



Public Libraries
Victoria Network

2015-16 Annual Statistical Survey

Summary
October 2016

I & J Management Services



Well done!

- Returns from all 47 Victorian public libraries
- Statistical report currently being finalised, including:
 - comparative performance reports
 - analysis of ‘engagement’ with public libraries
 - analysis of early years program data.
- The quality and consistency of data continues to improve.
- Some data items still require tighter definition and collection (e.g. membership, computer use, finances, depreciation).



Public Libraries Victoria Network

Top 10 library performance indicators		Victorian public libraries			
		2013-14	2014-15	2015-16	Trend
1.	Active library members*	19%	19%	17%	→
2.	Attendance at library programs per '000 capita	279	304	316	↗
3.	Turnover rate – physical items	5.4	5.3	5.3	→
4.	Turnover rate – digital items	2.2	2.6	3.5	↗
5.	Physical quality of library collection	64%	66%	67%	↗
6.	Cost of library service per capita**	\$38.68	\$39.57	\$40.51	↗
7.	Cost of library service per visit**	\$6.11	\$6.27	\$6.43	↗
8.	Staff EFT per '000 capita	0.31	0.30	0.31	→
9.	Number of public access devices per '000 capita	0.57	0.65	0.69	↗
10.	Customer satisfaction rating	8.57	8.65	8.59	→

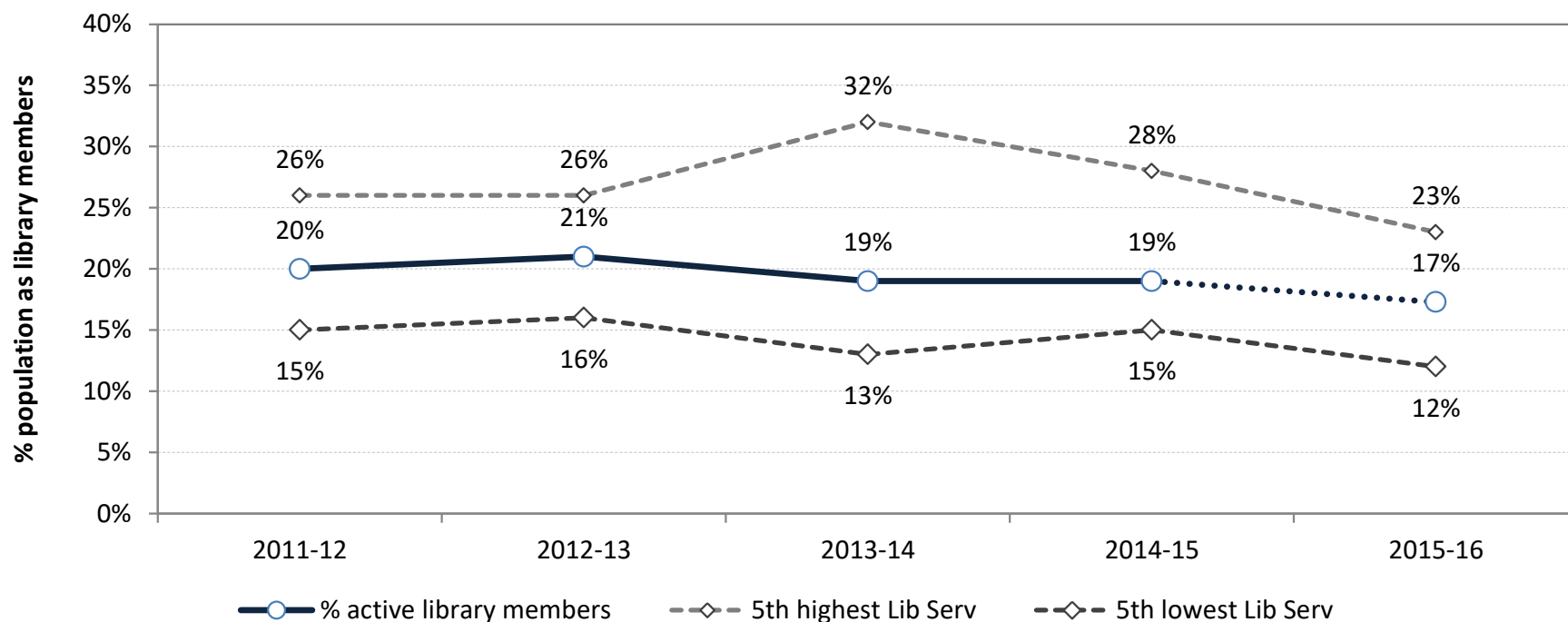
* Trend indicator accounts for SWIFT revisions.

** Trend indicator takes inflation into account.



1. Active Library Members

Item	2013-14	2014-15	2015-16
Number of active library members	1,110,438	1,103,806	1,026,798
Total population	5,716,108	5,840,910	5,937,481
% active library members	19%	19%	17%

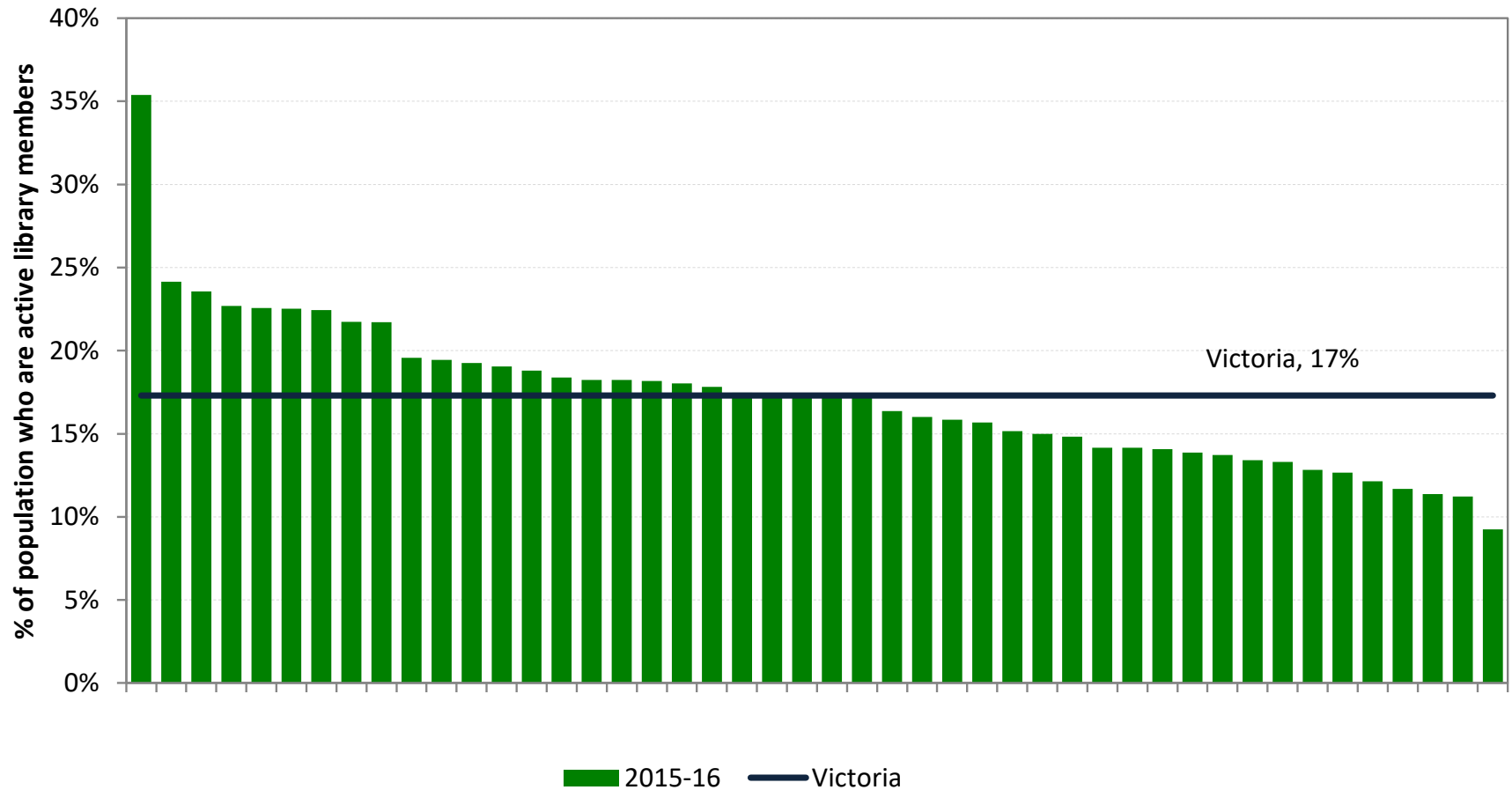


Note: Reporting process more accurate for SWIFT libraries in 2015-16.

21 SWIFT libraries went from 20.5% in 2014-15 to 14.7% in 2015-16. 25 non-SWIFT libraries stayed at 18.5%.

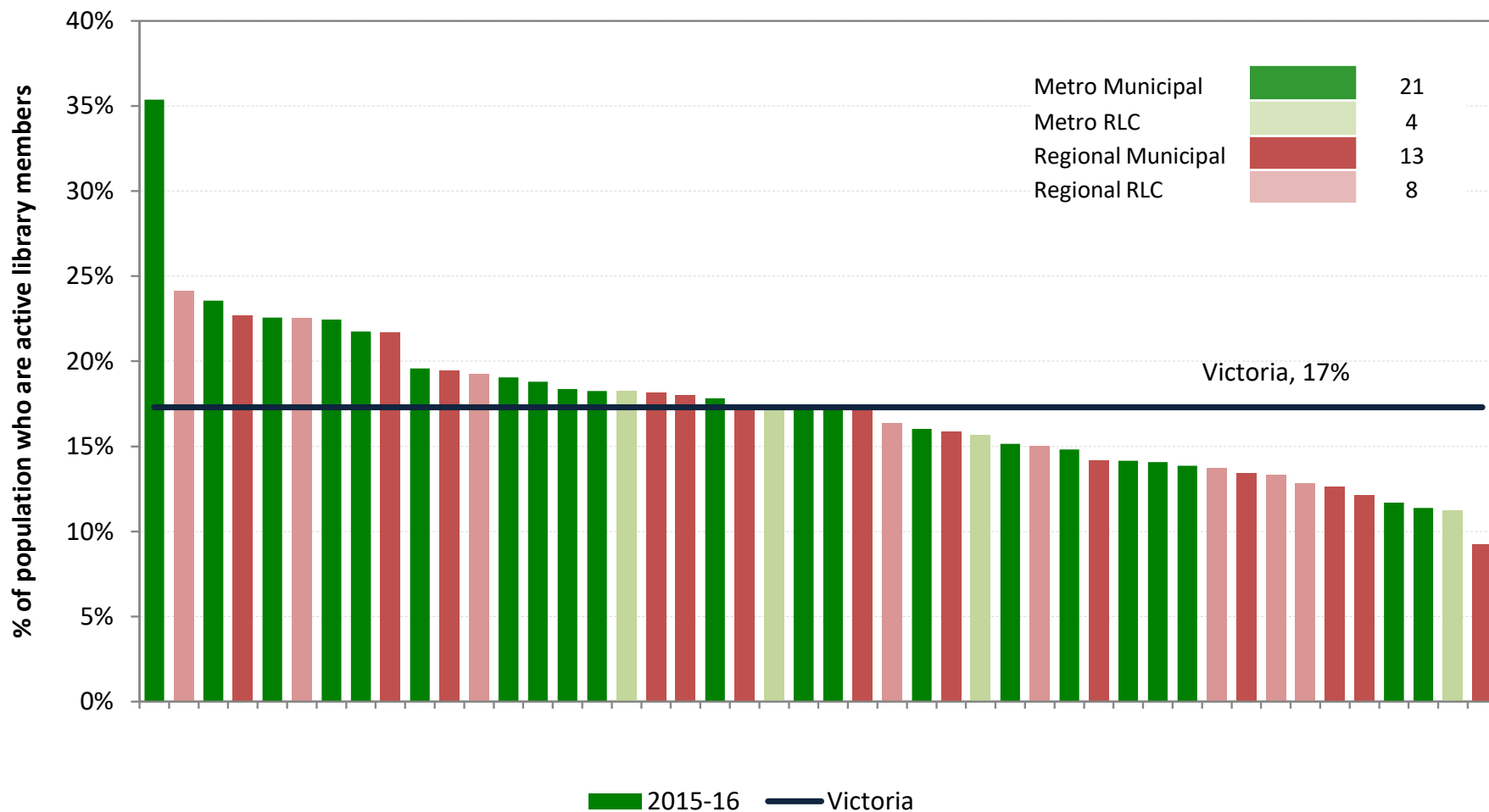


1. Active Library Members





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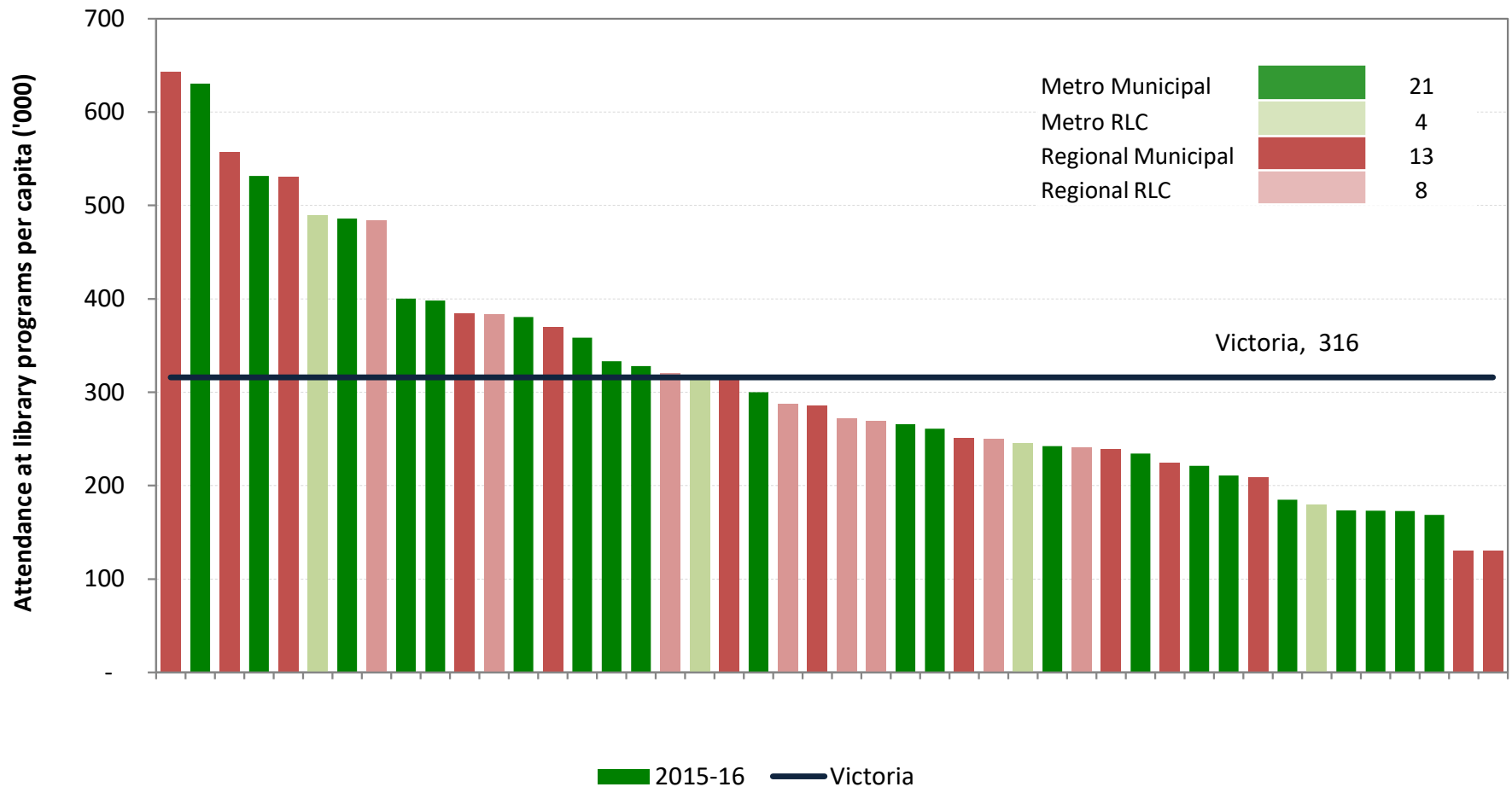


Public Libraries Victoria Network

Top 10 library performance indicators		Vic (46)	Met Mun (21)	Met RLC (4)	Reg Mun (13)	Reg RLC (8)
1.	Active library members	17%	18%	16%	16%	17%
2.	Attendance at library programs per '000 capita	316	307	307	328	313
3.	Turnover rate – physical items	5.3	5.2	7.8	2.7	4.3
4.	Turnover rate – digital items	3.5	4.1	7.2	1.4	3.7
5.	Physical quality of library collection	67%	70%	79%	47%	60%
6.	Cost of library service per capita*	\$41	\$47	\$33	\$43	\$38
7.	Cost of library service per visit*	\$6.43	\$7.13	\$6.06	\$6.19	\$5.61
8.	Staff EFT per '000 capita	0.31	0.35	0.23	0.34	0.31
9.	Number of public access devices per '000 capita	0.69	0.65	0.59	0.96	0.73
10.	Customer satisfaction rating	8.59	8.63	8.47	8.07	9.15

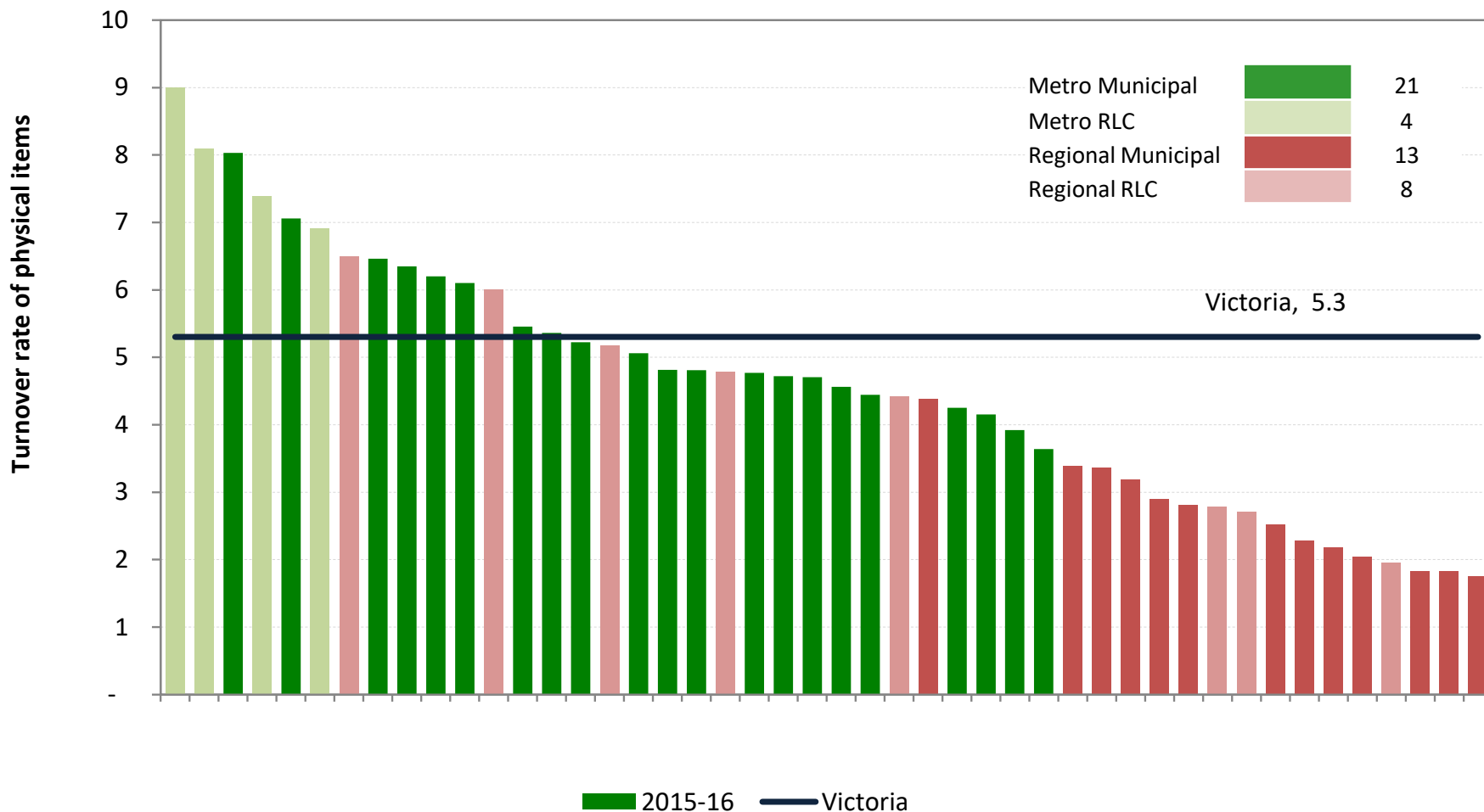


2. Program attendance per '000 population



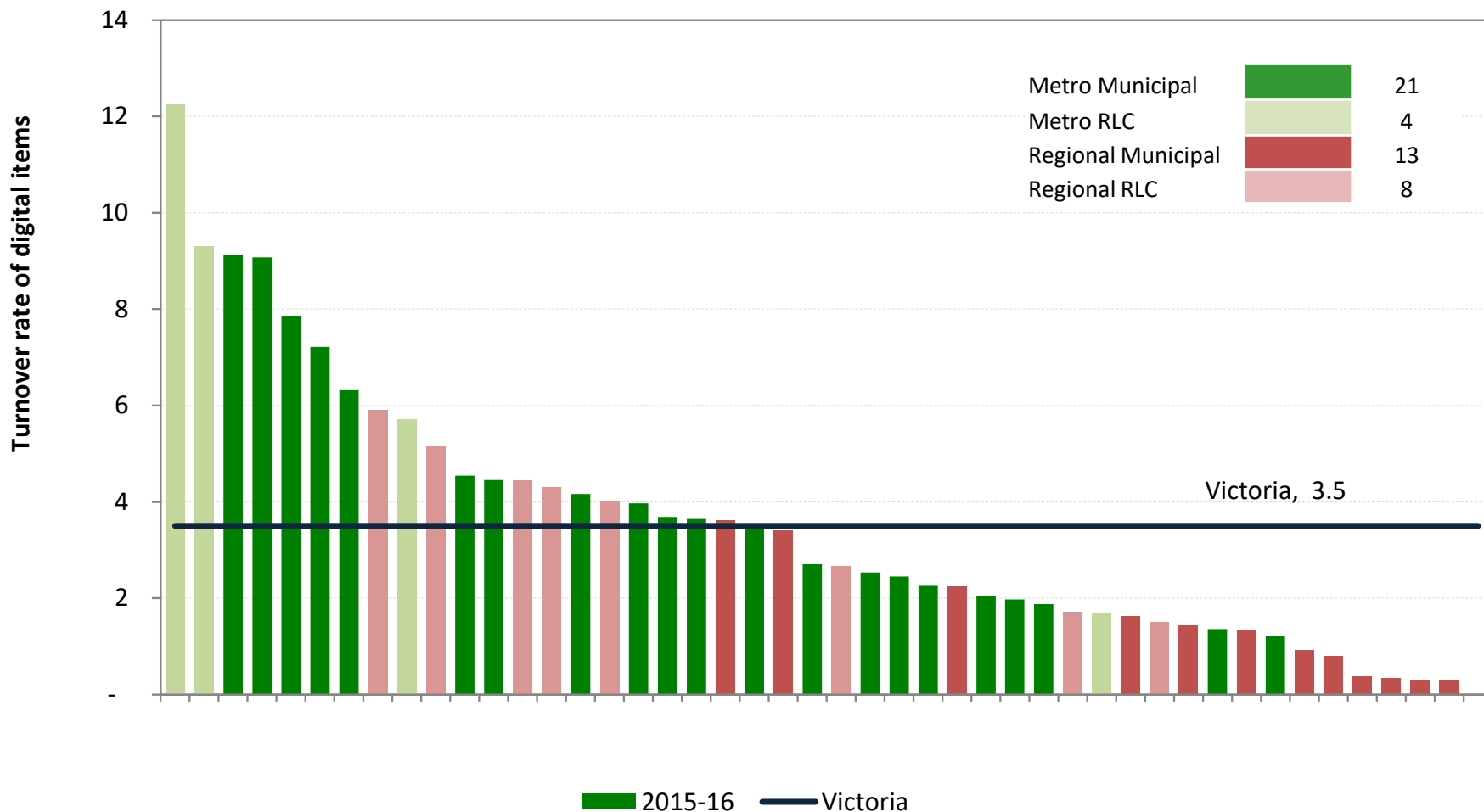


3. Turnover rate – Physical items



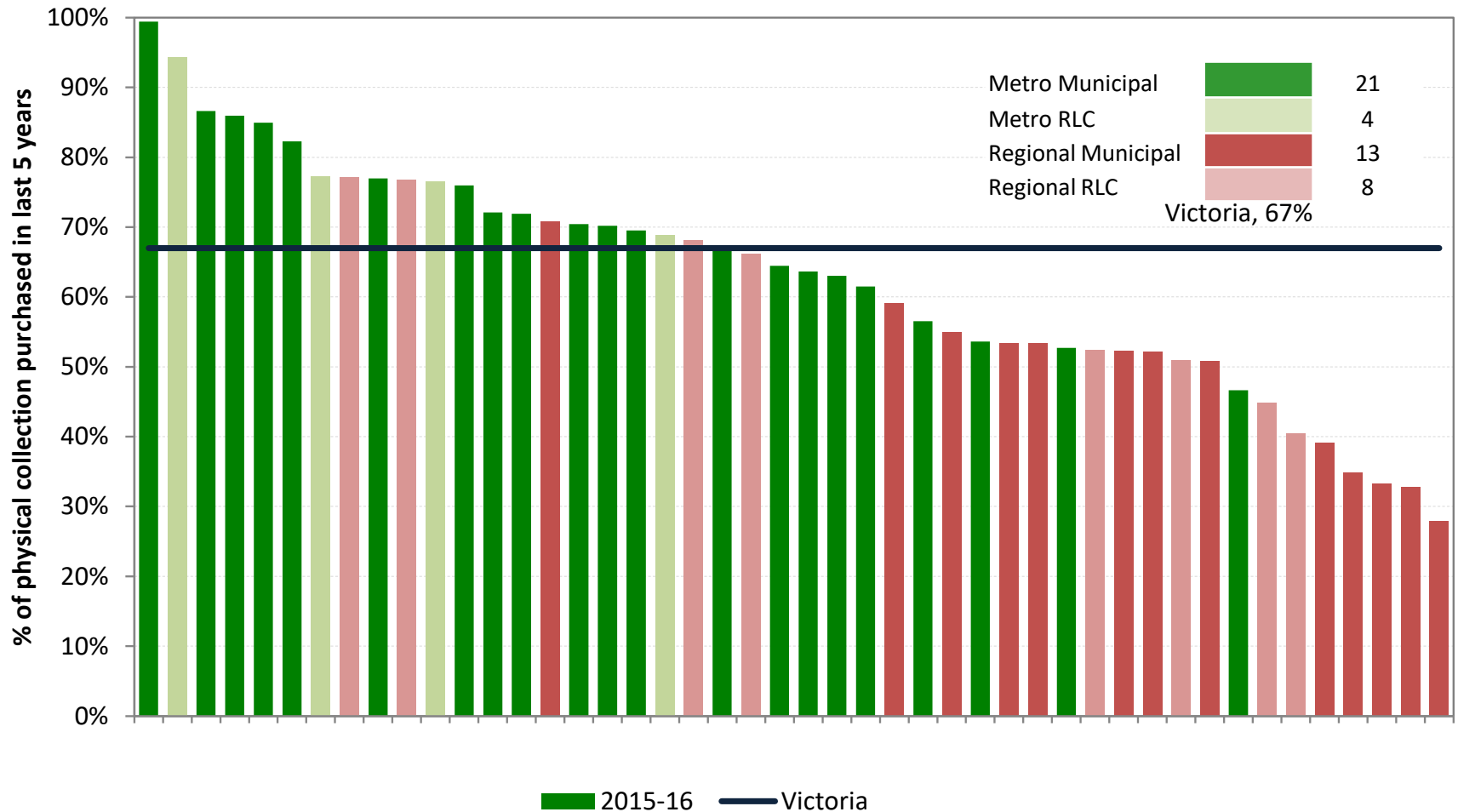


4. Turnover rate – Digital items



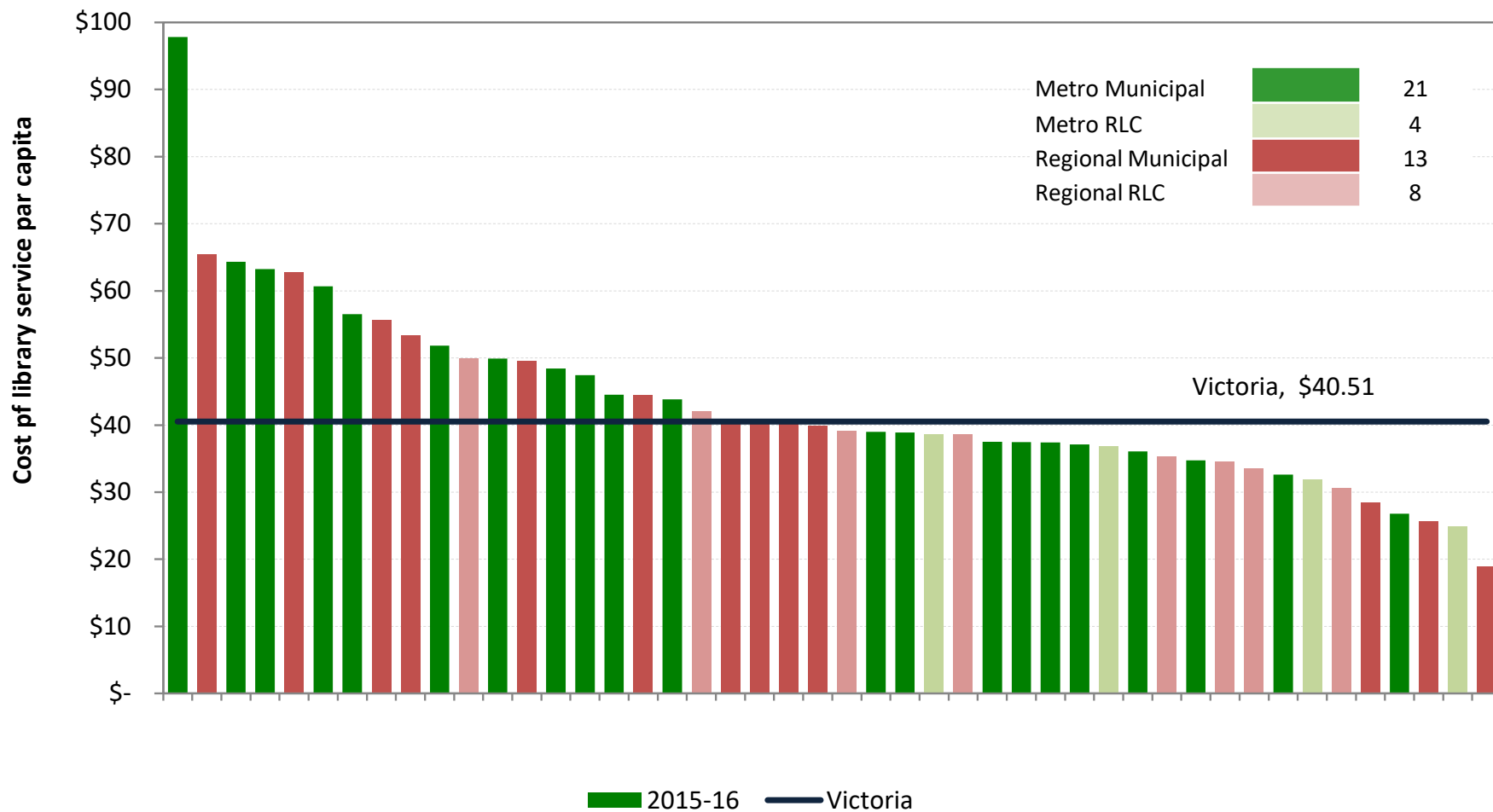


5. Physical quality of collection (purchased last 5 years)



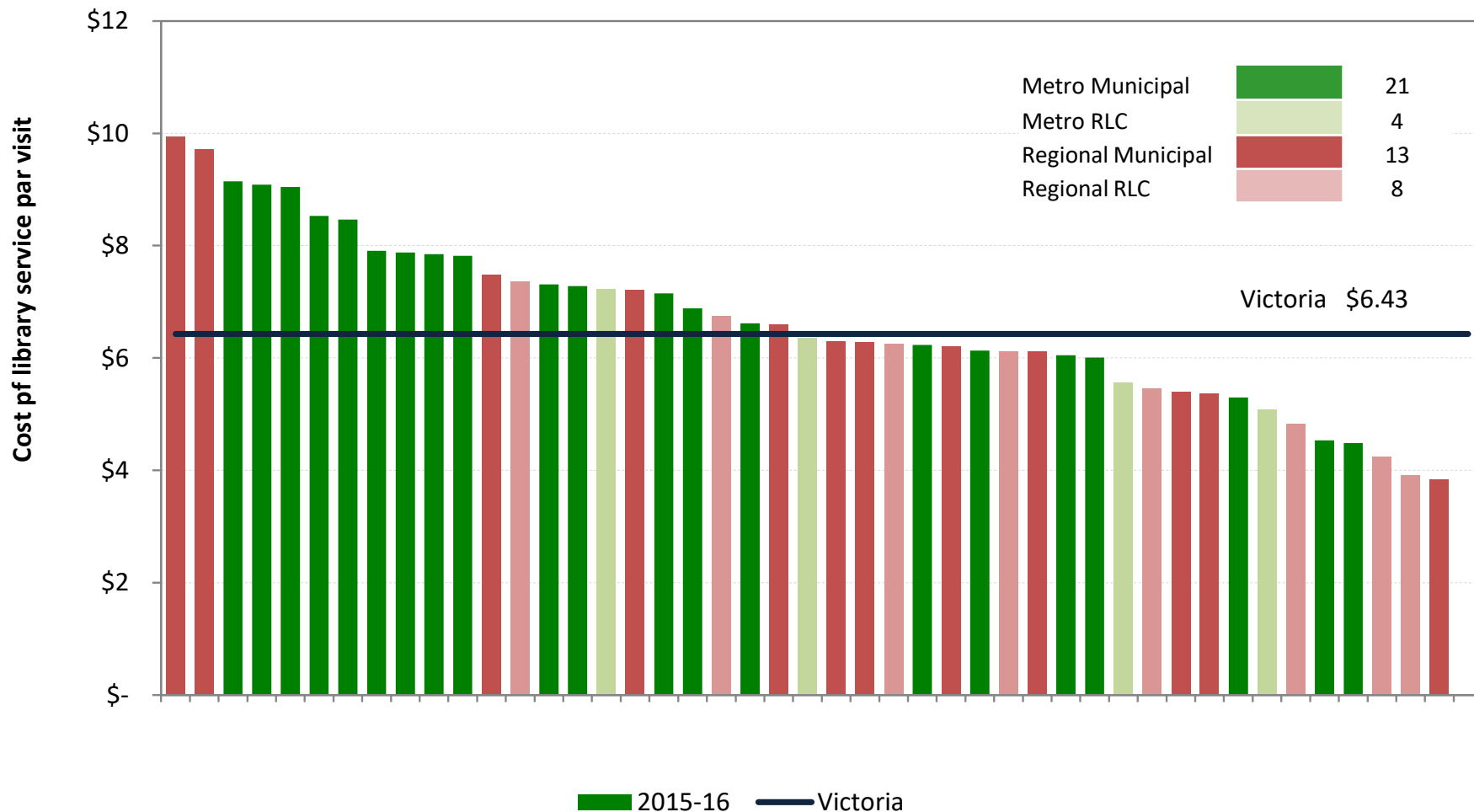


6. Cost per capita



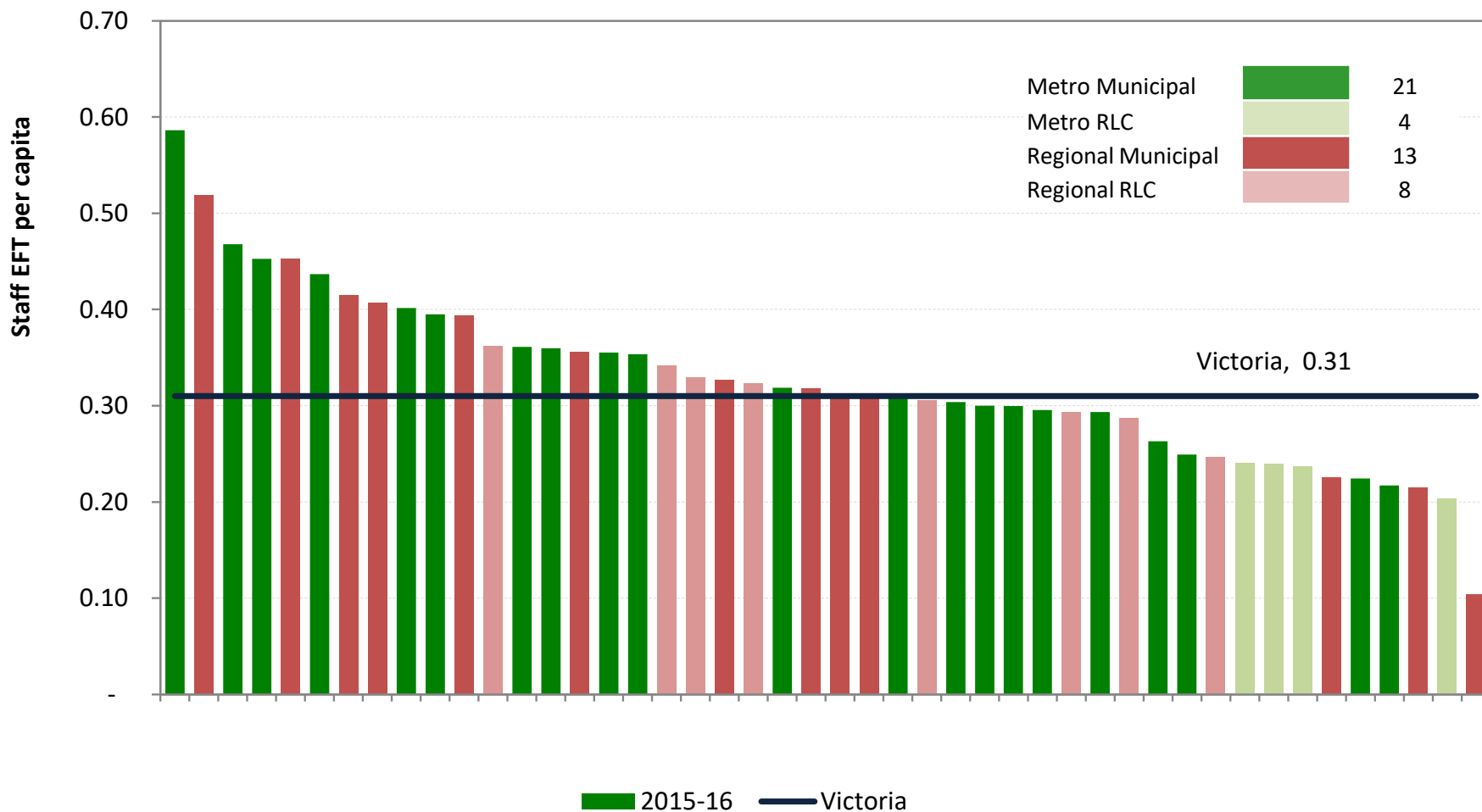


7. Cost per visit



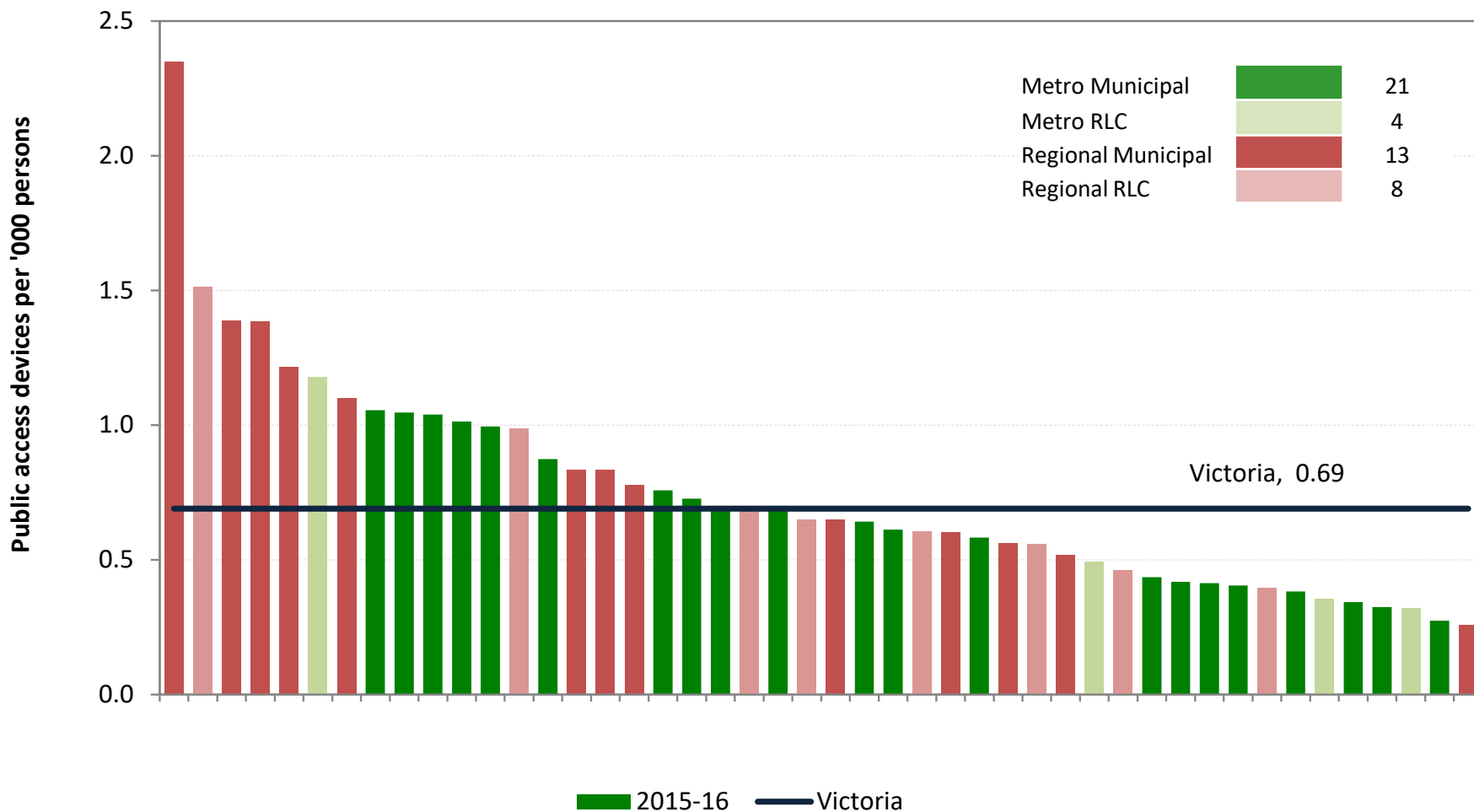


8. Staff per '000 population



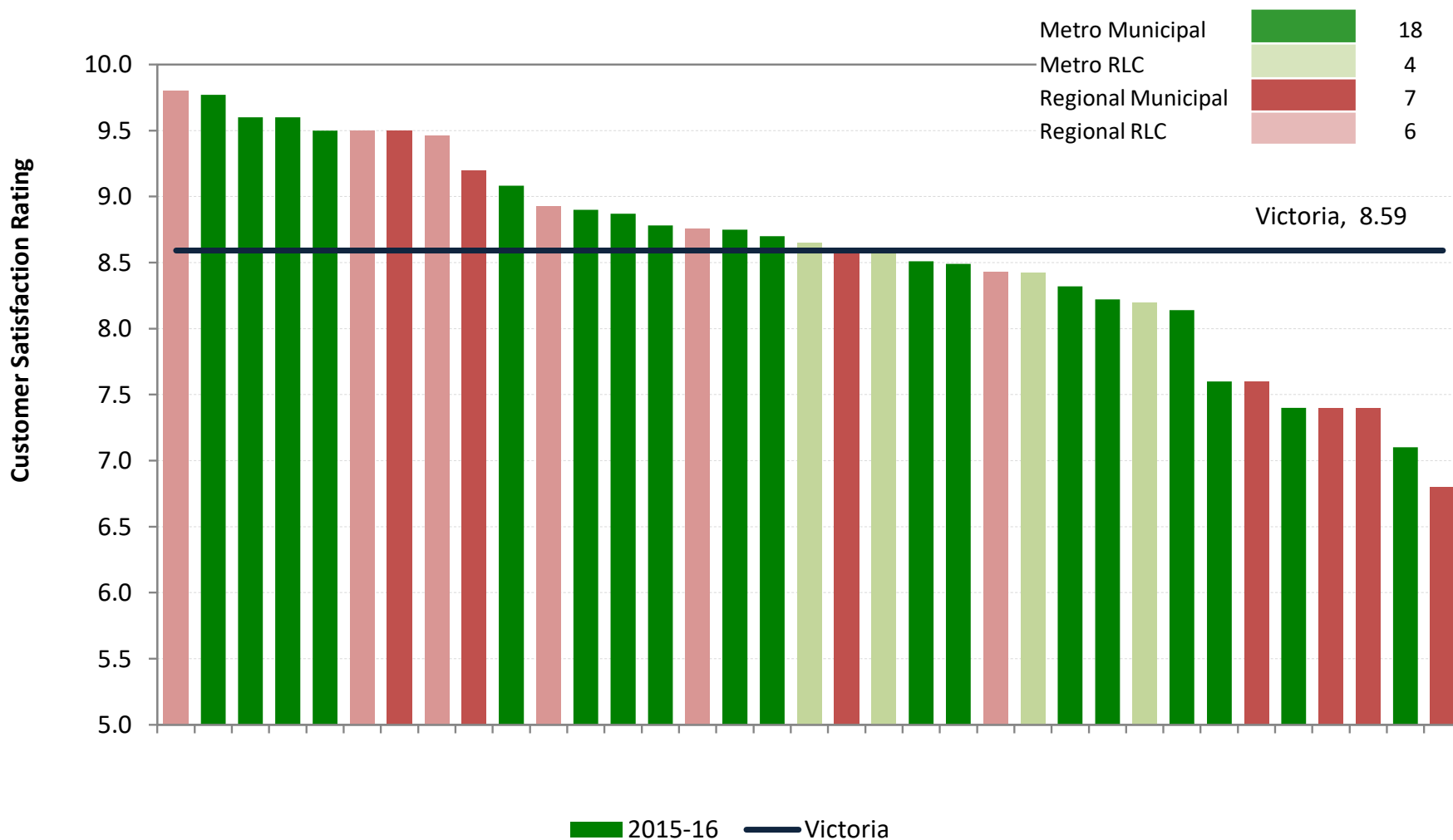


9. Public access computers per '000 population





10. Customer satisfaction





Comparative Performance Report 2013-14 to 2015-16

- 52 indicators drawn from annual statistical survey
 - Three years data for every library
 - Actual value and rank (out of 47 libraries).
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- | | |
|--------------------------|-----------------------------|
| • Service setting x 3 | • Library programs x 2 |
| • Opening hours x 2 | • Computers/wifi x 6 |
| • Library membership x 2 | • Income x 6 |
| • Library visits x 6 | • Expenditure x 11 |
| • Collections x 6 | • Staff x 2 |
| • Loans x 5 | • Customer satisfaction x 1 |



2. Opening hours

2015-16	Value		Rank	
Library Service	Opening hours per week	Opening hours per branch	Opening hours per week	Opening hours per branch
Bayside LS	261	65	19	3
Brimbank Libraries	278	56	15	9
Campaspe LS	205	41	32	33
Casey-Cardinia LC	382	55	6	13
Central Highlands Libraries	606	40	3	34
City of Boroondara LS	276	55	16	11
Corangamite RLC	268	22	18	46
Darebin Libraries	221	55	27	10
East Gippsland Shire Library	302	50	11	20
Eastern RLC	717	51	2	16
Frankston LS	236	79	24	1
Gannawarra LS	81	27	44	45
Geelong RLC	755	47	1	24
Glen Eira LS	202	51	33	19
Glenelg Libraries	129	43	40	28
Goldfields LC	354	39	8	36
Goulburn Valley RLC	291	29	14	43
Greater Dandenong Libraries	144	72	39	2
High Country LC	224	37	26	38
Hobsons Bay Libraries	301	60	13	6
Hume Libraries	255	51	21	17



Observations

	<u>2013-14</u>	<u>2014-15</u>	<u>2015-16</u>	
• Library visits per staff EFT	15,953	16,153	16,477	
• Collections spend as % total	16%	15%	14%	
• Loans (physical items) per capita	8.4	8.0	7.6	
• Program attendees per capita	279	304	316	
• 2015-16 Wifi sessions 3.67m vs Computer bookings \$3.64m				
• Council income per capita	\$30.64	\$31.42	\$32.65	+6.6%
• State Govt income per capita	\$6.74	\$6.83	\$6.85	+1.6%



Public Libraries Victoria Network

XXX

(from PLVN's Annual Survey of Victorian Public Libraries, 2013-14 to 2015-16)

Indicator	xxx	Rank (of 47 public libraries)		
	2015-16	2015-16	2014-15	2013-14
1. Service setting				
Population				
Area serviced (sq. km)				
Static branches				
2. Opening hours				
Total opening hours per week				
Average opening hours per branch				
3. Library membership				
Active members				
Active members as % of population				
4. Library visits				
Library visits				
Library visits per capita				
Library visits per active member				
Library visits per \$000 expenditure				
Library visits per staff EFT				
Library visits per opening hour per week				
5. Collections				
Total number of physical items				
% of physical items purchased in last 5 years				
Turnover rate – physical items				
Total number of ebooks				
Total number of ebook downloads				
Turnover rate – digital items				
6. Loans				
Loans of physical items				
Loans (physical items) per capita				
Loans (physical items) per active member				
Loans (physical items) per \$000 expenditure				
Loans (physical items) per staff EFT				
7. Library programs				
Number of program attendees				
Program attendees per '000 population				
8. Computers and Wifi				
Public access computers				
PCs per '000 population				
Computer bookings (annual)				
Computer bookings per active member				
Wifi sessions (annual)				
Wifi sessions per active member				

Indicator	xxx	Rank (of 47 public libraries)		
	2015-16	2015-16	2014-15	2013-14
9. Income				
Operating income from Council				
Operating income from Council per capita				
Operating income from State Govt per capita				
Other income per capita (incl. user charges)				
Council income as % of total income				
Cost of library service per capita * (based on income)				
10. Library expenditure				
Total operating expenditure				
Operating expenditure per capita *				
Cost per opening hour * (LG income)				
Cost per visit * (LG income)				
Cost per loan * (LG income)				
Collections expenditure				
Collections expenditure per capita *				
Collections expenditure as % of total expenditure				
Staff expenditure				
Staff expenditure per capita *				
Staff expenditure as % of total expenditure				
11. Staffing				
Total staff EFT				
Staff EFT per '000 population *				
12. Customer satisfaction				
Customer satisfaction rating				

* All indicators are ranked from the highest value to the lowest value, except for some cost indicators where the lowest value is ranked No. 1 (marked *).

Ranking of some other indicators is contestable as, for example, very high or very low levels of staff expenditure per capita and staff EFT per capita may represent over- or under-servicing of the municipal/ regional population. In these cases an average or mid-range figure might be seen as a desirable outcome. For presentation purposes the rankings for these indicators have the highest value ranked as No. 1 (marked #).