**2016-17 PLVN Annual Statistical Survey**

**‘Top 10’ Library Performance Indicators**

**Summary Report**

**Report**

This report documents and presents data from Public Libraries Victoria Network’s (PLVN) 2016-17 Annual Statistical Survey, highlighting results against the ‘Top 10’ public library performance indicators. The report includes background, definitions, methodology, analysis and commentary that can be used by PLVN and public libraries in different ways to showcase and benchmark performance.

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| *1.* | *2016-17 PLVN Library Performance Summary* | 2-page summary of Top 10 Victorian public library performance indicators |
| *2.* | *Background* | 1-page description of the rationale for the development of the Top 10 indicators from 2016-17 |
| *3.* | *Top 10 PLVN Library Performance Indicators* | 20 pages documenting each of the Top 10 indicators, including definition of the indicator, 2016-17 and comparative data, and commentary on performance |
| *4.* | *2016-17 Library Service Comparative Tables* | 10 pages ranking each Victorian library service against each of the Top 10 indicators |
| *5.* | *Vision Australia Information and Library Service* | 1-page summary of VAILS data, which is analysed and presented separately due to the differences between the municipal library services and VAILS |
| *6.* | *Indicator definitions* | 3 pages documenting each of the Top 10 performance indicators |
| *7.* | *Data specifications* | 3-page description of the data specifications provided to Victorian public libraries to assist with data collection |

The following abbreviations are used throughout the report.

ILS Information Library Service

I&LS Information and Library Service

LC Library Corporation

LN Library Network

LS Library Service

L&IS Library & Information Service

PLS Public Library Service

RLC Regional Library Corporation

RLS Regional Library Service

**1. 2016-17 PLVN Library Performance Summary**

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| --- | --- |
| **Top 10 library performance indicators** | **Victorian public libraries** |
|  | **2014-15** | **2014-15** | **2016-17** | **Trend** |
| 1. | Active library members | 19% | 17% | 16% | 🡾 |
| 2. | Attendance at library programs per ‘000 capita | 304 | 316 | 325 | 🡽 |
| 3. | Turnover rate – physical items | 5.3 | 5.3 | 5.2 | 🡺 |
| 4. | Turnover rate – digital items | 2.5 | 3.5 | 3.7 | 🡽 |
| 5. | Physical quality of library collection | 66% | 67% | 66% | 🡺 |
| 6. | Cost of library service per capita\* | $39.57 | $40.51 | $40.95 | 🡺 |
| 7. | Cost of library service per visit\* | $6.27 | $6.43 | $6.50 | 🡺 |
| 8. | Staff EFT per ‘000 capita | 0.30 | 0.31 | 0.30 | 🡺 |
| 9. | Number of public access devices per ‘000 capita | 0.65 | 0.69 | 0.71 | 🡽 |
| 10. | Customer satisfaction rating | 8.65 | 8.59 | 8.44 | 🡾 |

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

Victoria’s public libraries continue to provide high quality and efficient library services to the Victorian community. The Top 10 PLVN library performance indicators address participation, collections, cost efficiency, staffing, technology and customer satisfaction. The 2016-17 data illustrates the changing role of public libraries, showing improvement in terms of program attendance and digital inclusion, while also indicating declines in active library membership and customer satisfaction.

1. **Active library members** 🡾

In 2016-17, 2.17 million people were members of Victorian public libraries. This represents 36% of the Victorian population. Of these, 0.99 million, or 16% of the Victorian population, borrowed a library collection item during 2016-17. This figure is lower than what has been previously reported for active library membership (1.03 million people and 17% in 2015-16). Many people who are library members do not borrow collection items (e.g. a family member may borrow for them), and many people who are not library members use the library to attend programs, use the computers and wifi, or use library spaces for work, study or relaxation.

1. **Attendance at library programs per ‘000 capita** 🡽

In 2016-17, an average of 325 people out of every thousand attended a cultural, literacy or skill development program at a Victorian public library. This is 3% higher than the 2015-16 result and continues a steady upward trend – up 32% on the 247 per thousand reported statewide in 2011-12. Library programs cater to the needs and interests of different population cohorts and include Story Time and Rhyme Time for children, school holiday programs for young readers, author talks and book clubs, digital literacy training, youth activities and cultural events.

1. **Turnover rate – physical items** 🡺

In total, Victoria’s public libraries have a physical collection of 8.22 million items (down 3% from 8.46 million items in 2015-16). With annual loans of physical collection items around 43 million (down from 45 million in 2015-16), there was an average of 5.2 loans per item during 2016-17, consistent with results from previous years. Turnover rates at individual libraries range from more than 9.0 loans per item to less than 2.0 loans per physical collection item.

1. **Turnover rate – digital items** 🡽

The number and use of digital collection items in Victorian public libraries continue to increase. The total ‘stock’ of digital items increased 20% to 650,000 in 2016-17. The 2.4 million loans of ebooks and resources compares with 1.9 million loans of digital collection items in 2015-16 and 0.9 million in 2014-15. On average, every digital collection item in Victoria’s public libraries was borrowed 3.7 times during 2016-17, or 4.2 times if the resources of Vision Australia are included.

1. **Physical quality of library collection** 🡺

Sixty six percent of public libraries’ current physical collection of 8.2 million items has been purchased in the last five years, indicating a high level of collection quality and currency. This is consistent with results in the past two years, but above the 60% from 2011-12. The five libraries that have purchased more than 80% of their physical collection in the last five years are all metropolitan library services and regional library corporations. The five libraries with the lowest proportion of physical collection items purchased in the last five years (below 40%) are in rural and regional areas.

1. **Cost of library service per capita** 🡺

The average cost of providing public library services in Victoria in 2016-17 was $40.95 per person. In real (inflation-adjusted) terms this figure is in line with per capita costs in previous years. In 2016-17 the total direct cost of providing public library services in Victoria was $254 million (vs $241 million in 2015-16) – with $200 million (79%) of library operating funding coming from local government, $42 million (17%) from state government, and $11 million (4%) from other funding sources (including library fees and charges). This does not include federal government program funding of $0.27 million or capital funding for library buildings, mobile libraries, plant and equipment.

1. **Cost of library service per visit** 🡺

In 2016-17 local governments in Victoria contributed $200 million to the operation of public library services. Across more than 30 million physical visits to public and mobile libraries (not including visits to library websites or attendance at offsite activities), this represents an average of $6.50 per visit. Annualised cost growth of 1.3% per annum since 2013-14 ($6.26 per visit) is in line with inflation.

1. **Staff EFT per ‘000 capita** 🡺

The number of EFT library staff per thousand population continues to be stable at 0.30. In 2016-17 Victoria’s public libraries employed the equivalent of 1,826 full time persons. As in the past, on average regional library corporations have a lower staff per capita rate (0.26 EFT per ‘000 population) than single municipal libraries (0.33 EFT).

1. **Number of public access devices per ‘000 capita** 🡽

Victorian public libraries are assisting community connections and access to digital information by increasing the number of public access devices in libraries (including desktops, laptops and tablets). Since 2011-12 the number of public access devices accessible per thousand persons has increased from 0.40 to 0.71, an increase of 78%.

1. **Customer satisfaction rating** 🡾

Victoria’s public libraries first reported to PLVN on customer satisfaction ratings in 2013-14. In 2016-17, across different survey approaches, the average library customer satisfaction rating was 8.44 out of 10. This is slightly down on the average ratings reported in previous years. Satisfaction ratings from 38 libraries range from a high of 9.9 out of 10 to a low of 5.0 out 10.

**2. Background**

**Annual library statistics**

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

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

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

**Top 10 performance indicators**

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

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| *Appropriateness* | 1. Active library members (LB4)
2. Attendance at library programs per capita
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| *Quality* | 1. Turnover rate – physical items (LB1)
2. Turnover rate – digital items
3. Physical quality of library collection (LB2)
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| *Cost* | 1. Cost of library service per capita
2. Cost of library service per visit (LB3)
3. Staff EFT per capita
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| *Service* | 1. Number of public access devices per capita
2. Customer satisfaction rating.
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Victoria’s public library services captured and published data on these 10 indicators for the first time in 2013-14. In interpreting the data in this report, it is important to note that per capita indicators like active library membership (Indicator 1), program attendance (2), cost (6), staffing (8) and access to computers (9) can be distorted where there is a very small municipal population.

**Outcomes-focused performance indicators**

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

**3. Top 10 PLVN Library Performance Indicators**

**Indicator 1. ACTIVE LIBRARY MEMBERS**

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

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| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Number of active library members | 1,103,806 | 1,026,798 | 992,033 |
| Total population | 5,840,910 | 5,937,481 | 6,068,869 |
| % active library members | 19% | 17% | 16% |

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

Nearly one million people borrowed a library collection item from Victoria’s public libraries during 2016-17. This represents 16% of the Victorian population.

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

Following that adjustment, the 2016-17 result shows a decline in the number of active library members of 34,000 (down 3%) as the Victorian population grew by around 2% to more than 6 million. Across the 46 Victorian library services, in 2016-17 around one half (24) experienced a drop in active library membership, 13 had a stable membership rate and nine increased their active membership.

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

This indicator also has a 12 month timeframe, which is lower than the 3-year timeframe defined in the national standard for Australian public libraries. Using the national standard which allows for borrowing of collection items in the past three years, active library membership among Victoria’s public libraries in 2016-17 was 36% – double the LGPRF figure and the same as the result in 2015-16.

The membership range is fairly narrow, with 42 of the 46 Victorian library services having an active membership rate between 23% and 12%. Two-thirds of the library services have membership in the range between 19% and 13%.

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| **% of Municipal Population who are Active Library Members** |
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The library with the highest active membership figure was Melbourne LS at 34%. Melbourne has a uniquely high level of ‘out of area’ usage which inflates this measure, as many active borrowers who live in other municipalities work in the city and use City Library on a regular basis.

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

The three libraries with active library membership rates below 12% (Casey-Cardinia LC, Melton L&IS and Hume Libraries) are large interface councils with fast-growing populations.

**Indicator 2. ATTENDANCE AT LIBRARY PROGRAMS PER CAPITA**

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

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| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Attendance at library programs (million) | 1.77 | 1.87 | 1.97 |
| Population (‘000) | 5,841 | 5,937 | 6,069 |
| Attendance at library programs per ‘000 persons | 304 | 316 | 325 |

Over the last six years there has been a steady increase in attendance at cultural, literacy and skill development programs run by Victoria’s public libraries. In 2016-17, on average 325 people out of every thousand attended a library program, up from 247 per thousand in 2011-12 (which included program activities associated with the launch of the National Year of Reading in 2012).

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

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

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

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| **Attendance at Library Programs per capita (‘000)** |
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In 2016-17 Murrindindi LS had the highest rate of program attendance with 779 attendances at library programs per thousand people. Other relatively small library services with small regional populations, such as Campaspe LS (498), Gannawarra LS (473) and Indigo LS (446), featured among the top ten libraries for program attendance. Two library corporations (Yarra Plenty RLS and Geelong RLC) had program attendance rates over 500 people per thousand, as did two metropolitan municipal library services (Hume Libraries and Glen Eira LS) which have historically both had relatively high program attendance rates.

To highlight the different roles of public libraries, it is notable that Hume Libraries has one of the lowest active membership rates (which relates to borrowing of collection items), but one of the highest program attendance rates (which relates to a different form of library engagement).

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

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| **Attendance at Library Programs per capita (‘000)** |
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**Indicator 3. TURNOVER RATE – PHYSICAL ITEMS**

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

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| **Item\*** | **2014-15** | **2015-16** | **2016-17** |
| Number of loans of physical items (million) | 46.46 | 45.06 | 43.17 |
| Number of physical items available for loan (million) | 8.75 | 8.46 | 7.98 |
| Turnover rate of physical items | 5.3 | 5.3 | 5.2 |

The physical library collection across Victoria’s public libraries is around 8.2 million items, with 8 million items available for loan. With annual borrowing of these items at 43 million loans per annum, this averages out to every physical collection item in Victoria’s public libraries being borrowed 5.2 times during 2016-17. In reality, some items are borrowed much more often than this, while others are seldom borrowed. The overall result is consistent with the figures from previous years.

This does not include loans of digital items (see Indicator 4), and occurs in an environment where public libraries are continually refreshing their collections, with 66% of physical items purchased within the last five years (see Indicator 5).

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| **Turnover rate of Physical Items** |
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There is considerable variation between libraries in the turnover of the physical library collection. Nine library services have turnover rates above 6.0, while eleven have turnover rates below 3.0. The libraries with the highest turnover rates are typically large metropolitan library corporations or municipal libraries with high readership levels. Four of the top six ranked library services on this measure are the four metropolitan library corporations (Eastern RLC 9.2, Yarra Plenty RLS 8.0, Whitehorse Manningham RLC 7.7 and Casey-Cardinia LC 7.0). Geelong RLC is ranked eighth highest. The other two libraries in the top six are Glen Eira LS (8.2) and Mornington Peninsula Library (7.1). There has been only one change in the top ten libraries on turnover of physical items in the past four years.

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

The 26 libraries with turnover of physical items at or above 4.3 are entirely made up of eight library corporations or networks (four metropolitan, four regional) and 18 municipal metropolitan libraries. The 14 libraries with turnover below 3.7 loans per physical item comprise three library corporations in regional Victoria and 11 of the 13 stand-alone municipal library services in regional and rural areas. These libraries strive to maintain a diverse collection across multiple locations, even though many have small dispersed municipal populations.

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| **Turnover rate of Physical Items** |
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**Indicator 4. TURNOVER RATE – DIGITAL ITEMS**

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

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| **Item\*** | **2014-15** | **2015-16** | **2016-17** |
| Number of loans of digital items | 890.9 | 1,884.6 | 2,418.0 |
| Number of digital items in library collections (‘000) | 363.5 | 543.5 | 652.3 |
| Turnover rate of digital items | 2.5 | 3.5 | 3.7 |

\* For library services with relevant collections data. Excludes Vision Australia which in 2016-17 had 552,000 loans of its 48,000 digital collection items.

The number of digital collection items in Victorian public libraries has increased significantly in the past few years, with an additional 110,000 digital items added in 2016-17 to make a total statewide collection of 652,500 digital items. This includes ebooks and emagazines purchased through collection aggregators.

As these items become more accessible through different digital devices (e.g. tablets, PCs, eReaders) the number of loans of digital library items has also increased significantly, with nearly two and a half million loans of digital collection items in 2016-17 – a 170% increase on the number of loans only two years ago. On average, every digital collection item in Victoria’s public libraries was borrowed 3.7 times during 2016-17, more than double the rate of 1.7 reported in 2011-12.

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

Casey-Cardinia LC (turnover rate 10.3 loans per digital item), Stonnington L&IS (9.5) and Melbourne LS (9.0) all had turnover rates above 9.0, with Mornington Peninsula LS (8.6) and Geelong RLC (7.2) also above the highest figure from 2014-15 of 7.1 loans per item.

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| **Turnover rate of Digital Items** |
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Six library services had a turnover rate of less than 1.5 loans per digital collection item, with all of these at 0.5 or less. All six of these libraries are stand-alone municipal library services in rural and regional Victoria, and include the four smallest library services in the state (Indigo LS, Murrindindi LS, Gannawarra LS and Towong LS).

**Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION**

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

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| --- | --- | --- | --- |
| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Number of physical library collection items purchased in the last 5 years (million) | 5.75 | 5.67 | 5.45 |
| Total number of physical library collection items (million) | 8.75 | 8.46 | 8.23 |
| % of physical collection items purchased in the last 5 years | 66% | 67% | 66% |

Libraries continue to invest in the physical quality of their collections with around 5.5 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 8.2 million items.

Overall, 66% of public libraries’ current physical collection has been purchased in the last five years, up from 60% in 2011-12. This ongoing 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.

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| **% of Physical Collection purchased in last 5 years** |
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Despite having a five year base, performance against this indicator at a local level can vary from year to year where library services make a significant investment in their collection, have a year with relatively low collection expenditure, and/or have a major cull of their collection. In 2016-17, 35 of the 47 library services reduced the size of their physical collection, with ten of these reducing stock by more than 10,000 items (being library corporations and large municipal libraries). Libraries with significant growth in their collections in 2016-17 included Moreland City Libraries, Monash PLS and Corangamite RLC.

Yarra Plenty RLS (96%) currently has the highest physical quality library collections, with four other libraries above 80% (i.e. Stonnington L&IS, Greater Dandenong Libraries, Melbourne LS and Eastern RLC).

Half of the library services are above the 66% statewide average, with only one of the 13 stand-alone library services in regional and rural Victoria above 66% (Indigo). Nine of the eleven libraries with the proportion of physical collection items purchased in the last five years below 50% are in rural and regional areas.

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| **% of Physical Collection purchased in last 5 years** |
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**Indicator 6. COST OF LIBRARY SERVICE PER CAPITA**

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

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

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| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Total direct cost of library services ($M)\* | $231.11 | $240.51 | $248.50 |
| Total population (million) | 5.841 | 5.937 | 6.069 |
| Cost of library services per capita\* | $39.57 | $40.51 | $40.95 |

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

The total direct cost of providing public library services in Victoria in 2015-16 was $248 million. This represents library operating costs as funded by local government ($200 million), state government ($40 million) and other funding sources ($8 million including library fees and charges and other income). It does not include federal government program funding which in 2016-17 totalled just $0.27 million. Nor does this indicator include capital funding from any source for library buildings, mobile libraries, plant and equipment. The local government share of public library funding increased from 79% in 2014-15 to 81% in 2015-16, and was still 81% in 2016-17. State government contributes 16% and other income 3%.

The average cost of providing public library services in Victoria in 2016-17 was $40.95 per person. This was only $0.44 higher than in 2015-16, or 1.1% growth which is below the inflation rate of 1.9%. Over the past five years the increase in the cost of library services per capita has seen average annualised growth of 2.3% per annum, which is just above the inflation rate over the same period. This means that the average cost of library service provision per capita has increased slightly in real terms.

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| **Cost of Library Service per capita** |
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Melbourne LS has a disproportionately high cost per capita figure of $97.57. This is due to the unique circumstances in this library which has a very high level out ‘out of area’ usage as many users of the library do not live in the City of Melbourne. Interstate and international tourists also use the city’s libraries to access information and the internet and use other library facilities.

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| **Cost of Library Service per capita** |
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Aside from Melbourne LS, 60% of library services have average costs in the range of $34 to $50 per person. Ten library services have cost rates above $50 per capita, nine of which were also above $50 in 2015-16 and 2014-15. Six library services have cost rates below $30, with Towong LS at $19.12 and Casey-Cardinia LC at $24.73 once again the two lowest cost library services. Average costs for metropolitan regional library corporations are on average much lower than other libraries, at $32.68 in 2016-17.

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. As has been the case in the past few years, the cost per capita ratios for Geelong RLC, Darebin Libraries, Wellington Shire Library and Yarra Plenty RLS have all been close to the statewide average and right in the middle of the rankings.

For presentation purposes, the data against this indicator has been shown in the charts and in the following ranking tables from a ‘quality’ perspective (i.e. higher cost per capita ranks above lower cost).

**Indicator 7. COST OF LIBRARY SERVICE PER VISIT**

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

\* For the purposes of calculating this indicator ‘total direct cost of service provision’ is taken to be operational income from local government.

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| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Total direct cost of library services to Council ($M)\* | $183.42 | $193.85 | $199.91 |
| Total library visits (million) | 29.27 | 30.13 | 30.82 |
| Cost to Council per library visit\* | $6.27 | $6.43 | $6.49 |

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

The direct cost of provision of library services per visit is one of four library indicators in the Local Government Performance Reporting Framework (LGPRF). This indicator only includes operational funding provided by local government.

In 2016-17 local governments in Victoria contributed $200 million to the operation of public library services (81% of total library funding). Across more than 30 million physical visits to public library branches and mobile libraries (not including visits to library websites or attendance at offsite activities), this represents an average of $6.49 per visit. This is $0.06 above the average cost for 2015-16. An average 1.1% increase in cost per visit is below the corresponding inflation rate of 1.9% for the year to June 2017.

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| **Cost of Library Service to Council per visit** |
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The average cost of library services to Council per visit ranges from around $9 to $5. Nine library services have costs above $8.00, with Swan Hill RLS and Mildura Rural City Council LS having the two highest figures (as was the case in 2015-16). Thereafter, there is an even spread of cost rates from $9 down to $5 per visit. Unlike most library indicators, there are no distinctive trends in the rankings of libraries against this indicator. At either end of the scale there are large and small libraries and library corporations and libraries from inner and outer metropolitan, regional and rural areas.

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| **Cost of Library Service to Council per visit** |
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**Indicator 8. STAFF EFT PER CAPITA**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Number of library staff (EFT) | 1,778 | 1,829 | 1,826 |
| Total population (‘000) | 5,841 | 5,937 | 6,069 |
| Library staff (EFT) per ‘000 persons | 0.30 | 0.31 | 0.30 |

In 2016-17 Victoria’s public libraries employed the equivalent of 1,826 full time persons, almost the same figure as in 2015-16. Over the past few years average growth in library staffing has been in line with population growth, with the number of EFT library staff stable at 0.30 to 0.31 per thousand population.

The spread of staffing ratios has also been fairly consistent over time, with half of Victoria’s 46 library services operating with between 0.26 and 0.36 staff per thousand population.

|  |
| --- |
| **Staff EFT per capita (‘000)** |
|  |

As has been noted in previous years, Melbourne LS has a disproportionately high staff EFT per capita figure of 0.56. This is due to the unique circumstances in this library which has a very high level of ‘out of area’ usage as many users of the library do not live in the City of Melbourne, thereby distorting all per capita calculations for Melbourne LS.

Aside from Melbourne LS, staffing ratios range from around 0.52 per thousand persons in Gannawarra LS and 0.51 at Yarra Libraries to 0.20 at Casey-Cardinia LC and 0.21 at Hume Libraries, Melton L&IS and Wodonga Library. The ten library services with the highest staff to population ratios (0.38 and above) include a mix of inner metropolitan municipal libraries (i.e. Melbourne, Yarra, Hobsons Bay, Boroondara, Port Phillip and Maribyrnong) and smaller rural library services (i.e. Gannawarra, Mitchell, Murrindindi and Mildura). Nine of these ten libraries were also in the top 10 in 2015-16.

|  |
| --- |
| **Staff EFT per capita (‘000)** |
|  |

On average, library corporations have lower staff per capita ratios than the single municipal libraries (0.22 EFT per capita for the four metropolitan library corporations, 0.30 for the regional and rural library networks, and 0.33 for all stand-alone municipal libraries). Only one of the 12 library corporations/networks (West Gippsland RLC) ranks among the top 19 of library services by staff EFT per capita. Nine of the nineteen libraries with staffing ratios below 0.30 are library corporations/networks.

**Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Number of public access devices | 3,790 | 4,119 | 4,286 |
| Total population (‘000) | 5,841 | 5,937 | 6,069 |
| Public access devices per ‘000 persons | 0.65 | 0.69 | 0.71 |

Victorian public libraries are assisting community connections and access to digital information by significantly increasing the number of public access devices in libraries. This includes all desktops, laptops and tablets available for public use.

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

|  |
| --- |
| **Number of Public Access Devices per ‘000 persons** |
|  |

Over the last five years Glenelg Libraries has consistently had the highest number of public access devices per capita. Even excluding Glenelg there is still a wide degree of variation in access to computers and allied devices across different libraries.

In 2016-17 there were 13 library services with more than one public access device per thousand population (vs 12 in 2015-16). These include small regional library services (e.g. Murrindindi LS, Gannawarra LS, East Gippsland Shire Library and Towong Shire Libraries), metropolitan municipal library services (e.g. Melton, L&IS, Brimbank Libraries, Moonee Valley LS and Monash PLS) and library corporations (e.g. Geelong RLC, Yarra Plenty RLS, West Gippsland RLC).

Among the libraries at the lower end of the scale against this measure with ratios of less than 0.40 computers per thousand persons are municipal libraries and corporations in Melbourne’s eastern and southern suburbs (e.g. Eastern RLC, Whitehorse Manningham RLC, Port Phillip LS, Glen Eira LS, Franskton LS and Mornington Peninsula Library).

|  |
| --- |
| **Number of Public Access Devices per ‘000 persons** |
|  |

**Indicator 10. CUSTOMER SATISFACTION RATING**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **2014-15** | **2015-16** | **2016-17** |
| Customer Satisfaction Rating (average) | 8.65 | 8.59 | 8.44 |
| Number of respondent Library Services\* | 34 | 35 | 38 |

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

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

Across different survey approaches and rating scores (e.g. some out of 100, some out of 10), the average library customer satisfaction rating is 8.44 out of 10, based on the latest information from libraries (29 libraries conducted surveys during 2016-17, another nine had customer satisfaction results from 2015-16 carried forward into these calculations). These scores range from 9.9 out of 10 (or equivalent) for Port Phillip LS and 9.7 Wimmera RLC and Moreland City Libraries to 5.0 for Mitchell Shire L&IS and 6.8 for Towong LS.

|  |
| --- |
| **Customer Satisfaction Rating (38 library services)** |
|  |

Among the 38 libraries which provided customer satisfaction ratings, 26% had satisfaction scores of 9 out of 10 or more. Only 29% had customer satisfaction ratings lower than 8 out of 10.

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

|  |
| --- |
| **Customer Satisfaction Rating (38 library services)** |
|  |

**4. 2016-17 Library Service Comparative Tables**

**Indicator 1. ACTIVE LIBRARY MEMBERS**

|  |  | **Active Library Members** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **19%** | **17%** | **16%** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Melbourne LS | 34% | 35% | 34% | 3 | 1 | 1 |
| 2 | West Gippsland RLC \* | 26% | 24% | 23% | 6 | 2 | 2 |
| 3 | Glenelg Libraries | 17% | 17% | 23% | 29 | 25 | 3 |
| 4 | Bayside LS | 22% | 24% | 22% | 12 | 3 | 4 |
| 5 | City of Boroondara LS | 25% | 23% | 22% | 7 | 5 | 5 |
| 6 | Murrindindi LS | 21% | 22% | 22% | 15 | 9 | 6 |
| 7 | East Gippsland Shire Library | 23% | 23% | 21% | 11 | 4 | 7 |
| 8 | Mornington Peninsula Library | 19% | 22% | 20% | 20 | 7 | 8 |
| 9 | Gannawarra LS \* | 22% | 19% | 19% | 14 | 11 | 9 |
| 10 | Port Phillip LS \* | 35% | 19% | 19% | 1 | 14 | 10 |
| 11 | Geelong RLC | 18% | 19% | 19% | 25 | 12 | 11 |
| 12 | Moonee Valley LS | 18% | 18% | 19% | 22 | 16 | 12 |
| 13 | Hobsons Bay Libraries | 23% | 22% | 19% | 10 | 8 | 13 |
| 14 | Yarra Plenty RLS | 19% | 18% | 18% | 19 | 17 | 14 |
| 15 | Monash PLS | 19% | 19% | 18% | 17 | 13 | 15 |
| 16 | High Country LN | 25% | 23% | 18% | 8 | 6 | 16 |
| 17 | Yarra Libraries \* | 28% | 17% | 18% | 5 | 23 | 17 |
| 18 | Kingston I&LS | 17% | 18% | 18% | 31 | 20 | 18 |
| 19 | Maribyrnong LS | 18% | 18% | 17% | 23 | 15 | 19 |
| 20 | Stonnington L&IS | 18% | 17% | 17% | 24 | 24 | 20 |
| 21 | Indigo LS \* | 13% | 14% | 17% | 43 | 33 | 21 |
| 22 | Campaspe LS \* | 23% | 17% | 17% | 9 | 21 | 22 |
| 23 | Glen Eira LS | 17% | 20% | 16% | 28 | 10 | 23 |
| 24 | Brimbank Libraries | 17% | 14% | 16% | 35 | 35 | 24 |
| 25 | Moreland City Libraries | 15% | 15% | 16% | 40 | 30 | 25 |
| 26 | Goldfields LC | 17% | 16% | 16% | 30 | 26 | 26 |
| 27 | Whitehorse Manningham RLC | 16% | 16% | 15% | 38 | 29 | 27 |
| 28 | Darebin Libraries | 16% | 16% | 15% | 36 | 27 | 28 |
| 29 | Corangamite RLC | 15% | 15% | 15% | 41 | 31 | 29 |
| 30 | Wyndham City LS \* | 10% | 15% | 15% | 45 | 32 | 30 |
| 31 | Goulburn Valley RLC \* | 17% | 13% | 14% | 34 | 40 | 31 |
| 32 | Wellington Shire Library \* | 15% | 13% | 14% | 39 | 38 | 32 |
| 33 | Frankston LS | 15% | 14% | 13% | 42 | 34 | 33 |
| 34 | Mildura Rural City Council LS \* | 19% | 18% | 13% | 21 | 19 | 34 |
| 35 | Towong LS \* | 4% | 9% | 13% | 46 | 46 | 35 |
| 36 | Greater Dandenong Libraries \* | 35% | 14% | 13% | 2 | 36 | 36 |
| 37 | Central Highlands Libraries \* | 17% | 14% | 13% | 26 | 37 | 37 |
| 38 | Eastern RLC | 17% | 17% | 13% | 33 | 22 | 38 |
| 39 | Wimmera RLC \* | 17% | 13% | 12% | 27 | 39 | 39 |
| 40 | Swan Hill RLS \* | 22% | 18% | 12% | 13 | 18 | 40 |
| 41 | Mitchell Shire L&IS \* | 19% | 13% | 12% | 18 | 41 | 41 |
| 42 | Wodonga Library \* | 30% | 12% | 12% | 4 | 42 | 42 |
| 43 | Latrobe City Libraries \* | 16% | 16% | 12% | 37 | 28 | 43 |
| 44 | Hume Libraries | 12% | 11% | 11% | 44 | 44 | 44 |
| 45 | Melton L&IS \* | 20% | 12% | 10% | 16 | 43 | 45 |
| 46 | Casey-Cardinia LC \* | 17% | 11% | 10% | 32 | 45 | 46 |

\* Active membership data for SWIFT libraries calculated more accurately from 2015-16.

**Indicator 2. ATTENDANCE AT LIBRARY PROGRAMS PER CAPITA**

|  |  | **Attendance at library program per capita** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **304** | **316** | **325** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Murrindindi LS | 453 | 558 | 779 | 7 | 3 |  1  |
| 2 | Yarra Plenty RLS | 373 | 489 | 525 | 15 | 6 |  2  |
| 3 | Geelong RLC | 429 | 484 | 517 | 9 | 8 |  3  |
| 4 | Hume Libraries | 568 | 630 | 513 | 2 | 2 |  4  |
| 5 | Glen Eira LS | 548 | 532 | 502 | 3 | 4 |  5  |
| 6 | Campaspe LS | 455 | 643 | 498 | 5 | 1 |  6  |
| 7 | Gannawarra LS | 1,251 | 531 | 473 | 1 | 5 |  7  |
| 8 | Moonee Valley LS | 454 | 486 | 454 | 6 | 7 |  8  |
| 9 | Hobsons Bay Libraries | 469 | 381 | 454 | 4 | 13 |  9  |
| 10 | Indigo LS | 388 | 314 | 446 | 13 | 20 |  10  |
| 11 | Melbourne LS | 441 | 328 | 440 | 8 | 17 |  11  |
| 12 | Wyndham City LS | 318 | 358 | 436 | 20 | 15 |  12  |
| 13 | Yarra Libraries | 415 | 398 | 406 | 11 | 10 |  13  |
| 14 | Wellington Shire Library | 412 | 384 | 386 | 12 | 11 |  14  |
| 15 | Monash PLS | 370 | 400 | 385 | 16 | 9 |  15  |
| 16 | West Gippsland RLC | 379 | 383 | 385 | 14 | 12 |  16  |
| 17 | Swan Hill RLS | 332 | 369 | 349 | 18 | 14 |  17  |
| 18 | Maribyrnong LS | 235 | 261 | 325 | 31 | 27 |  18  |
| 19 | Towong LS | 139 | 286 | 321 | 46 | 23 |  19  |
| 20 | Eastern RLC | 286 | 314 | 317 | 22 | 19 |  20  |
| 21 | Port Phillip LS | 418 | 333 | 313 | 10 | 16 |  21  |
| 22 | Brimbank Libraries | 339 | 300 | 311 | 17 | 21 |  22  |
| 23 | Wimmera RLC | 331 | 320 | 309 | 19 | 18 |  23  |
| 24 | Goulburn Valley RLC | 248 | 241 | 285 | 29 | 32 |  24  |
| 25 | Goldfields LC | 252 | 272 | 284 | 27 | 24 |  25  |
| 26 | Corangamite RLC | 206 | 250 | 281 | 37 | 29 |  26  |
| 27 | Mitchell Shire L&IS | 256 | 224 | 279 | 26 | 35 |  27  |
| 28 | Central Highlands Libraries | 260 | 288 | 270 | 24 | 22 |  28  |
| 29 | Moreland City Libraries | 258 | 266 | 268 | 25 | 26 |  29  |
| 30 | Wodonga Library | 231 | 208 | 259 | 32 | 38 |  30  |
| 31 | Bayside LS | 225 | 242 | 247 | 33 | 31 |  31  |
| 32 | Whitehorse Manningham RLC | 247 | 245 | 246 | 30 | 30 |  32  |
| 33 | East Gippsland Shire Library | 249 | 251 | 235 | 28 | 28 |  33  |
| 34 | Kingston I&LS | 190 | 234 | 234 | 40 | 34 |  34  |
| 35 | Frankston LS | 222 | 221 | 232 | 34 | 36 |  35  |
| 36 | High Country LN | 266 | 270 | 218 | 23 | 25 |  36  |
| 37 | City of Boroondara LS | 209 | 211 | 212 | 35 | 37 |  37  |
| 38 | Greater Dandenong Libraries | 206 | 173 | 208 | 36 | 42 |  38  |
| 39 | Mildura Rural City Council LS | 293 | 239 | 207 | 21 | 33 |  39  |
| 40 | Darebin Libraries | 199 | 173 | 197 | 39 | 43 |  40  |
| 41 | Mornington Peninsula Library | 167 | 173 | 194 | 43 | 41 |  41  |
| 42 | Casey-Cardinia LC | 186 | 180 | 187 | 41 | 40 |  42  |
| 43 | Stonnington L&IS | 154 | 169 | 185 | 44 | 44 |  43  |
| 44 | Melton L&IS | 200 | 185 | 166 | 38 | 39 |  44  |
| 45 | Glenelg Libraries | 176 | 130 | 141 | 42 | 45 |  45  |
| 46 | Latrobe City Libraries | 142 | 130 | 139 | 45 | 46 |  46  |

**Indicator 3. TURNOVER RATE – PHYSICAL ITEMS**

|  |  | **Turnover Rate – Physical Items** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **5.3** | **5.3** | **5.2** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Eastern RLC | 8.2 | 9.0 |  9.2  | 2 | 1 |  1  |
| 2 | Glen Eira LS | 8.0 | 8.0 |  8.2  | 3 | 3 |  2  |
| 3 | Yarra Plenty RLS | 8.2 | 8.1 |  8.0  | 1 | 2 |  3  |
| 4 | Whitehorse Manningham RLC | 7.4 | 7.4 |  7.7  | 4 | 4 |  4  |
| 5 | Mornington Peninsula Library | 7.4 | 7.1 |  7.1  | 5 | 5 |  5  |
| 6 | Casey-Cardinia LC | 6.9 | 6.9 |  7.0  | 7 | 6 |  6  |
| 7 | Wyndham City LS | 7.1 | 6.3 |  6.6  | 6 | 9 |  7  |
| 8 | Geelong RLC | 6.4 | 6.0 |  6.1  | 9 | 12 |  8  |
| 9 | Greater Dandenong Libraries | 6.8 | 6.2 |  6.0  | 8 | 10 |  9  |
| 10 | Monash PLS | 6.3 | 6.5 |  5.9  | 10 | 8 |  10  |
| 11 | Darebin Libraries | 6.1 | 6.1 |  5.9  | 11 | 11 |  11  |
| 12 | Frankston LS | 5.1 | 5.4 |  5.4  | 14 | 14 |  12  |
| 13 | West Gippsland RLC | 5.8 | 6.5 |  5.4  | 12 | 7 |  13  |
| 14 | Bayside LS | 5.4 | 5.2 |  5.3  | 13 | 15 |  14  |
| 15 | Moonee Valley LS | 5.0 | 5.1 |  5.1  | 17 | 17 |  15  |
| 16 | Goldfields LC | 4.8 | 5.2 |  5.0  | 18 | 16 |  16  |
| 17 | City of Boroondara LS | 4.8 | 4.8 |  4.8  | 21 | 19 |  17  |
| 18 | Melbourne LS | 4.8 | 4.7 |  4.7  | 19 | 23 |  18  |
| 19 | Central Highlands Libraries | 5.1 | 4.8 |  4.6  | 15 | 20 |  19  |
| 20 | Moreland City Libraries | 5.0 | 5.5 |  4.6  | 16 | 13 |  20  |
| 21 | Hume Libraries | 4.4 | 4.7 |  4.6  | 26 | 22 |  21  |
| 22 | Port Phillip LS | 4.7 | 4.8 |  4.6  | 23 | 18 |  22  |
| 23 | Brimbank Libraries | 4.6 | 3.9 |  4.4  | 24 | 30 |  23  |
| 24 | Stonnington L&IS | 3.7 | 4.6 |  4.4  | 31 | 24 |  24  |
| 25 | Melton L&IS | 4.2 | 4.4 |  4.4  | 28 | 25 |  25  |
| 26 | Yarra Libraries | 4.4 | 4.8 |  4.3  | 25 | 21 |  26  |
| 27 | Wodonga Library | 4.3 | 4.4 |  4.3  | 27 | 27 |  27  |
| 28 | Corangamite RLC | 4.8 | 4.4 |  4.2  | 20 | 26 |  28  |
| 29 | Maribyrnong LS | 4.1 | 4.2 |  3.9  | 29 | 28 |  29  |
| 30 | East Gippsland Shire Library | 3.1 | 3.4 |  3.7  | 34 | 32 |  30  |
| 31 | Kingston I&LS | 4.8 | 4.2 |  3.7  | 22 | 29 |  31  |
| 32 | Hobsons Bay Libraries | 4.0 | 3.6 |  3.7  | 30 | 31 |  32  |
| 33 | Mildura Rural City Council LS | 3.3 | 3.2 |  3.3  | 32 | 34 |  33  |
| 34 | Indigo LS | 2.6 | 3.4 |  3.3  | 38 | 33 |  34  |
| 35 | High Country LN | 2.9 | 2.7 |  3.1  | 35 | 38 |  35  |
| 36 | Goulburn Valley RLC | 2.3 | 2.8 |  2.8  | 41 | 37 |  36  |
| 37 | Latrobe City Libraries | 2.6 | 2.8 |  2.8  | 37 | 36 |  37  |
| 38 | Mitchell Shire L&IS | 3.1 | 2.9 |  2.6  | 33 | 35 |  38  |
| 39 | Glenelg Libraries | 2.7 | 2.5 |  2.6  | 36 | 39 |  39  |
| 40 | Wellington Shire Library | 2.5 | 2.3 |  2.2  | 39 | 40 |  40  |
| 41 | Campaspe LS | 2.2 | 2.0 |  2.1  | 42 | 42 |  41  |
| 42 | Murrindindi LS | 1.9 | 2.2 |  2.0  | 45 | 41 |  42  |
| 43 | Gannawarra LS | 1.7 | 1.7 |  1.9  | 46 | 46 |  43  |
| 44 | Wimmera RLC | 1.9 | 2.0 |  1.8  | 44 | 43 |  44  |
| 45 | Swan Hill RLS | 1.9 | 1.8 |  1.8  | 43 | 44 |  45  |
| 46 | Towong LS | 2.4 | 1.8 |  1.6  | 40 | 45 |  46  |

**Indicator 4. TURNOVER RATE – DIGITAL ITEMS**

|  |  | **Turnover Rate – Digital Items** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **2.5** | **3.5** | **4.2** | **of 46** | **of 45** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Casey-Cardinia LC | 4.9 | 12.3 |  10.3  | 4 | 1 |  1  |
| 2 | Stonnington L&IS | 2.9 | 6.3 |  9.5  | 14 | 7 |  2  |
| 3 | Melbourne LS | 4.4 | 9.1 |  9.0  | 5 | 4 |  3  |
| 4 | Mornington Peninsula Library | 4.9 | 9.1 |  8.6  | 3 | 3 |  4  |
| 5 | Geelong RLC | 4.3 | 5.9 |  7.2  | 8 | 8 |  5  |
| 6 | Eastern RLC | 4.0 | 5.7 |  6.8  | 9 | 9 |  6  |
| 7 | Corangamite RLC | 3.2 | 4.4 |  6.4  | 11 | 13 |  7  |
| 8 | Goldfields LC | 2.8 | 4.0 |  5.9  | 15 | 17 |  8  |
| 9 | Whitehorse Manningham RLC | 6.9 | 9.3 |  5.2  | 2 | 2 |  9  |
| 10 | Central Highlands Libraries | 4.4 | 5.2 |  5.1  | 7 | 10 |  10  |
| 11 | Glen Eira LS | 1.8 | 7.2 |  5.0  | 23 | 6 |  11  |
| 12 | West Gippsland RLC | 3.2 | 4.3 |  4.9  | 12 | 14 |  12  |
| 13 | Monash PLS | 4.4 | 4.5 |  4.7  | 6 | 12 |  13  |
| 14 | Yarra Libraries | 2.7 | 4.5 |  4.7  | 16 | 11 |  14  |
| 15 | East Gippsland Shire Library | 1.4 | 1.6 |  4.7  | 29 | 34 |  15  |
| 16 | Campaspe LS | 1.3 | 3.6 |  4.3  | 30 | 20 |  16  |
| 17 | Darebin Libraries | 3.7 | 4.0 |  4.0  | 10 | 16 |  17  |
| 18 | Wyndham City LS | 1.9 | 2.7 |  3.8  | 22 | 24 |  18  |
| 19 | Wodonga Library | 0.9 | 0.8 |  3.8  | 38 | 41 |  19  |
| 20 | City of Boroondara LS | 2.2 | 2.0 |  3.4  | 19 | 30 |  20  |
| 21 | Moonee Valley LS | 2.6 | 3.7 |  3.3  | 17 | 18 |  21  |
| 22 | Frankston LS | 1.5 | 3.6 |  3.1  | 27 | 19 |  22  |
| 23 | Port Phillip LS | 2.4 | 1.4 |  3.1  | 18 | 37 |  23  |
| 24 | High Country LN | 7.1 | 2.7 |  3.1  | 1 | 23 |  24  |
| 25 | Brimbank Libraries | 1.7 | 2.0 |  3.0  | 25 | 29 |  25  |
| 26 | Latrobe City Libraries | 0.6 | 1.4 |  2.6  | 41 | 36 |  26  |
| 27 | Glenelg Libraries | 2.0 | 2.2 |  2.6  | 21 | 28 |  27  |
| 28 | Goulburn Valley RLC | 1.3 | 1.7 |  2.6  | 32 | 33 |  28  |
| 29 | Kingston I&LS | 1.6 | 2.5 |  2.5  | 26 | 26 |  29  |
| 30 | Hobsons Bay Libraries | 1.4 | 7.9 |  2.3  | 28 | 5 |  30  |
| 31 | Yarra Plenty RLS | 1.7 | 1.7 |  1.9  | 24 | 32 |  31  |
| 32 | Hume Libraries | 1.2 | 3.5 |  1.9  | 34 | 21 |  32  |
| 33 | Moreland City Libraries | 1.1 | 1.9 |  1.9  | 35 | 31 |  33  |
| 34 | Melton L&IS | 1.1 | 1.2 |  1.8  | 36 | 39 |  34  |
| 35 | Greater Dandenong Libraries | 1.2 | 2.5 |  1.7  | 33 | 25 |  35  |
| 36 | Bayside LS | 3.0 | 4.2 |  1.7  | 13 | 15 |  36  |
| 37 | Wimmera RLC | 1.0 | 1.5 |  1.6  | 37 | 35 |  37  |
| 38 | Maribyrnong LS | 1.3 | 2.3 |  1.5  | 31 | 27 |  38  |
| 39 | Mitchell Shire L&IS | 0.5 | 0.9 |  1.5  | 43 | 40 |  39  |
| 40 | Mildura Rural City Council LS | 0.8 | 1.3 |  1.5  | 39 | 38 |  40  |
| 41 | Wellington Shire Library | 2.0 | 3.4 |  0.5  | 20 | 22 |  41  |
| 42 | Swan Hill RLS | 0.7 | 0.3 |  0.5  | 40 | 45 |  42  |
| 43 | Murrindindi LS | 0.5 | 0.4 |  0.5  | 42 | 42 |  43  |
| 44 | Gannawarra LS | 0.3 | 0.3 |  0.5  | 44 | 44 |  44  |
| 45 | Indigo LS | 0.1 | 0.3 |  0.4  | 46 | 43 |  45  |
| 46 | Towong LS | 0.1 |  |  0.0  | 45 |  |  46  |

**Indicator 5. PHYSICAL QUALITY OF LIBRARY COLLECTION**

|  |  | **Physical quality of collection** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **66%** | **67%** | **66%** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Yarra Plenty RLS | 85% | 94% | 96% | 2 | 2 |  1  |
| 2 | Greater Dandenong Libraries | 95% | 86% | 84% | 4 | 4 |  2  |
| 3 | Eastern RLC | 88% | 77% | 83% | 10 | 11 |  3  |
| 4 | Melbourne LS | 81% | 85% | 83% | 5 | 5 |  4  |
| 5 | Stonnington L&IS | 64% | 87% | 82% | 3 | 3 |  5  |
| 6 | Maribyrnong LS | 82% | 82% | 79% | 6 | 6 |  6  |
| 7 | Whitehorse Manningham RLC | 75% | 77% | 78% | 7 | 7 |  7  |
| 8 | Corangamite RLC | 76% | 77% | 77% | 11 | 8 |  8  |
| 9 | Brimbank Libraries | 69% | 72% | 77% | 14 | 13 |  9  |
| 10 | Indigo LS | 55% | 71% | 74% | 15 | 15 |  10  |
| 11 | Geelong RLC | 80% | 77% | 72% | 9 | 10 |  11  |
| 12 | Monash PLS | 67% | 72% | 72% | 13 | 14 |  12  |
| 13 | Moreland City Libraries | 70% | 76% | 70% | 12 | 12 |  13  |
| 14 | Central Highlands Libraries | 67% | 66% | 69% | 22 | 22 |  14  |
| 15 | Mornington Peninsula Library | 69% | 70% | 69% | 17 | 18 |  15  |
| 16 | Bayside LS | 61% | 64% | 69% | 24 | 24 |  16  |
| 17 | Glen Eira LS | 67% | 67% | 68% | 21 | 21 |  17  |
| 18 | Darebin Libraries | 69% | 70% | 67% | 18 | 17 |  18  |
| 19 | Wyndham City LS | 78% | 70% | 67% | 16 | 16 |  19  |
| 20 | Casey-Cardinia LC | 65% | 69% | 67% | 19 | 19 |  20  |
| 21 | Yarra Libraries | 90% | 99% | 66% | 1 | 1 |  21  |
| 22 | Moonee Valley LS | 65% | 64% | 66% | 23 | 23 |  22  |
| 23 | West Gippsland RLC | 60% | 68% | 66% | 20 | 20 |  23  |
| 24 | East Gippsland Shire Library | 55% | 55% | 64% | 29 | 29 |  24  |
| 25 | Melton L&IS | 58% | 61% | 62% | 26 | 26 |  25  |
| 26 | Hume Libraries | 62% | 63% | 61% | 25 | 25 |  26  |
| 27 | Frankston LS | 64% | 54% | 60% | 30 | 30 |  27  |
| 28 | Glenelg Libraries | 65% | 59% | 59% | 27 | 27 |  28  |
| 29 | City of Boroondara LS | 48% | 53% | 57% | 33 | 33 |  29  |
| 30 | Kingston I&LS | 69% | 57% | 56% | 28 | 28 |  30  |
| 31 | Wodonga Library | 20% | 53% | 55% | 31 | 31 |  31  |
| 32 | Latrobe City Libraries | 50% | 53% | 54% | 32 | 32 |  32  |
| 33 | Mildura Rural City Council LS | 53% | 52% | 52% | 35 | 35 |  33  |
| 34 | Goldfields LC | 53% | 52% | 51% | 36 | 34 |  34  |
| 35 | Mitchell Shire L&IS | 50% | 51% | 51% | 37 | 38 |  35  |
| 36 | Hobsons Bay Libraries | 70% | 77% | 49% | 8 | 9 |  36  |
| 37 | High Country LN | 57% | 51% | 49% | 38 | 37 |  37  |
| 38 | Port Phillip LS | 50% | 47% | 47% | 39 | 39 |  38  |
| 39 | Murrindindi LS | 52% | 52% | 47% | 34 | 36 |  39  |
| 40 | Goulburn Valley RLC | 36% | 41% | 42% | 41 | 41 |  40  |
| 41 | Wimmera RLC | 44% | 45% | 41% | 40 | 40 |  41  |
| 42 | Campaspe LS | 30% | 28% | 39% | 46 | 46 |  42  |
| 43 | Wellington Shire Library | 36% | 33% | 39% | 44 | 45 |  43  |
| 44 | Gannawarra LS | 35% | 39% | 37% | 42 | 42 |  44  |
| 45 | Swan Hill RLS | 39% | 35% | 36% | 43 | 43 |  45  |
| 46 | Towong LS | 38% | 33% | 35% | 45 | 44 |  46  |

**Indicator 6. COST OF LIBRARY SERVICE PER CAPITA**

|  |  | **Cost of library service per capita** | **Rank\*** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **$39.57** | **$40.51** | **$40.95** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Towong LS | $27.79 | $18.85 |  $19.12  | 3 | 1 |  1  |
| 2 | Casey-Cardinia LC | $24.97 | $24.86 |  $24.73  | 1 | 2 |  2  |
| 3 | Latrobe City Libraries | $27.81 | $25.62 |  $28.00  | 4 | 3 |  3  |
| 4 | Melton L&IS | $26.87 | $26.81 |  $28.62  | 2 | 4 |  4  |
| 5 | Wodonga Library | $27.99 | $28.36 |  $29.15  | 5 | 5 |  5  |
| 6 | Hume Libraries | $31.69 | $34.74 |  $29.92  | 8 | 11 |  6  |
| 7 | Eastern RLC | $30.77 | $31.89 |  $31.40  | 6 | 7 |  7  |
| 8 | Frankston LS | $32.01 | $32.64 |  $32.50  | 9 | 8 |  8  |
| 9 | Goulburn Valley RLC | $32.25 | $33.46 |  $34.13  | 10 | 9 |  9  |
| 10 | Central Highlands Libraries | $33.67 | $38.53 |  $34.56  | 14 | 19 |  10  |
| 11 | Goldfields LC | $34.55 | $34.50 |  $35.16  | 15 | 10 |  11  |
| 12 | Corangamite RLC | $33.37 | $30.57 |  $35.52  | 13 | 6 |  12  |
| 13 | Monash PLS | $35.10 | $36.07 |  $36.16  | 16 | 13 |  13  |
| 14 | Kingston I&LS | $38.39 | $37.11 |  $36.59  | 24 | 15 |  14  |
| 15 | Wyndham City LS | $35.37 | $37.42 |  $37.11  | 17 | 16 |  15  |
| 16 | Moreland City Libraries | $36.46 | $37.45 |  $37.23  | 20 | 17 |  16  |
| 17 | Mitchell Shire L&IS | $46.52 | $40.07 |  $37.68  | 32 | 25 |  17  |
| 18 | Whitehorse Manningham RLC | $36.27 | $36.77 |  $37.88  | 18 | 14 |  18  |
| 19 | Yarra Plenty RLS | $38.33 | $38.65 |  $38.31  | 23 | 20 |  19  |
| 20 | Darebin Libraries | $37.30 | $39.01 |  $38.71  | 21 | 22 |  20  |
| 21 | Mornington Peninsula Library | $36.41 | $37.51 |  $41.28  | 19 | 18 |  21  |
| 22 | Wellington Shire Library | $33.16 | $39.89 |  $41.48  | 11 | 24 |  22  |
| 23 | Geelong RLC | $38.44 | $39.04 |  $43.70  | 25 | 23 |  23  |
| 24 | Wimmera RLC | $44.99 | $42.07 |  $44.59  | 30 | 28 |  24  |
| 25 | High Country LN | $38.62 | $35.26 |  $45.04  | 26 | 12 |  25  |
| 26 | Indigo LS | $33.23 | $40.28 |  $45.23  | 12 | 26 |  26  |
| 27 | Brimbank Libraries | $37.85 | $38.87 |  $45.33  | 22 | 21 |  27  |
| 28 | Glenelg Libraries | $31.05 | $40.31 |  $45.99  | 7 | 27 |  28  |
| 29 | Mildura Rural City Council LS | $44.67 | $44.38 |  $46.45  | 29 | 30 |  29  |
| 30 | Greater Dandenong Libraries | $41.32 | $43.85 |  $46.92  | 27 | 29 |  30  |
| 31 | West Gippsland RLC | $45.31 | $49.93 |  $46.94  | 31 | 36 |  31  |
| 32 | Bayside LS | $43.72 | $47.41 |  $47.14  | 28 | 32 |  32  |
| 33 | Stonnington L&IS | $60.77 | $60.66 |  $47.36  | 44 | 41 |  33  |
| 34 | Port Phillip LS | $50.07 | $44.50 |  $47.93  | 35 | 31 |  34  |
| 35 | Moonee Valley LS | $46.67 | $48.42 |  $48.27  | 33 | 33 |  35  |
| 36 | Glen Eira LS | $46.86 | $49.90 |  $49.33  | 34 | 35 |  36  |
| 37 | Campaspe LS | $56.08 | $53.36 |  $52.64  | 41 | 38 |  37  |
| 38 | Hobsons Bay Libraries | $57.86 | $51.81 |  $55.42  | 43 | 37 |  38  |
| 39 | East Gippsland Shire Library | $51.32 | $49.51 |  $56.10  | 36 | 34 |  39  |
| 40 | City of Boroondara LS | $55.58 | $56.53 |  $57.36  | 40 | 40 |  40  |
| 41 | Murrindindi LS | $55.22 | $55.64 |  $58.14  | 39 | 39 |  41  |
| 42 | Swan Hill RLS | $51.74 | $62.70 |  $58.83  | 37 | 42 |  42  |
| 43 | Maribyrnong LS | $52.08 | $64.34 |  $60.46  | 38 | 44 |  43  |
| 44 | Yarra Libraries | $61.23 | $63.22 |  $61.69  | 45 | 43 |  44  |
| 45 | Gannawarra LS | $57.73 | $65.42 |  $76.13  | 42 | 45 |  45  |
| 46 | Melbourne LS | $100.00 | $97.80 |  $97.57  | 46 | 46 |  46  |

\* Cost per capita sorted from lowest to highest.

**Indicator 7. COST OF LIBRARY SERVICE TO COUNCIL PER VISIT**

|  |  | **Cost of library service per visit** | **Rank\*** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **$6.27** | **$6.43** | **$6.50** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Towong LS | $5.38 | $0.00 |  $0.00  | 14 | 1 |  1  |
| 2 | Goldfields LC | $4.18 | $3.91 |  $4.08  | 3 | 3 |  2  |
| 3 | Eastern RLC | $5.18 | $5.09 |  $4.92  | 13 | 8 |  3  |
| 4 | Greater Dandenong Libraries | $4.20 | $4.48 |  $4.99  | 4 | 5 |  4  |
| 5 | Glenelg Libraries | $2.70 | $3.83 |  $5.04  | 1 | 2 |  5  |
| 6 | Geelong RLC | $5.05 | $4.83 |  $5.18  | 8 | 7 |  6  |
| 7 | Latrobe City Libraries | $6.96 | $6.28 |  $5.31  | 30 | 22 |  7  |
| 8 | Monash PLS | $5.09 | $5.30 |  $5.37  | 10 | 9 |  8  |
| 9 | High Country LN | $4.01 | $4.24 |  $5.45  | 2 | 4 |  9  |
| 10 | Melton L&IS | $4.50 | $4.53 |  $5.47  | 5 | 6 |  10  |
| 11 | Wodonga Library | $5.16 | $5.36 |  $5.54  | 12 | 10 |  11  |
| 12 | Central Highlands Libraries | $5.09 | $6.12 |  $5.58  | 9 | 17 |  12  |
| 13 | Indigo LS | $9.04 | $6.29 |  $5.68  | 41 | 23 |  13  |
| 14 | Mitchell Shire L&IS | $8.23 | $6.21 |  $5.90  | 38 | 19 |  14  |
| 15 | Casey-Cardinia LC | $4.70 | $5.56 |  $6.00  | 7 | 13 |  15  |
| 16 | Brimbank Libraries | $5.74 | $6.05 |  $6.06  | 17 | 15 |  16  |
| 17 | Bayside LS | $4.57 | $6.01 |  $6.12  | 6 | 14 |  17  |
| 18 | Moonee Valley LS | $5.96 | $6.23 |  $6.15  | 20 | 20 |  18  |
| 19 | Corangamite RLC | $5.95 | $5.46 |  $6.25  | 19 | 12 |  19  |
| 20 | Maribyrnong LS | $5.73 | $6.62 |  $6.41  | 16 | 26 |  20  |
| 21 | Wyndham City LS | $6.77 | $7.31 |  $6.47  | 26 | 33 |  21  |
| 22 | Port Phillip LS | $6.80 | $6.13 |  $6.48  | 27 | 18 |  22  |
| 23 | East Gippsland Shire Library | $5.61 | $5.40 |  $6.52  | 15 | 11 |  23  |
| 24 | Whitehorse Manningham RLC | $6.07 | $6.35 |  $6.62  | 21 | 24 |  24  |
| 25 | Wimmera RLC | $6.48 | $6.25 |  $6.65  | 23 | 21 |  25  |
| 26 | Hobsons Bay Libraries | $7.04 | $7.85 |  $6.76  | 32 | 37 |  26  |
| 27 | Stonnington L&IS | $9.05 | $9.15 |  $6.84  | 42 | 44 |  27  |
| 28 | Gannawarra LS | $5.14 | $6.12 |  $6.86  | 11 | 16 |  28  |
| 29 | Goulburn Valley RLC | $6.88 | $6.74 |  $6.96  | 28 | 27 |  29  |
| 30 | West Gippsland RLC | $6.60 | $7.36 |  $6.96  | 25 | 34 |  30  |
| 31 | Hume Libraries | $7.20 | $7.91 |  $7.09  | 33 | 39 |  31  |
| 32 | Yarra Plenty RLS | $8.03 | $7.23 |  $7.20  | 35 | 31 |  32  |
| 33 | Moreland City Libraries | $6.27 | $6.89 |  $7.34  | 22 | 28 |  33  |
| 34 | Darebin Libraries | $6.89 | $7.28 |  $7.49  | 29 | 32 |  34  |
| 35 | Murrindindi LS | $7.02 | $6.59 |  $7.71  | 31 | 25 |  35  |
| 36 | Wellington Shire Library | $5.75 | $7.21 |  $7.79  | 18 | 30 |  36  |
| 37 | Mornington Peninsula Library | $6.55 | $7.15 |  $8.00  | 24 | 29 |  37  |
| 38 | City of Boroondara LS | $8.01 | $7.88 |  $8.06  | 34 | 38 |  38  |
| 39 | Melbourne LS | $9.81 | $7.82 |  $8.15  | 46 | 36 |  39  |
| 40 | Yarra Libraries | $9.47 | $9.05 |  $8.35  | 45 | 42 |  40  |
| 41 | Kingston I&LS | $8.37 | $8.53 |  $8.46  | 39 | 41 |  41  |
| 42 | Frankston LS | $8.07 | $8.46 |  $8.82  | 36 | 40 |  42  |
| 43 | Glen Eira LS | $8.19 | $9.09 |  $8.98  | 37 | 43 |  43  |
| 44 | Campaspe LS | $8.43 | $7.48 |  $9.00  | 40 | 35 |  44  |
| 45 | Mildura Rural City Council LS | $9.23 | $9.72 |  $11.06  | 44 | 45 |  45  |
| 46 | Swan Hill RLS | $9.13 | $9.95 |  $11.36  | 43 | 46 |  46  |

\* Cost per visit sorted from lowest to highest.

**Indicator 8. STAFF EFT PER CAPITA**

|  |  | **Staff EFT per capita** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **0.30** | **0.31** | **0.30** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Melbourne LS | 0.60 | 0.59 |  0.56  | 1 | 1 |  1  |
| 2 | Gannawarra LS | 0.51 | 0.52 |  0.52  | 2 | 2 |  2  |
| 3 | Yarra Libraries | 0.47 | 0.47 |  0.51  | 5 | 3 |  3  |
| 4 | City of Boroondara LS | 0.44 | 0.44 |  0.48  | 8 | 6 |  4  |
| 5 | Mildura Rural City Council LS | 0.45 | 0.45 |  0.45  | 7 | 5 |  5  |
| 6 | Hobsons Bay Libraries | 0.46 | 0.45 |  0.44  | 6 | 4 |  6  |
| 7 | Port Phillip LS | 0.41 | 0.40 |  0.40  | 9 | 9 |  7  |
| 8 | Murrindindi LS | 0.40 | 0.39 |  0.39  | 11 | 11 |  8  |
| 9 | Maribyrnong LS | 0.40 | 0.40 |  0.39  | 10 | 10 |  9  |
| 10 | Mitchell Shire L&IS | 0.48 | 0.42 |  0.38  | 4 | 7 |  10  |
| 11 | West Gippsland RLC | 0.35 | 0.36 |  0.37  | 16 | 12 |  11  |
| 12 | Swan Hill RLS | 0.36 | 0.41 |  0.37  | 14 | 8 |  12  |
| 13 | Moonee Valley LS | 0.37 | 0.36 |  0.36  | 13 | 14 |  13  |
| 14 | Indigo LS | 0.32 | 0.36 |  0.35  | 23 | 15 |  14  |
| 15 | Stonnington L&IS | 0.37 | 0.36 |  0.35  | 12 | 13 |  15  |
| 16 | Bayside LS | 0.36 | 0.36 |  0.35  | 15 | 16 |  16  |
| 17 | Towong LS | 0.09 | 0.10 |  0.35  | 46 | 46 |  17  |
| 18 | Greater Dandenong Libraries | 0.34 | 0.35 |  0.34  | 17 | 17 |  18  |
| 19 | Wellington Shire Library | 0.32 | 0.33 |  0.34  | 21 | 20 |  19  |
| 20 | Geelong RLC | 0.28 | 0.34 |  0.34  | 31 | 18 |  20  |
| 21 | East Gippsland Shire Library | 0.50 | 0.32 |  0.31  | 3 | 23 |  21  |
| 22 | Corangamite RLC | 0.32 | 0.32 |  0.31  | 20 | 21 |  22  |
| 23 | Darebin Libraries | 0.32 | 0.32 |  0.31  | 22 | 22 |  23  |
| 24 | Campaspe LS | 0.31 | 0.31 |  0.31  | 25 | 25 |  24  |
| 25 | Kingston I&LS | 0.31 | 0.31 |  0.31  | 24 | 26 |  25  |
| 26 | Brimbank Libraries | 0.31 | 0.30 |  0.31  | 26 | 28 |  26  |
| 27 | Monash PLS | 0.30 | 0.30 |  0.30  | 28 | 29 |  27  |
| 28 | Moreland City Libraries | 0.31 | 0.30 |  0.29  | 27 | 30 |  28  |
| 29 | Goldfields LC | 0.29 | 0.29 |  0.28  | 30 | 34 |  29  |
| 30 | Wimmera RLC | 0.28 | 0.31 |  0.28  | 32 | 27 |  30  |
| 31 | Wyndham City LS | 0.26 | 0.30 |  0.28  | 35 | 31 |  31  |
| 32 | Central Highlands Libraries | 0.27 | 0.29 |  0.27  | 33 | 32 |  32  |
| 33 | Glenelg Libraries | 0.21 | 0.31 |  0.26  | 45 | 24 |  33  |
| 34 | Goulburn Valley RLC | 0.24 | 0.25 |  0.26  | 39 | 37 |  34  |
| 35 | Glen Eira LS | 0.33 | 0.26 |  0.26  | 18 | 35 |  35  |
| 36 | Frankston LS | 0.25 | 0.25 |  0.25  | 36 | 36 |  36  |
| 37 | High Country LN | 0.33 | 0.33 |  0.24  | 19 | 19 |  37  |
| 38 | Whitehorse Manningham RLC | 0.26 | 0.24 |  0.24  | 34 | 39 |  38  |
| 39 | Mornington Peninsula Library | 0.30 | 0.29 |  0.24  | 29 | 33 |  39  |
| 40 | Yarra Plenty RLS | 0.24 | 0.24 |  0.23  | 37 | 38 |  40  |
| 41 | Latrobe City Libraries | 0.22 | 0.23 |  0.23  | 43 | 41 |  41  |
| 42 | Eastern RLC | 0.24 | 0.24 |  0.22  | 38 | 40 |  42  |
| 43 | Wodonga Library | 0.22 | 0.22 |  0.21  | 42 | 44 |  43  |
| 44 | Melton L&IS | 0.22 | 0.22 |  0.21  | 41 | 43 |  44  |
| 45 | Hume Libraries | 0.23 | 0.22 |  0.21  | 40 | 42 |  45  |
| 46 | Casey-Cardinia LC | 0.21 | 0.20 |  0.20  | 44 | 45 |  46  |

**Indicator 9. NUMBER OF PUBLIC ACCESS DEVICES PER CAPITA**

|  |  | **Number of public access devices per capita** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **0.65** | **0.69** | **0.71** | **of 46** | **of 46** | **of 46** |
|  |  |  |  |  |  |  |  |
| 1 | Glenelg Libraries | 2.32 | 2.35 |  2.19  | 1 | 1 |  1  |
| 2 | Murrindindi LS | 1.77 | 1.39 |  1.73  | 2 | 3 |  2  |
| 3 | Geelong RLC | 1.32 | 1.51 |  1.47  | 3 | 2 |  3  |
| 4 | East Gippsland Shire Library | 1.03 | 1.39 |  1.37  | 9 | 4 |  4  |
| 5 | Gannawarra LS | 1.08 | 1.10 |  1.21  | 6 | 7 |  5  |
| 6 | Towong LS | 0.86 | 1.21 |  1.21  | 14 | 5 |  6  |
| 7 | West Gippsland RLC | 1.00 | 0.99 |  1.18  | 11 | 13 |  7  |
| 8 | Yarra Plenty RLS | 1.04 | 1.18 |  1.16  | 8 | 6 |  8  |
| 9 | Melbourne LS | 1.10 | 1.04 |  1.04  | 5 | 10 |  9  |
| 10 | Moonee Valley LS | 0.98 | 1.00 |  1.04  | 12 | 12 |  10  |
| 11 | Brimbank Libraries | 1.02 | 1.01 |  1.04  | 10 | 11 |  11  |
| 12 | Monash PLS | 1.05 | 1.05 |  1.03  | 7 | 9 |  12  |
| 13 | Melton L&IS | 1.13 | 1.05 |  1.01  | 4 | 8 |  13  |
| 14 | Indigo LS | 0.78 | 0.78 |  0.90  | 16 | 17 |  14  |
| 15 | Maribyrnong LS | 0.89 | 0.87 |  0.87  | 13 | 14 |  15  |
| 16 | Hobsons Bay Libraries | 0.70 | 0.69 |  0.84  | 22 | 22 |  16  |
| 17 | Wellington Shire Library | 0.83 | 0.83 |  0.83  | 15 | 15 |  17  |
| 18 | Campaspe LS | 0.52 | 0.52 |  0.79  | 28 | 32 |  18  |
| 19 | Hume Libraries | 0.46 | 0.73 |  0.78  | 31 | 19 |  19  |
| 20 | Mitchell Shire L&IS | 0.57 | 0.56 |  0.76  | 26 | 30 |  20  |
| 21 | Kingston I&LS | 0.75 | 0.76 |  0.75  | 17 | 18 |  21  |
| 22 | Wimmera RLC | 0.73 | 0.69 |  0.73  | 19 | 21 |  22  |
| 23 | Swan Hill RLS | 0.74 | 0.83 |  0.71  | 18 | 16 |  23  |
| 24 | High Country LN | 0.39 | 0.40 |  0.70  | 38 | 39 |  24  |
| 25 | Wyndham City LS | 0.58 | 0.70 |  0.65  | 25 | 20 |  25  |
| 26 | Mildura Rural City Council LS | 0.60 | 0.60 |  0.64  | 24 | 28 |  26  |
| 27 | Wodonga Library | 0.37 | 0.65 |  0.64  | 39 | 24 |  27  |
| 28 | Goldfields LC | 0.29 | 0.56 |  0.64  | 44 | 31 |  28  |
| 29 | Greater Dandenong Libraries | 0.62 | 0.64 |  0.63  | 23 | 25 |  29  |
| 30 | Central Highlands Libraries | 0.71 | 0.65 |  0.62  | 21 | 23 |  30  |
| 31 | Moreland City Libraries | 0.42 | 0.61 |  0.60  | 34 | 26 |  31  |
| 32 | Bayside LS | 0.56 | 0.58 |  0.58  | 27 | 29 |  32  |
| 33 | Corangamite RLC | 0.71 | 0.61 |  0.58  | 20 | 27 |  33  |
| 34 | Yarra Libraries | 0.41 | 0.40 |  0.57  | 36 | 38 |  34  |
| 35 | Goulburn Valley RLC | 0.46 | 0.46 |  0.50  | 30 | 34 |  35  |
| 36 | City of Boroondara LS | 0.44 | 0.43 |  0.43  | 32 | 35 |  36  |
| 37 | Darebin Libraries | 0.40 | 0.42 |  0.42  | 37 | 36 |  37  |
| 38 | Stonnington L&IS | 0.43 | 0.34 |  0.42  | 33 | 42 |  38  |
| 39 | Casey-Cardinia LC | 0.50 | 0.49 |  0.40  | 29 | 33 |  39  |
| 40 | Mornington Peninsula Library | 0.42 | 0.41 |  0.39  | 35 | 37 |  40  |
| 41 | Port Phillip LS | 0.35 | 0.38 |  0.38  | 40 | 40 |  41  |
| 42 | Eastern RLC | 0.33 | 0.35 |  0.37  | 41 | 41 |  42  |
| 43 | Whitehorse Manningham RLC | 0.32 | 0.32 |  0.35  | 43 | 44 |  43  |
| 44 | Frankston LS | 0.33 | 0.32 |  0.33  | 42 | 43 |  44  |
| 45 | Glen Eira LS | 0.28 | 0.27 |  0.32  | 45 | 45 |  45  |
| 46 | Latrobe City Libraries | 0.26 | 0.26 |  0.26  | 46 | 46 |  46  |

**Indicator 10. CUSTOMER SATISFACTION RATING**

|  |  | **Customer satisfaction rating** | **Rank** |
| --- | --- | --- | --- |
|  | **Library Service** | **2014-15** | **2015-16** | **2016-17** | **2014-15** | **2015-16** | **2016-17** |
|  |  |  |  |  |  |  |  |
|  | **Victoria** | **8.65** | **8.59** | **8.44** | **of 34** | **of 35** | **of 38** |
|  |  |  |  |  |  |  |  |
| 1 | Port Phillip LS | 9.90 | 9.60 |  9.9  | 4 | 4 |  1  |
| 2 | Moreland City Libraries | 9.30 | 9.77 |  9.7  | 10 | 2 |  2  |
| 3 | Wimmera RLC | 9.70 | 9.80 |  9.7  | 6 | 1 |  3  |
| 4 | Geelong RLC | 9.46 | 9.46 |  9.5  | 9 | 8 |  4  |
| 5 | Latrobe City Libraries | 9.20 | 9.20 |  9.5  | 12 | 9 |  4  |
| 6 | Mildura Rural City Council LS | 10.00 | 9.50 |  9.5  | 1 | 7 |  4  |
| 7 | Frankston LS | 9.70 | 9.50 |  9.3  | 6 | 6 |  7  |
| 8 | Darebin Libraries | 8.90 | 8.90 |  9.2  | 14 | 12 |  8  |
| 9 | Greater Dandenong Libraries |  | 9.08 |  9.1  |  | 10 |  9  |
| 10 | Yarra Plenty RLS | 8.50 | 8.65 |  9.0  | 20 | 18 |  10  |
| 11 | Goulburn Valley RLC | 9.29 | 8.93 |  8.9  | 11 | 11 |  11  |
| 12 | Bayside LS | 7.60 | 7.40 |  8.8  | 29 | 33 |  12  |
| 13 | Melton L&IS | 9.00 | 8.70 |  8.8  | 13 | 17 |  13  |
| 14 | Hobsons Bay Libraries |  | 8.75 |  8.8  |  | 16 |  14  |
| 15 | Kingston I&LS | 7.70 | 8.78 |  8.8  | 28 | 14 |  15  |
| 16 | Corangamite RLC | 9.97 | 8.76 |  8.8  | 3 | 15 |  16  |
| 17 | Casey-Cardinia LC | 8.30 | 8.59 |  8.6  | 23 | 20 |  17  |
| 18 | Central Highlands Libraries |  |  |  8.6  |  |  |  18  |
| 19 | Wyndham City LS |  | 8.32 |  8.5  |  | 25 |  19  |
| 20 | City of Boroondara LS | 8.65 | 8.51 |  8.5  | 17 | 21 |  20  |
| 21 | Yarra Libraries | 10.00 | 8.87 |  8.5  | 1 | 13 |  20  |
| 22 | Whitehorse Manningham RLC | 8.20 | 8.20 |  8.5  | 24 | 27 |  22  |
| 23 | Stonnington L&IS | 8.53 | 8.49 |  8.5  | 19 | 22 |  23  |
| 24 | West Gippsland RLC | 8.88 | 8.43 |  8.4  | 15 | 23 |  24  |
| 25 | Eastern RLC | 8.42 | 8.42 |  8.4  | 22 | 24 |  25  |
| 26 | Maribyrnong LS | 8.10 | 8.22 |  8.3  | 25 | 26 |  26  |
| 27 | Melbourne LS | 9.80 | 8.14 |  8.1  | 5 | 28 |  27  |
| 28 | High Country LN |  |  |  7.9  |  |  |  28  |
| 29 | Wodonga Library | 8.60 | 8.60 |  7.8  | 18 | 19 |  29  |
| 30 | Moonee Valley LS | 8.00 | 9.60 |  7.7  | 26 | 3 |  30  |
| 31 | Gannawarra LS | 7.90 | 7.60 |  7.6  | 27 | 30 |  31  |
| 32 | Glen Eira LS |  |  |  7.6  |  |  |  31  |
| 33 | Monash PLS | 7.50 | 7.60 |  7.6  | 30 | 29 |  31  |
| 34 | Mornington Peninsula Library | 7.10 | 7.10 |  7.5  | 33 | 34 |  34  |
| 35 | East Gippsland Shire Library |  | 7.40 |  7.4  |  | 31 |  35  |
| 36 | Wellington Shire Library | 7.40 | 7.40 |  7.4  | 32 | 32 |  35  |
| 37 | Towong LS | 6.40 | 6.80 |  6.8  | 34 | 35 |  37  |
| 38 | Mitchell Shire L&IS |  |  |  5.0  |  |  |  38  |
| \* | Brimbank Libraries |  |  |  |  |  |  |
| \* | Campaspe LS |  7.50  |  |  | 30 |  |  |
| \* | Glenelg Libraries |  8.73  |  |  | 16 |  |  |
| \* | Goldfields LC | 9.50 | 9.50 |  | 8 | 5 |  |
| \* | Hume Libraries |  8.48  |  |  | 21 |  |  |
| \* | Indigo LS |  |  |  |  |  |  |
| \* | Murrindindi LS |  |  |  |  |  |  |
| \* | Swan Hill RLS |  |  |  |  |  |  |

 Library Service does not have customer satisfaction data.

**5. Vision Australia Information and Library Service**

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

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

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

|  |  |
| --- | --- |
| **Top 10 library performance indicators** | **VAILS** |
|  | **2014-15** | **2015-16** | **2016-17** | **Trend** |
| 1. | Number of members | 15,246 | 15,649 | 15,689 | 🡺 |
|  | Number of active library members |  | 12,206 | 11,961 |  |
| 2. | Attendance at library programs | 1,290 | 1,797 | 1,528 | 🡺 |
| 3/4. | Turnover rate – collection items | 20.8 | 13.4 | 13.6 | 🡺 |
| 5. | Number of items for loan | 56,949 | 54,442 | 55,883 | 🡺 |
| 6. | Cost of library service ($M) | $3.74 | $4.10 | $5.34 | **~** |
| 7. | Number of physical library visits |  |  |  |  |
| 8. | Staff EFT | 23 | 24 | 24 | 🡺 |
| 9. | Number of public access devices | 4 | 4 | 3 | 🡺 |
| 10. | Customer satisfaction rating\* |  |  |  |  |

VAILS cost and usage data for 2016-17 shows that that activity was at similar levels to 2015-16. The trend in most indicators over the past three years is flat.

The drop in turnover rate for the VAILS collection from 2014-015 was linked to a shift in the mix of the collection. The turnover rate for physical items remained about the same (over 30), as did the turnover rate for digital items (around 10) – both of which are well above the turnover rates for other public library collections. However, as VAILS now has a greater proportion of digital items, the aggregate ‘whole of collection’ figure decreased.

VAILS receives $1.69M funding from the Victorian state government, with the remaining $3.65M derived from other sources, including grants funding to run targeted programs.

**6. Indicator Definitions**

PLVN’s Top 10 library performance indicators are defined as follows. These definitions are consistent, where applicable, with the LGPRF and other library industry data collections and standards.

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

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

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

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

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

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

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

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

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

|  |  |
| --- | --- |
| Measure | **7. Cost of library service per visit (LB3)** |
| Definition | Total direct cost to Council of provision of library services per visit |
| Type | Input – cost  |
| Computation | Total direct cost to Council of providing library services divided by the municipal population |

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

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

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

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

**LGPRF definitions**

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

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

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

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

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

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

**Notes for interpretation and analysis**

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

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

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

**7. Data Specifications**

The following library performance data (31 data items) will be collected and analysed on an annual financial year basis. Where relevant, \* denotes an LGPFR definition and \*\* denotes a NSLA definition.

|  |  |
| --- | --- |
| **Data to be collected** | **Notes** |

|  |  |
| --- | --- |
| **Population** |  |
| 1. | Municipal population | Derived/pre-filled from ABS Estimated Resident Population data at 30 June 2016. |

|  |  |
| --- | --- |
| **Financial – Income** | *Use standard statements for year end* |
| 2. | Operational funding from federal government | Include grants for projects (e.g. Digital Hubs). |
| 3. | Operational funding from state government | Includes Premiers Reading challenge, local priorities funding, core funding. |
| 4. | Operational funding from local government | Do not include collection funding here. Include at Item 5. |
| 5. | Collection funding from local government | Include all collection funding here. |
| 6. | Capital funding from federal government | Include grants for library buildings. |
| 7. | Capital funding from state government | Include grants for buildings, mobile libraries, Living Libraries funding. |
| 8. | Capital funding from local government | Include plant and equipment. Do not use this item for collection funding. |
| 9. | Other income not included above | Use this measure to reconcile your income as per your signed off financial report (for RLCs) or actuals in your approved budget at 30 June (for single municipalities). |

| **Financial – Expenditure** | *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), library collection item processing costs and other incidental expenses. Do not include capital purchases such as library collection items, vehicles or equipment. Indirect costs such as depreciation and council management/corporate overheads are specifically excluded. |
| 12a. | Total expenditure on physical library materials | Include print material (such as books, magazines, serials, maps, plans, manuscripts), audiovisual and physical digital materials (such as audio books, CDs, DVDs, computer games) and toys and games. If possible, exclude processing costs. |
| 12b. | Total expenditure on digital library materials | Include ebooks and emagazines.  |
| 13. | Capital expenditure | Report all capital expenditure. Include: plant, machinery and equipment; motor vehicles and other transport equipment; industrial machinery and equipment; computer software capitalized; dwellings, buildings and other structures; computers and computer peripherals; and artistic originals. Exclude library materials. |
| 14a. | Depreciation | Depreciation (if this can be reported separately).  |
| 14b. | Other expenditure not included above | Use this measure to reconcile your expenditure as per your signed off financial report (for RLCs) or actuals in your approved budget at 30 June (for single municipalities). |

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

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

|  |  |
| --- | --- |
| **Usage** |  |
| 20a. | Total number of loans – physical items | Includes loans of a collection item owned or licenced by the Council/Corporation including loans (and renewals) to other libraries or collections (e.g. SWIFT). It does not include loans sourced from other libraries or collections. |
| 20b. | Total number of loans – digital items |
| 21. | Total number of members  | Is a person who has registered to use the library service with activity against that registration in the past three years. |
| 22. | Total number of active members | Is a person who has registered to use the library service (including residents and non-residents) who has borrowed a library collection item from the library within the 12-month reporting period. |
| 23a. | Total number of library ‘visits’ – branch | Is visits in person to a branch library. |
| 23b. | Total number of library ‘visits’ – mobile | Is visits in person to a mobile library. |
| 23c. | Total number of library ‘visits’ – delivery | Is visits made as part of collection delivery services (e.g. Home Library). |
| 23d. | Total number of library ‘visits’ – outreach | Is the number of participants in outreach programs and events. |
| 23e. | Total number of library ‘visits’ – website | Is visits to the library website, calculated as unique daily users summed over 12 months. |
| 23f. | Total number of library ‘visits’ – app | Is visits through the library app, calculated as unique daily users summed over 12 months. |
| 24. | Program/event attendance | Include attendance at library programs and events held inside and outside the library. |
| 25. | Number of wifi sessions | Include all logins for library owned devices, as well as people’s personal devices. |
| 26. | Number of computer bookings | Total number of bookings for/sessions on public access computers. |

| **Library operations** |  |
| --- | --- |
| 27. | Number of library branches | The number of permanent library branches in operation at the end of the reference period. Include central libraries and all branches that are staffed at all times during opening hours. Exclude: mobile library vans; collection vending machines; and self-serve library kiosks (in separate locations from library branches). |
| 28a. | Size of branches – PAFS m2 | Public Access Floor Space (PAFS) is the area of the STATIC LIBRARY ONLY to which the public have DIRECT access during opening hours. Include collections and computer areas; reading, seating and study areas; customer service; children's, youth and specialist areas. Exclude areas with restricted or partial access such as externally used meeting rooms, staff areas, mobile vehicles, toilets, foyers areas used by other organisations/groups. |
| 28b. | Size of branches – GFA m2 | Gross Floor Area includes all PAFS plus staff, services, amenities and ancillary spaces (e.g. foyer, entry corridors, staff work spaces, toilets, plant, storage, loading). |
| 29a. | Number of mobile library vehicles | Number of mobile library vehicles. |
| 29b. | Number of mobile library stops | Number of mobile library stops. |
| 30. | Number of other library outlets | The number of other library outlets in operation at the end of the reference period. Include: self-serve library kiosks (in separate locations from library branches); library depots; collection vending machines; library pop-up locations; and any other outlets not elsewhere reported. |
| 31a. | Total opening hours – library branches and mobiles | The total number of hours that all library branches and mobile library vehicles are open per week. |
| 31b. | Total opening hours – other outlets | The total number of hours that other library outlets (i.e. agencies, kiosks) are open per week. |
| 32. | Number of public access devices | Include all desktops, laptops and tablets available for public use. |

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