

**PLV Library Statistics**

**Comparative Performance Report**

**2016-17 to 2018-19**

**Based on data provided by Victoria’s public libraries through the PLV Annual Statistical Survey**

**I & J Management Services**

**October 2019**

**PLV Library Statistics Comparative Performance Report, 2016-17 to 2018-19**

Each year Victoria’s 48 public libraries (including VAILS) compile annual statistics on library inputs, usage, throughputs and outputs. Data from the annual survey is published through the PLV website <https://www.publiclibrariesvictoria.net.au/resources>.

Since 2013-14 the overall performance of Victoria’s public libraries has been documented through an annual report that presents data against the following 10 indicators, which represent a mix of input-output and performance information.

|  |  |
| --- | --- |
| *Appropriateness* | 1. Active library members 2. Attendance at library programs per capita |
| *Quality* | 1. Turnover rate – physical items 2. Turnover rate – digital items 3. Physical quality of library collection |
| *Cost* | 1. Library service funding per capita 2. Cost of library service per visit 3. Staff EFT per capita |
| *Service* | 1. Number of public access devices per capita 2. Customer satisfaction rating. |

The data captured through the annual survey allows for development of a broader view of public library performance over time by looking at a larger set of more than 50 indicators, including a mix of volume-based measures and per capita, usage, efficiency and financial ratios. This comparative performance report documents data and library service rankings from the 2016-17, 2017-18 and 2018-19 annual statistical surveys against the following indicators (which include the 10 measures reported in PLV’s annual Summary Report – shaded grey).

| **Indicator group** | **Library indicator** |
| --- | --- |
| 1. Service setting | * Population |
|  | * Area serviced (sq. km) |
|  | * Static branches and mobiles |
| 2. Opening hours | * Total opening hours per week (branch/mobile) |
|  | * Average opening hours per branch |
| 3. Library membership | * Total members |
|  | * Active members |
|  | * Active members as % of population |
| 4. Library visits | * Library visits (branch + mobile) |
|  | * Library visits (mobile only) |
|  | * Library visits per capita |
|  | * Library visits per staff EFT |
|  | * Library visits per opening hour per week |
|  | * Website visits |
|  | * Website visits per capita |
| 5. Collections | * Total number of physical items |
|  | * Physical collection items per capita |
|  | * % of physical items purchased in last 5 years |
|  | * Total number of ebooks |
| 6. Loans | * Loans of physical items |
|  | * Turnover rate – physical items |
|  | * Loans (physical items) per capita |
|  | * Loans (physical items) per active member |
|  | * Loans (physical items) per staff EFT |
|  | * Downloads of ebooks |
|  | * Turnover rate – digital items |
|  | * Downloads of ebooks per capita |
| 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 capita |
| 9. Library income | * Income from Council |
|  | * Income from Council per capita |
|  | * Income from State Government per capita |
|  | * Other income per capita (incl. user charges) |
|  | * Total income |
|  | * Library service funding per capita\* |
|  | * Council income as % of total income |
| 10. Library expenditure | * Total operating expenditure |
|  | * Operating expenditure per capita \* |
|  | * Cost per visit \* (Total income) |
|  | * Cost per opening hour \* (Total income) |
|  | * Cost per loan \* (Total 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 |

In the following tables 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. 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 #).

**1. Service setting**

| **2018-19** | **Value** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **Population** | **Area**  **sq km** | **Branches (Mobiles)** | **Popn** | **Area** | **Branch (only)** |
| Bayside | 105,718 | 37 | 4 | 27 | 43 | 30 |
| Boroondara | 181,289 | 60 | 6 | 13 | 37 | 13 |
| Brimbank | 208,714 | 123 | 5 | 8 | 33 | 19 |
| Buloke | 6,184 | 8,004 | 5 (1) | 46 | 11 | 19 |
| Campaspe | 37,592 | 4,519 | 5 | 40 | 16 | 19 |
| Casey-Cardinia | 447,539 | 1,691 | 7 (1) | 1 | 22 | 12 |
| Central Highlands | 205,787 | 20,157 | 15 (6) | 9 | 4 | 2 |
| Corangamite | 89,392 | 13,448 | 11 (1) | 31 | 6 | 4 |
| Darebin | 161,609 | 54 | 4 | 18 | 38 | 30 |
| East Gippsland | 46,818 | 20,940 | 6 (3) | 36 | 3 | 13 |
| Eastern | 438,874 | 2,641 | 13 (2) | 2 | 20 | 3 |
| Frankston | 141,845 | 130 | 3 | 21 | 31 | 39 |
| Gannawarra | 10,547 | 3,735 | 3 | 45 | 18 | 39 |
| Geelong | 310,570 | 5,513 | 17 (2) | 4 | 15 | 1 |
| Glen Eira | 153,858 | 39 | 4 | 20 | 41 | 30 |
| Glenelg | 19,665 | 6,218 | 3 (1) | 42 | 13 | 39 |
| Goldfields | 192,460 | 13,018 | 9 | 11 | 7 | 8 |
| Goulburn Valley | 106,451 | 9,772 | 10 (1) | 26 | 9 | 6 |
| Greater Dandenong | 166,094 | 130 | 2 | 15 | 31 | 43 |
| High Country | 64,820 | 14,630 | 6 (1) | 33 | 5 | 13 |
| Hobsons Bay | 96,470 | 64 | 5 | 29 | 36 | 19 |
| Hume | 224,394 | 504 | 5 (1) | 7 | 28 | 19 |
| Indigo | 16,490 | 2,040 | 4 (1) | 43 | 21 | 30 |
| Kingston | 163,431 | 91 | 9 | 17 | 34 | 8 |
| Latrobe | 75,211 | 1,426 | 4 | 32 | 23 | 30 |
| Maribyrnong | 91,387 | 31 | 5 | 30 | 44 | 19 |
| Melbourne | 169,961 | 37 | 6 | 14 | 42 | 13 |
| Melton | 156,713 | 528 | 2 | 19 | 27 | 43 |
| Mildura | 55,515 | 22,083 | 4 (2) | 34 | 2 | 30 |
| Mitchell | 44,299 | 2,862 | 4 | 37 | 19 | 30 |
| Monash | 200,077 | 82 | 6 | 10 | 35 | 13 |
| Moonee Valley | 127,883 | 43 | 5 | 22 | 40 | 19 |
| Moreland | 181,725 | 51 | 5 | 12 | 39 | 19 |
| Mornington Peninsula | 165,822 | 724 | 4 (1) | 16 | 25 | 30 |
| Murrindindi | 14,478 | 3,879 | 3 (1) | 44 | 17 | 39 |
| Port Phillip | 113,200 | 21 | 5 | 25 | 46 | 19 |
| Stonnington | 116,207 | 26 | 4 | 24 | 45 | 30 |
| Swan Hill | 20,759 | 6,117 | 1 (1) | 41 | 14 | 46 |
| Towong | 6,054 | 6,675 | 2 | 47 | 12 | 43 |
| VAILS | - | - | 1 |  |  |  |
| Wellington | 44,019 | 10,817 | 6 | 38 | 8 | 13 |
| West Gippsland | 116,918 | 8,194 | 11 (2) | 23 | 10 | 4 |
| Whitehorse Manningham | 301,704 | 178 | 8 | 5 | 30 | 11 |
| Wimmera | 47,471 | 33,959 | 10 (1) | 35 | 1 | 6 |
| Wodonga | 41,429 | 433 | 1 | 39 | 29 | 46 |
| Wyndham | 255,322 | 542 | 5 | 6 | 26 | 19 |
| Yarra | 98,521 | 20 | 5 | 28 | 47 | 19 |
| Yarra Plenty | 418,500 | 985 | 9 (1) | 3 | 24 | 8 |
| **Victoria** | **6,459,786** | **227,267** | **277 (30)** |  |  |  |

**2. Opening hours**

| **2018-19** | **Value** | | **Rank** | |
| --- | --- | --- | --- | --- |
| **Library Service** | **Opening hours per week** | **Opening hours per brnch/mob** | **Opening hours per week** | **Opening hours per branch** |
| Bayside | 209 | 52 | 28 | 13 |
| Boroondara | 335 | 56 | 12 | 7 |
| Brimbank | 278 | 56 | 16 | 9 |
| Buloke | 35 | 6 | 47 | 47 |
| Campaspe | 158 | 32 | 35 | 36 |
| Casey-Cardinia | 450 | 56 | 5 | 4 |
| Central Highlands | 538 | 26 | 3 | 42 |
| Corangamite | 251 | 21 | 23 | 45 |
| Darebin | 223 | 56 | 25 | 8 |
| East Gippsland | 302 | 34 | 14 | 32 |
| Eastern | 740 | 49 | 2 | 19 |
| Frankston | 150 | 50 | 37 | 18 |
| Gannawarra | 72 | 24 | 44 | 43 |
| Geelong | 795 | 42 | 1 | 28 |
| Glen Eira | 211 | 53 | 27 | 12 |
| Glenelg | 131 | 33 | 40 | 33 |
| Goldfields | 336 | 37 | 9 | 30 |
| Goulburn Valley | 334 | 30 | 13 | 38 |
| Greater Dandenong | 144 | 72 | 38 | 1 |
| High Country | 158 | 23 | 35 | 44 |
| Hobsons Bay | 287 | 57 | 15 | 3 |
| Hume | 262 | 44 | 18 | 24 |
| Indigo | 142 | 28 | 39 | 41 |
| Kingston | 336 | 37 | 9 | 30 |
| Latrobe | 193 | 48 | 31 | 21 |
| Maribyrnong | 256 | 51 | 21 | 16 |
| Melbourne | 337 | 56 | 8 | 5 |
| Melton | 127 | 64 | 42 | 2 |
| Mildura | 176 | 29 | 33 | 39 |
| Mitchell | 171 | 43 | 34 | 26 |
| Monash | 336 | 56 | 9 | 6 |
| Moonee Valley | 260 | 52 | 19 | 13 |
| Moreland | 255 | 51 | 22 | 17 |
| Mornington Peninsula | 212 | 42 | 26 | 27 |
| Murrindindi | 130 | 33 | 41 | 34 |
| Port Phillip | 230 | 46 | 24 | 23 |
| Stonnington | 196 | 49 | 30 | 20 |
| Swan Hill | 58 | 29 | 45 | 40 |
| Towong | 78 | 39 | 43 | 29 |
| VAILS |  |  |  |  |
| Wellington | 185 | 31 | 32 | 37 |
| West Gippsland | 415 | 32 | 6 | 35 |
| Whitehorse Manningham | 380 | 48 | 7 | 22 |
| Wimmera | 205 | 19 | 29 | 46 |
| Wodonga | 43 | 43 | 46 | 25 |
| Wyndham | 274 | 55 | 17 | 10 |
| Yarra | 260 | 52 | 19 | 15 |
| Yarra Plenty | 538 | 54 | 3 | 11 |
| **Victoria** | **12,192** | **40** |  |  |

**3. Library membership**

|  | **Total members** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | 132,892 | 137,983 | 141,641 | 1 | 1 | 1 |
| Eastern | 131,050 | 130,786 | 131,752 | 2 | 2 | 2 |
| Geelong | 105,660 | 123,520 | 130,003 | 4 | 3 | 3 |
| Casey-Cardinia | 116,860 | 120,615 | 127,642 | 3 | 4 | 4 |
| Whitehorse Manningham | 101,294 | 101,820 | 93,452 | 5 | 5 | 5 |
| Greater Dandenong | 83,789 | 85,509 | 87,399 | 6 | 6 | 6 |
| Melbourne | 80,517 | 83,089 | 82,302 | 7 | 7 | 7 |
| Boroondara | 67,657 | 69,730 | 81,350 | 11 | 10 | 8 |
| Brimbank | 76,844 | 72,005 | 79,548 | 8 | 9 | 9 |
| Wyndham | 71,233 | 74,554 | 78,897 | 9 | 8 | 10 |
| Goldfields | 68,019 | 67,818 | 69,507 | 10 | 11 | 11 |
| Yarra | 56,028 | 60,587 | 64,433 | 17 | 13 | 12 |
| Frankston | 61,713 | 61,296 | 60,878 | 13 | 12 | 13 |
| Central Highlands | 58,795 | 58,939 | 59,565 | 15 | 15 | 14 |
| Port Phillip | 56,978 | 51,147 | 57,344 | 16 | 20 | 15 |
| Glen Eira | 55,226 | 55,815 | 56,488 | 19 | 18 | 16 |
| Stonnington | 63,349 | 60,257 | 56,270 | 12 | 14 | 17 |
| Monash | 58,843 | 57,363 | 56,029 | 14 | 17 | 18 |
| Moonee Valley | 53,524 | 55,678 | 55,841 | 20 | 19 | 19 |
| Mornington Peninsula | 55,486 | 57,668 | 54,865 | 18 | 16 | 20 |
| Melton | 42,295 | 44,327 | 46,765 | 25 | 23 | 21 |
| Bayside | 46,795 | 45,812 | 45,472 | 21 | 21 | 22 |
| Moreland | 42,424 | 42,105 | 41,479 | 23 | 24 | 23 |
| Hume | 42,035 | 38,759 | 40,516 | 26 | 25 | 24 |
| Darebin | 40,198 | 38,751 | 37,783 | 27 | 26 | 25 |
| Hobsons Bay | 32,889 | 38,280 | 37,481 | 28 | 27 | 26 |
| Kingston | 44,665 | 44,885 | 33,693 | 22 | 22 | 27 |
| West Gippsland | 42,336 | 32,819 | 32,828 | 24 | 28 | 28 |
| Goulburn Valley | 30,286 | 31,389 | 31,924 | 29 | 29 | 29 |
| Mildura | 25,520 | 26,135 | 26,603 | 30 | 30 | 30 |
| High Country | 25,224 | 25,196 | 25,754 | 31 | 31 | 31 |
| Latrobe | 22,913 | 21,155 | 21,489 | 32 | 32 | 32 |
| Maribyrnong | 20,192 | 19,183 | 19,867 | 34 | 34 | 33 |
| Corangamite | 20,712 | 20,094 | 19,470 | 33 | 33 | 34 |
| Glenelg | 13,941 | 14,484 | 15,049 | 39 | 40 | 35 |
| Campaspe | 14,729 | 14,589 | 14,729 | 38 | 39 | 36 |
| East Gippsland | 15,201 | 15,089 | 14,727 | 36 | 36 | 37 |
| Wimmera | 15,111 | 14,688 | 14,157 | 37 | 38 | 38 |
| Mitchell | 12,720 | 14,946 | 13,153 | 40 | 37 | 39 |
| Wodonga | 10,474 | 10,721 | 11,090 | 41 | 41 | 40 |
| Wellington | 16,298 | 16,062 | 10,015 | 35 | 35 | 41 |
| Swan Hill | 9,034 | 8,790 | 8,602 | 42 | 42 | 42 |
| Murrindindi | 5,897 | 4,724 | 5,854 | 43 | 43 | 43 |
| Indigo | 3,629 | 3,805 | 3,948 | 45 | 44 | 44 |
| Gannawarra | 3,636 | 3,665 | 3,596 | 44 | 45 | 45 |
| Towong | 1,217 | 1,309 | 1,378 | 46 | 46 | 46 |
| Buloke |  |  | 682 |  |  | 47 |
| VAILS | 15,689 | 15,991 | 15,350 |  |  |  |
| **Victoria** | **2,171,817** | **2,193,932** | **2,218,660** |  |  |  |

|  | **Active members** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | 73,080 | 66,847 | 74,875 | 1 | 1 | 1 |
| Eastern | 53,914 | 58,173 | 58,370 | 3 | 2 | 2 |
| Geelong | 55,223 | 54,263 | 55,499 | 2 | 3 | 3 |
| Melbourne | 46,751 | 47,416 | 47,358 | 4 | 4 | 4 |
| Boroondara | 38,637 | 38,267 | 44,649 | 7 | 7 | 5 |
| Whitehorse Manningham | 43,982 | 43,100 | 43,016 | 5 | 6 | 6 |
| Casey-Cardinia | 41,448 | 43,852 | 42,412 | 6 | 5 | 7 |
| Brimbank | 32,116 | 37,012 | 40,597 | 10 | 8 | 8 |
| Goldfields | 28,478 | 29,755 | 34,635 | 12 | 11 | 9 |
| Wyndham | 32,672 | 32,212 | 33,553 | 9 | 10 | 10 |
| Monash | 35,046 | 34,459 | 33,122 | 8 | 9 | 11 |
| Kingston | 27,890 | 29,616 | 27,152 | 13 | 12 | 12 |
| Mornington Peninsula | 30,707 | 27,297 | 26,139 | 11 | 13 | 13 |
| Glen Eira | 24,396 | 25,031 | 25,444 | 17 | 16 | 14 |
| Darebin | 23,266 | 23,276 | 25,207 | 18 | 17 | 15 |
| Moreland | 26,665 | 26,231 | 25,166 | 14 | 14 | 16 |
| Central Highlands | 25,308 | 25,095 | 23,904 | 16 | 15 | 17 |
| Moonee Valley | 23,158 | 22,117 | 21,703 | 19 | 20 | 18 |
| Hume | 21,180 | 20,885 | 21,431 | 21 | 22 | 19 |
| Port Phillip | 20,834 | 22,514 | 21,085 | 22 | 18 | 20 |
| Bayside | 22,548 | 22,222 | 20,838 | 20 | 19 | 21 |
| West Gippsland | 25,358 | 20,991 | 20,493 | 15 | 21 | 22 |
| Hobsons Bay | 17,855 | 20,866 | 19,629 | 26 | 23 | 23 |
| Yarra | 16,270 | 19,964 | 19,431 | 27 | 24 | 24 |
| Greater Dandenong | 20,023 | 19,331 | 18,810 | 23 | 26 | 25 |
| Stonnington | 19,147 | 19,469 | 17,966 | 24 | 25 | 26 |
| Maribyrnong | 14,789 | 14,754 | 15,568 | 28 | 28 | 27 |
| Frankston | 18,212 | 16,749 | 15,505 | 25 | 27 | 28 |
| Melton | 14,549 | 14,720 | 14,993 | 29 | 29 | 29 |
| Goulburn Valley | 14,357 | 13,117 | 13,564 | 30 | 30 | 30 |
| Corangamite | 12,726 | 12,135 | 11,702 | 31 | 31 | 31 |
| High Country | 11,201 | 10,959 | 10,532 | 32 | 32 | 32 |
| East Gippsland | 9,511 | 9,498 | 9,242 | 33 | 33 | 33 |
| Latrobe | 8,581 | 7,671 | 7,775 | 34 | 34 | 34 |
| Mildura | 7,055 | 6,765 | 6,290 | 35 | 35 | 35 |
| Wellington | 5,841 | 6,044 | 6,212 | 38 | 37 | 36 |
| Campaspe | 6,292 | 6,113 | 5,768 | 36 | 36 | 37 |
| Wimmera | 6,191 | 5,936 | 5,352 | 37 | 38 | 38 |
| Mitchell | 4,789 | 5,204 | 4,873 | 39 | 39 | 39 |
| Wodonga | 4,612 | 4,590 | 4,532 | 40 | 40 | 40 |
| Glenelg | 4,330 | 3,488 | 3,634 | 41 | 42 | 41 |
| Murrindindi | 3,026 | 2,920 | 3,197 | 42 | 43 | 42 |
| Indigo | 2,664 | 2,788 | 3,132 | 44 | 44 | 43 |
| Swan Hill | 2,704 | 3,769 | 2,352 | 43 | 41 | 44 |
| Gannawarra | 1,930 | 1,948 | 1,767 | 45 | 45 | 45 |
| Towong | 760 | 727 | 639 | 46 | 46 | 46 |
| Buloke |  |  | 438 |  |  | 47 |
| VAILS | 11,961 | 12,176 | 12,886 |  |  |  |
| **Victoria** | **992,033** | **992,332** | **1,002,437** |  |  |  |

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

**4. Library visits**

|  | **Library visits (branch + mobile)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 2,025,908 | 2,098,522 | 1,993,814 | 1 | 1 | 1 |
| Geelong | 1,956,363 | 1,908,348 | 1,886,452 | 2 | 2 | 2 |
| Melbourne | 1,499,927 | 1,521,479 | 1,731,498 | 4 | 4 | 3 |
| Yarra Plenty | 1,678,885 | 1,606,224 | 1,556,371 | 3 | 3 | 4 |
| Casey-Cardinia | 1,166,640 | 1,336,342 | 1,336,768 | 8 | 5 | 5 |
| Whitehorse Manningham | 1,304,027 | 1,292,745 | 1,332,790 | 6 | 6 | 6 |
| Brimbank | 1,310,805 | 1,263,891 | 1,312,884 | 5 | 7 | 7 |
| Boroondara | 1,108,137 | 1,081,768 | 1,154,741 | 10 | 10 | 8 |
| Goldfields | 1,143,876 | 1,108,907 | 1,087,963 | 9 | 8 | 9 |
| Greater Dandenong | 1,220,836 | 1,100,017 | 981,828 | 7 | 9 | 10 |
| Wyndham | 1,035,131 | 974,706 | 975,316 | 11 | 12 | 11 |
| Monash | 1,021,950 | 1,006,093 | 975,049 | 12 | 11 | 12 |
| Central Highlands | 898,616 | 961,794 | 925,796 | 13 | 13 | 13 |
| Yarra | 571,513 | 787,998 | 820,202 | 26 | 14 | 14 |
| Moonee Valley | 798,339 | 765,301 | 791,043 | 14 | 15 | 15 |
| Mornington Peninsula | 672,801 | 628,875 | 686,858 | 20 | 26 | 16 |
| Bayside | 670,730 | 656,125 | 671,050 | 21 | 21 | 17 |
| Moreland | 693,977 | 678,995 | 670,500 | 16 | 16 | 18 |
| Glen Eira | 702,747 | 650,596 | 669,473 | 15 | 23 | 19 |
| Maribyrnong | 685,986 | 677,536 | 659,125 | 18 | 18 | 20 |
| Hobsons Bay | 661,687 | 678,117 | 649,500 | 22 | 17 | 21 |
| Port Phillip | 687,565 | 661,916 | 646,662 | 17 | 20 | 22 |
| Hume | 678,346 | 664,866 | 646,610 | 19 | 19 | 23 |
| Darebin | 634,629 | 630,613 | 626,599 | 24 | 25 | 24 |
| Melton | 556,363 | 601,028 | 612,355 | 27 | 27 | 25 |
| Stonnington | 639,333 | 641,458 | 599,472 | 23 | 24 | 26 |
| Kingston | 546,627 | 654,414 | 592,791 | 28 | 22 | 27 |
| West Gippsland | 585,995 | 567,708 | 551,251 | 25 | 28 | 28 |
| Frankston | 386,488 | 374,359 | 350,041 | 29 | 29 | 29 |
| High Country | 353,714 | 353,844 | 346,660 | 31 | 30 | 30 |
| Goulburn Valley | 363,123 | 350,957 | 345,423 | 30 | 31 | 31 |
| East Gippsland | 318,053 | 316,143 | 332,886 | 33 | 33 | 32 |
| Corangamite | 349,062 | 319,653 | 306,386 | 32 | 32 | 33 |
| Latrobe | 284,321 | 246,636 | 300,448 | 34 | 34 | 34 |
| Wellington | 177,798 | 238,596 | 283,806 | 38 | 35 | 35 |
| Wimmera | 215,838 | 199,920 | 186,099 | 35 | 36 | 36 |
| Mitchell | 192,240 | 193,021 | 181,736 | 36 | 37 | 37 |
| Mildura | 182,966 | 184,226 | 168,914 | 37 | 38 | 38 |
| Campaspe | 166,066 | 154,830 | 159,977 | 39 | 39 | 39 |
| Wodonga | 148,099 | 145,541 | 142,860 | 40 | 40 | 40 |
| Glenelg | 133,364 | 138,913 | 129,446 | 41 | 41 | 41 |
| Indigo | 96,974 | 113,652 | 113,197 | 42 | 42 | 42 |
| Gannawarra | 89,363 | 87,114 | 82,143 | 44 | 43 | 43 |
| Swan Hill | 93,321 | 78,970 | 75,663 | 43 | 45 | 44 |
| Murrindindi | 82,875 | 83,794 | 74,850 | 45 | 44 | 45 |
| Towong | 25,596 | 23,486 | 24,781 | 46 | 46 | 46 |
| Buloke |  |  | 24,493 |  |  | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **30,817,000** | **30,810,037** | **30,774,997** |  |  |  |

|  | **Library visits (mobile only)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Casey-Cardinia | 56,890 | 53,960 | 50,135 | 1 | 1 | 1 |
| Yarra Plenty | 15,499 | 21,131 | 35,044 | 6 | 5 | 2 |
| West Gippsland | 23,901 | 23,607 | 23,699 | 5 | 3 | 3 |
| Geelong | 26,089 | 26,339 | 23,235 | 3 | 2 | 4 |
| Central Highlands | 15,190 | 17,733 | 21,583 | 7 | 7 | 5 |
| Mornington Peninsula | 24,190 | 18,759 | 19,486 | 4 | 6 | 6 |
| Hume | 37,351 | 22,308 | 14,788 | 2 | 4 | 7 |
| Swan Hill | 13,972 | 12,307 | 10,363 | 8 | 8 | 8 |
| Eastern | 11,473 | 10,412 | 9,333 | 9 | 9 | 9 |
| Goulburn Valley | 5,722 | 6,673 | 6,811 | 12 | 10 | 10 |
| Murrindindi | 2,531 | 3,163 | 4,959 | 15 | 14 | 11 |
| Wimmera | 6,080 | 5,802 | 3,261 | 11 | 11 | 12 |
| East Gippsland | 3,440 | 3,328 | 3,192 | 14 | 13 | 13 |
| Mildura | 5,372 | 3,795 | 2,536 | 13 | 12 | 14 |
| Buloke |  |  | 1,367 |  |  | 15 |
| Corangamite | 1,330 | 1,201 | 1,251 | 16 | 15 | 16 |
| Glenelg |  | 294 | 336 |  | 16 | 17 |
| High Country |  |  | 84 |  |  | 18 |
| Goldfields | 7,079 |  |  | 10 |  |  |
| Bayside |  |  |  |  |  |  |
| Boroondara |  |  |  |  |  |  |
| Brimbank |  |  |  |  |  |  |
| Campaspe |  |  |  |  |  |  |
| Darebin |  |  |  |  |  |  |
| Frankston |  |  |  |  |  |  |
| Gannawarra |  |  |  |  |  |  |
| Glen Eira |  |  |  |  |  |  |
| Greater Dandenong |  |  |  |  |  |  |
| Hobsons Bay |  |  |  |  |  |  |
| Indigo |  |  |  |  |  |  |
| Kingston |  |  |  |  |  |  |
| Latrobe |  |  |  |  |  |  |
| Maribyrnong |  |  |  |  |  |  |
| Melbourne |  |  |  |  |  |  |
| Melton |  |  |  |  |  |  |
| Mitchell |  |  |  |  |  |  |
| Monash |  |  |  |  |  |  |
| Moonee Valley |  |  |  |  |  |  |
| Moreland |  |  |  |  |  |  |
| Port Phillip |  |  |  |  |  |  |
| Stonnington |  |  |  |  |  |  |
| Towong |  |  |  |  |  |  |
| VAILS |  |  |  |  |  |  |
| Wellington |  |  |  |  |  |  |
| Whitehorse Manningham |  |  |  |  |  |  |
| Wodonga |  |  |  |  |  |  |
| Wyndham |  |  |  |  |  |  |
| Yarra |  |  |  |  |  |  |
| **Victoria** | **256,109** | **230,812** | **231,463** |  |  |  |

|  | **Library visits per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Melbourne | 11.0 | 9.5 | 10.2 | 1 | 1 | 1 |
| Yarra | 6.3 | 8.2 | 8.3 | 15 | 3 | 2 |
| Gannawarra | 9.0 | 8.2 | 7.8 | 2 | 2 | 3 |
| Maribyrnong | 8.0 | 7.6 | 7.2 | 3 | 4 | 4 |
| East Gippsland | 7.1 | 6.9 | 7.1 | 5 | 8 | 5 |
| Indigo | 6.2 | 7.0 | 6.9 | 16 | 7 | 6 |
| Hobsons Bay | 7.0 | 7.1 | 6.7 | 6 | 5 | 7 |
| Glenelg | 7.0 | 7.1 | 6.6 | 7 | 6 | 8 |
| Wellington | 4.2 | 5.5 | 6.4 | 33 | 20 | 9 |
| Boroondara | 6.3 | 6.0 | 6.4 | 13 | 14 | 10 |
| Bayside | 6.5 | 6.3 | 6.3 | 10 | 11 | 11 |
| Brimbank | 6.5 | 6.1 | 6.3 | 11 | 13 | 12 |
| Moonee Valley | 6.6 | 6.1 | 6.2 | 9 | 12 | 13 |
| Geelong | 6.8 | 6.3 | 6.1 | 8 | 10 | 14 |
| Greater Dandenong | 7.8 | 6.7 | 5.9 | 4 | 9 | 15 |
| Port Phillip | 6.3 | 6.0 | 5.7 | 12 | 15 | 16 |
| Goldfields | 6.3 | 5.9 | 5.7 | 14 | 17 | 17 |
| High Country | 5.8 | 5.5 | 5.3 | 19 | 19 | 18 |
| Murrindindi | 6.0 | 5.9 | 5.2 | 17 | 16 | 19 |
| Stonnington | 5.8 | 5.6 | 5.2 | 18 | 18 | 20 |
| Monash | 5.4 | 5.1 | 4.9 | 21 | 21 | 21 |
| West Gippsland | 5.4 | 5.0 | 4.7 | 20 | 22 | 22 |
| Eastern | 4.8 | 4.8 | 4.5 | 22 | 23 | 23 |
| Central Highlands | 4.5 | 4.7 | 4.5 | 26 | 24 | 24 |
| Whitehorse Manningham | 4.5 | 4.3 | 4.4 | 27 | 26 | 25 |
| Glen Eira | 4.7 | 4.3 | 4.4 | 24 | 27 | 26 |
| Campaspe | 4.5 | 4.1 | 4.3 | 28 | 28 | 27 |
| Mornington Peninsula | 4.3 | 3.9 | 4.1 | 30 | 35 | 28 |
| Mitchell | 4.7 | 4.5 | 4.1 | 23 | 25 | 29 |
| Towong | 4.4 | 3.9 | 4.1 | 29 | 33 | 30 |
| Latrobe | 3.8 | 3.3 | 4.0 | 39 | 43 | 31 |
| Buloke |  |  | 4.0 |  |  | 32 |
| Wimmera | 4.2 | 3.7 | 3.9 | 32 | 38 | 33 |
| Melton | 4.0 | 4.0 | 3.9 | 38 | 30 | 34 |
| Darebin | 4.1 | 4.0 | 3.9 | 34 | 32 | 35 |
| Wyndham | 4.6 | 4.0 | 3.8 | 25 | 31 | 36 |
| Yarra Plenty | 4.2 | 3.9 | 3.7 | 31 | 34 | 37 |
| Moreland | 4.1 | 3.8 | 3.7 | 36 | 36 | 38 |
| Swan Hill | 4.1 | 3.8 | 3.6 | 35 | 37 | 39 |
| Kingston | 3.5 | 4.1 | 3.6 | 42 | 29 | 40 |
| Wodonga | 3.8 | 3.6 | 3.4 | 40 | 40 | 41 |
| Corangamite | 4.1 | 3.6 | 3.4 | 37 | 39 | 42 |
| Goulburn Valley | 3.5 | 3.3 | 3.2 | 41 | 42 | 43 |
| Mildura | 3.4 | 3.3 | 3.0 | 43 | 41 | 44 |
| Casey-Cardinia | 2.9 | 3.1 | 3.0 | 45 | 44 | 45 |
| Hume | 3.4 | 3.1 | 2.9 | 44 | 45 | 46 |
| Frankston | 2.8 | 2.7 | 2.5 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **5.1** | **4.9** | **4.8** |  |  |  |

|  | **Library visits per staff EFT** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Glenelg | 26,673 | 27,783 | 24,893 | 1 | 1 | 1 |
| Melbourne | 19,589 | 19,837 | 22,516 | 10 | 9 | 2 |
| East Gippsland | 22,718 | 21,361 | 22,492 | 4 | 3 | 3 |
| Buloke |  |  | 22,266 |  |  | 4 |
| Eastern | 22,021 | 22,810 | 21,672 | 6 | 2 | 5 |
| Brimbank | 21,098 | 20,353 | 21,452 | 7 | 7 | 6 |
| Goldfields | 22,211 | 21,325 | 20,922 | 5 | 4 | 7 |
| Maribyrnong | 20,787 | 20,531 | 20,281 | 8 | 6 | 8 |
| Wellington | 12,442 | 16,685 | 19,847 | 41 | 23 | 9 |
| Melton | 19,318 | 19,388 | 19,017 | 11 | 11 | 10 |
| Whitehorse Manningham | 18,513 | 18,347 | 18,867 | 13 | 14 | 11 |
| Indigo | 17,632 | 20,664 | 18,866 | 19 | 5 | 12 |
| Bayside | 18,631 | 18,226 | 18,640 | 12 | 16 | 13 |
| Wodonga | 17,843 | 17,535 | 18,529 | 18 | 17 | 14 |
| High Country | 23,581 | 19,496 | 18,055 | 2 | 10 | 15 |
| Moonee Valley | 18,144 | 17,393 | 18,023 | 17 | 18 | 16 |
| Monash | 18,184 | 18,226 | 17,664 | 16 | 15 | 17 |
| Greater Dandenong | 22,819 | 19,953 | 17,533 | 3 | 8 | 18 |
| Geelong | 20,148 | 19,354 | 17,451 | 9 | 12 | 19 |
| Glen Eira | 18,253 | 16,597 | 17,078 | 14 | 24 | 20 |
| Yarra Plenty | 18,189 | 17,365 | 16,705 | 15 | 19 | 21 |
| Yarra | 12,233 | 16,016 | 16,671 | 42 | 26 | 22 |
| Central Highlands | 16,917 | 18,355 | 16,621 | 22 | 13 | 23 |
| Mornington Peninsula | 17,576 | 16,815 | 16,471 | 20 | 21 | 24 |
| Latrobe | 16,530 | 12,713 | 16,240 | 24 | 38 | 25 |
| Port Phillip | 15,990 | 15,044 | 15,772 | 27 | 31 | 26 |
| Gannawarra | 17,185 | 16,753 | 15,736 | 21 | 22 | 27 |
| Wyndham | 16,696 | 15,721 | 15,630 | 23 | 29 | 28 |
| Stonnington | 16,393 | 16,448 | 15,371 | 25 | 25 | 29 |
| Hobsons Bay | 15,792 | 15,770 | 15,105 | 28 | 27 | 30 |
| Casey-Cardinia | 14,609 | 16,980 | 14,853 | 31 | 20 | 31 |
| Boroondara | 13,006 | 12,697 | 14,434 | 37 | 39 | 32 |
| Murrindindi | 15,347 | 15,517 | 13,861 | 29 | 30 | 33 |
| Hume | 16,228 | 15,755 | 13,443 | 26 | 28 | 34 |
| Goulburn Valley | 13,621 | 13,693 | 13,409 | 35 | 32 | 35 |
| Darebin | 13,194 | 13,110 | 13,332 | 36 | 35 | 36 |
| Campaspe | 14,441 | 13,463 | 13,331 | 33 | 34 | 37 |
| West Gippsland | 14,473 | 12,888 | 12,760 | 32 | 36 | 38 |
| Moreland | 13,880 | 13,580 | 12,592 | 34 | 33 | 39 |
| Towong | 12,722 | 11,743 | 12,148 | 39 | 43 | 40 |
| Wimmera | 15,094 | 12,228 | 12,084 | 30 | 41 | 41 |
| Kingston | 11,364 | 12,784 | 11,578 | 44 | 37 | 42 |
| Corangamite | 12,928 | 11,839 | 11,565 | 38 | 42 | 43 |
| Mitchell | 12,565 | 12,534 | 10,505 | 40 | 40 | 44 |
| Frankston | 11,458 | 11,011 | 10,271 | 43 | 44 | 45 |
| Swan Hill | 11,243 | 9,514 | 9,446 | 45 | 45 | 46 |
| Mildura | 7,624 | 7,676 | 7,344 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **16,877** | **16,886** | **16,587** |  |  |  |

|  | **Library visits per opening hour per week** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Greater Dandenong | 163 | 147 | 131 | 1 | 1 | 1 |
| Melbourne | 86 | 87 | 99 | 3 | 4 | 2 |
| Melton | 83 | 91 | 93 | 4 | 2 | 3 |
| Brimbank | 91 | 87 | 91 | 2 | 3 | 4 |
| Wyndham | 73 | 68 | 68 | 6 | 7 | 5 |
| Whitehorse Manningham | 66 | 65 | 67 | 8 | 9 | 6 |
| Boroondara | 75 | 73 | 66 | 5 | 5 | 7 |
| Wodonga | 71 | 70 | 64 | 7 | 6 | 8 |
| Mornington Peninsula | 61 | 57 | 62 | 12 | 17 | 9 |
| Goldfields | 49 | 63 | 62 | 23 | 10 | 10 |
| Bayside | 61 | 60 | 62 | 11 | 12 | 11 |
| Glen Eira | 64 | 59 | 61 | 9 | 14 | 12 |
| Yarra | 42 | 58 | 61 | 25 | 15 | 13 |
| Stonnington | 63 | 63 | 59 | 10 | 11 | 14 |
| Moonee Valley | 59 | 57 | 59 | 15 | 18 | 15 |
| Casey-Cardinia | 59 | 66 | 57 | 16 | 8 | 16 |
| Monash | 58 | 60 | 56 | 17 | 13 | 17 |
| Yarra Plenty | 60 | 57 | 56 | 14 | 16 | 18 |
| Port Phillip | 61 | 55 | 54 | 13 | 19 | 19 |
| Darebin | 55 | 54 | 54 | 18 | 21 | 20 |
| Eastern | 47 | 55 | 52 | 24 | 20 | 21 |
| Moreland | 53 | 51 | 51 | 20 | 23 | 22 |
| Maribyrnong | 53 | 51 | 50 | 19 | 22 | 23 |
| Hume | 50 | 49 | 47 | 21 | 24 | 24 |
| Geelong | 50 | 49 | 46 | 22 | 25 | 25 |
| Frankston | 30 | 48 | 45 | 28 | 26 | 26 |
| Hobsons Bay | 39 | 45 | 44 | 26 | 27 | 27 |
| High Country | 30 | 30 | 42 | 29 | 30 | 28 |
| Kingston | 35 | 38 | 34 | 27 | 28 | 29 |
| Central Highlands | 28 | 32 | 33 | 32 | 29 | 30 |
| Latrobe | 29 | 25 | 30 | 30 | 33 | 31 |
| Wellington | 18 | 25 | 30 | 41 | 32 | 32 |
| West Gippsland | 28 | 27 | 26 | 31 | 31 | 33 |
| Swan Hill | 20 | 24 | 25 | 37 | 35 | 34 |
| Corangamite | 27 | 24 | 24 | 33 | 34 | 35 |
| Gannawarra | 20 | 23 | 22 | 38 | 36 | 36 |
| East Gippsland | 17 | 20 | 21 | 42 | 41 | 37 |
| Mitchell | 22 | 22 | 20 | 35 | 38 | 38 |
| Goulburn Valley | 24 | 23 | 20 | 34 | 37 | 39 |
| Campaspe | 16 | 19 | 19 | 43 | 42 | 40 |
| Glenelg | 20 | 20 | 19 | 39 | 40 | 41 |
| Mildura | 21 | 21 | 18 | 36 | 39 | 42 |
| Wimmera | 20 | 18 | 17 | 40 | 43 | 43 |
| Indigo | 13 | 16 | 15 | 44 | 44 | 44 |
| Buloke |  |  | 13 |  |  | 45 |
| Murrindindi | 12 | 12 | 11 | 45 | 45 | 46 |
| Towong | 6 | 6 | 6 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **47** | **49** | **49** |  |  |  |

|  | **Website visits** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 1,156,685 | 1,054,448 | 1,496,667 | 3 | 3 | 1 |
| Geelong | 1,343,140 | 1,348,924 | 1,478,126 | 1 | 1 | 2 |
| Whitehorse Manningham | 1,303,873 | 1,284,949 | 1,329,860 | 2 | 2 | 3 |
| Yarra Plenty | 838,350 | 1,031,026 | 1,100,840 | 5 | 4 | 4 |
| Boroondara | 617,799 | 780,629 | 856,159 | 8 | 7 | 5 |
| Brimbank | 700,731 | 781,895 | 801,889 | 6 | 6 | 6 |
| Yarra | 653,730 | 670,003 | 717,572 | 7 | 8 | 7 |
| Melbourne | 612,733 | 574,735 | 576,921 | 9 | 9 | 8 |
| Casey-Cardinia | 879,885 | 952,741 | 461,662 | 4 | 5 | 9 |
| Darebin | 376,466 | 419,741 | 433,891 | 10 | 10 | 10 |
| Monash | 316,597 | 298,711 | 413,701 | 13 | 15 | 11 |
| Greater Dandenong | 367,587 | 374,056 | 364,903 | 11 | 12 | 12 |
| Frankston | 331,508 | 337,777 | 321,227 | 12 | 13 | 13 |
| Moonee Valley | 266,994 | 374,355 | 313,857 | 16 | 11 | 14 |
| Central Highlands | 314,284 | 292,024 | 303,741 | 15 | 17 | 15 |
| Goldfields | 314,434 | 316,715 | 299,701 | 14 | 14 | 16 |
| Hume | 251,854 | 295,362 | 288,774 | 17 | 16 | 17 |
| Wyndham | 150,402 | 189,176 | 248,589 | 21 | 20 | 18 |
| West Gippsland | 208,426 | 202,150 | 214,987 | 18 | 18 | 19 |
| Goulburn Valley | 130,475 | 157,281 | 185,028 | 22 | 21 | 20 |
| Port Phillip | 157,620 | 190,484 | 130,225 | 20 | 19 | 21 |
| Hobsons Bay | 187,401 | 138,805 | 125,278 | 19 | 23 | 22 |
| Mornington Peninsula | 97,098 | 118,577 | 117,849 | 23 | 24 | 23 |
| Melton | 92,776 | 94,983 | 101,961 | 26 | 26 | 24 |
| Moreland | 79,281 | 67,330 | 95,602 | 27 | 27 | 25 |
| Kingston | 92,955 | 114,281 | 74,925 | 25 | 25 | 26 |
| Bayside | 93,252 | 155,100 | 64,381 | 24 | 22 | 27 |
| Mildura | 32,668 | 35,687 | 61,331 | 30 | 29 | 28 |
| Glenelg | 29,710 | 28,401 | 54,936 | 31 | 31 | 29 |
| Wimmera | 54,257 | 37,354 | 48,862 | 28 | 28 | 30 |
| Latrobe | 38,917 | 26,559 | 37,203 | 29 | 33 | 31 |
| Campaspe | 25,050 | 27,519 | 33,458 | 33 | 32 | 32 |
| Corangamite | 28,773 | 28,557 | 22,708 | 32 | 30 | 33 |
| Indigo | 17,981 | 19,691 | 21,612 | 35 | 34 | 34 |
| Swan Hill | 9,270 | 6,777 | 19,680 | 38 | 39 | 35 |
| Wellington | 12,514 | 17,681 | 18,148 | 36 | 36 | 36 |
| Wodonga | 12,422 | 14,143 | 18,095 | 37 | 37 | 37 |
| Mitchell | 8,805 | 10,740 | 12,670 | 39 | 38 | 38 |
| East Gippsland | 21,783 | 18,821 | 8,081 | 34 | 35 | 39 |
| Gannawarra | 5,284 | 6,286 | 6,909 | 40 | 40 | 40 |
| High Country |  |  | 6,685 |  |  | 41 |
| Murrindindi |  |  | 5,851 |  |  | 42 |
| Buloke |  |  |  |  |  |  |
| Glen Eira |  |  |  |  |  |  |
| Maribyrnong |  |  |  |  |  |  |
| Stonnington |  |  |  |  |  |  |
| Towong |  |  |  |  |  |  |
| VAILS | 39,550 | 23,137 | 67,327 |  |  |  |
| **Victoria** | **12,273,320** | **12,917,611** | **13,361,872** |  |  |  |

|  | **Website visits per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra | 7.2 | 7.0 | 7.3 | 1 | 1 | 1 |
| Geelong | 4.6 | 4.5 | 4.8 | 2 | 2 | 2 |
| Boroondara | 3.5 | 4.4 | 4.7 | 5 | 3 | 3 |
| Whitehorse Manningham | 4.5 | 4.3 | 4.4 | 3 | 4 | 4 |
| Brimbank | 3.5 | 3.8 | 3.8 | 6 | 5 | 5 |
| Eastern | 2.7 | 2.4 | 3.4 | 7 | 10 | 6 |
| Melbourne | 4.5 | 3.6 | 3.4 | 4 | 6 | 7 |
| Glenelg | 1.6 | 1.4 | 2.8 | 19 | 21 | 8 |
| Darebin | 2.5 | 2.6 | 2.7 | 8 | 8 | 9 |
| Yarra Plenty | 2.1 | 2.5 | 2.6 | 13 | 9 | 10 |
| Moonee Valley | 2.2 | 3.0 | 2.5 | 12 | 7 | 11 |
| Frankston | 2.4 | 2.4 | 2.3 | 9 | 11 | 12 |
| Greater Dandenong | 2.4 | 2.3 | 2.2 | 10 | 12 | 13 |
| Monash | 1.7 | 1.5 | 2.1 | 17 | 17 | 14 |
| West Gippsland | 1.9 | 1.8 | 1.8 | 15 | 14 | 15 |
| Goulburn Valley | 1.3 | 1.5 | 1.7 | 21 | 19 | 16 |
| Goldfields | 1.7 | 1.7 | 1.6 | 16 | 16 | 17 |
| Central Highlands | 1.6 | 1.4 | 1.5 | 18 | 22 | 18 |
| Indigo | 1.2 | 1.2 | 1.3 | 23 | 24 | 19 |
| Hobsons Bay | 2.0 | 1.5 | 1.3 | 14 | 20 | 20 |
| Hume | 1.3 | 1.4 | 1.3 | 22 | 23 | 21 |
| Port Phillip | 1.5 | 1.7 | 1.2 | 20 | 15 | 22 |
| Mildura | 0.6 | 0.6 | 1.1 | 30 | 30 | 23 |
| Casey-Cardinia | 2.2 | 2.2 | 1.0 | 11 | 13 | 24 |
| Wimmera | 1.1 | 0.7 | 1.0 | 24 | 29 | 25 |
| Wyndham | 0.7 | 0.8 | 1.0 | 27 | 25 | 26 |
| Swan Hill | 0.4 | 0.3 | 1.0 | 36 | 38 | 27 |
| Campaspe | 0.7 | 0.7 | 0.9 | 26 | 26 | 28 |
| Mornington Peninsula | 0.6 | 0.7 | 0.7 | 29 | 27 | 29 |
| Gannawarra | 0.5 | 0.6 | 0.7 | 32 | 32 | 30 |
| Melton | 0.7 | 0.6 | 0.7 | 28 | 31 | 31 |
| Bayside | 0.9 | 1.5 | 0.6 | 25 | 18 | 32 |
| Moreland | 0.5 | 0.4 | 0.5 | 35 | 35 | 33 |
| Latrobe | 0.5 | 0.4 | 0.5 | 33 | 36 | 34 |
| Kingston | 0.6 | 0.7 | 0.5 | 31 | 28 | 35 |
| Wodonga | 0.3 | 0.3 | 0.4 | 38 | 37 | 36 |
| Wellington | 0.3 | 0.4 | 0.4 | 39 | 34 | 37 |
| Murrindindi |  |  | 0.4 |  |  | 38 |
| Mitchell | 0.2 | 0.3 | 0.3 | 40 | 40 | 39 |
| Corangamite | 0.3 | 0.3 | 0.3 | 37 | 39 | 40 |
| East Gippsland | 0.5 | 0.4 | 0.2 | 34 | 33 | 41 |
| High Country |  |  | 0.1 |  |  | 42 |
| Buloke |  |  |  |  |  |  |
| Glen Eira |  |  |  |  |  |  |
| Maribyrnong |  |  |  |  |  |  |
| Stonnington |  |  |  |  |  |  |
| Towong |  |  |  |  |  |  |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **2.0** | **2.0** | **2.1** |  |  |  |

**5. Collections**

|  | **Total number of physical items** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Boroondara | 460,094 | 432,794 | 438,773 | 1 | 1 | 1 |
| Geelong | 416,952 | 404,173 | 405,148 | 2 | 2 | 2 |
| Yarra Plenty | 384,836 | 359,335 | 369,838 | 3 | 4 | 3 |
| Whitehorse Manningham | 373,378 | 367,128 | 367,252 | 4 | 3 | 4 |
| Casey-Cardinia | 345,690 | 328,528 | 320,089 | 5 | 5 | 5 |
| Eastern | 323,567 | 318,886 | 319,058 | 6 | 6 | 6 |
| Monash | 269,375 | 262,312 | 257,599 | 8 | 8 | 7 |
| Goldfields | 281,921 | 271,208 | 249,547 | 7 | 7 | 8 |
| Wyndham | 243,800 | 239,898 | 248,219 | 11 | 11 | 9 |
| Central Highlands | 248,465 | 247,182 | 244,115 | 10 | 9 | 10 |
| Melbourne | 269,150 | 243,411 | 239,229 | 9 | 10 | 11 |
| Moreland | 239,606 | 235,002 | 234,135 | 12 | 12 | 12 |
| Brimbank | 220,280 | 225,946 | 225,009 | 14 | 14 | 13 |
| Port Phillip | 208,160 | 211,535 | 213,949 | 15 | 15 | 14 |
| Kingston | 231,484 | 228,320 | 186,793 | 13 | 13 | 15 |
| Hume | 203,292 | 194,588 | 175,144 | 16 | 16 | 16 |
| Moonee Valley | 179,785 | 178,383 | 172,401 | 18 | 17 | 17 |
| Frankston | 156,190 | 170,087 | 171,057 | 24 | 19 | 18 |
| Darebin | 179,493 | 174,737 | 171,036 | 19 | 18 | 19 |
| Maribyrnong | 167,274 | 166,566 | 164,229 | 21 | 20 | 20 |
| Glen Eira | 151,804 | 153,555 | 155,135 | 26 | 24 | 21 |
| Goulburn Valley | 158,589 | 154,420 | 154,903 | 23 | 22 | 22 |
| Bayside | 164,195 | 154,369 | 153,026 | 22 | 23 | 23 |
| Mornington Peninsula | 173,658 | 165,805 | 149,858 | 20 | 21 | 24 |
| Yarra | 150,385 | 141,059 | 143,390 | 27 | 27 | 25 |
| Stonnington | 184,189 | 140,613 | 137,104 | 17 | 28 | 26 |
| Corangamite | 139,059 | 134,419 | 133,806 | 30 | 30 | 27 |
| High Country | 149,879 | 146,841 | 132,429 | 28 | 25 | 28 |
| West Gippsland | 127,027 | 135,635 | 127,781 | 33 | 29 | 29 |
| Greater Dandenong | 142,781 | 128,485 | 124,757 | 29 | 31 | 30 |
| Campaspe | 119,817 | 120,646 | 124,216 | 34 | 33 | 31 |
| Wimmera | 128,071 | 121,093 | 118,218 | 32 | 32 | 32 |
| Latrobe | 117,620 | 118,279 | 117,992 | 35 | 34 | 33 |
| Hobsons Bay | 155,008 | 142,553 | 109,311 | 25 | 26 | 34 |
| Wellington | 111,977 | 111,266 | 106,706 | 36 | 35 | 35 |
| Mildura | 94,997 | 99,051 | 103,634 | 37 | 36 | 36 |
| Swan Hill | 86,599 | 81,822 | 82,212 | 38 | 38 | 37 |
| Melton | 134,422 | 98,368 | 80,560 | 31 | 37 | 38 |
| East Gippsland | 69,926 | 73,699 | 77,070 | 39 | 39 | 39 |
| Mitchell | 56,814 | 52,856 | 53,042 | 40 | 40 | 40 |
| Glenelg | 39,866 | 39,805 | 35,962 | 42 | 42 | 41 |
| Gannawarra | 40,213 | 39,461 | 35,416 | 41 | 43 | 42 |
| Wodonga | 39,579 | 40,049 | 35,057 | 43 | 41 | 43 |
| Murrindindi | 37,293 | 34,121 | 34,481 | 44 | 44 | 44 |
| Indigo | 29,351 | 27,478 | 28,141 | 45 | 45 | 45 |
| Towong | 14,251 | 14,334 | 14,738 | 46 | 46 | 46 |
| Buloke |  |  | 12,000 |  |  | 47 |
| VAILS | 8,054 | 7,982 | 3,641 |  |  |  |
| **Victoria** | **8,228,216** | **7,938,083** | **7,757,206** |  |  |  |

|  | **Physical collection items per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Swan Hill | 3.9 | 3.9 | 4.0 | 1 | 1 | 1 |
| Gannawarra | 3.7 | 3.7 | 3.4 | 2 | 2 | 2 |
| Campaspe | 3.2 | 3.2 | 3.3 | 3 | 3 | 3 |
| Wimmera | 2.3 | 2.3 | 2.5 | 9 | 9 | 4 |
| Towong | 2.4 | 2.4 | 2.4 | 7 | 7 | 5 |
| Wellington | 2.5 | 2.5 | 2.4 | 4 | 4 | 6 |
| Boroondara | 2.4 | 2.4 | 2.4 | 5 | 5 | 7 |
| Murrindindi | 2.4 | 2.4 | 2.4 | 6 | 6 | 8 |
| High Country | 2.3 | 2.3 | 2.0 | 8 | 8 | 9 |
| Buloke |  |  | 1.9 |  |  | 10 |
| Port Phillip | 1.9 | 1.9 | 1.9 | 11 | 11 | 11 |
| Mildura | 1.8 | 1.8 | 1.9 | 13 | 13 | 12 |
| Glenelg | 2.0 | 2.0 | 1.8 | 10 | 10 | 13 |
| Maribyrnong | 1.9 | 1.9 | 1.8 | 12 | 12 | 14 |
| Indigo | 1.7 | 1.7 | 1.7 | 14 | 14 | 15 |
| East Gippsland | 1.6 | 1.6 | 1.6 | 15 | 15 | 16 |
| Latrobe | 1.6 | 1.6 | 1.6 | 16 | 16 | 17 |
| Corangamite | 1.5 | 1.5 | 1.5 | 18 | 18 | 18 |
| Yarra | 1.5 | 1.5 | 1.5 | 21 | 21 | 19 |
| Goulburn Valley | 1.5 | 1.5 | 1.5 | 22 | 22 | 20 |
| Bayside | 1.5 | 1.5 | 1.4 | 20 | 20 | 21 |
| Melbourne | 1.5 | 1.5 | 1.4 | 17 | 17 | 22 |
| Moonee Valley | 1.4 | 1.4 | 1.3 | 24 | 24 | 23 |
| Geelong | 1.3 | 1.3 | 1.3 | 26 | 26 | 24 |
| Goldfields | 1.4 | 1.4 | 1.3 | 23 | 23 | 25 |
| Moreland | 1.3 | 1.3 | 1.3 | 28 | 28 | 26 |
| Monash | 1.3 | 1.3 | 1.3 | 27 | 27 | 27 |
| Whitehorse Manningham | 1.2 | 1.2 | 1.2 | 31 | 31 | 28 |
| Frankston | 1.2 | 1.2 | 1.2 | 33 | 33 | 29 |
| Mitchell | 1.2 | 1.2 | 1.2 | 29 | 29 | 30 |
| Central Highlands | 1.2 | 1.2 | 1.2 | 32 | 32 | 31 |
| Stonnington | 1.2 | 1.2 | 1.2 | 30 | 30 | 32 |
| Kingston | 1.4 | 1.4 | 1.1 | 25 | 25 | 33 |
| Hobsons Bay | 1.5 | 1.5 | 1.1 | 19 | 19 | 34 |
| West Gippsland | 1.2 | 1.2 | 1.1 | 34 | 34 | 35 |
| Brimbank | 1.1 | 1.1 | 1.1 | 36 | 36 | 36 |
| Darebin | 1.1 | 1.1 | 1.1 | 35 | 35 | 37 |
| Glen Eira | 1.0 | 1.0 | 1.0 | 38 | 38 | 38 |
| Wyndham | 1.0 | 1.0 | 1.0 | 39 | 39 | 39 |
| Mornington Peninsula | 1.0 | 1.0 | 0.9 | 37 | 37 | 40 |
| Yarra Plenty | 0.9 | 0.9 | 0.9 | 42 | 42 | 41 |
| Wodonga | 1.0 | 1.0 | 0.8 | 40 | 40 | 42 |
| Hume | 0.9 | 0.9 | 0.8 | 41 | 41 | 43 |
| Greater Dandenong | 0.8 | 0.8 | 0.8 | 43 | 43 | 44 |
| Eastern | 0.7 | 0.7 | 0.7 | 45 | 45 | 45 |
| Casey-Cardinia | 0.8 | 0.8 | 0.7 | 44 | 44 | 46 |
| Melton | 0.7 | 0.7 | 0.5 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **1.25** | **1.25** | **1.20** |  |  |  |

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

|  | **Total number of ebooks** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 58,290 | 58,550 | 74,337 | 2 | 2 | 1 |
| Yarra Plenty | 75,629 | 100,157 | 37,627 | 1 | 1 | 2 |
| Moreland | 30,638 | 29,998 | 35,481 | 3 | 3 | 3 |
| Kingston | 24,448 | 27,160 | 32,604 | 5 | 5 | 4 |
| Boroondara | 22,363 | 27,986 | 28,798 | 6 | 4 | 5 |
| Darebin | 19,241 | 23,177 | 25,413 | 9 | 8 | 6 |
| Port Phillip | 21,482 | 18,061 | 24,384 | 7 | 11 | 7 |
| Greater Dandenong | 12,667 | 25,233 | 21,983 | 19 | 6 | 8 |
| Monash | 11,826 | 11,557 | 20,634 | 23 | 26 | 9 |
| Moonee Valley | 18,649 | 13,023 | 19,805 | 11 | 24 | 10 |
| Melbourne | 19,939 | 18,624 | 19,017 | 8 | 10 | 11 |
| Goldfields | 15,058 | 17,094 | 18,978 | 12 | 14 | 12 |
| Geelong | 14,887 | 17,497 | 18,445 | 13 | 13 | 13 |
| Brimbank | 13,747 | 15,818 | 18,150 | 14 | 17 | 14 |
| Bayside | 27,658 | 17,698 | 17,432 | 4 | 12 | 15 |
| Casey-Cardinia | 12,361 | 14,836 | 16,409 | 20 | 19 | 16 |
| West Gippsland | 9,474 | 10,193 | 14,858 | 28 | 31 | 17 |
| Melton | 9,442 | 15,733 | 14,134 | 29 | 18 | 18 |
| Hobsons Bay | 12,155 | 13,043 | 13,558 | 21 | 23 | 19 |
| Yarra | 8,092 | 10,637 | 12,884 | 33 | 28 | 20 |
| Swan Hill | 13,516 | 13,536 | 12,706 | 16 | 20 | 21 |
| Wyndham | 9,409 | 24,494 | 12,231 | 30 | 7 | 22 |
| Hume | 8,032 | 17,071 | 11,971 | 34 | 15 | 23 |
| Stonnington | 9,857 | 13,441 | 11,829 | 26 | 21 | 24 |
| Glen Eira | 11,735 | 11,916 | 11,724 | 25 | 25 | 25 |
| Frankston | 12,702 | 16,009 | 11,388 | 18 | 16 | 26 |
| Central Highlands | 9,565 | 10,228 | 10,871 | 27 | 30 | 27 |
| Mornington Peninsula | 9,368 | 11,165 | 10,793 | 31 | 27 | 28 |
| Whitehorse Manningham | 12,750 | 13,094 | 10,513 | 17 | 22 | 29 |
| Mildura | 6,480 | 5,924 | 10,061 | 36 | 37 | 30 |
| Wimmera | 9,018 | 10,593 | 9,612 | 32 | 29 | 31 |
| High Country | 7,973 | 8,475 | 9,421 | 35 | 32 | 32 |
| Corangamite | 5,339 | 7,802 | 8,868 | 40 | 33 | 33 |
| Latrobe | 5,911 | 7,605 | 7,366 | 37 | 34 | 34 |
| Goulburn Valley | 5,557 | 6,654 | 7,087 | 38 | 35 | 35 |
| Towong | 12,120 |  | 6,812 | 23 |  | 36 |
| Maribyrnong | 5,359 | 5,839 | 6,331 | 39 | 38 | 37 |
| Campaspe | 1,974 | 3,767 | 5,008 | 45 | 39 | 38 |
| East Gippsland | 4,310 | 5,959 | 4,329 | 41 | 36 | 39 |
| Wodonga | 13,603 | 3,101 | 3,397 | 15 | 41 | 40 |
| Wellington | 18,675 | 19,104 | 2,952 | 10 | 9 | 41 |
| Mitchell | 3,171 | 3,662 | 2,833 | 42 | 40 | 42 |
| Glenelg | 2,472 | 1,827 | 1,945 | 44 | 42 | 43 |
| Gannawarra | 2,598 | 1,722 | 1,909 | 43 | 43 | 44 |
| Indigo | 12,120 | 1,184 | 1,817 | 22 | 44 | 45 |
| Murrindindi | 610 | 797 | 879 | 46 | 45 | 46 |
| Buloke |  |  | 263 |  |  | 47 |
| VAILS | 47,829 | 51,866 | 56,615 |  |  |  |
| **Victoria** | **700,099** | **762,910** | **736,462** |  |  |  |

**6. Loans**

|  | **Loans of physical items** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 2,992,906 | 3,091,715 | 3,062,323 | 2 | 1 | 1 |
| Yarra Plenty | 3,076,193 | 3,041,381 | 2,965,639 | 1 | 2 | 2 |
| Whitehorse Manningham | 2,873,517 | 2,784,472 | 2,687,139 | 3 | 3 | 3 |
| Casey-Cardinia | 2,425,258 | 2,523,854 | 2,380,059 | 5 | 4 | 4 |
| Boroondara | 2,224,392 | 2,299,922 | 2,374,888 | 6 | 6 | 5 |
| Geelong | 2,532,266 | 2,418,604 | 2,329,565 | 4 | 5 | 6 |
| Wyndham | 1,620,402 | 1,574,614 | 1,550,471 | 7 | 7 | 7 |
| Monash | 1,587,318 | 1,515,695 | 1,459,252 | 8 | 8 | 8 |
| Melbourne | 1,273,661 | 1,361,245 | 1,304,520 | 10 | 9 | 9 |
| Goldfields | 1,418,771 | 1,347,964 | 1,254,553 | 9 | 10 | 10 |
| Glen Eira | 1,246,095 | 1,215,287 | 1,219,107 | 11 | 11 | 11 |
| Mornington Peninsula | 1,237,863 | 1,204,771 | 1,195,975 | 12 | 12 | 12 |
| Central Highlands | 1,154,122 | 1,116,909 | 1,112,320 | 13 | 13 | 13 |
| Moreland | 1,111,271 | 1,054,179 | 1,025,219 | 14 | 14 | 14 |
| Darebin | 1,057,298 | 1,036,660 | 1,004,061 | 15 | 15 | 15 |
| Port Phillip | 947,351 | 943,968 | 937,409 | 17 | 17 | 16 |
| Brimbank | 975,897 | 957,550 | 908,551 | 16 | 16 | 17 |
| Moonee Valley | 911,537 | 881,427 | 863,296 | 19 | 19 | 18 |
| Hume | 932,877 | 917,011 | 855,546 | 18 | 18 | 19 |
| Kingston | 854,593 | 850,507 | 846,703 | 22 | 20 | 20 |
| Bayside | 874,908 | 831,942 | 815,702 | 20 | 21 | 21 |
| Greater Dandenong | 861,372 | 831,490 | 759,922 | 21 | 22 | 22 |
| Frankston | 846,634 | 730,060 | 740,353 | 23 | 24 | 23 |
| Yarra | 646,883 | 708,504 | 690,905 | 27 | 25 | 24 |
| Stonnington | 813,383 | 756,538 | 685,464 | 24 | 23 | 25 |
| West Gippsland | 686,540 | 675,504 | 640,135 | 25 | 26 | 26 |
| Maribyrnong | 650,183 | 636,766 | 615,040 | 26 | 27 | 27 |
| Melton | 588,345 | 580,670 | 553,704 | 28 | 28 | 28 |
| Hobsons Bay | 568,735 | 553,730 | 535,518 | 30 | 29 | 29 |
| Corangamite | 584,230 | 533,411 | 495,959 | 29 | 30 | 30 |
| Goulburn Valley | 451,938 | 460,034 | 460,886 | 32 | 31 | 31 |
| High Country | 469,121 | 408,064 | 365,683 | 31 | 32 | 32 |
| Latrobe | 323,625 | 291,324 | 304,006 | 33 | 33 | 33 |
| Mildura | 311,611 | 275,353 | 292,630 | 34 | 35 | 34 |
| Wellington | 250,198 | 285,943 | 279,095 | 37 | 34 | 35 |
| Campaspe | 251,829 | 261,660 | 246,047 | 36 | 36 | 36 |
| East Gippsland | 258,811 | 240,987 | 243,300 | 35 | 37 | 37 |
| Wimmera | 232,671 | 224,233 | 197,958 | 38 | 38 | 38 |
| Wodonga | 170,118 | 167,775 | 167,184 | 39 | 39 | 39 |
| Mitchell | 149,173 | 141,901 | 133,168 | 41 | 41 | 40 |
| Swan Hill | 152,027 | 154,899 | 128,726 | 40 | 40 | 41 |
| Glenelg | 101,738 | 114,554 | 113,776 | 42 | 42 | 42 |
| Indigo | 96,033 | 102,289 | 89,285 | 43 | 43 | 43 |
| Murrindindi | 72,815 | 73,772 | 77,768 | 45 | 45 | 44 |
| Gannawarra | 76,028 | 76,714 | 72,287 | 44 | 44 | 45 |
| Towong | 22,115 | 20,514 | 22,310 | 46 | 46 | 46 |
| Buloke |  |  | 15,769 |  |  | 47 |
| VAILS | 205,971 | 140,290 | 47,319 |  |  |  |
| **Victoria** | **43,170,623** | **42,416,656** | **41,126,495** |  |  |  |

|  | **Turnover rate – physical items** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 9.2 | 9.7 | 9.6 | 1 | 1 | 1 |
| Mornington Peninsula | 7.1 | 7.3 | 8.2 | 5 | 6 | 2 |
| Yarra Plenty | 8.0 | 8.5 | 8.2 | 3 | 2 | 3 |
| Glen Eira | 8.2 | 7.9 | 7.9 | 2 | 3 | 4 |
| Casey-Cardinia | 7.0 | 7.7 | 7.5 | 6 | 4 | 5 |
| Whitehorse Manningham | 7.7 | 7.6 | 7.3 | 4 | 5 | 6 |
| Melton | 4.4 | 5.9 | 6.9 | 25 | 11 | 7 |
| Wyndham | 6.6 | 6.6 | 6.2 | 7 | 7 | 8 |
| Greater Dandenong | 6.0 | 6.5 | 6.1 | 9 | 8 | 9 |
| Darebin | 5.9 | 5.9 | 5.9 | 11 | 10 | 10 |
| Monash | 5.9 | 5.8 | 5.8 | 10 | 12 | 11 |
| Geelong | 6.1 | 6.0 | 5.7 | 8 | 9 | 12 |
| Melbourne | 4.7 | 5.6 | 5.5 | 18 | 13 | 13 |
| Boroondara | 4.8 | 5.3 | 5.5 | 17 | 16 | 14 |
| Bayside | 5.3 | 5.4 | 5.4 | 14 | 14 | 15 |
| Moonee Valley | 5.1 | 4.9 | 5.1 | 15 | 20 | 16 |
| Frankston | 5.4 | 4.3 | 5.1 | 12 | 25 | 17 |
| Goldfields | 5.0 | 5.0 | 5.0 | 16 | 19 | 18 |
| West Gippsland | 5.4 | 5.0 | 5.0 | 13 | 18 | 19 |
| Stonnington | 4.4 | 5.4 | 5.0 | 24 | 15 | 20 |
| Hobsons Bay | 3.7 | 3.9 | 5.0 | 32 | 29 | 21 |
| Hume | 4.6 | 4.7 | 4.9 | 21 | 21 | 22 |
| Yarra | 4.3 | 5.0 | 4.9 | 26 | 17 | 23 |
| Central Highlands | 4.6 | 4.5 | 4.8 | 19 | 22 | 24 |
| Wodonga | 4.3 | 4.2 | 4.8 | 27 | 27 | 25 |
| Moreland | 4.6 | 4.5 | 4.7 | 20 | 23 | 26 |
| Kingston | 3.7 | 3.7 | 4.6 | 31 | 31 | 27 |
| Port Phillip | 4.6 | 4.5 | 4.5 | 22 | 24 | 28 |
| Brimbank | 4.4 | 4.2 | 4.1 | 23 | 26 | 29 |
| Maribyrnong | 3.9 | 3.8 | 3.9 | 29 | 30 | 30 |
| Corangamite | 4.2 | 4.0 | 3.8 | 28 | 28 | 31 |
| East Gippsland | 3.7 | 3.3 | 3.3 | 30 | 33 | 32 |
| Indigo | 3.3 | 3.7 | 3.2 | 34 | 32 | 33 |
| Goulburn Valley | 2.8 | 3.0 | 3.0 | 36 | 34 | 34 |
| Mildura | 3.3 | 2.8 | 2.9 | 33 | 36 | 35 |
| Glenelg | 2.6 | 2.9 | 2.9 | 39 | 35 | 36 |
| High Country | 3.1 | 2.8 | 2.8 | 35 | 37 | 37 |
| Latrobe | 2.8 | 2.5 | 2.7 | 37 | 40 | 38 |
| Wellington | 2.2 | 2.6 | 2.7 | 40 | 39 | 39 |
| Mitchell | 2.6 | 2.7 | 2.5 | 38 | 38 | 40 |
| Murrindindi | 2.0 | 2.2 | 2.3 | 42 | 42 | 41 |
| Gannawarra | 1.9 | 1.9 | 2.1 | 43 | 43 | 42 |
| Campaspe | 2.1 | 2.2 | 2.0 | 41 | 41 | 43 |
| Swan Hill | 1.8 | 1.9 | 1.9 | 45 | 44 | 44 |
| Wimmera | 1.8 | 1.9 | 1.7 | 44 | 45 | 45 |
| Towong | 1.6 | 1.4 | 1.6 | 46 | 46 | 46 |
| Buloke |  |  | 1.3 |  |  | 47 |
| VAILS | 25.6 | 17.6 | 13.0 |  |  |  |
| **Victoria** | **5.2** | **5.3** | **5.4** |  |  |  |

|  | **Loans (physical items) per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Boroondara | 12.6 | 12.8 | 13.1 | 1 | 1 | 1 |
| Whitehorse Manningham | 10.0 | 9.3 | 8.9 | 2 | 2 | 2 |
| Port Phillip | 8.7 | 8.6 | 8.3 | 5 | 3 | 3 |
| Glen Eira | 8.4 | 8.0 | 7.9 | 7 | 6 | 4 |
| Bayside | 8.5 | 8.0 | 7.7 | 6 | 7 | 5 |
| Melbourne | 9.3 | 8.5 | 7.7 | 3 | 4 | 6 |
| Geelong | 8.7 | 8.0 | 7.5 | 4 | 5 | 7 |
| Monash | 8.3 | 7.7 | 7.3 | 8 | 8 | 8 |
| Mornington Peninsula | 7.9 | 7.4 | 7.2 | 9 | 11 | 9 |
| Yarra Plenty | 7.8 | 7.4 | 7.1 | 10 | 10 | 10 |
| Yarra | 7.1 | 7.4 | 7.0 | 18 | 12 | 11 |
| Eastern | 7.1 | 7.1 | 7.0 | 19 | 16 | 12 |
| Gannawarra | 7.6 | 7.3 | 6.9 | 13 | 13 | 13 |
| Moonee Valley | 7.5 | 7.0 | 6.8 | 15 | 17 | 14 |
| Maribyrnong | 7.6 | 7.1 | 6.7 | 14 | 15 | 15 |
| Campaspe | 6.8 | 7.0 | 6.5 | 21 | 18 | 16 |
| Goldfields | 7.8 | 7.1 | 6.5 | 11 | 14 | 17 |
| Wellington | 5.9 | 6.5 | 6.3 | 30 | 21 | 18 |
| Darebin | 6.9 | 6.5 | 6.2 | 20 | 20 | 19 |
| Swan Hill | 6.7 | 7.4 | 6.2 | 23 | 9 | 20 |
| Wyndham | 7.3 | 6.5 | 6.1 | 17 | 22 | 21 |
| Stonnington | 7.4 | 6.6 | 5.9 | 16 | 19 | 22 |
| Glenelg | 5.3 | 5.8 | 5.8 | 36 | 29 | 23 |
| Moreland | 6.5 | 6.0 | 5.6 | 24 | 26 | 24 |
| High Country | 7.7 | 6.4 | 5.6 | 12 | 23 | 25 |
| Hobsons Bay | 6.0 | 5.8 | 5.6 | 29 | 30 | 26 |
| Corangamite | 6.8 | 6.0 | 5.5 | 22 | 25 | 27 |
| West Gippsland | 6.3 | 5.9 | 5.5 | 25 | 27 | 28 |
| Indigo | 6.2 | 6.3 | 5.4 | 26 | 24 | 29 |
| Central Highlands | 5.8 | 5.5 | 5.4 | 32 | 31 | 30 |
| Murrindindi | 5.2 | 5.2 | 5.4 | 37 | 34 | 31 |
| Casey-Cardinia | 6.1 | 5.9 | 5.3 | 28 | 28 | 32 |
| Mildura | 5.8 | 5.0 | 5.3 | 31 | 37 | 33 |
| Frankston | 6.2 | 5.2 | 5.2 | 27 | 35 | 34 |
| East Gippsland | 5.8 | 5.2 | 5.2 | 33 | 33 | 35 |
| Kingston | 5.5 | 5.3 | 5.2 | 35 | 32 | 36 |
| Greater Dandenong | 5.5 | 5.1 | 4.6 | 34 | 36 | 37 |
| Brimbank | 4.8 | 4.6 | 4.4 | 38 | 38 | 38 |
| Goulburn Valley | 4.4 | 4.4 | 4.3 | 41 | 39 | 39 |
| Wimmera | 4.6 | 4.2 | 4.2 | 40 | 41 | 40 |
| Latrobe | 4.4 | 3.9 | 4.0 | 42 | 43 | 41 |
| Wodonga | 4.3 | 4.1 | 4.0 | 43 | 42 | 42 |
| Hume | 4.6 | 4.2 | 3.8 | 39 | 40 | 43 |
| Towong | 3.8 | 3.4 | 3.7 | 45 | 45 | 44 |
| Melton | 4.2 | 3.9 | 3.5 | 44 | 44 | 45 |
| Mitchell | 3.7 | 3.3 | 3.0 | 46 | 46 | 46 |
| Buloke |  |  | 2.5 |  |  | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **7.1** | **6.7** | **6.4** |  |  |  |

|  | **Loans (physical items) per active member** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Whitehorse Manningham | 65 | 65 | 62 | 1 | 1 | 1 |
| Casey-Cardinia | 59 | 58 | 56 | 2 | 3 | 2 |
| Swan Hill | 56 | 41 | 55 | 4 | 22 | 3 |
| Boroondara | 58 | 60 | 53 | 3 | 2 | 4 |
| Eastern | 56 | 53 | 52 | 5 | 4 | 5 |
| Glen Eira | 51 | 49 | 48 | 6 | 6 | 6 |
| Frankston | 46 | 44 | 48 | 9 | 17 | 7 |
| Central Highlands | 46 | 45 | 47 | 12 | 12 | 8 |
| Mildura | 44 | 41 | 47 | 16 | 23 | 9 |
| Wyndham | 50 | 49 | 46 | 8 | 5 | 10 |
| Mornington Peninsula | 40 | 44 | 46 | 26 | 13 | 11 |
| Wellington | 43 | 47 | 45 | 20 | 7 | 12 |
| Port Phillip | 45 | 42 | 44 | 13 | 21 | 13 |
| Monash | 45 | 44 | 44 | 15 | 14 | 14 |
| Campaspe | 40 | 43 | 43 | 27 | 20 | 15 |
| Geelong | 46 | 45 | 42 | 11 | 10 | 16 |
| Corangamite | 46 | 44 | 42 | 10 | 15 | 17 |
| Gannawarra | 39 | 39 | 41 | 29 | 27 | 18 |
| Moreland | 42 | 40 | 41 | 24 | 24 | 19 |
| Greater Dandenong | 43 | 43 | 40 | 19 | 19 | 20 |
| Hume | 44 | 44 | 40 | 17 | 16 | 21 |
| Darebin | 45 | 45 | 40 | 14 | 11 | 22 |
| Moonee Valley | 39 | 40 | 40 | 30 | 25 | 23 |
| Yarra Plenty | 42 | 45 | 40 | 22 | 8 | 24 |
| Maribyrnong | 44 | 43 | 40 | 18 | 18 | 25 |
| Bayside | 39 | 37 | 39 | 31 | 31 | 26 |
| Latrobe | 38 | 38 | 39 | 32 | 29 | 27 |
| Stonnington | 42 | 39 | 38 | 21 | 28 | 28 |
| Wimmera | 38 | 38 | 37 | 33 | 30 | 29 |
| Melton | 40 | 39 | 37 | 25 | 26 | 30 |
| Wodonga | 37 | 37 | 37 | 34 | 34 | 31 |
| Goldfields | 50 | 45 | 36 | 7 | 9 | 32 |
| Buloke |  |  | 36 |  |  | 33 |
| Yarra | 40 | 35 | 36 | 28 | 35 | 34 |
| Towong | 29 | 28 | 35 | 41 | 41 | 35 |
| High Country | 42 | 37 | 35 | 23 | 32 | 36 |
| Goulburn Valley | 31 | 35 | 34 | 37 | 36 | 37 |
| Glenelg | 23 | 33 | 31 | 46 | 37 | 38 |
| West Gippsland | 27 | 32 | 31 | 44 | 38 | 39 |
| Kingston | 31 | 29 | 31 | 39 | 39 | 40 |
| Indigo | 36 | 37 | 29 | 35 | 33 | 41 |
| Melbourne | 27 | 29 | 28 | 42 | 40 | 42 |
| Mitchell | 31 | 27 | 27 | 38 | 42 | 43 |
| Hobsons Bay | 32 | 27 | 27 | 36 | 43 | 44 |
| East Gippsland | 27 | 25 | 26 | 43 | 45 | 45 |
| Murrindindi | 24 | 25 | 24 | 45 | 46 | 46 |
| Brimbank | 30 | 26 | 22 | 40 | 44 | 47 |
| VAILS | 17 | 11 | 4 |  |  |  |
| **Victoria** | **44** | **43** | **41** |  |  |  |

|  | **Loans (physical items) per staff EFT** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Whitehorse Manningham | 40,794 | 39,518 | 38,040 | 1 | 1 | 1 |
| Eastern | 32,532 | 33,606 | 33,286 | 3 | 2 | 2 |
| Yarra Plenty | 33,328 | 32,880 | 31,830 | 2 | 3 | 3 |
| Glen Eira | 32,366 | 31,002 | 31,100 | 4 | 6 | 4 |
| Boroondara | 26,108 | 26,994 | 29,686 | 11 | 8 | 5 |
| Mornington Peninsula | 32,337 | 32,213 | 28,680 | 5 | 4 | 6 |
| Casey-Cardinia | 30,369 | 32,069 | 26,445 | 7 | 5 | 7 |
| Monash | 28,244 | 27,458 | 26,436 | 8 | 7 | 8 |
| Wyndham | 26,136 | 25,397 | 24,847 | 10 | 10 | 9 |
| Goldfields | 27,549 | 25,922 | 24,126 | 9 | 9 | 10 |
| Port Phillip | 22,031 | 21,454 | 22,864 | 17 | 19 | 11 |
| Bayside | 24,303 | 23,110 | 22,658 | 14 | 12 | 12 |
| Glenelg | 20,348 | 22,911 | 21,880 | 26 | 13 | 13 |
| Frankston | 25,100 | 21,472 | 21,724 | 13 | 18 | 14 |
| Wodonga | 20,496 | 20,214 | 21,684 | 24 | 22 | 15 |
| Geelong | 26,079 | 24,529 | 21,550 | 12 | 11 | 16 |
| Darebin | 21,981 | 21,552 | 21,363 | 18 | 17 | 17 |
| Campaspe | 21,898 | 22,753 | 20,504 | 19 | 14 | 18 |
| Central Highlands | 21,727 | 21,315 | 19,970 | 20 | 20 | 19 |
| Moonee Valley | 20,717 | 20,032 | 19,670 | 23 | 23 | 20 |
| Wellington | 17,509 | 19,996 | 19,517 | 32 | 24 | 21 |
| Moreland | 22,225 | 21,084 | 19,253 | 16 | 21 | 22 |
| High Country | 31,275 | 22,483 | 19,046 | 6 | 15 | 23 |
| Maribyrnong | 19,703 | 19,296 | 18,924 | 27 | 27 | 24 |
| Corangamite | 21,638 | 19,756 | 18,645 | 21 | 25 | 25 |
| Goulburn Valley | 16,952 | 17,949 | 17,892 | 35 | 31 | 26 |
| Hume | 22,318 | 21,730 | 17,787 | 15 | 16 | 27 |
| Stonnington | 20,856 | 19,398 | 17,576 | 22 | 26 | 28 |
| Melton | 20,429 | 18,731 | 17,196 | 25 | 28 | 29 |
| Melbourne | 16,634 | 17,748 | 16,964 | 36 | 32 | 30 |
| Kingston | 17,767 | 16,615 | 16,537 | 31 | 33 | 31 |
| East Gippsland | 18,487 | 16,283 | 16,439 | 29 | 34 | 32 |
| Latrobe | 18,815 | 15,017 | 16,433 | 28 | 38 | 33 |
| Swan Hill | 18,317 | 18,663 | 16,071 | 30 | 29 | 34 |
| Indigo | 17,461 | 18,598 | 14,881 | 33 | 30 | 35 |
| Brimbank | 15,707 | 15,419 | 14,846 | 39 | 35 | 36 |
| West Gippsland | 16,956 | 15,335 | 14,818 | 34 | 36 | 37 |
| Murrindindi | 13,484 | 13,661 | 14,401 | 43 | 42 | 38 |
| Buloke |  |  | 14,335 |  |  | 39 |
| Yarra | 13,846 | 14,400 | 14,043 | 41 | 40 | 40 |
| Gannawarra | 14,621 | 14,753 | 13,848 | 40 | 39 | 41 |
| Greater Dandenong | 16,100 | 15,082 | 13,570 | 38 | 37 | 42 |
| Wimmera | 16,271 | 13,715 | 12,854 | 37 | 41 | 43 |
| Mildura | 12,984 | 11,473 | 12,723 | 44 | 44 | 44 |
| Hobsons Bay | 13,574 | 12,877 | 12,454 | 42 | 43 | 45 |
| Towong | 10,992 | 10,257 | 10,936 | 45 | 45 | 46 |
| Mitchell | 9,750 | 9,214 | 7,698 | 46 | 46 | 47 |
| VAILS | 8,698 | 7,666 | 2,586 |  |  |  |
| **Victoria** | **23,642** | **23,171** | **22,162** |  |  |  |

|  | **Total number of ebook downloads** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Eastern | 396,654 | 494,815 | 597,467 | 1 | 1 | 1 |
| Brimbank | 40,640 | 50,450 | 380,529 | 22 | 22 | 2 |
| Casey-Cardinia | 127,799 | 141,440 | 266,776 | 4 | 4 | 3 |
| Melbourne | 179,284 | 200,662 | 230,771 | 2 | 2 | 4 |
| Geelong | 106,953 | 139,435 | 200,378 | 5 | 5 | 5 |
| Goldfields | 88,167 | 134,168 | 189,050 | 7 | 6 | 6 |
| Mornington Peninsula | 80,702 | 95,739 | 144,288 | 8 | 10 | 7 |
| Port Phillip | 66,090 | 89,162 | 138,445 | 11 | 13 | 8 |
| Yarra Plenty | 147,188 | 195,805 | 138,335 | 3 | 3 | 9 |
| Monash | 56,149 | 71,933 | 123,251 | 17 | 17 | 10 |
| Stonnington | 93,995 | 109,959 | 120,672 | 6 | 8 | 11 |
| Kingston | 62,203 | 75,900 | 116,184 | 13 | 15 | 12 |
| Whitehorse Manningham | 66,051 | 73,898 | 116,066 | 12 | 16 | 13 |
| Glen Eira | 59,140 | 98,107 | 109,497 | 15 | 9 | 14 |
| West Gippsland | 46,757 | 64,675 | 105,043 | 21 | 18 | 15 |
| Darebin | 77,351 | 94,380 | 104,547 | 9 | 11 | 16 |
| Bayside | 47,608 | 63,716 | 102,864 | 20 | 19 | 17 |
| Moreland | 57,124 | 77,956 | 95,688 | 16 | 14 | 18 |
| Moonee Valley | 60,680 | 89,471 | 95,443 | 14 | 12 | 19 |
| Central Highlands | 48,639 | 62,047 | 83,911 | 19 | 21 | 20 |
| Wyndham | 36,013 | 62,869 | 69,839 | 25 | 20 | 21 |
| Boroondara | 76,901 | 124,960 | 69,353 | 10 | 7 | 22 |
| Frankston | 39,087 | 41,330 | 69,224 | 23 | 24 | 23 |
| Corangamite | 34,222 | 43,100 | 60,310 | 26 | 23 | 24 |
| Hobsons Bay | 28,385 | 38,613 | 58,094 | 27 | 25 | 25 |
| Yarra | 37,995 | 38,290 | 57,440 | 24 | 26 | 26 |
| Hume | 15,139 | 35,317 | 54,219 | 33 | 27 | 27 |
| High Country | 24,521 | 34,616 | 48,190 | 28 | 28 | 28 |
| Greater Dandenong | 22,050 | 24,575 | 34,761 | 29 | 30 | 29 |
| Melton | 16,839 | 28,749 | 30,848 | 31 | 29 | 30 |
| Goulburn Valley | 14,294 | 20,389 | 30,218 | 35 | 33 | 31 |
| Latrobe | 15,565 | 22,041 | 28,574 | 32 | 31 | 32 |
| East Gippsland | 20,100 | 21,243 | 25,986 | 30 | 32 | 33 |
| Wodonga | 51,895 | 17,039 | 25,073 | 18 | 36 | 34 |
| Wimmera | 14,444 | 18,542 | 23,482 | 34 | 34 | 35 |
| Maribyrnong | 8,077 | 17,225 | 17,989 | 39 | 35 | 36 |
| Towong | 595 |  | 17,711 | 45 |  | 37 |
| Wellington | 10,085 | 12,257 | 17,307 | 36 | 38 | 38 |
| Mildura | 9,403 | 12,269 | 14,843 | 37 | 37 | 39 |
| Campaspe | 8,474 | 10,630 | 14,736 | 38 | 39 | 40 |
| Swan Hill | 6,971 | 7,744 | 9,711 | 40 | 41 | 41 |
| Mitchell | 4,711 | 6,483 | 8,285 | 43 | 43 | 42 |
| Glenelg | 6,501 | 6,810 | 8,219 | 41 | 42 | 43 |
| Indigo | 5,040 | 5,891 | 7,455 | 42 | 44 | 44 |
| Gannawarra | 1,245 | 1,894 | 2,722 | 44 | 45 | 45 |
| Murrindindi | 293 | 8,014 | 798 | 46 | 40 | 46 |
| Buloke |  |  | 124 |  |  | 47 |
| VAILS | 552,220 | 552,790 | 684,952 |  |  |  |
| **Victoria** | **2,970,239** | **3,637,398** | **4.949,668** |  |  |  |

|  | **Turnover rate – digital items** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Brimbank | 3.0 | 3.2 | 21.0 | 25 | 26 | 1 |
| Casey-Cardinia | 10.3 | 9.5 | 16.3 | 1 | 3 | 2 |
| Mornington Peninsula | 8.6 | 8.6 | 13.4 | 4 | 4 | 3 |
| Melbourne | 9.0 | 10.8 | 12.2 | 3 | 1 | 4 |
| Geelong | 7.2 | 8.0 | 10.9 | 5 | 8 | 5 |
| Stonnington | 9.5 | 8.2 | 10.2 | 2 | 7 | 6 |
| Goldfields | 5.9 | 7.8 | 9.9 | 8 | 9 | 7 |
| Glen Eira | 5.0 | 8.2 | 9.3 | 11 | 6 | 8 |
| Eastern | 6.8 | 8.5 | 8.0 | 6 | 5 | 9 |
| Central Highlands | 5.1 | 6.1 | 7.7 | 10 | 13 | 10 |
| Wodonga | 3.8 | 5.5 | 7.4 | 19 | 16 | 11 |
| West Gippsland | 4.9 | 6.3 | 7.1 | 12 | 11 | 12 |
| Corangamite | 6.4 | 5.5 | 6.8 | 7 | 15 | 13 |
| Whitehorse Manningham | 5.2 | 5.6 | 6.6 | 9 | 14 | 14 |
| Frankston | 3.1 | 2.6 | 6.1 | 22 | 34 | 15 |
| East Gippsland | 4.7 | 3.6 | 6.0 | 15 | 25 | 16 |
| Monash | 4.7 | 6.2 | 6.0 | 13 | 12 | 17 |
| Wellington | 0.5 | 0.6 | 5.9 | 41 | 44 | 18 |
| Bayside | 1.7 | 3.6 | 5.9 | 36 | 23 | 19 |
| Wyndham | 3.8 | 2.6 | 5.7 | 18 | 35 | 20 |
| Port Phillip | 3.1 | 4.9 | 5.7 | 23 | 18 | 21 |
| High Country | 3.1 | 4.1 | 5.1 | 24 | 20 | 22 |
| Moonee Valley | 3.3 | 6.9 | 4.8 | 21 | 10 | 23 |
| Hume | 1.9 | 2.1 | 4.5 | 32 | 37 | 24 |
| Yarra | 4.7 | 3.6 | 4.5 | 14 | 24 | 25 |
| Hobsons Bay | 2.3 | 3.0 | 4.3 | 30 | 28 | 26 |
| Goulburn Valley | 2.6 | 3.1 | 4.3 | 28 | 27 | 27 |
| Glenelg | 2.6 | 3.7 | 4.2 | 27 | 22 | 28 |
| Darebin | 4.0 | 4.1 | 4.1 | 17 | 21 | 29 |
| Indigo | 0.4 | 5.0 | 4.1 | 45 | 17 | 30 |
| Latrobe | 2.6 | 2.9 | 3.9 | 26 | 30 | 31 |
| Kingston | 2.5 | 2.8 | 3.6 | 29 | 32 | 32 |
| Campaspe | 4.3 | 2.8 | 2.9 | 16 | 31 | 33 |
| Mitchell | 1.5 | 1.8 | 2.9 | 39 | 40 | 34 |
| Maribyrnong | 1.5 | 2.9 | 2.8 | 38 | 29 | 35 |
| Moreland | 1.9 | 2.6 | 2.7 | 33 | 33 | 36 |
| Towong |  |  | 2.6 |  |  | 37 |
| Wimmera | 1.6 | 1.8 | 2.4 | 37 | 41 | 38 |
| Boroondara | 3.4 | 4.5 | 2.4 | 20 | 19 | 39 |
| Melton | 1.8 | 1.8 | 2.2 | 34 | 39 | 40 |
| Greater Dandenong | 1.7 | 1.0 | 1.6 | 35 | 43 | 41 |
| Mildura | 1.5 | 2.1 | 1.5 | 40 | 36 | 42 |
| Gannawarra | 0.5 | 1.1 | 1.4 | 44 | 42 | 43 |
| Yarra Plenty | 1.9 | 2.0 | 1.0 | 31 | 38 | 44 |
| Murrindindi | 0.5 | 10.1 | 0.9 | 43 | 2 | 45 |
| Swan Hill | 0.5 | 0.6 | 0.8 | 42 | 45 | 46 |
| Buloke |  |  | 0.5 |  |  | 47 |
| VAILS | 11.5 | 10.7 | 12.1 |  |  |  |
| **Victoria** | **3.7** | **4.3** | **5.4** |  |  |  |

|  | **Downloads of ebooks per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Towong | 0.10 |  | 2.93 | 43 |  | 1 |
| Brimbank | 0.20 | 0.24 | 1.82 | 35 | 37 | 2 |
| Eastern | 0.94 | 1.14 | 1.36 | 3 | 2 | 3 |
| Melbourne | 1.32 | 1.25 | 1.36 | 2 | 1 | 4 |
| Port Phillip | 0.61 | 0.81 | 1.22 | 5 | 4 | 5 |
| Stonnington | 0.85 | 0.96 | 1.04 | 4 | 3 | 6 |
| Goldfields | 0.48 | 0.71 | 0.98 | 9 | 6 | 7 |
| Bayside | 0.46 | 0.61 | 0.97 | 10 | 9 | 8 |
| West Gippsland | 0.43 | 0.57 | 0.90 | 13 | 12 | 9 |
| Mornington Peninsula | 0.51 | 0.59 | 0.87 | 6 | 11 | 10 |
| Moonee Valley | 0.50 | 0.71 | 0.75 | 8 | 5 | 11 |
| High Country | 0.40 | 0.54 | 0.74 | 15 | 14 | 12 |
| Glen Eira | 0.40 | 0.65 | 0.71 | 16 | 8 | 13 |
| Kingston | 0.40 | 0.47 | 0.71 | 18 | 17 | 14 |
| Corangamite | 0.40 | 0.49 | 0.67 | 17 | 15 | 15 |
| Darebin | 0.50 | 0.60 | 0.65 | 7 | 10 | 16 |
| Geelong | 0.37 | 0.46 | 0.65 | 20 | 18 | 17 |
| Monash | 0.30 | 0.37 | 0.62 | 27 | 25 | 18 |
| Wodonga | 1.32 | 0.42 | 0.61 | 1 | 21 | 19 |
| Hobsons Bay | 0.30 | 0.41 | 0.60 | 26 | 22 | 20 |
| Casey-Cardinia | 0.32 | 0.33 | 0.60 | 24 | 29 | 21 |
| Yarra | 0.42 | 0.40 | 0.58 | 14 | 23 | 22 |
| East Gippsland | 0.45 | 0.46 | 0.56 | 11 | 19 | 23 |
| Moreland | 0.33 | 0.44 | 0.53 | 22 | 20 | 24 |
| Wimmera | 0.28 | 0.35 | 0.49 | 29 | 28 | 25 |
| Frankston | 0.28 | 0.29 | 0.49 | 28 | 32 | 26 |
| Swan Hill | 0.31 | 0.37 | 0.47 | 25 | 24 | 27 |
| Indigo | 0.32 | 0.36 | 0.45 | 23 | 26 | 28 |
| Glenelg | 0.34 | 0.35 | 0.42 | 21 | 27 | 29 |
| Central Highlands | 0.25 | 0.31 | 0.41 | 30 | 30 | 30 |
| Wellington | 0.24 | 0.28 | 0.39 | 31 | 34 | 31 |
| Campaspe | 0.23 | 0.28 | 0.39 | 32 | 33 | 32 |
| Whitehorse Manningham | 0.23 | 0.25 | 0.38 | 33 | 36 | 33 |
| Boroondara | 0.44 | 0.70 | 0.38 | 12 | 7 | 34 |
| Latrobe | 0.21 | 0.30 | 0.38 | 34 | 31 | 35 |
| Yarra Plenty | 0.37 | 0.48 | 0.33 | 19 | 16 | 36 |
| Goulburn Valley | 0.14 | 0.19 | 0.28 | 39 | 39 | 37 |
| Wyndham | 0.16 | 0.26 | 0.27 | 37 | 35 | 38 |
| Mildura | 0.18 | 0.22 | 0.27 | 36 | 38 | 39 |
| Gannawarra | 0.13 | 0.18 | 0.26 | 40 | 42 | 40 |
| Hume | 0.08 | 0.16 | 0.24 | 45 | 43 | 41 |
| Greater Dandenong | 0.14 | 0.15 | 0.21 | 38 | 45 | 42 |
| Maribyrnong | 0.09 | 0.19 | 0.20 | 44 | 41 | 43 |
| Melton | 0.12 | 0.19 | 0.20 | 41 | 40 | 44 |
| Mitchell | 0.12 | 0.15 | 0.19 | 42 | 44 | 45 |
| Murrindindi | 0.02 | 0.57 | 0.06 | 46 | 13 | 46 |
| Buloke |  |  | 0.02 |  |  | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **0.40** | **0.49** | **0.66** |  |  |  |

**7. Library programs**

|  | **Number of program attendees** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | 207,759 | 197,511 | 176,926 | 1 | 1 | 1 |
| Geelong | 149,815 | 152,251 | 157,625 | 2 | 2 | 2 |
| Eastern | 134,326 | 135,370 | 128,784 | 3 | 3 | 3 |
| Hume | 103,201 | 100,909 | 125,822 | 4 | 4 | 4 |
| Melbourne | 60,004 | 76,060 | 105,604 | 11 | 8 | 5 |
| Casey-Cardinia | 74,938 | 84,440 | 95,725 | 6 | 5 | 6 |
| Whitehorse Manningham | 71,051 | 76,012 | 81,581 | 9 | 9 | 7 |
| Wyndham | 97,021 | 83,098 | 80,008 | 5 | 6 | 8 |
| Monash | 73,297 | 75,605 | 75,691 | 8 | 10 | 9 |
| Brimbank | 63,136 | 64,504 | 70,569 | 10 | 11 | 10 |
| Glen Eira | 74,789 | 76,677 | 68,996 | 7 | 7 | 11 |
| Goldfields | 51,776 | 53,425 | 66,412 | 14 | 14 | 12 |
| Central Highlands | 53,429 | 53,770 | 63,759 | 13 | 13 | 13 |
| Yarra | 37,034 | 40,642 | 57,130 | 19 | 21 | 14 |
| Moonee Valley | 55,215 | 61,183 | 56,639 | 12 | 12 | 15 |
| Greater Dandenong | 32,324 | 34,855 | 56,279 | 22 | 24 | 16 |
| Melton | 23,045 | 43,212 | 52,256 | 30 | 20 | 17 |
| Mornington Peninsula | 30,484 | 49,639 | 51,505 | 24 | 15 | 18 |
| West Gippsland | 41,933 | 45,885 | 51,477 | 17 | 16 | 19 |
| Hobsons Bay | 43,113 | 45,823 | 48,030 | 16 | 17 | 20 |
| Moreland | 45,731 | 44,604 | 46,958 | 15 | 18 | 21 |
| Kingston | 36,710 | 43,380 | 41,207 | 20 | 19 | 22 |
| Boroondara | 37,404 | 37,348 | 39,184 | 18 | 22 | 23 |
| Darebin | 30,179 | 35,850 | 38,675 | 25 | 23 | 24 |
| High Country | 13,395 | 15,732 | 38,644 | 35 | 37 | 25 |
| Port Phillip | 33,988 | 32,252 | 30,974 | 21 | 26 | 26 |
| Goulburn Valley | 29,183 | 31,451 | 30,909 | 26 | 27 | 27 |
| Frankston | 31,891 | 32,933 | 30,539 | 23 | 25 | 28 |
| Stonnington | 20,462 | 24,964 | 29,437 | 31 | 30 | 29 |
| Maribyrnong | 27,745 | 27,314 | 28,697 | 27 | 28 | 30 |
| Corangamite | 24,204 | 23,095 | 27,483 | 29 | 31 | 31 |
| Bayside | 25,462 | 25,472 | 26,465 | 28 | 29 | 32 |
| Mitchell | 11,314 | 19,538 | 25,470 | 36 | 33 | 33 |
| Wellington | 16,319 | 18,801 | 21,935 | 33 | 35 | 34 |
| Wimmera | 15,739 | 19,031 | 21,294 | 34 | 34 | 35 |
| Wodonga | 10,179 | 19,950 | 18,967 | 41 | 32 | 36 |
| Campaspe | 18,350 | 17,036 | 17,451 | 32 | 36 | 37 |
| East Gippsland | 10,481 | 14,975 | 17,165 | 39 | 38 | 38 |
| Mildura | 11,019 | 13,110 | 13,333 | 37 | 39 | 39 |
| Murrindindi | 10,815 | 7,929 | 9,098 | 38 | 42 | 40 |
| Latrobe | 10,263 | 11,026 | 9,016 | 40 | 40 | 41 |
| Swan Hill | 7,887 | 8,418 | 8,956 | 42 | 41 | 42 |
| Indigo | 6,949 | 7,381 | 7,916 | 43 | 43 | 43 |
| Gannawarra | 4,708 | 3,718 | 4,165 | 44 | 44 | 44 |
| Glenelg | 2,700 | 1,721 | 3,487 | 45 | 46 | 45 |
| Towong | 1,866 | 1,986 | 1,465 | 46 | 45 | 46 |
| Buloke |  |  | - |  |  | 47 |
| VAILS | 1,528 | 2,301 | 3,217 |  |  |  |
| **Victoria** | **1,974,161** | **2,092,187** | **2,259,708** |  |  |  |

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

**8. Computers and wifi**

|  | **Public access computers** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Geelong | 427 | 429 | 460 | 2 | 1 | 1 |
| Yarra Plenty | 460 | 206 | 214 | 1 | 3 | 2 |
| Monash | 196 | 196 | 196 | 4 | 4 | 3 |
| Brimbank | 210 | 210 | 190 | 3 | 2 | 4 |
| Hume | 158 | 158 | 172 | 6 | 6 | 5 |
| Central Highlands | 122 | 133 | 166 | 13 | 11 | 6 |
| Eastern | 155 | 143 | 156 | 7 | 9 | 7 |
| Kingston | 117 | 157 | 155 | 14 | 7 | 8 |
| Wyndham | 145 | 145 | 145 | 8 | 8 | 9 |
| Melton | 140 | 140 | 140 | 10 | 10 | 10 |
| Casey-Cardinia | 162 | 162 | 130 | 5 | 5 | 11 |
| Goldfields | 116 | 120 | 125 | 15 | 12 | 12 |
| Whitehorse Manningham | 101 | 120 | 120 | 17 | 12 | 13 |
| Melbourne | 142 | 117 | 118 | 9 | 14 | 14 |
| West Gippsland | 129 | 113 | 109 | 11 | 15 | 15 |
| Maribyrnong | 74 | 74 | 105 | 21 | 22 | 16 |
| Moonee Valley | 126 | 110 | 103 | 12 | 16 | 17 |
| Greater Dandenong | 98 | 98 | 98 | 18 | 17 | 18 |
| Boroondara | 76 | 76 | 76 | 20 | 19 | 19 |
| Hobsons Bay | 80 | 80 | 69 | 19 | 18 | 20 |
| Moreland | 102 | 75 | 69 | 16 | 21 | 20 |
| Wimmera | 37 | 38 | 63 | 35 | 33 | 22 |
| East Gippsland | 61 | 61 | 61 | 24 | 24 | 23 |
| Mornington Peninsula | 62 | 63 | 61 | 23 | 23 | 23 |
| Yarra | 52 | 54 | 60 | 26 | 25 | 25 |
| Darebin | 64 | 76 | 54 | 22 | 19 | 26 |
| Goulburn Valley | 51 | 52 | 52 | 27 | 26 | 27 |
| Mitchell | 31 | 41 | 49 | 38 | 30 | 28 |
| Frankston | 45 | 45 | 48 | 31 | 28 | 29 |
| Port Phillip | 41 | 41 | 41 | 34 | 30 | 30 |
| Stonnington | 46 | 46 | 39 | 30 | 27 | 31 |
| Glen Eira | 47 | 43 | 38 | 29 | 29 | 32 |
| Wellington | 35 | 38 | 38 | 36 | 33 | 32 |
| High Country | 43 | 34 | 36 | 32 | 35 | 34 |
| Corangamite | 50 | 34 | 34 | 28 | 35 | 35 |
| Glenelg | 42 | 33 | 32 | 33 | 38 | 36 |
| Mildura | 34 | 34 | 30 | 37 | 35 | 37 |
| Campaspe | 29 | 29 | 29 | 39 | 39 | 38 |
| Bayside | 60 | 41 | 28 | 25 | 30 | 39 |
| Wodonga | 25 | 25 | 25 | 40 | 40 | 40 |
| Swan Hill | 16 | 12 | 21 | 43 | 44 | 41 |
| Murrindindi | 24 | 25 | 20 | 41 | 40 | 42 |
| Latrobe | 19 | 19 | 19 | 42 | 42 | 43 |
| Indigo | 14 | 13 | 13 | 44 | 43 | 44 |
| Gannawarra | 12 | 12 | 12 | 45 | 44 | 45 |
| Towong | 7 | 7 | 7 | 46 | 46 | 46 |
| Buloke |  |  | 3 |  |  | 47 |
| VAILS | 3 | 3 | 3 |  |  |  |
| **Victoria** | **4,286** | **3,981** | **4,032** |  |  |  |

|  | **PCs per ‘000 population** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Glenelg | 2.19 | 1.68 | 1.63 | 1 | 2 | 1 |
| Geelong | 1.47 | 1.42 | 1.48 | 3 | 3 | 2 |
| Murrindindi | 1.73 | 1.76 | 1.38 | 2 | 1 | 3 |
| Wimmera | 0.73 | 0.71 | 1.33 | 22 | 21 | 4 |
| East Gippsland | 1.37 | 1.33 | 1.30 | 4 | 4 | 5 |
| Towong | 1.21 | 1.17 | 1.16 | 6 | 5 | 6 |
| Maribyrnong | 0.87 | 0.82 | 1.15 | 15 | 16 | 7 |
| Gannawarra | 1.21 | 1.14 | 1.14 | 5 | 6 | 8 |
| Mitchell | 0.76 | 0.96 | 1.11 | 20 | 11 | 9 |
| Swan Hill | 0.71 | 0.58 | 1.01 | 23 | 28 | 10 |
| Monash | 1.03 | 1.00 | 0.98 | 12 | 8 | 11 |
| Kingston | 0.75 | 0.97 | 0.95 | 21 | 10 | 12 |
| West Gippsland | 1.18 | 0.99 | 0.93 | 7 | 9 | 13 |
| Brimbank | 1.04 | 1.01 | 0.91 | 11 | 7 | 14 |
| Melton | 1.01 | 0.94 | 0.89 | 13 | 12 | 15 |
| Wellington | 0.83 | 0.87 | 0.86 | 17 | 14 | 16 |
| Central Highlands | 0.62 | 0.66 | 0.81 | 30 | 22 | 17 |
| Moonee Valley | 1.04 | 0.88 | 0.81 | 10 | 13 | 18 |
| Indigo | 0.90 | 0.80 | 0.79 | 14 | 17 | 19 |
| Campaspe | 0.79 | 0.77 | 0.77 | 18 | 18 | 20 |
| Hume | 0.78 | 0.73 | 0.77 | 19 | 19 | 21 |
| Hobsons Bay | 0.84 | 0.84 | 0.72 | 16 | 15 | 22 |
| Melbourne | 1.04 | 0.73 | 0.69 | 9 | 20 | 23 |
| Goldfields | 0.64 | 0.64 | 0.65 | 28 | 23 | 24 |
| Yarra | 0.57 | 0.56 | 0.61 | 34 | 29 | 25 |
| Wodonga | 0.64 | 0.62 | 0.60 | 27 | 25 | 26 |
| Greater Dandenong | 0.63 | 0.60 | 0.59 | 29 | 27 | 27 |
| Wyndham | 0.65 | 0.60 | 0.57 | 25 | 26 | 28 |
| High Country | 0.70 | 0.53 | 0.56 | 24 | 30 | 29 |
| Mildura | 0.64 | 0.62 | 0.54 | 26 | 24 | 30 |
| Yarra Plenty | 1.16 | 0.50 | 0.51 | 8 | 31 | 31 |
| Goulburn Valley | 0.50 | 0.49 | 0.49 | 35 | 32 | 32 |
| Buloke |  |  | 0.49 |  |  | 33 |
| Boroondara | 0.43 | 0.42 | 0.42 | 36 | 35 | 34 |
| Whitehorse Manningham | 0.35 | 0.40 | 0.40 | 43 | 37 | 35 |
| Corangamite | 0.58 | 0.38 | 0.38 | 33 | 40 | 36 |
| Moreland | 0.60 | 0.42 | 0.38 | 31 | 34 | 37 |
| Mornington Peninsula | 0.39 | 0.39 | 0.37 | 40 | 39 | 38 |
| Port Phillip | 0.38 | 0.37 | 0.36 | 41 | 42 | 39 |
| Eastern | 0.37 | 0.33 | 0.36 | 42 | 43 | 40 |
| Frankston | 0.33 | 0.32 | 0.34 | 44 | 44 | 41 |
| Stonnington | 0.42 | 0.40 | 0.34 | 38 | 36 | 42 |
| Darebin | 0.42 | 0.48 | 0.33 | 37 | 33 | 43 |
| Casey-Cardinia | 0.40 | 0.38 | 0.29 | 39 | 41 | 44 |
| Bayside | 0.58 | 0.39 | 0.26 | 32 | 38 | 45 |
| Latrobe | 0.26 | 0.25 | 0.25 | 46 | 46 | 46 |
| Glen Eira | 0.32 | 0.28 | 0.25 | 45 | 45 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **0.71** | **0.63** | **0.62** |  |  |  |

|  | **Computer bookings** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Whitehorse Manningham | 268,541 | 259,908 | 251,537 | 2 | 1 | 1 |
| Brimbank | 275,670 | 258,010 | 236,155 | 1 | 2 | 2 |
| Eastern | 202,388 | 195,452 | 218,428 | 5 | 5 | 3 |
| Yarra Plenty | 223,133 | 242,710 | 191,218 | 3 | 3 | 4 |
| Geelong | 211,743 | 196,135 | 184,575 | 4 | 4 | 5 |
| Melbourne | 176,277 | 178,159 | 169,681 | 6 | 6 | 6 |
| Casey-Cardinia | 134,817 | 136,678 | 147,349 | 9 | 9 | 7 |
| Greater Dandenong | 149,988 | 137,809 | 139,747 | 7 | 8 | 8 |
| Wyndham | 134,824 | 141,203 | 135,286 | 8 | 7 | 9 |
| Moreland | 106,092 | 104,578 | 98,191 | 10 | 10 | 10 |
| Monash | 91,539 | 78,866 | 93,536 | 13 | 19 | 11 |
| Port Phillip | 97,941 | 84,007 | 84,262 | 12 | 14 | 12 |
| Moonee Valley | 98,909 | 95,366 | 83,554 | 11 | 11 | 13 |
| Yarra | 60,863 | 70,704 | 83,538 | 26 | 22 | 14 |
| Melton | 83,245 | 81,766 | 81,624 | 16 | 15 | 15 |
| Darebin | 90,163 | 87,004 | 79,577 | 15 | 13 | 16 |
| Glen Eira | 82,021 | 79,396 | 78,913 | 17 | 17 | 17 |
| Goldfields | 77,140 | 77,885 | 78,702 | 19 | 20 | 18 |
| Maribyrnong | 78,723 | 81,543 | 76,291 | 18 | 16 | 19 |
| Stonnington | 90,604 | 88,529 | 73,910 | 14 | 12 | 20 |
| Hume | 74,797 | 78,987 | 71,842 | 21 | 18 | 21 |
| Mornington Peninsula | 73,730 | 73,006 | 70,185 | 22 | 21 | 22 |
| Hobsons Bay | 76,579 | 70,547 | 65,045 | 20 | 23 | 23 |
| Kingston | 62,098 | 58,892 | 61,535 | 25 | 26 | 24 |
| Frankston | 64,090 | 61,583 | 60,891 | 24 | 24 | 25 |
| West Gippsland | 65,080 | 60,506 | 55,800 | 23 | 25 | 26 |
| Central Highlands | 48,310 | 50,329 | 47,469 | 27 | 27 | 27 |
| Boroondara | 45,774 | 39,653 | 43,435 | 29 | 29 | 28 |
| Goulburn Valley | 46,120 | 41,695 | 37,642 | 28 | 28 | 29 |
| Bayside | 31,119 | 35,759 | 34,491 | 32 | 30 | 30 |
| High Country | 27,827 | 34,584 | 32,321 | 34 | 31 | 31 |
| East Gippsland | 32,608 | 31,046 | 29,569 | 31 | 32 | 32 |
| Latrobe | 28,476 | 28,194 | 28,596 | 33 | 34 | 33 |
| Corangamite | 33,384 | 29,463 | 26,015 | 30 | 33 | 34 |
| Wellington | 8,350 | 22,066 | 23,256 | 41 | 36 | 35 |
| Mitchell | 22,221 | 23,307 | 22,997 | 35 | 35 | 36 |
| Mildura | 19,707 | 21,089 | 20,740 | 36 | 37 | 37 |
| Wodonga | 17,128 | 17,017 | 17,877 | 38 | 38 | 38 |
| Wimmera | 17,279 | 16,154 | 17,420 | 37 | 39 | 39 |
| Campaspe | 13,902 | 11,853 | 12,188 | 39 | 40 | 40 |
| Glenelg | 10,977 | 10,859 | 12,155 | 40 | 41 | 41 |
| Indigo | 6,702 | 6,580 | 7,311 | 43 | 43 | 42 |
| Swan Hill | 8,049 | 7,128 | 6,724 | 42 | 42 | 43 |
| Murrindindi | 3,775 | 4,021 | 4,164 | 44 | 44 | 44 |
| Gannawarra | 3,114 | 3,531 | 3,017 | 46 | 45 | 45 |
| Towong | 3,298 | 2,761 | 2,723 | 45 | 46 | 46 |
| Buloke |  |  |  |  |  |  |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **3,579,115** | **3,516,318** | **3,401,482** |  |  |  |

|  | **Computer bookings per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Brimbank | 1.36 | 1.24 | 1.13 | 1 | 1 | 1 |
| Melbourne | 1.29 | 1.11 | 1.00 | 2 | 2 | 2 |
| Yarra | 0.67 | 0.73 | 0.85 | 12 | 10 | 3 |
| Greater Dandenong | 0.96 | 0.84 | 0.84 | 3 | 5 | 4 |
| Maribyrnong | 0.92 | 0.91 | 0.83 | 5 | 3 | 5 |
| Whitehorse Manningham | 0.93 | 0.87 | 0.83 | 4 | 4 | 6 |
| Port Phillip | 0.90 | 0.76 | 0.74 | 6 | 7 | 7 |
| Hobsons Bay | 0.81 | 0.74 | 0.67 | 9 | 9 | 8 |
| Moonee Valley | 0.81 | 0.76 | 0.65 | 8 | 8 | 9 |
| Stonnington | 0.82 | 0.78 | 0.64 | 7 | 6 | 10 |
| East Gippsland | 0.73 | 0.68 | 0.63 | 10 | 11 | 11 |
| Glenelg | 0.57 | 0.55 | 0.62 | 18 | 16 | 12 |
| Geelong | 0.73 | 0.65 | 0.59 | 11 | 12 | 13 |
| Moreland | 0.62 | 0.59 | 0.54 | 13 | 13 | 14 |
| Wyndham | 0.61 | 0.58 | 0.53 | 14 | 15 | 15 |
| Wellington | 0.20 | 0.50 | 0.53 | 46 | 23 | 16 |
| Melton | 0.60 | 0.55 | 0.52 | 15 | 17 | 17 |
| Mitchell | 0.55 | 0.54 | 0.52 | 22 | 19 | 18 |
| Glen Eira | 0.55 | 0.52 | 0.51 | 21 | 22 | 19 |
| High Country | 0.45 | 0.54 | 0.50 | 27 | 20 | 20 |
| Eastern | 0.48 | 0.45 | 0.50 | 24 | 25 | 21 |
| Darebin | 0.59 | 0.55 | 0.49 | 17 | 18 | 22 |
| West Gippsland | 0.60 | 0.53 | 0.48 | 16 | 21 | 23 |
| Monash | 0.48 | 0.40 | 0.47 | 23 | 31 | 24 |
| Yarra Plenty | 0.56 | 0.59 | 0.46 | 20 | 14 | 25 |
| Towong | 0.57 | 0.46 | 0.45 | 19 | 24 | 26 |
| Indigo | 0.43 | 0.41 | 0.44 | 30 | 30 | 27 |
| Wodonga | 0.44 | 0.42 | 0.43 | 29 | 28 | 28 |
| Frankston | 0.47 | 0.44 | 0.43 | 26 | 27 | 29 |
| Mornington Peninsula | 0.47 | 0.45 | 0.42 | 25 | 26 | 30 |
| Goldfields | 0.42 | 0.41 | 0.41 | 31 | 29 | 31 |
| Latrobe | 0.38 | 0.38 | 0.38 | 34 | 34 | 32 |
| Kingston | 0.40 | 0.37 | 0.38 | 32 | 36 | 33 |
| Mildura | 0.37 | 0.38 | 0.37 | 37 | 33 | 34 |
| Wimmera | 0.34 | 0.30 | 0.37 | 39 | 43 | 35 |
| Goulburn Valley | 0.45 | 0.40 | 0.35 | 28 | 32 | 36 |
| Casey-Cardinia | 0.34 | 0.32 | 0.33 | 40 | 41 | 37 |
| Bayside | 0.30 | 0.34 | 0.33 | 42 | 37 | 38 |
| Campaspe | 0.38 | 0.32 | 0.32 | 35 | 42 | 39 |
| Swan Hill | 0.36 | 0.34 | 0.32 | 38 | 38 | 40 |
| Hume | 0.37 | 0.37 | 0.32 | 36 | 35 | 41 |
| Corangamite | 0.39 | 0.33 | 0.29 | 33 | 40 | 42 |
| Murrindindi | 0.27 | 0.28 | 0.29 | 43 | 44 | 43 |
| Gannawarra | 0.31 | 0.33 | 0.29 | 41 | 39 | 44 |
| Boroondara | 0.26 | 0.22 | 0.24 | 44 | 46 | 45 |
| Central Highlands | 0.24 | 0.25 | 0.23 | 45 | 45 | 46 |
| Buloke |  |  |  |  |  |  |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **0.59** | **0.56** |  |  |  |  |

**9. Library income**

|  | **Income from Council $000** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Melbourne | $12,224 | $14,190 | $13,204 | 1 | 1 | 1 |
| Yarra Plenty | $12,095 | $11,681 | $11,679 | 2 | 2 | 2 |
| Geelong | $10,125 | $10,637 | $11,279 | 3 | 3 | 3 |
| Eastern | $9,975 | $10,031 | $10,151 | 4 | 4 | 4 |
| Boroondara | $8,933 | $9,059 | $9,946 | 5 | 5 | 5 |
| Whitehorse Manningham | $8,639 | $7,120 | $8,678 | 6 | 8 | 6 |
| Brimbank | $7,943 | $8,204 | $8,112 | 7 | 6 | 7 |
| Casey-Cardinia | $7,005 | $7,615 | $7,524 | 8 | 7 | 8 |
| Glen Eira | $6,312 | $6,453 | $6,571 | 10 | 10 | 9 |
| Greater Dandenong | $6,090 | $6,068 | $6,165 | 11 | 11 | 10 |
| Wyndham | $6,695 | $6,676 | $6,135 | 9 | 9 | 11 |
| Kingston | $4,627 | $4,786 | $6,003 | 21 | 19 | 12 |
| Mornington Peninsula | $5,382 | $4,777 | $5,840 | 13 | 20 | 13 |
| Moreland | $5,091 | $5,233 | $5,468 | 14 | 13 | 14 |
| Central Highlands | $5,016 | $4,984 | $5,454 | 15 | 15 | 15 |
| Monash | $5,486 | $5,389 | $5,444 | 12 | 12 | 16 |
| Port Phillip | $4,457 | $5,108 | $5,071 | 23 | 14 | 17 |
| Goldfields | $4,662 | $4,950 | $5,061 | 20 | 16 | 18 |
| Hobsons Bay | $4,471 | $4,522 | $5,056 | 22 | 25 | 19 |
| Yarra | $4,769 | $4,759 | $5,009 | 18 | 21 | 20 |
| Stonnington | $4,370 | $4,587 | $4,862 | 25 | 24 | 21 |
| West Gippsland | $4,081 | $4,920 | $4,847 | 27 | 17 | 22 |
| Darebin | $4,751 | $4,731 | $4,723 | 19 | 22 | 23 |
| Maribyrnong | $4,400 | $4,620 | $4,694 | 24 | 23 | 24 |
| Moonee Valley | $4,907 | $4,879 | $4,649 | 16 | 18 | 25 |
| Bayside | $4,103 | $4,145 | $4,571 | 26 | 26 | 26 |
| Hume | $4,809 | $3,676 | $4,188 | 17 | 27 | 27 |
| Melton | $3,042 | $3,656 | $3,790 | 29 | 28 | 28 |
| Frankston | $3,407 | $3,153 | $3,185 | 28 | 29 | 29 |
| Goulburn Valley | $2,529 | $2,579 | $2,637 | 30 | 30 | 30 |
| Corangamite | $2,180 | $2,280 | $2,307 | 31 | 31 | 31 |
| Mildura | $2,024 | $2,095 | $2,131 | 33 | 32 | 32 |
| Latrobe | $1,510 | $1,806 | $2,048 | 35 | 34 | 33 |
| East Gippsland | $2,073 | $1,845 | $1,899 | 32 | 33 | 34 |
| High Country | $1,927 | $1,612 | $1,653 | 34 | 35 | 35 |
| Campaspe | $1,495 | $1,512 | $1,502 | 36 | 36 | 36 |
| Wellington | $1,384 | $1,161 | $1,424 | 38 | 39 | 37 |
| Wimmera | $1,435 | $1,438 | $1,345 | 37 | 37 | 38 |
| Mitchell | $1,134 | $1,164 | $1,169 | 39 | 38 | 39 |
| Swan Hill | $1,060 | $1,065 | $1,087 | 40 | 40 | 40 |
| Wodonga | $820 | $834 | $863 | 41 | 41 | 41 |
| Glenelg | $672 | $472 | $763 | 42 | 45 | 42 |
| Gannawarra | $613 | $631 | $675 | 44 | 42 | 43 |
| Indigo | $551 | $603 | $640 | 45 | 43 | 44 |
| Murrindindi | $639 | $600 | $591 | 43 | 44 | 45 |
| Buloke |  |  | $315 |  |  | 46 |
| Towong | $0 | $30 | $23 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$199,913** | **$202,338** | **$210,433** |  |  |  |

|  | **Income from Council per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Melbourne | $89.66 | $88.69 | $77.69 | 1 | 1 | 1 |
| Gannawarra | $61.61 | $59.73 | $64.04 | 2 | 2 | 2 |
| Boroondara | $50.55 | $50.48 | $54.86 | 5 | 5 | 3 |
| Hobsons Bay | $47.04 | $47.61 | $52.41 | 6 | 7 | 4 |
| Swan Hill | $46.92 | $51.10 | $52.38 | 7 | 4 | 5 |
| Maribyrnong | $51.60 | $51.50 | $51.37 | 4 | 3 | 6 |
| Buloke |  |  | $50.94 |  |  | 7 |
| Yarra | $52.24 | $49.38 | $50.84 | 3 | 6 | 8 |
| Port Phillip | $41.09 | $46.27 | $44.80 | 11 | 8 | 9 |
| Bayside | $39.88 | $39.85 | $43.23 | 14 | 15 | 10 |
| Glen Eira | $42.41 | $42.53 | $42.71 | 10 | 10 | 11 |
| Stonnington | $39.52 | $40.19 | $41.84 | 15 | 13 | 12 |
| West Gippsland | $37.46 | $43.27 | $41.46 | 19 | 9 | 13 |
| Murrindindi | $46.04 | $42.32 | $40.80 | 9 | 11 | 14 |
| East Gippsland | $46.54 | $40.14 | $40.56 | 8 | 14 | 15 |
| Campaspe | $40.55 | $40.36 | $39.95 | 12 | 12 | 16 |
| Brimbank | $39.15 | $39.36 | $38.87 | 16 | 16 | 17 |
| Indigo | $35.39 | $37.17 | $38.84 | 20 | 19 | 18 |
| Glenelg | $35.04 | $24.02 | $38.82 | 21 | 39 | 19 |
| Mildura | $37.95 | $38.05 | $38.39 | 18 | 18 | 20 |
| Greater Dandenong | $39.13 | $36.97 | $37.12 | 17 | 20 | 21 |
| Kingston | $29.52 | $29.71 | $36.73 | 31 | 23 | 22 |
| Moonee Valley | $40.32 | $38.90 | $36.36 | 13 | 17 | 23 |
| Geelong | $34.96 | $35.28 | $36.32 | 22 | 21 | 24 |
| Mornington Peninsula | $34.27 | $29.28 | $35.22 | 23 | 25 | 25 |
| Wellington | $32.75 | $26.54 | $32.35 | 24 | 31 | 26 |
| Moreland | $29.84 | $29.63 | $30.09 | 30 | 24 | 27 |
| Darebin | $30.94 | $29.84 | $29.23 | 26 | 22 | 28 |
| Whitehorse Manningham | $29.93 | $23.89 | $28.76 | 29 | 40 | 29 |
| Wimmera | $28.17 | $26.78 | $28.33 | 33 | 30 | 30 |
| Yarra Plenty | $30.58 | $28.46 | $27.91 | 27 | 26 | 31 |
| Latrobe | $20.40 | $24.20 | $27.22 | 44 | 38 | 32 |
| Monash | $28.84 | $27.39 | $27.21 | 32 | 28 | 33 |
| Central Highlands | $25.37 | $24.60 | $26.51 | 36 | 35 | 34 |
| Mitchell | $27.94 | $27.20 | $26.39 | 34 | 29 | 35 |
| Goldfields | $25.55 | $26.23 | $26.30 | 35 | 32 | 36 |
| Corangamite | $25.31 | $25.67 | $25.80 | 37 | 33 | 37 |
| High Country | $31.42 | $25.18 | $25.49 | 25 | 34 | 38 |
| Goulburn Valley | $24.67 | $24.45 | $24.78 | 39 | 37 | 39 |
| Melton | $21.94 | $24.56 | $24.19 | 42 | 36 | 40 |
| Wyndham | $30.07 | $27.60 | $24.03 | 28 | 27 | 41 |
| Eastern | $23.57 | $23.03 | $23.13 | 41 | 41 | 42 |
| Frankston | $24.79 | $22.41 | $22.45 | 38 | 42 | 43 |
| Wodonga | $20.89 | $20.55 | $20.83 | 43 | 43 | 44 |
| Hume | $23.89 | $17.02 | $18.66 | 40 | 45 | 45 |
| Casey-Cardinia | $17.51 | $17.71 | $16.81 | 45 | 44 | 46 |
| Towong | $0.00 | $4.99 | $3.85 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$32.94** | **$32.00** | **$32.58** |  |  |  |

|  | **Income from State Government per capita** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Buloke |  |  | $19.26 |  |  | 1 |
| Towong | $18.98 | $18.75 | $18.82 | 1 | 1 | 2 |
| Wimmera | $14.31 | $13.28 | $14.28 | 2 | 2 | 3 |
| Gannawarra | $13.76 | $12.72 | $13.15 | 3 | 3 | 4 |
| Murrindindi | $11.21 | $10.97 | $10.81 | 4 | 4 | 5 |
| High Country | $10.26 | $10.44 | $10.44 | 5 | 5 | 6 |
| Indigo | $9.83 | $9.58 | $10.03 | 6 | 7 | 7 |
| Swan Hill | $9.42 | $9.70 | $9.81 | 8 | 6 | 8 |
| Glenelg | $9.69 | $9.55 | $9.70 | 7 | 8 | 9 |
| Corangamite | $9.05 | $8.89 | $8.98 | 9 | 9 | 10 |
| Central Highlands | $8.21 | $8.18 | $8.11 | 11 | 10 | 11 |
| Goulburn Valley | $7.95 | $7.82 | $7.87 | 12 | 11 | 12 |
| Campaspe | $7.82 | $7.77 | $7.78 | 13 | 12 | 13 |
| East Gippsland | $7.81 | $7.57 | $7.54 | 14 | 13 | 14 |
| West Gippsland | $7.67 | $7.54 | $7.51 | 15 | 14 | 15 |
| Wodonga | $7.55 | $7.37 | $7.34 | 16 | 15 | 16 |
| Wellington | $8.52 | $7.20 | $7.34 | 10 | 16 | 17 |
| Mildura | $7.33 | $7.19 | $7.25 | 18 | 17 | 18 |
| Mitchell | $7.49 | $7.12 | $7.23 | 17 | 19 | 19 |
| Goldfields | $7.26 | $7.15 | $7.15 | 19 | 18 | 20 |
| Latrobe | $6.79 | $6.82 | $6.76 | 21 | 20 | 21 |
| Hobsons Bay | $6.42 | $6.60 | $6.50 | 25 | 21 | 22 |
| Maribyrnong | $6.55 | $6.39 | $6.46 | 23 | 23 | 23 |
| Greater Dandenong | $6.56 | $6.14 | $6.37 | 22 | 37 | 24 |
| Geelong | $6.44 | $6.40 | $6.33 | 24 | 22 | 25 |
| Yarra | $6.86 | $6.21 | $6.28 | 20 | 29 | 26 |
| Bayside | $6.34 | $6.27 | $6.28 | 26 | 25 | 27 |
| Eastern | $6.27 | $6.18 | $6.23 | 31 | 32 | 28 |
| Stonnington | $6.22 | $6.18 | $6.22 | 33 | 31 | 29 |
| Frankston | $6.29 | $6.22 | $6.22 | 30 | 28 | 30 |
| Moonee Valley | $6.29 | $6.24 | $6.20 | 29 | 27 | 31 |
| Brimbank | $6.18 | $5.99 | $6.17 | 39 | 41 | 32 |
| Whitehorse Manningham | $6.23 | $6.14 | $6.17 | 32 | 36 | 33 |
| Yarra Plenty | $6.18 | $6.15 | $6.16 | 37 | 34 | 34 |
| Port Phillip | $6.29 | $6.28 | $6.15 | 28 | 24 | 35 |
| Boroondara | $6.13 | $6.17 | $6.14 | 41 | 33 | 36 |
| Glen Eira | $6.18 | $6.19 | $6.13 | 38 | 30 | 37 |
| Mornington Peninsula | $6.21 | $6.08 | $6.13 | 34 | 38 | 38 |
| Darebin | $6.21 | $6.14 | $6.12 | 35 | 35 | 39 |
| Monash | $6.31 | $6.03 | $6.04 | 27 | 39 | 40 |
| Moreland | $6.13 | $6.24 | $6.01 | 40 | 26 | 41 |
| Kingston | $6.19 | $6.02 | $6.00 | 36 | 40 | 42 |
| Melton | $6.12 | $5.97 | $5.98 | 42 | 42 | 43 |
| Hume | $6.03 | $5.85 | $5.93 | 43 | 43 | 44 |
| Casey-Cardinia | $6.01 | $5.83 | $5.90 | 44 | 44 | 45 |
| Melbourne | $5.94 | $5.36 | $5.79 | 45 | 46 | 46 |
| Wyndham | $5.87 | $5.72 | $5.79 | 46 | 45 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$6.93** | **$6.51** | **$6.55** |  |  |  |

|  | **Other income per capita**  **(incl. user charges)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Geelong | $2.31 | $4.34 | $4.74 | 7 | 2 | 1 |
| Campaspe | $4.27 | $4.00 | $4.19 | 1 | 4 | 2 |
| Yarra | $2.59 | $2.44 | $2.75 | 3 | 6 | 3 |
| Indigo |  |  | $2.54 |  |  | 4 |
| High Country | $3.36 | $4.19 | $2.41 | 2 | 3 | 5 |
| Yarra Plenty | $1.55 | $1.63 | $2.30 | 19 | 14 | 6 |
| Goldfields | $2.36 | $1.98 | $2.30 | 5 | 9 | 7 |
| Swan Hill | $2.48 | $4.72 | $2.22 | 4 | 1 | 8 |
| Mitchell | $2.26 | $2.22 | $2.07 | 8 | 8 | 9 |
| Wimmera | $2.11 | $3.46 | $2.05 | 9 | 5 | 10 |
| West Gippsland | $1.80 | $1.38 | $2.02 | 12 | 18 | 11 |
| Hobsons Bay | $1.96 | $2.34 | $1.81 | 11 | 7 | 12 |
| Melbourne | $1.96 | $1.67 | $1.63 | 10 | 10 | 13 |
| Moonee Valley | $1.66 | $1.55 | $1.62 | 15 | 15 | 14 |
| East Gippsland | $1.74 | $1.66 | $1.57 | 13 | 13 | 15 |
| Maribyrnong | $2.31 | $1.43 | $1.57 | 6 | 17 | 16 |
| Darebin | $1.57 | $1.52 | $1.52 | 17 | 16 | 17 |
| Whitehorse Manningham | $1.72 | $1.67 | $1.44 | 14 | 12 | 18 |
| Eastern | $1.57 | $1.38 | $1.35 | 18 | 19 | 19 |
| Stonnington | $1.62 | $1.67 | $1.35 | 16 | 11 | 20 |
| Frankston | $1.42 | $1.25 | $1.27 | 21 | 21 | 21 |
| Moreland | $1.26 | $1.24 | $1.26 | 22 | 22 | 22 |
| Mildura | $1.17 | $1.05 | $1.16 | 27 | 26 | 23 |
| Greater Dandenong | $1.24 | $1.13 | $1.14 | 24 | 24 | 24 |
| Central Highlands | $0.98 | $0.97 | $1.11 | 30 | 28 | 25 |
| Goulburn Valley | $1.51 | $1.17 | $1.08 | 20 | 23 | 26 |
| Wyndham | $1.17 | $1.12 | $1.06 | 26 | 25 | 27 |
| Glen Eira | $0.75 | $0.85 | $0.88 | 37 | 32 | 28 |
| Casey-Cardinia | $1.21 | $0.90 | $0.87 | 25 | 29 | 29 |
| Monash | $1.01 | $1.00 | $0.85 | 29 | 27 | 30 |
| Corangamite | $1.16 | $0.89 | $0.81 | 28 | 30 | 31 |
| Gannawarra | $0.76 | $0.77 | $0.80 | 36 | 35 | 32 |
| Mornington Peninsula | $0.80 | $0.81 | $0.79 | 35 | 33 | 33 |
| Bayside | $0.92 | $0.85 | $0.77 | 31 | 31 | 34 |
| Wellington | $0.21 | $0.73 | $0.74 | 42 | 37 | 35 |
| Wodonga | $0.72 | $0.76 | $0.71 | 38 | 36 | 36 |
| Murrindindi | $0.89 | $1.30 | $0.71 | 32 | 20 | 37 |
| Boroondara | $0.69 | $0.69 | $0.70 | 39 | 39 | 38 |
| Port Phillip | $0.56 | $0.58 | $0.54 | 40 | 40 | 39 |
| Kingston | $0.88 | $0.73 | $0.53 | 33 | 38 | 40 |
| Melton | $0.55 | $0.30 | $0.42 | 41 | 42 | 41 |
| Towong | $0.13 | $0.78 | $0.28 | 43 | 34 | 42 |
| Hume |  | $0.21 | $0.11 |  | 43 | 43 |
| Latrobe | $0.80 | $0.45 | $(0.50) | 34 | 41 | 44 |
| Brimbank |  |  |  |  |  |  |
| Buloke |  |  |  |  |  |  |
| Glenelg | $1.26 |  |  | 23 |  |  |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$1.88** | **$1.38** | **$1.39** |  |  |  |

|  | **Total income $000**  **(incl. Fed. Govt)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | $15,170 | $14,877 | $15,222 | 1 | 2 | 1 |
| Geelong | $12,656 | $13,876 | $14,718 | 4 | 3 | 2 |
| Melbourne | $13,302 | $15,315 | $14,464 | 2 | 1 | 3 |
| Eastern | $13,290 | $13,323 | $13,493 | 3 | 4 | 4 |
| Boroondara | $10,138 | $10,288 | $11,185 | 6 | 6 | 5 |
| Whitehorse Manningham | $10,934 | $9,449 | $10,974 | 5 | 8 | 6 |
| Casey-Cardinia | $10,053 | $10,311 | $10,726 | 7 | 5 | 7 |
| Brimbank | $9,196 | $9,452 | $9,400 | 8 | 7 | 8 |
| Wyndham | $8,263 | $8,331 | $7,884 | 9 | 9 | 9 |
| Glen Eira | $7,343 | $7,521 | $7,650 | 11 | 10 | 10 |
| Greater Dandenong | $7,394 | $7,371 | $7,564 | 10 | 11 | 11 |
| Central Highlands | $6,836 | $6,848 | $7,371 | 13 | 12 | 12 |
| Kingston | $5,736 | $5,873 | $7,069 | 20 | 19 | 13 |
| Mornington Peninsula | $6,483 | $5,902 | $7,002 | 14 | 18 | 14 |
| Goldfields | $6,416 | $6,672 | $6,880 | 15 | 14 | 15 |
| Monash | $6,879 | $6,774 | $6,824 | 12 | 13 | 16 |
| Moreland | $6,353 | $6,561 | $6,798 | 16 | 15 | 17 |
| West Gippsland | $5,114 | $5,935 | $5,961 | 27 | 17 | 18 |
| Darebin | $5,944 | $5,947 | $5,958 | 18 | 16 | 19 |
| Yarra | $5,632 | $5,592 | $5,899 | 21 | 22 | 20 |
| Hobsons Bay | $5,267 | $5,371 | $5,857 | 23 | 24 | 21 |
| Port Phillip | $5,199 | $5,865 | $5,829 | 25 | 20 | 22 |
| Stonnington | $5,237 | $5,484 | $5,742 | 24 | 23 | 23 |
| Moonee Valley | $5,875 | $5,855 | $5,653 | 19 | 21 | 24 |
| Hume | $6,023 | $4,985 | $5,542 | 17 | 26 | 25 |
| Maribyrnong | $5,156 | $5,322 | $5,428 | 26 | 25 | 26 |
| Bayside | $4,850 | $4,885 | $5,316 | 28 | 27 | 27 |
| Melton | $3,968 | $4,590 | $4,793 | 30 | 28 | 28 |
| Frankston | $4,466 | $4,204 | $4,247 | 29 | 29 | 29 |
| VAILS | $5,340 | $3,562 | $3,706 | 22 | 30 | 30 |
| Goulburn Valley | $3,498 | $3,528 | $3,590 | 31 | 31 | 31 |
| Corangamite | $3,060 | $3,150 | $3,196 | 32 | 32 | 32 |
| Mildura | $2,477 | $2,549 | $2,598 | 35 | 34 | 33 |
| Latrobe | $2,072 | $2,348 | $2,519 | 37 | 36 | 34 |
| High Country | $2,762 | $2,549 | $2,485 | 33 | 33 | 35 |
| East Gippsland | $2,499 | $2,269 | $2,325 | 34 | 37 | 36 |
| Wimmera | $2,271 | $2,352 | $2,133 | 36 | 35 | 37 |
| Campaspe | $1,941 | $1,953 | $1,952 | 38 | 38 | 38 |
| Wellington | $1,753 | $1,508 | $1,779 | 39 | 40 | 39 |
| Mitchell | $1,530 | $1,564 | $1,581 | 40 | 39 | 40 |
| Swan Hill | $1,329 | $1,366 | $1,337 | 41 | 41 | 41 |
| Wodonga | $1,144 | $1,164 | $1,196 | 42 | 42 | 42 |
| Glenelg | $881 | $659 | $954 | 43 | 46 | 43 |
| Indigo | $704 | $758 | $848 | 46 | 45 | 44 |
| Gannawarra | $757 | $773 | $823 | 45 | 44 | 45 |
| Murrindindi | $807 | $773 | $757 | 44 | 43 | 46 |
| Buloke |  |  | $434 |  |  | 47 |
| Towong | $111 | $147 | $139 | 47 | 47 | 48 |
| **Victoria** | **$254,111** | **$255,753** | **$265,802** |  |  |  |

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

\* Rankings from lowest to highest.

|  | **Council income as % of total income** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Melbourne | 92% | 93% | 91% | 1 | 1 | 1 |
| Boroondara | 88% | 88% | 89% | 2 | 2 | 2 |
| Port Phillip | 86% | 87% | 87% | 5 | 3 | 3 |
| Maribyrnong | 85% | 87% | 86% | 6 | 4 | 4 |
| Hobsons Bay | 85% | 84% | 86% | 7 | 9 | 5 |
| Brimbank | 86% | 87% | 86% | 3 | 5 | 6 |
| Bayside | 85% | 85% | 86% | 9 | 8 | 7 |
| Glen Eira | 86% | 86% | 86% | 4 | 6 | 8 |
| Yarra | 85% | 85% | 85% | 8 | 7 | 9 |
| Kingston | 81% | 81% | 85% | 18 | 16 | 10 |
| Stonnington | 83% | 84% | 85% | 11 | 10 | 11 |
| Mornington Peninsula | 83% | 81% | 83% | 12 | 18 | 12 |
| Moonee Valley | 84% | 83% | 82% | 10 | 11 | 13 |
| Gannawarra | 81% | 82% | 82% | 17 | 15 | 14 |
| Mildura | 82% | 82% | 82% | 15 | 14 | 15 |
| East Gippsland | 83% | 81% | 82% | 13 | 17 | 16 |
| Greater Dandenong | 82% | 82% | 81% | 14 | 13 | 17 |
| Swan Hill | 80% | 78% | 81% | 24 | 26 | 18 |
| West Gippsland | 80% | 83% | 81% | 23 | 12 | 19 |
| Latrobe | 73% | 77% | 81% | 38 | 30 | 20 |
| Moreland | 80% | 80% | 80% | 19 | 20 | 21 |
| Wellington | 79% | 77% | 80% | 29 | 29 | 22 |
| Glenelg | 76% | 72% | 80% | 34 | 42 | 23 |
| Monash | 80% | 80% | 80% | 25 | 23 | 24 |
| Darebin | 80% | 80% | 79% | 21 | 22 | 25 |
| Whitehorse Manningham | 79% | 75% | 79% | 28 | 32 | 26 |
| Melton | 77% | 80% | 79% | 32 | 21 | 27 |
| Murrindindi | 79% | 78% | 78% | 27 | 27 | 28 |
| Wyndham | 81% | 80% | 78% | 16 | 19 | 29 |
| Campaspe | 77% | 77% | 77% | 31 | 28 | 30 |
| Yarra Plenty | 80% | 79% | 77% | 26 | 25 | 31 |
| Geelong | 80% | 77% | 77% | 20 | 31 | 32 |
| Hume | 80% | 74% | 76% | 22 | 37 | 33 |
| Indigo | 78% | 80% | 76% | 30 | 24 | 34 |
| Eastern | 75% | 75% | 75% | 35 | 33 | 35 |
| Frankston | 76% | 75% | 75% | 33 | 34 | 36 |
| Central Highlands | 73% | 73% | 74% | 37 | 39 | 37 |
| Mitchell | 74% | 74% | 74% | 36 | 35 | 38 |
| Goldfields | 73% | 74% | 74% | 39 | 36 | 39 |
| Goulburn Valley | 72% | 73% | 73% | 40 | 38 | 40 |
| Buloke |  |  | 73% |  |  | 41 |
| Corangamite | 71% | 72% | 72% | 42 | 40 | 42 |
| Wodonga | 72% | 72% | 72% | 41 | 41 | 43 |
| Casey-Cardinia | 70% | 71% | 70% | 44 | 43 | 44 |
| High Country | 70% | 63% | 66% | 43 | 44 | 45 |
| Wimmera | 63% | 61% | 63% | 45 | 45 | 46 |
| Towong | 0% | 20% | 17% | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **79%** | **80%** | **80%** |  |  |  |

**10. Library expenditure**

|  | **Total operating expenditure $000** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | $14,635 | $15,681 | $15,202 | 2 | 1 | 1 |
| Geelong | $15,522 | $13,129 | $14,623 | 1 | 2 | 2 |
| Melbourne | $13,302 | $12,111 | $12,423 | 5 | 3 | 3 |
| Whitehorse Manningham | $13,464 | $11,824 | $11,540 | 4 | 4 | 4 |
| Eastern | $14,248 | $10,297 | $11,125 | 3 | 6 | 5 |
| Boroondara | $10,138 | $9,845 | $10,752 | 6 | 7 | 6 |
| Casey-Cardinia | $9,834 | $10,311 | $9,846 | 7 | 5 | 7 |
| Brimbank | $8,280 | $8,618 | $8,215 | 8 | 8 | 8 |
| Wyndham | $8,263 | $7,989 | $7,884 | 9 | 9 | 9 |
| Glen Eira | $7,143 | $7,355 | $7,650 | 13 | 10 | 10 |
| Central Highlands | $6,071 | $6,676 | $7,387 | 15 | 13 | 11 |
| Greater Dandenong | $7,174 | $6,773 | $6,882 | 12 | 11 | 12 |
| Monash | $8,232 | $6,758 | $6,823 | 10 | 12 | 13 |
| Moreland | $6,353 | $6,493 | $6,640 | 14 | 14 | 14 |
| Kingston | $5,736 | $6,206 | $6,501 | 19 | 15 | 15 |
| Goldfields | $7,819 | $6,120 | $6,399 | 11 | 16 | 16 |
| Darebin | $5,950 | $5,947 | $5,958 | 16 | 17 | 17 |
| Hume | $4,776 | $5,311 | $5,883 | 27 | 21 | 18 |
| Yarra | $5,678 | $5,714 | $5,787 | 20 | 19 | 19 |
| Mornington Peninsula | $5,917 | $4,623 | $5,668 | 17 | 27 | 20 |
| Moonee Valley | $5,875 | $5,855 | $5,663 | 18 | 18 | 21 |
| Stonnington | $5,248 | $5,496 | $5,544 | 23 | 20 | 22 |
| Hobsons Bay | $5,081 | $5,264 | $5,516 | 25 | 22 | 23 |
| Port Phillip | $4,956 | $5,142 | $5,044 | 26 | 23 | 24 |
| Maribyrnong | $5,156 | $4,912 | $4,938 | 24 | 24 | 25 |
| VAILS | $5,341 | $4,647 | $4,928 | 22 | 26 | 26 |
| Melton | $3,968 | $4,555 | $4,768 | 30 | 28 | 27 |
| West Gippsland | $5,600 | $4,801 | $4,720 | 21 | 25 | 28 |
| Bayside | $4,667 | $4,378 | $4,571 | 28 | 29 | 29 |
| Frankston | $4,466 | $4,204 | $4,170 | 29 | 30 | 30 |
| Goulburn Valley | $3,827 | $3,596 | $3,699 | 31 | 31 | 31 |
| High Country | $2,237 | $2,588 | $2,945 | 38 | 33 | 32 |
| Latrobe | $2,584 | $2,568 | $2,824 | 35 | 34 | 33 |
| Corangamite | $3,302 | $2,795 | $2,751 | 32 | 32 | 34 |
| Mildura | $2,655 | $2,519 | $2,623 | 34 | 35 | 35 |
| Wimmera | $2,700 | $2,286 | $2,088 | 33 | 36 | 36 |
| East Gippsland | $2,489 | $1,982 | $2,013 | 36 | 37 | 37 |
| Campaspe | $2,248 | $1,862 | $1,834 | 37 | 38 | 38 |
| Wellington | $1,720 | $1,517 | $1,789 | 39 | 39 | 39 |
| Mitchell | $1,392 | $1,204 | $1,219 | 41 | 41 | 40 |
| Swan Hill | $1,329 | $1,255 | $1,216 | 42 | 40 | 41 |
| Wodonga | $1,123 | $1,145 | $1,177 | 43 | 42 | 42 |
| Glenelg | $1,471 | $903 | $868 | 40 | 43 | 43 |
| Murrindindi | $762 | $772 | $757 | 44 | 44 | 44 |
| Gannawarra | $750 | $667 | $727 | 45 | 45 | 45 |
| Indigo | $614 | $586 | $650 | 46 | 46 | 46 |
| Buloke |  |  | $349 |  |  | 47 |
| Towong | $184 | $180 | $158 | 47 | 47 | 48 |
| **Victoria** | **$265,619** | **$245,461** | **$252,736** |  |  |  |

|  | **Operating expenditure per capita\*** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Casey-Cardinia | $24.58 | $23.99 | $22.00 | 2 | 2 | 1 |
| Eastern | $33.66 | $23.64 | $25.35 | 8 | 1 | 2 |
| Towong | $31.72 | $30.11 | $26.13 | 6 | 8 | 3 |
| Hume | $23.72 | $24.60 | $26.22 | 1 | 3 | 4 |
| Mitchell | $34.29 | $28.13 | $27.51 | 9 | 4 | 5 |
| Wodonga | $28.62 | $28.22 | $28.41 | 3 | 5 | 6 |
| Frankston | $32.50 | $29.88 | $29.40 | 7 | 7 | 7 |
| Melton | $28.62 | $30.59 | $30.42 | 4 | 9 | 8 |
| Corangamite | $38.33 | $31.47 | $30.78 | 18 | 10 | 9 |
| Wyndham | $37.11 | $33.02 | $30.88 | 14 | 13 | 10 |
| Goldfields | $42.85 | $32.43 | $33.25 | 23 | 11 | 11 |
| Monash | $43.27 | $34.34 | $34.10 | 24 | 15 | 12 |
| Mornington Peninsula | $37.68 | $28.34 | $34.18 | 17 | 6 | 13 |
| Goulburn Valley | $37.34 | $34.08 | $34.75 | 16 | 14 | 14 |
| Central Highlands | $30.71 | $32.95 | $35.90 | 5 | 12 | 15 |
| Yarra Plenty | $36.99 | $38.20 | $36.33 | 13 | 21 | 16 |
| Moreland | $37.23 | $36.77 | $36.54 | 15 | 19 | 17 |
| Darebin | $38.75 | $37.50 | $36.87 | 19 | 20 | 18 |
| Latrobe | $34.91 | $34.42 | $37.55 | 10 | 16 | 19 |
| Whitehorse Manningham | $46.65 | $39.67 | $38.25 | 28 | 23 | 20 |
| Brimbank | $40.81 | $41.34 | $39.36 | 22 | 26 | 21 |
| Indigo | $39.44 | $36.14 | $39.40 | 20 | 18 | 22 |
| Kingston | $36.59 | $38.53 | $39.78 | 12 | 22 | 23 |
| West Gippsland | $51.41 | $42.22 | $40.37 | 33 | 28 | 24 |
| Wellington | $40.70 | $34.68 | $40.63 | 21 | 17 | 25 |
| Greater Dandenong | $46.09 | $41.26 | $41.43 | 27 | 25 | 26 |
| East Gippsland | $55.88 | $43.13 | $43.00 | 38 | 30 | 27 |
| Bayside | $45.36 | $42.08 | $43.23 | 25 | 27 | 28 |
| Wimmera | $53.02 | $42.57 | $43.98 | 34 | 29 | 29 |
| Glenelg | $76.77 | $45.96 | $44.15 | 45 | 33 | 30 |
| Moonee Valley | $48.27 | $46.68 | $44.28 | 31 | 35 | 31 |
| Port Phillip | $45.69 | $46.58 | $44.56 | 26 | 34 | 32 |
| High Country | $36.48 | $40.43 | $45.43 | 11 | 24 | 33 |
| Geelong | $53.60 | $43.54 | $47.09 | 36 | 31 | 34 |
| Mildura | $49.78 | $45.74 | $47.25 | 32 | 32 | 35 |
| Stonnington | $47.47 | $48.16 | $47.71 | 29 | 36 | 36 |
| Campaspe | $60.97 | $49.71 | $48.79 | 42 | 38 | 37 |
| Glen Eira | $47.99 | $48.47 | $49.72 | 30 | 37 | 38 |
| Murrindindi | $54.90 | $54.48 | $52.32 | 37 | 39 | 39 |
| Maribyrnong | $60.46 | $54.76 | $54.03 | 41 | 40 | 40 |
| Buloke |  |  | $56.42 |  |  | 41 |
| Hobsons Bay | $53.45 | $55.42 | $57.18 | 35 | 42 | 42 |
| Swan Hill | $58.83 | $60.20 | $58.56 | 40 | 44 | 43 |
| Yarra | $62.19 | $59.29 | $58.74 | 43 | 43 | 44 |
| Boroondara | $57.36 | $54.87 | $59.31 | 39 | 41 | 45 |
| Gannawarra | $75.37 | $63.13 | $68.94 | 44 | 45 | 46 |
| Melbourne | $97.57 | $75.70 | $73.10 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$42.89** | **$38.09** | **$38.36** |  |  |  |

\* Rankings from lowest to highest.

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

\* Rankings from lowest to highest.

|  | **Cost per opening hour\* (Total income)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Towong | $28 | $37 | $34 | 1 | 1 | 1 |
| Murrindindi | $121 | $115 | $112 | 3 | 4 | 2 |
| Indigo | $96 | $104 | $115 | 2 | 3 | 3 |
| Glenelg | $130 | $97 | $140 | 5 | 2 | 4 |
| East Gippsland | $130 | $145 | $148 | 4 | 5 | 5 |
| Mitchell | $173 | $176 | $178 | 7 | 7 | 6 |
| Wellington | $173 | $157 | $185 | 8 | 6 | 7 |
| Wimmera | $206 | $215 | $200 | 10 | 9 | 8 |
| Goulburn Valley | $227 | $228 | $207 | 13 | 12 | 9 |
| Gannawarra | $167 | $207 | $220 | 6 | 8 | 10 |
| Buloke |  |  | $239 |  |  | 11 |
| Campaspe | $183 | $238 | $238 | 9 | 14 | 12 |
| Corangamite | $233 | $241 | $245 | 14 | 15 | 13 |
| Latrobe | $209 | $234 | $251 | 11 | 13 | 14 |
| Central Highlands | $216 | $225 | $263 | 12 | 11 | 15 |
| West Gippsland | $247 | $283 | $276 | 16 | 16 | 16 |
| Mildura | $285 | $294 | $284 | 19 | 17 | 17 |
| High Country | $236 | $218 | $303 | 15 | 10 | 18 |
| Eastern | $305 | $346 | $351 | 20 | 19 | 19 |
| Geelong | $322 | $353 | $356 | 22 | 20 | 20 |
| Monash | $393 | $403 | $391 | 25 | 25 | 21 |
| Hobsons Bay | $307 | $360 | $392 | 21 | 21 | 22 |
| Goldfields | $277 | $382 | $394 | 17 | 23 | 23 |
| Kingston | $365 | $337 | $405 | 24 | 18 | 24 |
| Hume | $443 | $366 | $407 | 29 | 22 | 25 |
| Maribyrnong | $398 | $403 | $408 | 26 | 24 | 26 |
| Moonee Valley | $435 | $433 | $418 | 28 | 28 | 27 |
| Yarra | $417 | $414 | $436 | 27 | 26 | 28 |
| Swan Hill | $284 | $417 | $443 | 18 | 27 | 29 |
| Casey-Cardinia | $509 | $526 | $458 | 33 | 34 | 30 |
| Port Phillip | $459 | $490 | $487 | 31 | 31 | 31 |
| Bayside | $444 | $450 | $489 | 30 | 29 | 32 |
| Moreland | $483 | $495 | $513 | 32 | 32 | 33 |
| Darebin | $517 | $513 | $514 | 35 | 33 | 34 |
| Wodonga | $550 | $559 | $535 | 37 | 39 | 35 |
| Yarra Plenty | $544 | $532 | $544 | 36 | 35 | 36 |
| Frankston | $350 | $539 | $545 | 23 | 38 | 37 |
| Wyndham | $580 | $585 | $553 | 39 | 40 | 38 |
| Whitehorse Manningham | $553 | $478 | $555 | 38 | 30 | 39 |
| Stonnington | $514 | $538 | $563 | 34 | 37 | 40 |
| Mornington Peninsula | $588 | $535 | $635 | 40 | 36 | 41 |
| Boroondara | $686 | $697 | $642 | 44 | 43 | 42 |
| Brimbank | $636 | $654 | $650 | 42 | 41 | 43 |
| Glen Eira | $669 | $686 | $697 | 43 | 42 | 44 |
| Melton | $592 | $698 | $726 | 41 | 44 | 45 |
| Melbourne | $759 | $874 | $825 | 45 | 45 | 46 |
| Greater Dandenong | $987 | $984 | $1,010 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$382** | **$407** | **$413** |  |  |  |

\* Rankings from lowest to highest.

|  | **Cost per loan\* (Total income)** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Whitehorse Manningham | $3.81 | $3.39 | $4.08 | 1 | 1 | 1 |
| Eastern | $4.44 | $4.31 | $4.41 | 4 | 3 | 2 |
| Casey-Cardinia | $4.15 | $4.23 | $4.51 | 2 | 2 | 3 |
| Monash | $4.33 | $4.47 | $4.68 | 3 | 4 | 4 |
| Boroondara | $4.56 | $4.47 | $4.71 | 6 | 5 | 5 |
| Wyndham | $5.10 | $5.29 | $5.09 | 10 | 10 | 6 |
| Yarra Plenty | $4.93 | $4.89 | $5.13 | 7 | 6 | 7 |
| Goldfields | $4.52 | $4.95 | $5.48 | 5 | 8 | 8 |
| Frankston | $5.27 | $5.76 | $5.74 | 13 | 15 | 9 |
| Mornington Peninsula | $5.24 | $4.90 | $5.85 | 12 | 7 | 10 |
| Darebin | $5.62 | $5.74 | $5.93 | 16 | 12 | 11 |
| Port Phillip | $5.49 | $6.21 | $6.22 | 14 | 20 | 12 |
| Towong | $5.02 | $7.14 | $6.23 | 9 | 26 | 13 |
| Glen Eira | $5.89 | $6.19 | $6.28 | 19 | 19 | 14 |
| Geelong | $5.00 | $5.74 | $6.32 | 8 | 13 | 15 |
| Wellington | $7.01 | $5.27 | $6.38 | 28 | 9 | 16 |
| Corangamite | $5.24 | $5.91 | $6.44 | 11 | 17 | 17 |
| Hume | $6.46 | $5.44 | $6.48 | 24 | 11 | 18 |
| Bayside | $5.54 | $5.87 | $6.52 | 15 | 16 | 19 |
| Moonee Valley | $6.45 | $6.64 | $6.55 | 23 | 23 | 20 |
| Central Highlands | $5.92 | $6.13 | $6.63 | 20 | 18 | 21 |
| Moreland | $5.72 | $6.22 | $6.63 | 17 | 21 | 22 |
| High Country | $5.89 | $6.25 | $6.80 | 18 | 22 | 23 |
| Wodonga | $6.73 | $6.94 | $7.16 | 26 | 25 | 24 |
| Goulburn Valley | $7.74 | $7.67 | $7.79 | 32 | 30 | 25 |
| Campaspe | $7.71 | $7.46 | $7.93 | 31 | 29 | 26 |
| Latrobe | $6.40 | $8.06 | $8.29 | 21 | 33 | 27 |
| Kingston | $6.71 | $6.90 | $8.35 | 25 | 24 | 28 |
| Stonnington | $6.44 | $7.25 | $8.38 | 22 | 27 | 29 |
| Glenelg | $8.66 | $5.76 | $8.39 | 36 | 14 | 30 |
| Yarra | $8.71 | $7.89 | $8.54 | 37 | 31 | 31 |
| Melton | $6.74 | $7.90 | $8.66 | 27 | 32 | 32 |
| Maribyrnong | $7.93 | $8.36 | $8.82 | 33 | 34 | 33 |
| Mildura | $7.95 | $9.26 | $8.88 | 34 | 38 | 34 |
| West Gippsland | $7.45 | $8.79 | $9.31 | 30 | 35 | 35 |
| Indigo | $7.33 | $7.41 | $9.49 | 29 | 28 | 36 |
| East Gippsland | $9.65 | $9.42 | $9.56 | 41 | 39 | 37 |
| Murrindindi | $11.09 | $10.48 | $9.74 | 46 | 43 | 38 |
| Greater Dandenong | $8.58 | $8.86 | $9.95 | 35 | 37 | 39 |
| Brimbank | $9.42 | $9.87 | $10.35 | 40 | 41 | 40 |
| Swan Hill | $8.75 | $8.82 | $10.39 | 38 | 36 | 41 |
| Wimmera | $9.76 | $10.49 | $10.77 | 42 | 44 | 42 |
| Hobsons Bay | $9.26 | $9.70 | $10.94 | 39 | 40 | 43 |
| Melbourne | $10.44 | $11.25 | $11.09 | 45 | 46 | 44 |
| Gannawarra | $9.96 | $10.08 | $11.38 | 43 | 42 | 45 |
| Mitchell | $10.25 | $11.02 | $11.87 | 44 | 45 | 46 |
| Buloke |  |  | $27.53 |  |  | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$5.79** | **$6.06** | **$6.37** |  |  |  |

\* Rankings from lowest to highest.

|  | **Collections expenditure $000** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra Plenty | $2,038 | $1,922 | $2,341 | 1 | 2 | 1 |
| Melbourne | $1,770 | $1,601 | $2,083 | 3 | 4 | 2 |
| Eastern | $1,616 | $1,647 | $1,771 | 4 | 3 | 3 |
| Geelong | $1,376 | $1,323 | $1,757 | 6 | 7 | 4 |
| Mornington Peninsula | $763 | $858 | $1,753 | 19 | 14 | 5 |
| Whitehorse Manningham | $1,923 | $2,061 | $1,669 | 2 | 1 | 6 |
| Boroondara | $1,417 | $1,457 | $1,501 | 5 | 5 | 7 |
| Casey-Cardinia | $1,347 | $1,409 | $1,410 | 7 | 6 | 8 |
| Monash | $1,244 | $1,257 | $1,288 | 9 | 9 | 9 |
| Goldfields | $1,234 | $1,221 | $1,226 | 10 | 10 | 10 |
| Moreland | $1,218 | $1,201 | $1,193 | 11 | 11 | 11 |
| Wyndham | $720 | $797 | $1,108 | 21 | 20 | 12 |
| Greater Dandenong | $1,317 | $1,287 | $1,062 | 8 | 8 | 13 |
| Kingston | $898 | $908 | $948 | 14 | 13 | 14 |
| Central Highlands | $634 | $842 | $932 | 25 | 16 | 15 |
| Glen Eira | $856 | $827 | $897 | 15 | 17 | 16 |
| Brimbank | $925 | $986 | $890 | 12 | 12 | 17 |
| Moonee Valley | $836 | $851 | $888 | 16 | 15 | 18 |
| Hobsons Bay | $796 | $722 | $858 | 17 | 23 | 19 |
| Hume | $737 | $807 | $815 | 20 | 19 | 20 |
| Port Phillip | $715 | $820 | $808 | 22 | 18 | 21 |
| Darebin | $772 | $794 | $802 | 18 | 22 | 22 |
| Yarra | $920 | $708 | $774 | 13 | 24 | 23 |
| Maribyrnong | $627 | $796 | $765 | 26 | 21 | 24 |
| West Gippsland | $591 | $670 | $730 | 28 | 26 | 25 |
| Bayside | $634 | $651 | $644 | 24 | 27 | 26 |
| Frankston | $600 | $700 | $629 | 27 | 25 | 27 |
| Stonnington | $683 | $593 | $617 | 23 | 28 | 28 |
| Melton | $524 | $587 | $574 | 29 | 29 | 29 |
| High Country | $342 | $436 | $438 | 33 | 30 | 30 |
| Corangamite | $406 | $396 | $412 | 31 | 33 | 31 |
| Goulburn Valley | $357 | $422 | $394 | 32 | 31 | 32 |
| Latrobe | $462 | $398 | $384 | 30 | 32 | 33 |
| Mildura | $242 | $321 | $363 | 37 | 36 | 34 |
| Wimmera | $330 | $347 | $323 | 34 | 34 | 35 |
| East Gippsland | $299 | $333 | $311 | 35 | 35 | 36 |
| Wellington | $293 | $247 | $248 | 36 | 37 | 37 |
| Mitchell | $184 | $199 | $240 | 38 | 38 | 38 |
| Buloke |  |  | $200 |  |  | 39 |
| Swan Hill | $154 | $168 | $169 | 39 | 39 | 40 |
| Campaspe | $143 | $150 | $149 | 40 | 41 | 41 |
| Wodonga | $127 | $166 | $136 | 41 | 40 | 42 |
| Murrindindi | $100 | $92 | $112 | 43 | 43 | 43 |
| Glenelg | $115 | $104 | $103 | 42 | 42 | 44 |
| Indigo | $80 | $82 | $95 | 45 | 45 | 45 |
| Gannawarra | $89 | $83 | $88 | 44 | 44 | 46 |
| Towong | $26 | $30 | $23 | 46 | 46 | 47 |
| VAILS | $456 | $384 | $912 |  |  |  |
| **Victoria** | **$34,393** | **$34,659** | **$37,830** |  |  |  |

|  | **Collections expenditure per capita#** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Buloke |  |  | $32.34 |  |  | 1 |
| Melbourne | $12.98 | $10.01 | $12.25 | 1 | 1 | 2 |
| Mornington Peninsula | $4.86 | $5.26 | $10.57 | 30 | 27 | 3 |
| Hobsons Bay | $8.37 | $7.60 | $8.89 | 5 | 7 | 4 |
| Maribyrnong | $7.35 | $8.88 | $8.37 | 7 | 2 | 5 |
| Gannawarra | $8.98 | $7.81 | $8.34 | 3 | 6 | 6 |
| Boroondara | $8.02 | $8.12 | $8.28 | 6 | 3 | 7 |
| Swan Hill | $6.80 | $8.05 | $8.16 | 12 | 4 | 8 |
| Yarra | $10.07 | $7.35 | $7.86 | 2 | 9 | 9 |
| Murrindindi | $7.19 | $6.48 | $7.77 | 8 | 15 | 10 |
| Port Phillip | $6.59 | $7.42 | $7.14 | 16 | 8 | 11 |
| Moonee Valley | $6.87 | $6.79 | $6.94 | 11 | 14 | 12 |
| Wimmera | $6.49 | $6.46 | $6.80 | 18 | 17 | 13 |
| High Country | $5.58 | $6.81 | $6.76 | 25 | 12 | 14 |
| East Gippsland | $6.71 | $7.25 | $6.65 | 14 | 10 | 15 |
| Moreland | $7.14 | $6.80 | $6.57 | 9 | 13 | 16 |
| Mildura | $4.54 | $5.82 | $6.55 | 35 | 21 | 17 |
| Monash | $6.54 | $6.39 | $6.44 | 17 | 18 | 18 |
| Greater Dandenong | $8.46 | $7.84 | $6.39 | 4 | 5 | 19 |
| Goldfields | $6.76 | $6.47 | $6.37 | 13 | 16 | 20 |
| West Gippsland | $5.43 | $5.90 | $6.24 | 26 | 20 | 21 |
| Bayside | $6.17 | $6.26 | $6.09 | 21 | 19 | 22 |
| Glen Eira | $5.75 | $5.45 | $5.83 | 23 | 24 | 23 |
| Kingston | $5.73 | $5.64 | $5.80 | 24 | 23 | 24 |
| Indigo | $5.13 | $5.03 | $5.78 | 28 | 29 | 25 |
| Geelong | $4.75 | $4.39 | $5.66 | 31 | 37 | 26 |
| Wellington | $6.93 | $5.64 | $5.64 | 10 | 22 | 27 |
| Yarra Plenty | $5.15 | $4.68 | $5.59 | 27 | 34 | 28 |
| Whitehorse Manningham | $6.66 | $6.92 | $5.53 | 15 | 11 | 29 |
| Mitchell | $4.53 | $4.64 | $5.42 | 36 | 35 | 30 |
| Stonnington | $6.18 | $5.19 | $5.31 | 20 | 28 | 31 |
| Glenelg | $6.01 | $5.32 | $5.25 | 22 | 26 | 32 |
| Latrobe | $6.25 | $5.34 | $5.10 | 19 | 25 | 33 |
| Darebin | $5.03 | $5.01 | $4.96 | 29 | 30 | 34 |
| Corangamite | $4.71 | $4.45 | $4.60 | 32 | 36 | 35 |
| Central Highlands | $3.21 | $4.15 | $4.53 | 46 | 38 | 36 |
| Frankston | $4.36 | $4.97 | $4.43 | 37 | 32 | 37 |
| Wyndham | $3.23 | $3.29 | $4.34 | 45 | 45 | 38 |
| Brimbank | $4.56 | $4.73 | $4.26 | 33 | 33 | 39 |
| Eastern | $3.82 | $3.78 | $4.04 | 39 | 43 | 40 |
| Campaspe | $3.89 | $4.00 | $3.96 | 38 | 40 | 41 |
| Towong | $4.54 | $4.99 | $3.85 | 34 | 31 | 42 |
| Goulburn Valley | $3.48 | $4.00 | $3.70 | 42 | 41 | 43 |
| Melton | $3.78 | $3.94 | $3.66 | 40 | 42 | 44 |
| Hume | $3.66 | $3.74 | $3.63 | 41 | 44 | 45 |
| Wodonga | $3.24 | $4.09 | $3.28 | 44 | 39 | 46 |
| Casey-Cardinia | $3.37 | $3.28 | $3.15 | 43 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$5.59** | **$5.42** | **$5.72** |  |  |  |

|  | **Collections expenditure as % of total expenditure** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Buloke |  |  | 57% |  |  | 1 |
| Mornington Peninsula | 13% | 19% | 31% | 28 | 4 | 2 |
| Mitchell | 13% | 16% | 20% | 23 | 11 | 3 |
| Goldfields | 16% | 20% | 19% | 6 | 1 | 4 |
| Monash | 15% | 19% | 19% | 11 | 3 | 5 |
| Moreland | 19% | 18% | 18% | 1 | 5 | 6 |
| Melbourne | 13% | 13% | 17% | 21 | 31 | 7 |
| Port Phillip | 14% | 16% | 16% | 12 | 15 | 8 |
| Eastern | 11% | 16% | 16% | 36 | 14 | 9 |
| Moonee Valley | 14% | 15% | 16% | 15 | 22 | 10 |
| Hobsons Bay | 16% | 14% | 16% | 7 | 27 | 11 |
| Maribyrnong | 12% | 16% | 15% | 31 | 13 | 12 |
| East Gippsland | 12% | 17% | 15% | 32 | 8 | 13 |
| Wimmera | 12% | 15% | 15% | 30 | 18 | 14 |
| West Gippsland | 11% | 14% | 15% | 39 | 25 | 15 |
| Greater Dandenong | 18% | 19% | 15% | 2 | 2 | 16 |
| Yarra Plenty | 14% | 12% | 15% | 17 | 37 | 17 |
| Frankston | 13% | 17% | 15% | 20 | 9 | 18 |
| High Country | 15% | 17% | 15% | 10 | 7 | 19 |
| Murrindindi | 13% | 12% | 15% | 24 | 38 | 20 |
| Towong | 14% | 17% | 15% | 13 | 10 | 21 |
| Corangamite | 12% | 14% | 15% | 29 | 24 | 22 |
| Indigo | 13% | 14% | 15% | 26 | 26 | 23 |
| Kingston | 16% | 15% | 15% | 8 | 21 | 24 |
| Whitehorse Manningham | 14% | 17% | 14% | 14 | 6 | 25 |
| Casey-Cardinia | 14% | 14% | 14% | 18 | 28 | 26 |
| Bayside | 14% | 15% | 14% | 19 | 19 | 27 |
| Wyndham | 9% | 10% | 14% | 44 | 45 | 28 |
| Boroondara | 14% | 15% | 14% | 16 | 20 | 29 |
| Swan Hill | 12% | 13% | 14% | 35 | 29 | 30 |
| Wellington | 17% | 16% | 14% | 4 | 12 | 31 |
| Mildura | 9% | 13% | 14% | 42 | 33 | 32 |
| Hume | 15% | 15% | 14% | 9 | 17 | 33 |
| Latrobe | 18% | 16% | 14% | 3 | 16 | 34 |
| Darebin | 13% | 13% | 13% | 27 | 30 | 35 |
| Yarra | 16% | 12% | 13% | 5 | 35 | 36 |
| Central Highlands | 10% | 13% | 13% | 40 | 34 | 37 |
| Gannawarra | 12% | 12% | 12% | 34 | 36 | 38 |
| Melton | 13% | 13% | 12% | 22 | 32 | 39 |
| Geelong | 9% | 10% | 12% | 43 | 44 | 40 |
| Glenelg | 8% | 12% | 12% | 45 | 40 | 41 |
| Glen Eira | 12% | 11% | 12% | 33 | 42 | 42 |
| Wodonga | 11% | 14% | 12% | 37 | 23 | 43 |
| Stonnington | 13% | 11% | 11% | 25 | 43 | 44 |
| Brimbank | 11% | 11% | 11% | 38 | 41 | 45 |
| Goulburn Valley | 9% | 12% | 11% | 41 | 39 | 46 |
| Campaspe | 6% | 8% | 8% | 46 | 46 | 47 |
| VAILS | 9% | 8% | 19% |  |  |  |
| **Victoria** | **13%** | **14%** | **15%** |  |  |  |

|  | **Staff expenditure $000** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Geelong | $9,192 | $9,234 | $10,216 | 1 | 2 | 1 |
| Yarra Plenty | $8,822 | $9,286 | $9,356 | 2 | 1 | 2 |
| Eastern | $8,080 | $7,997 | $8,670 | 4 | 4 | 3 |
| Melbourne | $8,388 | $8,511 | $8,448 | 3 | 3 | 4 |
| Casey-Cardinia | $6,788 | $7,613 | $8,279 | 7 | 5 | 5 |
| Boroondara | $7,108 | $7,399 | $8,120 | 5 | 6 | 6 |
| Whitehorse Manningham | $6,996 | $7,211 | $7,280 | 6 | 7 | 7 |
| Brimbank | $6,702 | $6,994 | $6,783 | 8 | 8 | 8 |
| Wyndham | $6,024 | $6,172 | $5,502 | 9 | 9 | 9 |
| Greater Dandenong | $4,923 | $5,068 | $5,236 | 10 | 10 | 10 |
| Moreland | $4,689 | $4,733 | $4,912 | 12 | 12 | 11 |
| Monash | $4,887 | $4,813 | $4,910 | 11 | 11 | 12 |
| Kingston | $4,122 | $4,525 | $4,749 | 15 | 13 | 13 |
| Central Highlands | $3,897 | $4,172 | $4,726 | 18 | 17 | 14 |
| Goldfields | $4,266 | $4,308 | $4,588 | 14 | 16 | 15 |
| Yarra | $4,098 | $4,315 | $4,324 | 16 | 15 | 16 |
| Hume | $3,416 | $3,865 | $4,255 | 22 | 21 | 17 |
| Darebin | $4,319 | $4,327 | $4,245 | 13 | 14 | 18 |
| Hobsons Bay | $3,700 | $4,029 | $4,021 | 20 | 18 | 19 |
| Moonee Valley | $3,875 | $3,996 | $4,017 | 19 | 19 | 20 |
| Port Phillip | $3,950 | $3,953 | $3,854 | 17 | 20 | 21 |
| West Gippsland | $3,665 | $3,618 | $3,720 | 21 | 22 | 22 |
| Glen Eira | $3,374 | $3,511 | $3,601 | 24 | 23 | 23 |
| Stonnington | $3,362 | $3,417 | $3,519 | 25 | 24 | 24 |
| Mornington Peninsula | $3,377 | $3,351 | $3,467 | 23 | 25 | 25 |
| Maribyrnong | $3,182 | $3,327 | $3,464 | 26 | 26 | 26 |
| Bayside | $2,922 | $3,060 | $3,239 | 28 | 27 | 27 |
| Frankston | $3,008 | $2,969 | $3,164 | 27 | 28 | 28 |
| Melton | $2,416 | $2,767 | $2,901 | 29 | 29 | 29 |
| Goulburn Valley | $2,193 | $2,369 | $2,527 | 30 | 30 | 30 |
| Corangamite | $1,987 | $2,220 | $2,110 | 31 | 31 | 31 |
| Mildura | $1,927 | $1,934 | $1,979 | 32 | 32 | 32 |
| Latrobe | $1,407 | $1,692 | $1,765 | 33 | 33 | 33 |
| High Country | $1,145 | $1,345 | $1,718 | 36 | 36 | 34 |
| East Gippsland | $1,353 | $1,420 | $1,475 | 34 | 34 | 35 |
| Wimmera | $1,307 | $1,362 | $1,296 | 35 | 35 | 36 |
| Wellington | $1,028 | $1,083 | $1,169 | 37 | 37 | 37 |
| Campaspe | $1,025 | $976 | $923 | 38 | 38 | 38 |
| Swan Hill | $696 | $729 | $716 | 40 | 40 | 39 |
| Mitchell | $754 | $750 | $703 | 39 | 39 | 40 |
| Wodonga | $647 | $626 | $646 | 41 | 41 | 41 |
| Glenelg | $538 | $564 | $549 | 42 | 42 | 42 |
| Murrindindi | $504 | $498 | $472 | 43 | 43 | 43 |
| Indigo | $455 | $471 | $457 | 44 | 44 | 44 |
| Gannawarra | $422 | $424 | $439 | 45 | 45 | 45 |
| Buloke |  |  | $106 |  |  | 46 |
| Towong | $83 | $90 | $85 | 46 | 46 | 47 |
| VAILS | $1,620 | $1,437 | $1,309 |  |  |  |
| **Victoria** | **$162,636** | **$167,094** | **$174,009** |  |  |  |

|  | **Staff expenditure per capita#** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Melbourne | $61.52 | $53.20 | $49.70 | 1 | 1 | 1 |
| Boroondara | $40.22 | $41.23 | $44.79 | 4 | 4 | 2 |
| Yarra | $44.88 | $44.77 | $43.89 | 2 | 2 | 3 |
| Hobsons Bay | $38.93 | $42.41 | $41.69 | 5 | 3 | 4 |
| Gannawarra | $42.46 | $40.19 | $41.60 | 3 | 5 | 5 |
| Maribyrnong | $37.31 | $37.09 | $37.90 | 6 | 6 | 6 |
| Mildura | $36.14 | $35.12 | $35.64 | 9 | 9 | 7 |
| Swan Hill | $30.78 | $34.96 | $34.49 | 15 | 10 | 8 |
| Port Phillip | $36.42 | $35.81 | $34.04 | 7 | 7 | 9 |
| Geelong | $31.74 | $30.62 | $32.89 | 13 | 16 | 10 |
| Murrindindi | $36.29 | $35.17 | $32.61 | 8 | 8 | 11 |
| Brimbank | $33.04 | $33.55 | $32.50 | 11 | 11 | 12 |
| West Gippsland | $33.64 | $31.81 | $31.82 | 10 | 13 | 13 |
| Greater Dandenong | $31.63 | $30.88 | $31.53 | 14 | 15 | 14 |
| East Gippsland | $30.38 | $30.90 | $31.50 | 17 | 14 | 15 |
| Moonee Valley | $31.84 | $31.86 | $31.41 | 12 | 12 | 16 |
| Bayside | $28.40 | $29.42 | $30.64 | 19 | 18 | 17 |
| Stonnington | $30.41 | $29.93 | $30.28 | 16 | 17 | 18 |
| Kingston | $26.30 | $28.09 | $29.06 | 25 | 21 | 19 |
| Glenelg | $28.07 | $28.74 | $27.92 | 21 | 20 | 20 |
| Indigo | $29.21 | $29.06 | $27.74 | 18 | 19 | 21 |
| Wimmera | $25.67 | $25.37 | $27.29 | 27 | 26 | 22 |
| Moreland | $27.48 | $26.80 | $27.03 | 23 | 23 | 23 |
| Wellington | $24.33 | $24.75 | $26.56 | 28 | 28 | 24 |
| High Country | $18.67 | $21.00 | $26.50 | 40 | 37 | 25 |
| Darebin | $28.12 | $27.29 | $26.27 | 20 | 22 | 26 |
| Campaspe | $27.80 | $26.06 | $24.54 | 22 | 24 | 27 |
| Monash | $25.69 | $24.46 | $24.54 | 26 | 29 | 28 |
| Whitehorse Manningham | $24.24 | $24.19 | $24.13 | 29 | 30 | 29 |
| Goldfields | $23.38 | $22.82 | $23.84 | 30 | 32 | 30 |
| Goulburn Valley | $21.40 | $22.45 | $23.74 | 36 | 35 | 31 |
| Corangamite | $23.07 | $25.00 | $23.60 | 31 | 27 | 32 |
| Latrobe | $19.01 | $22.68 | $23.47 | 39 | 33 | 33 |
| Glen Eira | $22.67 | $23.14 | $23.41 | 32 | 31 | 34 |
| Central Highlands | $19.71 | $20.59 | $22.97 | 37 | 38 | 35 |
| Yarra Plenty | $22.30 | $22.62 | $22.35 | 33 | 34 | 36 |
| Frankston | $21.89 | $21.10 | $22.31 | 34 | 36 | 37 |
| Wyndham | $27.05 | $25.51 | $21.55 | 24 | 25 | 38 |
| Mornington Peninsula | $21.50 | $20.54 | $20.91 | 35 | 39 | 39 |
| Eastern | $19.09 | $18.36 | $19.76 | 38 | 41 | 40 |
| Hume | $16.97 | $17.90 | $18.96 | 43 | 42 | 41 |
| Melton | $17.42 | $18.58 | $18.51 | 42 | 40 | 42 |
| Casey-Cardinia | $16.97 | $17.71 | $18.50 | 44 | 43 | 43 |
| Buloke |  |  | $17.13 |  |  | 44 |
| Mitchell | $18.57 | $17.52 | $15.88 | 41 | 44 | 45 |
| Wodonga | $16.47 | $15.44 | $15.59 | 45 | 45 | 46 |
| Towong | $14.24 | $15.11 | $14.12 | 46 | 46 | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **$26.80** | **$26.43** | **$26.73** |  |  |  |

|  | **Staff expenditure as % of total expenditure** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Casey-Cardinia | 69% | 74% | 84% | 13 | 13 | 1 |
| Brimbank | 81% | 81% | 83% | 1 | 1 | 2 |
| West Gippsland | 65% | 75% | 79% | 18 | 10 | 3 |
| Eastern | 57% | 78% | 78% | 33 | 4 | 4 |
| Corangamite | 60% | 79% | 77% | 26 | 3 | 5 |
| Port Phillip | 80% | 77% | 76% | 2 | 6 | 6 |
| Greater Dandenong | 69% | 75% | 76% | 14 | 12 | 7 |
| Frankston | 67% | 71% | 76% | 15 | 22 | 8 |
| Boroondara | 70% | 75% | 76% | 12 | 11 | 9 |
| Mildura | 73% | 77% | 75% | 7 | 7 | 10 |
| Yarra | 72% | 76% | 75% | 9 | 9 | 11 |
| Moreland | 74% | 73% | 74% | 4 | 15 | 12 |
| East Gippsland | 54% | 72% | 73% | 37 | 19 | 13 |
| Kingston | 72% | 73% | 73% | 10 | 14 | 14 |
| Hobsons Bay | 73% | 77% | 73% | 6 | 8 | 15 |
| Hume | 72% | 73% | 72% | 11 | 16 | 16 |
| Monash | 59% | 71% | 72% | 28 | 21 | 17 |
| Goldfields | 55% | 70% | 72% | 35 | 23 | 18 |
| Darebin | 73% | 73% | 71% | 8 | 17 | 19 |
| Moonee Valley | 66% | 68% | 71% | 17 | 27 | 20 |
| Bayside | 63% | 70% | 71% | 22 | 26 | 21 |
| Indigo | 74% | 80% | 70% | 3 | 2 | 22 |
| Maribyrnong | 62% | 68% | 70% | 23 | 28 | 23 |
| Geelong | 59% | 70% | 70% | 29 | 24 | 24 |
| Wyndham | 73% | 77% | 70% | 5 | 5 | 25 |
| Goulburn Valley | 57% | 66% | 68% | 31 | 30 | 26 |
| Melbourne | 63% | 70% | 68% | 21 | 25 | 27 |
| Wellington | 60% | 71% | 65% | 27 | 20 | 28 |
| Central Highlands | 64% | 62% | 64% | 19 | 34 | 29 |
| Stonnington | 64% | 62% | 63% | 20 | 36 | 30 |
| Glenelg | 37% | 63% | 63% | 46 | 33 | 31 |
| Whitehorse Manningham | 52% | 61% | 63% | 40 | 37 | 32 |
| Latrobe | 54% | 66% | 63% | 36 | 29 | 33 |
| Murrindindi | 66% | 65% | 62% | 16 | 31 | 34 |
| Wimmera | 48% | 60% | 62% | 42 | 39 | 35 |
| Yarra Plenty | 60% | 59% | 62% | 25 | 40 | 36 |
| Mornington Peninsula | 57% | 72% | 61% | 32 | 18 | 37 |
| Melton | 61% | 61% | 61% | 24 | 38 | 38 |
| Gannawarra | 56% | 64% | 60% | 34 | 32 | 39 |
| Swan Hill | 52% | 58% | 59% | 39 | 41 | 40 |
| High Country | 51% | 52% | 58% | 41 | 44 | 41 |
| Mitchell | 54% | 62% | 58% | 38 | 35 | 42 |
| Wodonga | 58% | 55% | 55% | 30 | 42 | 43 |
| Towong | 45% | 50% | 54% | 45 | 45 | 44 |
| Campaspe | 46% | 52% | 50% | 44 | 43 | 45 |
| Glen Eira | 47% | 48% | 47% | 43 | 46 | 46 |
| Buloke |  |  | 30% |  |  | 47 |
| VAILS | 30% | 31% | 27% |  |  |  |
| **Victoria** | **62%** | **69%** | **70%** |  |  |  |

**11. Staffing**

|  | **Total staff EFT** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Geelong | 97 | 99 | 108 | 1 | 1 | 1 |
| Yarra Plenty | 92 | 93 | 93 | 2 | 2 | 2 |
| Eastern | 92 | 92 | 92 | 3 | 3 | 3 |
| Casey-Cardinia | 80 | 79 | 90 | 5 | 5 | 4 |
| Boroondara | 85 | 85 | 80 | 4 | 4 | 5 |
| Melbourne | 77 | 77 | 77 | 6 | 6 | 6 |
| Whitehorse Manningham | 70 | 71 | 71 | 7 | 7 | 7 |
| Wyndham | 62 | 62 | 62 | 9 | 9 | 8 |
| Brimbank | 62 | 62 | 61 | 8 | 8 | 9 |
| Greater Dandenong | 54 | 55 | 56 | 11 | 11 | 10 |
| Central Highlands | 53 | 52 | 56 | 12 | 12 | 11 |
| Monash | 56 | 55 | 55 | 10 | 10 | 12 |
| Moreland | 50 | 50 | 53 | 14 | 15 | 13 |
| Goldfields | 52 | 52 | 52 | 13 | 13 | 14 |
| Kingston | 48 | 51 | 51 | 15 | 14 | 15 |
| Yarra | 47 | 49 | 49 | 17 | 16 | 16 |
| Hume | 42 | 42 | 48 | 21 | 22 | 17 |
| Darebin | 48 | 48 | 47 | 15 | 17 | 18 |
| Moonee Valley | 44 | 44 | 44 | 18 | 19 | 19 |
| West Gippsland | 41 | 44 | 43 | 22 | 18 | 20 |
| Hobsons Bay | 42 | 43 | 43 | 20 | 21 | 21 |
| Mornington Peninsula | 38 | 37 | 42 | 25 | 25 | 22 |
| Port Phillip | 43 | 44 | 41 | 19 | 19 | 23 |
| Glen Eira | 39 | 39 | 39 | 24 | 23 | 24 |
| Stonnington | 39 | 39 | 39 | 23 | 24 | 25 |
| Bayside | 36 | 36 | 36 | 26 | 26 | 26 |
| Frankston | 34 | 34 | 34 | 27 | 27 | 27 |
| Maribyrnong | 33 | 33 | 33 | 28 | 28 | 28 |
| Melton | 29 | 31 | 32 | 29 | 29 | 29 |
| Corangamite | 27 | 27 | 27 | 30 | 30 | 30 |
| Goulburn Valley | 27 | 26 | 26 | 31 | 31 | 31 |
| Mildura | 24 | 24 | 23 | 32 | 32 | 32 |
| High Country | 15 | 18 | 19 | 35 | 34 | 33 |
| Latrobe | 17 | 19 | 19 | 33 | 33 | 34 |
| Mitchell | 15 | 15 | 17 | 34 | 36 | 35 |
| Wimmera | 14 | 16 | 15 | 36 | 35 | 36 |
| East Gippsland | 14 | 15 | 15 | 38 | 37 | 37 |
| Wellington | 14 | 14 | 14 | 37 | 38 | 38 |
| Campaspe | 12 | 12 | 12 | 39 | 39 | 39 |
| Swan Hill | 8 | 8 | 8 | 40 | 40 | 40 |
| Wodonga | 8 | 8 | 8 | 41 | 40 | 41 |
| Indigo | 6 | 6 | 6 | 42 | 42 | 42 |
| Murrindindi | 5 | 5 | 5 | 43 | 43 | 43 |
| Gannawarra | 5 | 5 | 5 | 44 | 44 | 44 |
| Glenelg | 5 | 5 | 5 | 45 | 45 | 45 |
| Towong | 2 | 2 | 2 | 46 | 46 | 46 |
| Buloke |  |  | 1 |  |  | 47 |
| VAILS | 24 | 18 | 18 |  |  |  |
| **Victoria** | **1,826** | **1,843** | **1,874** |  |  |  |

|  | **Staff EFT per ‘000 population#** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Yarra | 0.51 | 0.51 | 0.50 | 3 | 1 | 1 |
| Gannawarra | 0.52 | 0.49 | 0.49 | 2 | 2 | 2 |
| Melbourne | 0.56 | 0.48 | 0.45 | 1 | 3 | 3 |
| Hobsons Bay | 0.44 | 0.45 | 0.45 | 6 | 5 | 4 |
| Boroondara | 0.48 | 0.47 | 0.44 | 4 | 4 | 5 |
| Mildura | 0.45 | 0.44 | 0.41 | 5 | 6 | 6 |
| Mitchell | 0.38 | 0.36 | 0.39 | 10 | 12 | 7 |
| Swan Hill | 0.37 | 0.40 | 0.39 | 12 | 8 | 8 |
| Murrindindi | 0.39 | 0.38 | 0.37 | 8 | 10 | 9 |
| West Gippsland | 0.37 | 0.39 | 0.37 | 11 | 9 | 10 |
| Indigo | 0.35 | 0.34 | 0.36 | 14 | 16 | 11 |
| Port Phillip | 0.40 | 0.40 | 0.36 | 7 | 7 | 12 |
| Maribyrnong | 0.39 | 0.37 | 0.36 | 9 | 11 | 13 |
| Geelong | 0.34 | 0.33 | 0.35 | 20 | 19 | 14 |
| Moonee Valley | 0.36 | 0.35 | 0.34 | 13 | 13 | 15 |
| Bayside | 0.35 | 0.35 | 0.34 | 16 | 14 | 16 |
| Greater Dandenong | 0.34 | 0.34 | 0.34 | 18 | 17 | 17 |
| Towong | 0.35 | 0.33 | 0.34 | 17 | 18 | 18 |
| Stonnington | 0.35 | 0.34 | 0.34 | 15 | 15 | 19 |
| Wellington | 0.34 | 0.33 | 0.32 | 19 | 20 | 20 |
| Wimmera | 0.28 | 0.30 | 0.32 | 30 | 24 | 21 |
| Campaspe | 0.31 | 0.31 | 0.32 | 24 | 23 | 22 |
| East Gippsland | 0.31 | 0.32 | 0.32 | 21 | 21 | 23 |
| Kingston | 0.31 | 0.32 | 0.31 | 25 | 22 | 24 |
| Corangamite | 0.31 | 0.30 | 0.30 | 22 | 25 | 25 |
| High Country | 0.24 | 0.28 | 0.30 | 37 | 28 | 26 |
| Brimbank | 0.31 | 0.30 | 0.29 | 26 | 27 | 27 |
| Moreland | 0.29 | 0.28 | 0.29 | 28 | 29 | 28 |
| Darebin | 0.31 | 0.30 | 0.29 | 23 | 26 | 29 |
| Monash | 0.30 | 0.28 | 0.28 | 27 | 30 | 30 |
| Central Highlands | 0.27 | 0.26 | 0.27 | 32 | 33 | 31 |
| Goldfields | 0.28 | 0.28 | 0.27 | 29 | 31 | 32 |
| Glenelg | 0.26 | 0.25 | 0.26 | 33 | 36 | 33 |
| Glen Eira | 0.26 | 0.26 | 0.25 | 35 | 34 | 34 |
| Mornington Peninsula | 0.24 | 0.23 | 0.25 | 39 | 40 | 35 |
| Latrobe | 0.23 | 0.26 | 0.25 | 41 | 32 | 36 |
| Wyndham | 0.28 | 0.26 | 0.24 | 31 | 35 | 37 |
| Goulburn Valley | 0.26 | 0.24 | 0.24 | 34 | 37 | 38 |
| Frankston | 0.25 | 0.24 | 0.24 | 36 | 38 | 39 |
| Whitehorse Manningham | 0.24 | 0.24 | 0.23 | 38 | 39 | 40 |
| Yarra Plenty | 0.23 | 0.23 | 0.22 | 40 | 41 | 41 |
| Hume | 0.21 | 0.20 | 0.21 | 45 | 45 | 42 |
| Eastern | 0.22 | 0.21 | 0.21 | 42 | 42 | 43 |
| Melton | 0.21 | 0.21 | 0.21 | 44 | 43 | 44 |
| Casey-Cardinia | 0.20 | 0.18 | 0.20 | 46 | 46 | 45 |
| Wodonga | 0.21 | 0.20 | 0.19 | 43 | 44 | 46 |
| Buloke |  |  | 0.18 |  |  | 47 |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **0.30** | **0.29** | **0.29** |  |  |  |

**12. Customer satisfaction**

|  | **Customer satisfaction\*** | | | **Rank** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Library Service** | **2016-17** | **2017-18** | **2018-19** | **2016-17** | **2017-18** | **2018-19** |
| Port Phillip | 9.90 | 9.90 | 9.90 | 1 | 1 | 1 |
| Moreland | 9.72 | 9.80 | 9.70 | 2 | 3 | 2 |
| Darebin | 9.16 | 9.20 | 9.52 | 8 | 7 | 3 |
| Corangamite | 8.76 | 8.80 | 9.50 | 16 | 11 | 4 |
| Geelong | 9.50 | 9.50 | 9.30 | 4 | 5 | 5 |
| Mildura | 9.50 | 9.30 | 9.30 | 4 | 6 | 5 |
| Moonee Valley | 7.70 | 8.20 | 9.16 | 30 | 25 | 7 |
| Bayside | 8.84 | 8.78 | 9.02 | 12 | 12 | 8 |
| Wimmera | 9.70 | 9.90 | 8.85 | 3 | 1 | 9 |
| Goulburn Valley | 8.93 | 8.90 | 8.84 | 11 | 10 | 10 |
| Boroondara | 8.51 | 7.90 | 8.70 | 20 | 26 | 11 |
| Frankston | 9.30 | 9.54 | 8.70 | 7 | 4 | 11 |
| Hume |  |  | 8.70 |  |  | 11 |
| Yarra | 8.51 | 8.77 | 8.67 | 20 | 14 | 14 |
| Casey-Cardinia | 8.59 |  | 8.63 | 17 |  | 15 |
| Eastern | 8.42 | 8.45 | 8.61 | 25 | 21 | 16 |
| Hobsons Bay | 8.80 | 7.20 | 8.60 | 14 | 34 | 17 |
| Wyndham | 8.54 | 8.53 | 8.60 | 19 | 16 | 17 |
| Goldfields |  |  | 8.51 |  |  | 19 |
| Whitehorse Manningham | 8.50 | 8.50 | 8.51 | 22 | 18 | 19 |
| Central Highlands | 8.57 | 8.60 | 8.50 | 18 | 15 | 21 |
| Monash | 7.60 | 8.52 | 8.50 | 31 | 17 | 21 |
| Yarra Plenty | 9.02 | 9.00 | 8.47 | 10 | 9 | 23 |
| Melton | 8.83 | 8.40 | 8.45 | 13 | 23 | 24 |
| Maribyrnong | 8.28 | 8.45 | 8.42 | 26 | 21 | 25 |
| Kingston | 8.78 | 8.78 | 8.33 | 15 | 12 | 26 |
| High Country | 7.87 | 7.80 | 8.10 | 28 | 28 | 27 |
| Wellington | 7.40 | 7.90 | 8.10 | 35 | 26 | 27 |
| Gannawarra | 7.60 | 7.70 | 7.70 | 31 | 29 | 29 |
| Mornington Peninsula | 7.50 | 7.70 | 7.60 | 34 | 29 | 30 |
| Latrobe | 9.50 | 7.10 | 7.40 | 4 | 35 | 31 |
| Wodonga | 7.80 | 7.70 | 7.30 | 29 | 29 | 32 |
| Mitchell | 5.00 | 7.00 | 7.00 | 38 | 36 | 33 |
| Greater Dandenong | 9.09 | 9.10 |  | 9 | 8 |  |
| Melbourne | 8.14 | 8.50 |  | 27 | 18 |  |
| Stonnington | 8.49 | 8.50 |  | 23 | 18 |  |
| West Gippsland | 8.43 | 8.40 |  | 24 | 23 |  |
| East Gippsland | 7.40 | 7.40 |  | 35 | 32 |  |
| Glen Eira | 7.60 | 7.40 |  | 31 | 32 |  |
| Towong | 6.80 | 6.80 |  | 37 | 37 |  |
| Brimbank |  |  |  |  |  |  |
| Buloke |  |  |  |  |  |  |
| Campaspe |  |  |  |  |  |  |
| Glenelg |  |  |  |  |  |  |
| Indigo |  |  |  |  |  |  |
| Murrindindi |  |  |  |  |  |  |
| Swan Hill |  |  |  |  |  |  |
| VAILS |  |  |  |  |  |  |
| **Victoria** | **8.44** | **8.43** | **8.55** |  |  |  |