections.
21b.	Total number of loans (digital items)	Physical items as per Item 19a. Digital items as per Item 19b.
22.	Total number of library members	Is a person who has registered to use the library service (including residents and non-residents) with any form of activity against that registration in the past three years.
23.	Total number of active borrowers	Is a person who has registered to use the library service (including residents and non-residents) who has borrowed a physical or digital collection item from the library within the 12 month reporting period.
24a.	Total number of library 'visits' (branch)	Is visits in person to a branch library.
24b.	Total number of library 'visits' (mobile)	Is visits in person to a mobile library service.
24c.	Total number of library 'visits' (delivery)	Is visits made as part of collection delivery services (e.g. Home Library).
24d.	Total number of library 'visits' (website)	Is the number of participants in outreach programs and events.
24e.	Total number of library 'visits' (website visitors)	Is total visits to the library website for the reporting period (taken from web analytics).
24f.	Total number of library 'visits' (library app)	Is unique website visitors for the reporting period, calculated as the number of unique daily users summed over 12 months. Google Analytics or similar software can be used to determine this figure.
Note		*Please make a note here if your library has access to software that records total or average time spent in the library.*
25.	Program/event attendance	Include attendance at library programs and events held inside and outside the library.
26a.	Wifi use (hours)	Total number of wifi hours (across all users) during the reporting period.
26b.	Wifi use (downloads)	Total GB downloads during the reporting period.
Note		*Please briefly describe what conditions, if any, are placed on wifi access (e.g. maximum time, library membership), and how you calculated this figure.*
27.	Number of hours on bookable devices	Total number of hours spent on bookable devices (e.g. library computers, laptops, tablets). See also Item 33a.

Public Libraries Victoria

Library operations		
28.	Number of library branches	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).
29a.	Size of branches – PAFS m^2	Public Access Floor Space (PAFSm2) 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.
29b.	Size of branches – GFA m^2	Gross Floor Area (GFAm2) includes all PAFS plus staff, services, amenities and ancillary spaces (e.g. foyer, entry corridors, staff work spaces, toilets, plant, storage, loading).
30a.	Number of mobile library vehicles	Only include vehicles with a timetabled schedule of visits/stops.
30b.	Number of mobile library stops	Number of mobile stops.
31.	Number of other service points	Include permanent or semi-permanent physical service points where customers can access collections or other library services. For example: self-serve library kiosks (in separate locations from library branches); library depots; collection vending machines; library pop-up locations; outreach vehicles and any other outlets not elsewhere reported.
Note		*Please briefly describe number and type of other service points mentioned in Item 31.*
32a.	Total opening hours (library branches and mobiles)	The average total number of hours that all library branches and mobile library vehicles are open per week.
32b.	Total opening hours (other service points)	The average total number of hours that other library service points (i.e. agencies, kiosks) are open per week.
33a.	Number of public access devices	Include devices available for public use (e.g. desktops, laptops, tablets). Do NOT include devices for in-house or program use only.
33b.	Number of OPACs	OPAC and catalogue only devices.

Customer satisfaction		
34.	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.
Note		*Describe the source of satisfaction rating (e.g. Nexus survey, Council survey) and wording of actual customer satisfaction question asked.*

Library outcomes	
Outcome statements	Library services are encouraged to provide quotes or short anecdotes from 2019-20 that illustrate the ways in which libraries change lives. These could be examples that focus on an individual, a group of people or the whole community. One or two responses could be provided against each of the following six outcome categories (which are taken from the APLA/ALIA 2016 National Guidelines, Standards and Outcome Measures). ▪ Literacy and lifelong learning ▪ Digital inclusion ▪ Personal development and wellbeing ▪ Economic and workforce development ▪ Stronger and more creative communities ▪ - Informed and connected citizens

The annual survey also collects data from public library services on their Early Years (EY) Literacy programs and the collections in Languages Other Than English (LOTE).

APPENDIX 3. 2019-20 STATISTICAL SUMMARY

Indicator	2018-19	2019-20	% change
Victorian population			
Population	6,459,786	**6,596,039**	+ 2.1%
Library income *			
Operating funding from state government	$42,301,447	**$43,350,214**	+ 2.5%
Operating funding from local government	$209,554,409	**$208,403,915**	- 0.5%
User fees and charges	Not asked	**$3,767,741**	-
Other income	$9,023,797	**$2,950,408**	- 67%
Total operating funding	$260,879,653	**$258,472,279**	- 0.9%
% of operating funding from local government	80%	**81%**	+ 0.4%
% of operating funding from state government	16%	**17%**	+ 3.4%
Program funding from federal government	$412,621	**$708,656**	+ 72%
Capital funding from federal government	-	**-**	-
Capital funding from state government	$2,301,159	**$1,445,258**	- 37%
Capital funding from local government	$19,648,668	**$11,630,556**	- 41%
Total capital funding	$21,949,827	**$13,075,814**	- 40%
Library service funding per capita	$40.39	**$39.19**	- 2.6%
Library service funding from local government	$32.44	**$31.60**	- 3.0%
Library service funding from state government	$6.55	**$6.57**	+ 0.3%
Library expenditure *			
Employee costs	$172,700,250	**$173,092,578**	+ 0.2%
Operating expenditure	$41,147,176	**$34,193,797**	- 17%
Collections expenditure (physical and digital)	$36,918,289	**$39,412,694**	+ 6.8%
Other expenditure	-$2,957,120	**$412,285**	- 114%
Total expenditure	$247,808,595	**$247,111,353**	- 0.3%
Capital expenditure	$14,442,995	**$12,370,384**	- 14%
Collections expenditure per capita	$5.72	**$5.98**	+ 4.6%
% of total expenditure on staff	70%	**70%**	+ 0.5%
% of total expenditure on collections	15%	**16%**	+ 7.1%
Staffing			
Number of library staff (EFT)	1,870	**1,864**	- 0.3%
Library staff EFT per 1,000 population	0.29	**0.28**	- 1.4%
Facilities			
Number of library branches	277	**277**	-
Number of mobile libraries	30	**29**	- 3.3%
Number of mobile library stops	317	**310**	- 2.3%
Number of opening hours per week (branches and mobiles)	12,232	**12,383**	+ 1.2%
Number of other library outlets	72	**64**	- 11%
Number of opening hours per week (other outlets)	668	**779**	+ 17%
Collections			
Number of physical items	7,757,206	**7,583,035**	- 2.2%
Number of physical items available for loan	7,621,692	**7,472263**	- 2.0%
% of physical items purchased in last 5 years	68%	**67%**	- 1.5%
Number of ebooks and digital resources	736,462	**823,492**	+ 12%
Total number of collection items	8,493,668	**8,406,527**	- 1.0%
% of total collection that is digital items	8.7%	**9.8%**	+ 13%
Collection items per capita	1.31	**1.27**	- 3.1%
Membership			
Number of library members	2,218,660	**2,242,665**	+ 1.1%
% of Victorian population who are library members	34.3%	**34.0%**	- 1.0%
Number of active borrowers	1,002,437	**932,978**	- 6.9%
% of Victorian population who are active borrowers	15.5%	**14.1%**	- 8.9%

Public Libraries Victoria

Indicator	2018-19	2019-20	% change
Customer satisfaction			
Average customer satisfaction rating (out of 10)	8.55	**8.46**	- 1.1%
Visits			
Number of visits to library branches	30,544,358	**21,708,304**	- 29%
Number of visits to mobile libraries	231,463	**157,221**	- 32%
Total number of visits to branches and mobile libraries	30,775,821	**21,865,525**	- 29%
Visits per capita (branches and mobile libraries)	4.8	**3.3**	- 30%
Number of collection delivery visits	80,710	**83,801**	+ 3.8%
Number of outreach visits	344,608	**252,478**	- 27%
Number of website visits	Not asked	**18,835,455**	-
Number of website visitors	12,905,117	**10,215,866**	- 21%
Number of launches of library app	635,773	**1,201,946**	+ 89%
Loans and downloads			
Number of loans of physical items	41,126,495	**31,280,410**	- 24%
Number of downloads of ebooks and digital items	4,949,668	**6,853,239**	+ 38%
Total number of loans and downloads	46,076,163	**38,133,649**	- 17%
Total number of loans per capita	7.1	**5.8**	- 19%
Turnover of physical items	5.4	**4.2**	- 22%
Turnover of digital items	6.7	**8.3**	+ 24%
Library programs			
Number of participants in library programs	2,262,925	**1,623,615**	- 28%
Program participants per 1,000 population	350	**246**	- 30%
Technology access and use			
Number of public access computers, laptops and tablets	3,967	**3,649**	- 8.0%
Number of devices per 1,000 population	0.61	**0.55**	- 10%
Number of OPAC devices	533	**532**	- 0.2%
Number of hours of use of library computers	Not asked	**1,554,409**	-
Number of hours of wifi use	2,762,318	**2,484,626**	- 10%
Hours of computer and wifi use per 1,000 population	Not asked	**612**	-
Number of GB of downloads	Not asked	**674,780**	-

* Financial and staffing statistics exclude income and expenditure for Vision Australia (approx. $4.2M and 10 staff).

Public Libraries Victoria

APPENDIX 4. COMPARATIVE PERFORMANCE REPORT

Each year a Comparative Performance Report is produced as a complementary output from the PLV Annual Statistical survey. The report lists and ranks library service data for approximately 60 indicators for each library service for each of the last three years. For example:

Library Service	Total members			Rank		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
Eastern	130,786	131,752	148,249	2	2	1
Casey-Cardinia	120,615	127,642	132,757	4	4	2
Geelong	123,520	130,003	128,998	3	3	3
Yarra Plenty	137,983	141,641	118,443	1	1	4
Whitehorse Manningham	101,820	93,452	100,136	5	5	5
Wyndham	74,554	78,897	86,429	8	10	6
Melbourne	83,089	82,302	86,058	7	7	7
Brimbank	72,005	79,548	81,210	9	9	8
Greater Dandenong	85,509	87,399	78,153	6	6	9
Boroondara	69,730	81,350	74,983	10	8	10
…	…	…	…	…	…	…
…	…	…	…	…	…	…

The 2019-20 report shows comparative data for 2017-18, 2018-19 and 2019-20.

The indicators listed in the 2019-20 Comparative Performance Report are shown below. The 'Top 10' indicators are highlighted.

Indicator group	Library indicator
1. Service setting	▪ Population ▪ Area serviced (sq. km) ▪ Number of static branches and mobiles
2. Opening hours	▪ Total opening hours per week (branch/mobile) ▪ Average opening hours per branch
3. Membership	▪ Total members ▪ Total members as % of population * ▪ Active borrowers ▪ Active borrowers as % of population
4. Visits	▪ Library visits (branch + mobile) ▪ Library visits (mobile only) ▪ Library visits per capita * ▪ Library visits per staff EFT ▪ Library visits per opening hour per week ▪ Website visits ▪ Website visits per capita ▪ Website visitors ▪ Website visitors per capita
5. Collections	▪ Total number of collection items ▪ Total collection items per capita ▪ Total number of physical items ▪ Physical items per capita ▪ % of physical items purchased in last 5 years * ▪ Total number of digital items ▪ Digital items per capita

Indicator group	Library indicator
6. Loans	- Total number of loans and downloads - Total loans/downloads per capita - Total loans of physical items - Loans (physical items) per capita * - Total downloads of digital items - Downloads (digital items) per capita * - Turnover rate (physical items) * - Turnover rate (digital items) - Loans (physical items) per active borrower - Loans (physical items) per staff EFT
7. Programs	- Number of program attendees - Program attendees per '000 population *
8. Computers and wifi	- Number of public access devices - Devices per '000 population - Total hours of technology use per capita * - Hours of computer use per capita - Wifi hours per capita - GB downloads per capita
9. Library income	- Income from Council - Total income - Council income as % of total income - Income from Council per capita - Income from State Government per capita - User fees and charges per capita - Library service funding per capita *
10. Library expenditure	- Total operating expenditure - Operating expenditure per capita - Collections expenditure - Collections expenditure per capita * - Collections expenditure as % of total expenditure - Staff expenditure - Staff expenditure per capita - Staff expenditure as % of total expenditure - Cost per visit (Total income) - Cost per opening hour (Total income) - Cost per loan (Total income)
11. Staff	- Total staff EFT - Staff EFT per '000 population
12. Customer satisfaction	Customer satisfaction rating