

## NSW Public Libraries Statistical Return 2022/23

The statistics collected on this form are used to compile the annual Public Library Statistics of New South Wales Public Libraries Report. Selected data are also reported to the NSW Local Government Grants Commission, the Australian Bureau of Statistics (ABS) and the National and State Libraries of Australasia (NSLA) to be used for reports on public libraries and local councils.

Definitions ensure comparability of data from different libraries and different states. There is an information symbol where you will find help notes for each question, please read these carefully as they provide definitions and information.

**Report data for the year beginning 1 July 2022 and ending 30 June 2023.**

- Library service points refers to all library sites (branches), mobile libraries, outlets, and deposit stations.
- The names of the library service points and descriptions of the primary functions have been entered for all libraries and councils.
- Please do not leave any field unanswered, enter N/A or 0 where appropriate as the system will not let you submit your data until all questions are answered
- Please remember that there are edit checks on most questions. If your answer is a significant percentage increase or decrease on the previous year, you will need to enter a comment in the state note field, the system will display your previous years answer. Edit checks must be completed before you can submit your form.
- For questions requiring a breakdown for adult, young adult, and junior, the total is automatically calculated and data cannot be entered into this total field. If you cannot provide a breakdown, fill in the adult category.

This online form needs to be submitted by **11 August 2023**, please do not mail your statistical report form to the State Library.

If you have any inquiries contact Public Library Services

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For any technical difficulties email [bibliostat@baker-taylor.com](mailto:bibliostat@baker-taylor.com)

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Question No	Question	Instructions
	<b>Contact Information</b>	
	Library Service Name	
	Postal address for library administration	
	Library Manager	
	Name of person completing this form	
	Telephone	
	Email	
<b>#1.1 - 1.5</b>	<b>Service Points</b>	
1.1	<b>Service Points</b>	
1.1.1	Total number of council employee staffed service points	Libraries (central and branches), specialist service points and mobile libraries staffed by council library employees should be counted here. A specialist service point is a facility with public access that does not offer a broad range of public library services, but focuses on specific public library services e.g. children's, technology or genealogy. It is operated by paid library staff present during all hours of opening.
1.1.2	Total number of all service points	Libraries (central and branches), admin/specialist service points, mobile libraries and public service outlets (e.g. deposit stations) should be counted here.
1.2	<b>Buildings</b>	
1.2.1	Library Name	This question is pre-filled by Public Library Services team and is read only. If there are any changes that need to be made, please contact <a href="mailto:samantha.mantakoun@sl.nsw.gov.au">samantha.mantakoun@sl.nsw.gov.au</a>
1.2.2	Date Built	
1.2.3	Date last extended/refurbished	Indicate the date when any significant changes to the building, extensions or refurbishments were completed. Minor rearrangements to change the use of existing space and general maintenance and repair work should not be included here. Example, a significant increase in public space created by refurbishment or extension; any refurbishment which was of significant cost and impact should be included.
1.2.4	Floor area m <sup>2</sup> (incl. public & staff areas)	Calculate the floor area of all areas of the library including foyer, lobby, corridors, toilets, rest rooms, plant equipment and maintenance areas. (Reference <i>People Places: a guide for public library buildings in New South Wales</i> - <a href="https://www.sl.nsw.gov.au/public-library-services/people-places">https://www.sl.nsw.gov.au/public-library-services/people-places</a> )
1.2.5	Total Floor area of libraries, administration and specialist service points (1.2.4)	Automatic total
	<b>Joint Use Library Service Facility / Area</b>	
1.2.6	Library Name	A Joint Use Facility or Area is open to the public, has a permanent paid staff and is managed by a formal cooperative agreement between the council and another institution. A Joint Use Facility normally functions as a library e.g. a school / public library whilst a Joint Use Area functions within a library e.g. a Centrelink Agency or Rural Transaction Centre. Note: Joint Use does not include co-location.
1.2.7	Description of joint use service	
1.2.8	Joint use partner e.g. TAFE	
1.2.9	Joint use area m <sup>2</sup>	
1.3	<b>Hours of Opening</b>	
1.3.1	Total hours of opening for libraries (central and branches) and mobile libraries (1.3.4+1.4.2)	Automatic total
1.3.2	Total hours of opening all service points i.e. libraries (central and branches), administration, specialist service points, mobile libraries and public service outlets (eg. Deposit stations) (1.3.4+1.3.10+1.4.2+1.5.2+1.5.6)	Automatic total
1.3.3	Library Name	
1.3.4	Hours open per week	
1.3.5	Total number of libraries, excluding administration, specialist service points, mobile libraries and other public service outlets (1.3.3)	Automatic total
1.3.6	Total hours of opening for all libraries, excluding administration, specialist servicepoints, mobile libraries and other public service outlets (1.3.4)	Automatic total
1.3.7	Administration / Specialist Service Points Name	A Specialist Service Point is a facility with public access that does not offer a broad range of public library services but focuses on a restricted range of public library services e.g. children's library, genealogy centre, technology facility. It is operated by paid library staff present during all hours of opening. Specialist service points may operate from a dedicated building or within a library, or from within an administrative building. This should not be counted as a library but as a specialist service point. An administration headquarters or centre is the operational centre for a multiple site library service that operates only, or mainly, for administrative functions and does not provide public access to a full range of public library services. This should not be counted as a specialist service.
1.3.8	Hours Open per week	
1.3.9	Total number of Administration/Specialist Service Points (1.3.7)	Automatic total
1.3.10	Total hours of opening for all Administration/Specialist Service Points (1.3.8)	Automatic total

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Question No	Question	Instructions
1.4	<b>Mobile Libraries</b>	
1.4.1	No. of Mobile Libraries	A mobile library is a vehicle equipped and operated by paid library staff to provide a mobile library service. Not dependent on size or the range of services onboard.
1.4.2	Total Hours open for all Mobile Libraries per week	Only include opening hours, not time spent travelling per week.
1.4.3	No. of locations served by mobile libraries	Count each stop made by a mobile library at a different location. If a mobile library stops at some locations more than once in a single route, this is counted only once. If mobile doesn't follow a regular timetable an average of stops will suffice.
1.4.4	Does your mobile library provide Public Access Internet Terminals?	Include all PCs that have public access to the internet including those that provide access to multiple uses i.e. OPAC, CD-ROM and Internet. May include laptops loaned for use in the library. May include iPads and other tablets.
1.4.5	Does your mobile library provide WiFi access for the public?	
1.5	<b>Public Service Outlets</b>	
1.5.1	Deposit Station Name	A service point not operated by library staff, usually open limited hours and stocked with a small collection of books and other library materials that are changed periodically. Computer access to the library's database and/or public access to Wi-Fi may also be provided. Bulk loans to institutions e.g. nursing homes, retirement villages, and schools are not to be listed as deposit stations. DO NOT count unstaffed "little free libraries" which are free book exchanges.
1.5.2	Hours Open per week	
1.5.3	Total number of Deposit Stations (1.5.1)	Automatic total
1.5.4	Total hours of opening of all deposit stations (1.5.2)	Automatic total
1.5.5	Other service points name	These may include service points which are operated by paid library staff but are open less than ten hours a week. e.g. Book express at train station. DO NOT count irregular pop-up library appearances, they should be counted as library programs in section 6.1 - 6.6 Library Programs and Services. DO NOT count unstaffed "little free libraries" which are free book exchanges.
1.5.6	Hours Open per week	
1.5.7	Total number of Other Public Service Points (1.5.5)	Automatic total
1.5.8	Total hours of opening of all other service points (1.5.6)	Automatic total
1.5.9	Do you have Book Lockers/Book Vending Machines	These are self-serve lockers/vending machines for collecting reservations and dropping off returns.
1.5.10	What is the no. of locations for these book lockers/book vending machines	
#2.1 - 2.2	<b>Membership</b>	
2.1	<b>Inactive members</b>	
2.1.1	After what period of inactivity are members defined as inactive?	A library member is determined as inactive when the library member has not used their library card over the past 3 years. It should be noted that people may use the services and facilities of a public library without being a member or using a membership card, e.g. reading newspapers and magazines.
2.1.2	How often are inactive membership records deleted from the system?	
2.2	<b>Number of active registered members</b>	An active member is a library member who has used their card in the past 3 years. DO NOT double count, only include other or community group members not included in adult, young adult or junior.
2.2.1	Adults (65 years and over)	No. of active registered adult members over 65 years of age.
2.2.2	Adult	No. of active registered adult members under 65 years of age. (18-65 years)
2.2.3	Young Adult	No. of active registered young adult members. Libraries may use different age brackets to define young adult members. Only count young adult members separately if they are defined or classified as a different registration to junior or adult members. Often 13-18 years but sometimes up to 25 years. Use the local library's own definition
2.2.4	Junior	No. of active registered junior members. Libraries may use different age brackets to define junior members. Only count junior members separately if they are defined or classified as a different registration to adult/others members. Commonly 0-12 years; early years are allowed to have library cards (no minimum age)
2.2.5	Community Groups/ organisations	No. of active registered community groups or organisation members. May include preschools / seniors groups / book clubs if they have a group membership
2.2.6	Other	No. of active registered members who have not been counted in any of the other membership categories.
2.2.7	Total Number of Registered Members (2.2.1 + 2.2.2 +2.2.3 + 2.2.4 + 2.2.5 + 2.2.6)	Automatic total

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Question No	Question	Instructions
	<b>Non-resident and resident active members</b>	
2.2.9	Council Name	This question is pre-filled by Public Library Services team and is read only. If there are any changes that need to be made, please contact <a href="mailto:samantha.mantakoun@sl.nsw.gov.au">samantha.mantakoun@sl.nsw.gov.au</a> . Question number continues up to 2.2.27 to account for library services with multiple councils
2.2.10	Total non-resident members	Question number continues up to 2.2.28 to account for library services with multiple councils
2.2.10a	Total resident members	Question number continues up to 2.2.28a to account for library services with multiple councils
2.2.29	Total non-resident members (2.2.10 + 2.2.12 + 2.2.14 + 2.2.16 + 2.2.18 + 2.2.20 + 2.2.22 + 2.2.24 + 2.2.26 + 2.2.28)	Automatic total
2.2.29a	Total resident members (2.2.10a + 2.2.12a + 2.2.14a + 2.2.16a + 2.2.18a + 2.2.20a + 2.2.22a + 2.2.24a + 2.2.26a + 2.2.28a)	Automatic total
2.2.30	Total of non-resident and resident members (2.2.29 + 2.2.29a)	Automatic total. Does not include the Community groups / organisations (2.2.5) and Other (2.2.6) categories of membership. NOTE: This data is also used by the New South Wales Local Government Grants Commission to calculate payments to councils. Non-residents are all persons who are not rate payers or residents and includes reciprocal borrowers. Non-resident members should be included in the appropriate membership categories and their numbers included in the total registered members. Library services that operate as part of a joint or regional library service across two or more councils must enter separate breakdowns for non-resident membership by council area according to the location where the person has registered. If a person registers as a member of their regional library at one of the regional library locations outside their home LGA they should be counted as a non-resident member by the registering library. Library services that operate within one council area should fill in only the total non-resident members.
<b>#3.1 - 3.8</b>	<b>Stock</b>	
3.1	<b>Total Stock</b>	Stock includes lending and non-lending collections. Include book, non-book, serials, and special or separate collections. Each item with a catalogue or item record within your library management system should be counted as an item of stock. When counting serials, the no. of individual issues or volumes held for each title should be counted as an item when they are identified as separate items in the catalogue (e.g. barcoded separately). Where a set or kit is issued together as one item e.g. a talking book, then it is counted as one item. Where reference material is catalogued as a set, count as one item. DO NOT count indyreads stock as it is owned by the State Library of NSW DO NOT count items available through subscription based streaming services eg. Hoopla. See section 6.5 Online Information Services, Online Databases and Streaming Services. DO NOT count internet terminals or PC's in your stock figures. See section 7.1 Equipment for Public Use.
3.1.1	Total lending stock (3.2.21 + 3.3.30 + 3.4.13 + 3.4.15 - 3.1.2)	This is an automatic total. It includes total number of items in the collection which are available for loan. This includes book, eBook, non-book, E-Audio books, serials and special or separate collections which are available for loan.
3.1.2	Total non-lending stock (3.3.14 + 3.4.12 + 3.5.1 + 3.5.4 + 3.5.5)	This is an automatic total. It includes total number of items in the collection which are not available for loan. This includes pictures including photographs (physical format only), newspaper issues, reference, family history and local studies which are not available for loan.
3.1.3	Total stock (3.1.1 + 3.1.2)	Automatic total
3.1.4	Total Digital Stock (8.4.23)	This is an automatic total These are the total number of items your library has digitised or collected born digital, this total does not include eCollections.
3.2	<b>Books</b>	Include all book formats from all collections in all languages, e.g. reference, large print, paperback, community languages etc. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown, fill in the adult category.
	<b>Print Books Non-fiction (items)</b>	
3.2.1	Adult	Include adult non-fiction, reference, large print non-fiction, community language material, family history, etc. DO NOT count eBooks here, see 3.2.16 and 3.2.17.
3.2.2	Young Adult (e.g. 13 -18)	Include young adult non-fiction.

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Question No	Question	Instructions
3.2.3	Junior (e.g. 0 -12)	Include junior non-fiction, community language material.
3.2.4	Picture / Easy	Include non-fiction picture books.
3.2.5	Total (3.2.1 + 3.2.2 + 3.2.3 + 3.2.4)	Automatic total
	Print Books Fiction (Items)	
3.2.6	Adult	Include adult fiction (hard copy and paperbacks), community language material, large print fiction including any separate home library collection. DO NOT include audio books, see 3.3.1 DO NOT include eAudio, see 3.3.5 and 3.3.6.
3.2.7	Young Adult (e.g. 13 -18)	Include young adult fiction (hard copy and paperbacks), community language material, graphic novels, large print YA. DO NOT include audio books, see 3.3.2 DO NOT include eAudio, see 3.3.5 and 3.3.6.
3.2.8	Junior (e.g. 0 -12)	Include junior fiction (hard copy and paperbacks), community language material, independent readers, graphic novels, large print JF. DO NOT include audio books see 3.3.3 DO NOT include eAudio, see 3.3.5 and 3.3.6.
3.2.9	Picture / Easy	Include fiction picture books, include community language material.
3.2.10	Total (3.2.6 + 3.2.7 + 3.2.8 + 3.2.9)	Automatic total
	Total Print Book Stock	
3.2.11	Adult (3.2.1 + 3.2.6)	Automatic total
3.2.12	Young Adult (3.2.2 + 3.2.7)	Automatic total
3.2.13	Junior (3.2.3 + 3.2.8)	Automatic total
3.2.14	Picture/Easy (3.2.4 + 3.2.9)	Automatic total
3.2.15	Total Print Book Stock (3.2.5 + 3.2.10)	Automatic total
	eBook Stock	In questions 3.2.16 and 3.2.17 count any eBooks that are available for loan / download from your collection and catalogued in your library catalogue or other publicly accessible catalogue. An eBook is an electronic version of a traditional print book that can be read by using a personal computer or by using an eBook reader. Where there are a number of items preloaded onto a device which is available for loan, only count as separate items if each title is individually catalogued. DO NOT count eAudio books here. eAudio should be counted in the audio books in section 3.3. DO NOT count indyreads here, these should only be counted in the circulation figures DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.2.16	No. of eBooks available for your members only (excluding any consortia purchased collections)	Count the number of eBooks that your library purchased individually and makes available for your library members only (e.g. Overdrive, Bolinda). DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.2.17	No. of eBooks available for your members with shared access across several library services (purchased with any consortia groups)	Count the number of eBooks that your library has purchased via a consortium and are available to all library members of consortia libraries. Example, purchased a subscription to overdrive in partnership with 4 other libraries. We have shared the cost of purchasing 600 titles which will be available across five library services. Report your answer as 600. DO NOT count eBook titles that are available as part of NSW.net databases. DO NOT count indyreads here, these should only be counted in the circulation figures. DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.2.18	Number of library services that are members of the eBook consortia group	The number of libraries that are part of the consortia that you have shared the cost of purchasing the shared eBooks (include your library in this number). Please provide details of the consortia and members in the state note field.
3.2.19	Number of eBooks as part of a consortia (Automatic calculation 3.2.17 divided by 3.2.18)	Automatic total
3.2.20	Total number of eBooks (Automatic calculation 3.2.16 +3.2.19) this does not include E books supplied by NSW.net	Automatic total
3.2.21	TOTAL Book Stock (Automatic calculation 3.2.15 +3.2.20)	Automatic total
3.3	<b>Non-Book Materials</b>	Each non-book item with a catalogue record within your library management system should be counted as an item of stock. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category.
	Audio Books: spoken word CDs, mp3 and cassettes	No. of spoken word books in all formats including but not limited to CDs, mp3s & cassettes. Where there are a number of items within one set count as one item e.g. unabridged talking books. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.
3.3.1	Adult	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.
3.3.2	Young Adult	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.

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Question No	Question	Instructions
3.3.3	Junior	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 3.3.5 and 3.3.6.
3.3.4	Total (3.3.1 + 3.3.2 + 3.3.3) eAudio books	Automatic total eAudio books are digital audio books available for loan or downloaded from your collection and catalogued in your library catalogue or other publicly accessible catalogue. Where there are a number of items preloaded onto a device which is available for loan, only count as separate items if each eAudio book is individually catalogued. DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.3.5	No. of eAudio books available for your members only (excluding any consortia purchased collections)	Count the number of eAudio books that your library individually purchased and makes available for your library members only. DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.3.6	No. of eAudio books available for your members with shared access across several library services (purchased with any consortia groups)	Count the number of eAudio books that your library has purchased via a consortium and are available to all library members of participating consortia libraries. For example, purchased a subscription to Bolinda in partnership with 1 other library. We have shared the cost of purchasing 300 eAudio books which will be available across two library services. Report your answer as 300. DO NOT count stock made available under pay-per-use services e.g. Hoopla
3.3.7	Number of library services that are members of the eAudio consortia group	The number of libraries that are part of the consortia that you have shared the cost of purchasing the shared eAudio titles (include your library in this number).
3.3.8	Number of eAudio books as part of a consortia (Automatic calculation 3.3.6 divided by 3.3.7)	Automatic total
3.3.9	Total number of eAudio books (Automatic calculation 3.3.5 +3.3.8)	Automatic total
	Language Learning and ESL Kits	Count each kit as a separate item. Count LOTE language kits and ESL kits here. Where there are several items within one set count as one item e.g. book and CD.
3.3.10	Adult	
3.3.11	Young Adult	
3.3.12	Junior	
3.3.13	Total (3.3.10 + 3.3.11 + 3.3.12)	Automatic total
	Pictures including photographs (physical format) for digital see 6.5.24	Count photographs which are available for loan or use within the library and have a catalogue record i.e. catalogued as separate items in the library catalogue, database or file. Photographs that were born digital or digitised should be counted in 6.5.24 Digitised Collection - Photographs. <b>This figure should also be entered into question 3.5.5a local studies - pictures including photographs.</b>
3.3.14	Total	
	Music Recordings - CDs and vinyl	No. of music recordings in all formats including but not limited to compact discs, tapes & records.
3.3.15	Adult	
3.3.16	Junior	
3.3.17	Total (3.3.15 + 3.3.16)	Automatic total
	CD-ROMs	No. of CD-ROMs within the library collection available for loan or for use in the library.
3.3.18	Total	
	DVD, video and film	Count DVDs, films and videos within the library collection including but not limited to motion pictures, documentaries, music concerts, television programs, include community language materials.
3.3.19	Adult	
3.3.20	Young Adult	
3.3.21	Junior	
3.3.22	Total (3.3.19 + 3.3.20 + 3.3.21)	Automatic total
	Computer Games	Include games in the form of computer software, games available on a personal computer at the library and games for use on game consoles.
3.3.23	Total	
	Toys & Games	Count each toy or game which is available for loan or for use in the library and has a catalogue record. Each toy or game which is catalogued separately should be counted as a single item. Include any toys, games or puzzles. DO NOT include computer games.
3.3.24	Total	
	Sheet Music	Each piece of sheet music catalogued separately should be counted as a single item.
3.3.25	Total	

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Question No	Question	Instructions
	Other	Include here any non-book items in your collection which are available for loan or for use in the library which has not been included in the above collection categories (e.g. ukuleles and seed collections).
3.3.26	Adult	
3.3.27	Young Adult	
3.3.28	Junior	
3.3.29	Total Other (3.3.26 + 3.3.27 + 3.3.28)	Automatic total
3.3.30	Total Non-Book Materials (3.3.4 + 3.3.9 + 3.3.13 + 3.3.14 + 3.3.17 + 3.3.18 + 3.3.22 + 3.3.23 + 3.3.24 + 3.3.25 + 3.3.29)	Automatic total
3.4	<b>Serial Stock</b>	Includes periodicals, journals, comics and newspapers. DO NOT include general subscriptions to online databases. The number of online database subscriptions is covered under 6.5 Online Information Services, Online Databases and Streaming Services. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered into this field. If you cannot provide a breakdown fill in the adult category. Graphic novels are counted under 3.2 Book stock section.
	Periodicals - Includes journals, magazines and comics	
3.4.1	Total no. of online subscription titles (excluding NSW.net subscriptions)	Indicate the number of full text online journal titles (not individual issues) your library subscribes to (e.g. e.g. magazine titles in OverDrive, Press Reader and Comics Plus). Access to online journal titles and full text titles provided via databases (e.g. Gale or Informit) should be included here. Include junior, young adult and adult online periodicals here, no breakdown is required. DO NOT include state-wide subscriptions provided via NSW.net databases.
	Adult hard copy	
3.4.2	No. of subscription titles	Include number of title subscriptions, not individual issues. Count multiple subscriptions.
3.4.3	No. of issues	Count each individual issue here. i.e. when counting serials, the no. of individual issues held for each title should be counted.
	Young adult hard copy	
3.4.4	No. of subscription titles	Include number of title subscriptions, not individual issues. Count multiple subscriptions.
3.4.5	No. of issues	Count each individual issue here. i.e. when counting serials, the no. of individual issues held for each title should be counted.
	Junior hard copy	
3.4.6	No. of subscription titles	Include number of title subscriptions, not individual issues. Count multiple subscriptions.
3.4.7	No. of issues	Count each individual issue here. i.e. when counting serials, the no. of individual issues held for each title should be counted.
	Total hard copy	
3.4.8	Total no. of hard copy subscription titles (3.4.2 + 3.4.4 + 3.4.6)	Automatic total
3.4.9	Total no. of hard copy issues (3.4.3 + 3.4.5 + 3.4.7)	Automatic total
	Newspapers	
3.4.10	Total no. of online subscription titles	Include number of title subscriptions, not individual issues (e.g. newspaper titles in Press Reader, Proquest International Newstream, Gale Historical Newspapers) If a newspaper titles appears in more than one database count each occurrence. DO NOT count any newspapers in the NSW.net state-wide databases, these will be counted separately. Access to full text newspaper titles provided via databases, should be included here. Include junior, young adult and adult online newspapers here, no breakdown is required.
	Total Hard copy	
3.4.11	No of subscription titles	Include number of title subscriptions, not individual issues. Count multiple subscriptions.
3.4.12	No. of issues	Count each individual issue here. i.e. when counting serials, the no. of individual issues held for each title should be counted as at 30 June
3.4.13	Total online subscription titles (3.4.1 + 3.4.10)	Automatic total.
3.4.14	Total hard copy subscription titles (3.4.8 + 3.4.11)	Automatic total.
3.4.15	Total hard copy issues ( 3.4.9 + 3.4.12)	Automatic total.
3.4.16	Total serials ( 3.4.13 + 3.4.14)	Automatic total.



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Question No	Question	Instructions
3.5	<b>Separate Collections</b>	<p>Separate collections data should already be included in the book, non-book and serial totals, e.g. large print fiction books will already be counted in your fiction book totals and ESL will already be counted in the language learning and ESL kits.</p> <p>Please provide a breakdown of all separate collections. Data on separate collections is used to identify collections which are targeted and for specific client groups.</p> <p>Generally, separate collections will be catalogued and identified as separate collections in the library catalogue.</p> <p><b>Separate collections data should already be included in the book, non-book and serial totals, e.g. large print fiction books will already be counted in your fiction book totals.</b></p>
3.5.1	Reference	<p>Include any items which are catalogued as reference material. Reference collections may be in a variety of formats however can only be used onsite in the library and are not available for loan.</p> <p>DO NOT include reference materials which are part of a database unless there is a record of the resource in the library catalogue.</p> <p>Separate collections data should also be included in the book, non-book and serial totals, e.g. reference books will also be counted in your non-fiction book totals.</p>
3.5.2	ESL/Literacy	<p>Include any material which is catalogued as a literacy support collection. ESL / literacy collections may include books, CDs, DVDs and software. Where there are several items within one kit count as one item.</p> <p><b>Separate collections data should also be included in the book, non-book and serial totals, e.g. ESL/Literacy books will also be counted in your non book totals see 3.3.10 adult, 3.3.11 young adult and 3.3.12 junior.</b></p>
3.5.3	Large Print	<p>Include any large print books, both fiction and non-fiction collections should be counted here. <b>Separate collections data should also be included in the book, non-book and serial totals, e.g. large print fiction books will also be counted in your fiction book totals.</b></p>
3.5.4	Family History	<p>Count each item which is catalogued separately as a family history or genealogy collection item. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings files.</p> <p>If your family history materials catalogued as part of the local studies/history collection than these items should be counted as the local studies/history collection.</p> <p><b>Separate collections data should also be included in the book, non-book and serial totals, e.g. family history books will also be counted in your non-fiction book totals.</b></p>
3.5.5	Local Studies	<p>Count each item which is catalogued in the local studies/history collection. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs (only if not included in 3.5.5a, newspaper clippings, rates books.</p> <p>Count each item which is catalogued as a separate item in the library catalogue. Where there are several items within one set count as one item.</p> <p><b>Separate collections data should also be included in the book, non-book and serial totals, e.g. local studies oral history will also be counted in your non-book totals.</b></p>
3.5.5a	Local Studies - pictures incl. photographs (physical) if known - don't include in question 3.5.5 above if included here. This figure should be the same as in question 3.3.14 pictures incl photographs.	<p>Count photographs which are available for loan or use within the library and have a catalogue record.</p> <p>Count each item which is catalogued as a separate item in the library catalogue. Where there are several items within one set count as one item.</p> <p>Photographs that were born digital or digitised should be counted in 6.5.24 Digitised Collections - Photographs.</p> <p>This figure should be the same figure in question 3.3.14 pictures incl photographs in non-book.</p>
3.5.6	Home Library Service	<p>Count here any items within the library collection which are catalogued separately as a collection of resources primarily for use by the home library service.</p> <p>This may include resources in a range of formats, for example standard-print, large-print and talking books.</p> <p><b>Separate collections data should also be included in the book, non-book and serial totals, e.g. home library service books will also be counted in your fiction book totals.</b></p>
3.5.7	Graphic Novels	<p>Count here any items within the library collection which are catalogued separately as a collection of graphic novels.</p> <p>Include non-fiction and fiction graphic novels here.</p> <p><b>Separate collections data should also be included in the book, non-book and serial totals, e.g. graphic novels will also be counted in your fiction book totals.</b></p>
3.5.8	Online collections including ebooks, eAudio and eJournals (3.2.20 +3.3.9 +3.4.13)	Automatic total
3.5.9	Total (3.5.1 + 3.5.2 + 3.5.3 + 3.5.4 + 3.5.5 + 3.5.6 + 3.5.7 +3.5.8)	Automatic total

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Question No	Question	Instructions
3.6	<b>Community Languages</b>	Indicate how many items the library holds in specific community languages DO NOT COUNT State Library stock on bulk loan or long loan in this figure. Include community language items in any format, i.e. DVDs, books, audio. Where there are several items within one set / kit count as one item. Breakdowns for adult, young adult and junior materials are not required. Community language items should have also been counted in other appropriate totals, i.e. the total number of community language books should be counted in the section 3.1 - 3.8 Stock.
3.6.1	Total Arabic	
3.6.2	Total Assyrian	
3.6.3	Total Armenian	
3.6.4	Total Bengali	
3.6.5	Total Bosnian	
3.6.6	Total Bulgarian	
3.6.7	Total Burmese	
3.6.8	Total Chinese	
3.6.9	Total Croatian	
3.6.10	Total French	
3.6.11	Total German	
3.6.12	Total Greek	
3.6.13	Total Gujarati	
3.6.14	Total Hebrew	
3.6.15	Total Hindi	
3.6.16	Total Hungarian	
3.6.17	Total Indonesian	
3.6.18	Total Italian	
3.6.19	Total Japanese	
3.6.20	Total Korean	
3.6.21	Total Khmer/Cambodian	
3.6.22	Total Kurdish	
3.6.23	Total Laotian	
3.6.24	Total Macedonian	
3.6.25	Total Maltese	
3.6.26	Total Polish	
3.6.27	Total Persian	
3.6.28	Total Portuguese	
3.6.29	Total Punjabi	
3.6.30	Total Russian	
3.6.31	Total Serbian	
3.6.32	Total Somali	
3.6.33	Total Spanish	
3.6.34	Total Tagalog	
3.6.35	Total Tamil	
3.6.36	Total Thai	
3.6.37	Total Turkish	
3.6.38	Total Urdu	
3.6.39	Total Vietnamese	
3.6.40	Total Yiddish	
	<b>Other - specify language and size</b>	
3.6.41	Language	Libraries can provide data about a language collection that is not listed in the survey tool by adding it here.
3.6.42	Size	
3.6.43	Total Other (3.6.42)	
3.6.44	Total Community Languages Stock (3.6.1-40 + 3.6.43)	
3.7	<b>Acquisitions and Discards - include physical and digital</b>	
3.7.1	Number of Purchases	Total items (physical and digital) purchased including books, non-books, serial titles or individual volumes of a set that are catalogued as separate items.
3.7.2	Number of Donations/Free Material	Total items that are donated including books, non-books, serial titles or individual volumes of a set that are catalogued as separate items.
3.7.3	Total Items Acquired (3.7.1+3.7.2)	Automatic total
3.7.4	Total Items Discarded	Total number of items (physical and digital) that are weeded or removed from the collection. Include books, non-books, serial titles or individual volumes of a set that are catalogued as separate items.

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Question No	Question	Instructions
3.8	<b>Age of Collection</b>	
3.8.1	Please indicate the % of your collection which was acquired in the last 5 years	To calculate % of collection acquired in the last 5 years use your library management system to obtain the number of items acquired in the last 5 years (your library management system will have automatically removed any discarded items which were acquired during this period) and divide this number by the total stock number, i.e. the number of items acquired in the last 5 years as reported by your Library management system based on the date of acquisition report was 15,000 and the total stock is 20,000. Therefore the % of collection acquired in the last 5 years is 75%. A large non-lending stack collection and/or significant family history and local studies collections may affect the age of collection. See S12 Living Learning Libraries <a href="https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries">https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries</a>
3.8.2	Please indicate the % of your collection which was acquired in the last 10 years	To calculate % of collection acquired in the last 10 years use your library management system to obtain the number of items acquired in the last 10 years (your library management system will have automatically removed any discarded items which were acquired during this period) and divide this number by the total stock number, i.e. the number of items acquired in the last 10 years as reported by your Library management system based on the date of acquisition report was 19,000 and the total stock is 20,000. Therefore the % of collection acquired in the last 10 years is 95%. A large non-lending stack collection and/or significant family history and local studies collections may affect the age of collection. See S12 Living Learning Libraries <a href="https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries">https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries</a>
3.8.3	Does the Library have a collection development policy?	Does your library have a collection development policy?
3.8.4	What year was the collection development policy developed or last reviewed?	Indicate the year when the collection development policy was developed or significantly reviewed.
#4.1 - 4.5	<b>Circulation</b>	
4.1	<b>Total Circulation</b>	Included is the number of loans and renewals of items catalogued within the library's collection. Issuing and renewal of items should be counted as a loan.
4.1.1	Council Name	Question is pre-filled with the councils that belong to each library service. Most libraries have one council but the regional libraries can have up to a maximum of 10 councils. Library services that operate as part of a joint or regional library service across two or more Councils must enter separate circulation data for each council. The individual council figures should add up to the total circulation for the regional / joint library service. Library services that operate within one council area should fill in only the total circulation of items at 4.1.2. <b>NOTE: This data is also used by the New South Wales Local Government Grants Commission to calculate payments to councils.</b>
4.1.2	Total Circulation (all formats)	Count of all materials in all formats that are loaned for use outside the library. Count each renewal as a loan. Count indyreads loans. DO NOT include circulation of items loaned for internal staff/work use e.g. books sent for repairs or loaned to library departments for work purposes such as storytime. Please DO NOT count streaming sessions in your circulation. See section 6.5 Online Information Services, Online Databases and Streaming Services DO NOT count Internet or PC use in your circulation. See section 6.5 Online Information Services, Online Databases and Streaming Services.
4.1.21	Total Circulation of Items-all formats (4.1.2 + 4.1.4 + 4.1.6 + 4.1.8 + 4.1.10 + 4.1.12 + 4.1.14 + 4.1.16 + 4.1.18 + 4.1.20)	Please note that question 4.1.21 and 4.1.21a need to be the same answer. This is the sum total circulation for all listed councils.
4.1.21a	Total Circulation -book, non-book, serial (4.2.14 + 4.3.28 + 4.4.6)	This is the sum total of books (4.2.14), non-book (4.3.28) & serial (4.4.6). <b>Note: 4.1.21 Total circulation of Items - all formats must equal 4.1.21a Total circulation -book, non-book &amp; serial.</b>
4.2	<b>Book Circulation</b>	
	<b>Print Books Non-Fiction</b>	
4.2.1	Adult	Include adult non-fiction, reference, large print non-fiction, community language material, family history, etc. DO NOT count eBooks here, see 4.2.11 and 4.2.12.
4.2.2	Young Adult	Include young adult non-fiction.
4.2.3	Junior	Include junior non-fiction, community language material.
4.2.4	Picture/Easy	Include non-fiction picture books.
4.2.5	Total (4.2.1 + 4.2.2 + 4.2.3 + 4.2.4)	Automatic total
	<b>Print Books Fiction</b>	
4.2.6	Adult	Include adult fiction (hard copy and paperbacks), community language material, large print fiction including any separate home library collection. DO NOT include audio books see 4.3.1, DO NOT include eAudio, see 4.3.20 and 4.3.21.

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Question No	Question	Instructions
4.2.7	Young Adult	Include young adult fiction (hard copy and paperbacks), community language material, graphic novels, large print YA. DO NOT include audio books, see 4.3.2, DO NOT include eAudio, see 4.3.20 and 4.3.21.
4.2.8	Junior	Include junior fiction (hard copy and paperbacks), community language material, independent readers, graphic novels, large print JF. DO NOT include audio books, see 4.3.3, DO NOT include eAudio, see 4.3.20 and 4.3.21.
4.2.9	Picture/Easy	Include fiction picture books, include community language material.
4.2.10	Total (4.2.6 + 4.2.7 + 4.2.8 + 4.2.9 )	Automatic total
	eBooks	Count the number of downloads of all eBooks here. An eBook is an electronic version of a traditional print book that can be read by using a personal computer, mobile device or an eBook reader. Each renewal of an eBook should be counted as a loan. For eBooks made available via pay-per-use services e.g. Hoopla, count total number of downloads and views under section 6.5.23 DO NOT include the loan of reader hardware here, however, do include the number of books downloaded onto a reader if the reader is loaned with these titles. DO NOT count eAudio books here. eAudio books should be counted in 4.3.20 and 4.3.21.
4.2.11	eBook downloads (of items available to your members only)	Provide the number of eBook downloads which you have purchased for your library only, DO NOT include downloads of eBooks which have been purchased as part of a consortia group. For eBooks made available via pay-per-use services e.g. Hoopla, count total number of downloads and views under section 6.5.23
4.2.12	Consortia eBook downloads (by your library members only)	Provide the number downloads of eBooks which your library has purchased as part of an eBook consortia. DO NOT include downloads of eBooks which have been purchased for your library only. Include Indyreads here If you DO NOT have access to data on the number of downloads by your library members only, you will need to divide the number of downloads across the consortia by the number of consortia members. E.g. 5000 downloads of eBooks across the consortia divided by the 5 consortia members. Report 1000 downloads as your answer. For eBooks made available via pay-per-use services e.g. Hoopla, count total number of downloads and views under section 6.5.23
4.2.13	4.2.13 Total eBook circulation (4.2.11+ 4.2.12)	Automatic total
4.2.14	4.2.14 Total Book Circulation (4.2.5 + 4.2.10 + 4.2.13)	Automatic total
4.3	<b>Non-Book Circulation</b>	Provide loan figures for all non-book formats as listed below. For questions requiring a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered in this field. If you cannot provide a breakdown, fill in the adult category.
	Audio Books: spoken word CDs, mp3 and cassettes	Includes spoken word books in all physical formats including but not limited to CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.
4.3.1	Adult	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.
4.3.2	Young Adult	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.
4.3.3	Junior	Include fiction and non-fiction in all formats including CDs, mp3s & cassettes. eAudio books should be counted under the section for eAudio books see 4.3.20 and 4.3.21.
4.3.4	Total (4.3.1 + 4.3.2 + 4.3.3)	Automatic total
	Language Learning and ESL Kits	Count each kit as a separate item. You should count LOTE language kits and ESL kits here. Where there are a number of items within one set, count as one item e.g. book and CD.
4.3.5	Adult	
4.3.6	Young Adult	
4.3.7	Junior	
4.3.8	Total (4.3.5 + 4.3.6 + 4.3.7 )	Automatic total
	Music Recordings -CDs and vinyl	Includes music recordings in all physical formats including but not limited to compact discs and vinyl / records.
4.3.9	Adult	
4.3.10	Junior	
4.3.11	Total (4.3.9 + 4.3.10)	Automatic total

Public Library Statistics for FY 2022/23 (2023)

Question No	Question	Instructions
	Digital Music	No. of downloads of digital music titles. DO NOT count music streaming sessions, they are counted in 6.5.16 and 6.5.17.
4.3.12	Total no.of downloads	
	CD-ROMs	Include loans for CD-ROMs within the library collection available for loan.
4.3.13	Total	
	DVD, Video and Film	Includes DVDs, films and videos within the library collection including but not limited to motion pictures, documentaries, music concerts, television programs.
4.3.14	Adult	
4.3.15	Young Adult	
4.3.16	Junior	
4.3.17	Total (4.3.14 + 4.3.15+ 4.3.16)	Automatic total
	Computer Games	Include loans of games in the form of computer software, games available on a personal computer and games for use on games machines should be included here. DO NOT include no. of uses in the library unless the item is issued on a member library card.
4.3.18	Total	
	Toys & Games	Include any toys, games or puzzles here. DO NOT include computer games here. DO NOT include no. of uses in the library unless the item is issued on a member library card.
4.3.19	Total	
	eAudio Books	Count the number of downloads of all eAudio books here. An eAudio book is a digital version of an audio or talking book that can be used with a personal computer, mobile device or E reading device. DO NOT include the loan of reader hardware here, however, do include the number of books downloaded onto a reader if the reader is loaned with these books.
4.3.20	eAudio downloads (of items available to your members only)	Provide the number of eAudio book downloads which you have purchased for your library only. For eAudio books made available via pay per use services, count total number of downloads or streams under section 6.5.21 DO NOT include downloads of eAudio books which have been purchased as part of a consortia group here.
4.3.21	Consortia purchased eAudio downloads (by your library members only)	Provide the number downloads of eAudio books which your library has purchased as part of a consortia. For eAudio books made available via pay per use services, count total number of downloads or streams under section 6.5.21 DO NOT include downloads of eAudio books which have been purchased for your library only. If you do not have access to data on the number of downloads by your library members only, you will need to divide the number of downloads across the consortia by the number of consortia members. E.g. 1000 downloads of eAudio books across the consortia divided by the 2 consortia members. Report 500 downloads as your answer.
4.3.22	Total eAudio circulation (4.3.20 + 4.3.21)	Automatic total
	Sheet Music	Each piece of sheet music catalogued separately should be counted as a single item.
4.3.23	Total	
	Other	Include any non-book items in your collection which have not been included in the above collection categories (e.g. ukuleles and seed collections).
4.3.24	Adult	
4.3.25	Young Adult	
4.3.26	Junior	
4.3.27	Total Other (4.3.24 + 4.3.25 + 4.3.26)	Automatic total
	Total Non-Book Circulation	
4.3.28	Total (4.3.4 + 4.3.8 + 4.3.11 + 4.3.12 + 4.3.13 + 4.3.17 + 4.3.18 + 4.3.19 + 4.3.22 + 4.3.23 + 4.3.27)	Automatic total
4.4	<b>Serial Circulation</b>	Provide loan figures for all serials, including periodicals and newspapers. Loan figures for individual items loaned should be counted. This question requires a breakdown for adult, young adult, and junior the total is an automatically calculated figure and data cannot be entered in field. If you cannot provide a breakdown fill in the adult category. Loans of Graphic novels are counted under 4.2 Book Circulation
4.4.1	Adult	
4.4.2	Young Adult	
4.4.3	Junior	

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Question No	Question	Instructions
4.4.4	No. of downloads of eJournals and magazines	Include downloads of a whole magazine or journal (e.g. OverDrive, CloudLibrary NewStand and ComicsPlus). DO NOT count online journals provided via databases, as individual article downloads are counted in 6.5.4
4.4.5	Number of downloads of eNewspapers	Include downloads of a whole newspaper (e.g. Press Reader). DO NOT count online newspapers provided via databases, as individual articles downloads are counted in 6.5.4
4.4.6	Total (4.4.1 + 4.4.2 + 4.4.3 + 4.4.4 + 4.4.5)	Automatic total
4.5	<b>Separate Collections Circulation</b>	Please provide a breakdown of all loan figures for the separate collections listed below. Data on separate collections is used to identify collections which are targeted and for specific client groups. Generally, separate collections will be catalogued and identified as separate collections in the library catalogue. <b>Loan figures for separate collections should already be included in the book, non-book and serial circulation totals, e.g. large print fiction books will already be counted in your fiction book circulation totals and ESL will already be counted in the language learning and ESL kits.</b>
	Loan figures for separate collections should already be included in the book, non-book and serial circulation totals, e.g. large print fiction books will already be counted in your fiction book circulation totals and ESL will already be counted in the language learning and ESL kits.	
4.5.1	ESL/Literacy	Include loans of any material which is catalogued as a literacy support collection. ESL / literacy collections may include books, CDs, DVDs and software. Where there are several items within one kit count as one item. Loans of separate collections data should also be included in the book, non-book and serial totals, e.g. ESL/Literacy books will also be counted in your non book totals see 4.3.5 adult, 4.3.6 young adult and 4.3.7 junior.
4.5.2	Large Print	Include loans of any large print books, both fiction and non-fiction collections should be counted here. <b>Loans of separate collections data should also be included in the book, non-book and serial totals, e.g. large print fiction books will also be counted in your fiction book totals.</b>
4.5.3	Community Languages	Include loans of any items the library holds in specific community languages. Include community language items in any format, i.e. DVD's books, audio. Where there are several items within one set / kit count as one item. Breakdowns for adult, young adult and junior materials are not required. DO INCLUDE loans of State Library community language material on bulk loan or long loan.
4.5.4	Family History	Include loans of any items which are catalogued separately as a family history or genealogy collection item. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings files. If your family history materials are catalogued as part of the local studies/history collection then these items should be counted as the local studies/history collection. <b>Loans of separate collections data should also be included in the book, non-book and serial totals, e.g. family history books will also be counted in your non-fiction book totals.</b>
4.5.5	Local Studies	Include loans of any items which are catalogued separately in the Local studies/history collection. These may include but are not limited to microfiche, microfilm, periodicals, books, photographs, newspaper clippings, rates books. Where there are several items which are loaned as a set count as one loan. <b>Separate collections data should also be included in the book, non-book and serial totals, e.g. local studies oral history will also be counted in your non-book totals.</b>
4.5.6	Home Library Service (all loans including separate collection items)	Include loans of all items to home library clients. <b>Loans of separate collections data should also be included in the book, non-book and serial totals, e.g. home library service books will also be counted in your fiction book totals.</b>
4.5.7	Graphic novels	Include loans of any items within the library collection which are catalogued separately as a collection of graphic novels. Include non-fiction and fiction graphic novels here. <b>Loans of separate collections data should also be included in the book, non-book and serial totals, e.g. graphic novels will also be counted in your fiction book totals.</b>
4.5.8	Online collections including eBooks, Digital Music, eAudio & eJournals and Magazines and eNewspapers (4.2.13 + 4.3.12 + 4.3.22 + 4.4.4 + 4.4.5)	Automatic total.

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Question No	Question	Instructions
4.5.9	Total Separate Collections Circulation (4.5.1 + 4.5.2 + 4.5.3 +4.5.4 +4.5.5 +4.5.6 +4.5.7 + 4.5.8)	Automatic total.
<b>#5.1</b>	<b>Access Policies and Procedures</b>	
5.1.1	What is the loan period of the majority of the collection?	This measure is designed to provide a snapshot of borrowing across the NSW public library network. Please state the most commonly used loan period i.e. that was used for most of your collection. Exceptions and non-typical ranges should not be considered, e.g. institutional loan periods, bulk loans.
5.1.2	Please list each service point name separately (by adding a group) where patron self check is available	List the service points where there are self-check terminals available.
5.1.3	Total Number of Service Points covered where patron self check is available	Automatic total
5.1.4	What % of loans are self checked?	Loans made through the library's self-check terminals as a percentage of all the loans made by the library service. This includes physical items and not online 'self-check'
<b>#6.1 - 6.6</b>	<b>Library Programs and Services</b>	
6.1	<b>Program Target Audience and Attendance</b>	DO NOT count a program twice - only report against main target group  Include planned and facilitated programs here. Planned programs are run by library staff (both internal and external). Facilitated programs are run by volunteers or other organisations and hosted and / or coordinated by the library. Program Target Audience and Attendance is counting intended audience and number of attendees DO NOT count exhibitions & / or displays as programs. Report programs against target groups which the library has run targeted programs for. Select the relevant target group and then provide the number of programs held for this target group and the total number of people in this target group attending across all events. You will need to repeat this step for each individual target group you have presented any programs for. You should only report a program against one target group. If a program crosses over two target groups, select the main target group i.e. women vs adults. Any programs which are not targeted to a particular group should be counted in the general program category. Programs which are repeated more than once should be counted as individual events but counted within the one target group, e.g. storytime. Only count number of people who participate in the program, e.g. for pre-school story time - only count the number of children, carers should not be included; for a lapsit or baby storytime program, both carer and child should be counted as both participate.  Below is an example of how you might report your children's programs which may include storytime sessions across all libraries, school holiday activities, and book week events. 1. Select children's program 2. Total no. of events: 120 (includes storytimes, holiday programs, bookweek programs etc) 3. Total number attending: 1100
	Seniors	
6.1.1	Total number of events	
6.1.2	Total number attending	
	Adult programs	
6.1.3	Total number of events	
6.1.4	Total number attending	
	Young adult programs	
6.1.5	Total number of events	
6.1.6	Total number attending	
	Early Childhood programs	
6.1.7	Total number of events	
6.1.8	Total number attending	
	Children (school aged) programs	
6.1.9	Total number of events	
6.1.10	Total number attending	
	Indigenous	
6.1.11	Total number of events	
6.1.12	Total number attending	
	CALD communities	
6.1.13	Total number of events	
6.1.14	Total number attending	
	All ages programs	
6.1.15	Total number of events	
6.1.16	Total number attending	

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Question No	Question	Instructions
6.1.17	Total number of all events (6.1.1 + 6.1.3 + 6.1.5 + 6.1.7 + 6.1.9 + 6.1.11 + 6.1.13 + 6.1.15)	Automatic total
6.1.18	Total number of all attending (6.1.2 + 6.1.4 + 6.1.6 + 6.1.8 + 6.1.10 + 6.1.12 + 6.1.14 + 6.1.16)	Automatic total
6.2	<b>Program Delivery Mode and Attendance</b>	6.2 Program Delivery and Attendance and 6.3 Program Type and Attendance provides a breakdown of section 6.1 Program Target Audience and Attendance
	Online programs	
6.2.1	Total no. of online program sessions (livestreamed or pre-recorded and shared via social media)	Include livestreamed and pre-recorded programs here. Livestreamed programs are audio and video content that is streamed live on social media or videoconferencing platforms such as Zoom. Pre-recorded programs are audio or video content that was never streamed live. Does not include promotional or marketing content. DO NOT count library activities delivered on a one-to-one basis, rather than a group, such as homework help and readers' advisory. E.g. a Children's science program streamed live on Facebook with 25 views; afterwards, the recording remains on Facebook for people to view on demand. There are 102 additional views. Report your answer as 1 online program and 127 views.
6.2.2	Total no. of views of programs online (livestreamed or pre-recorded and shared via social media)	Include livestreamed and pre-recorded programs here. Livestreamed programs are audio and video content that is streamed live on social media or videoconferencing platforms such as Zoom. Pre-recorded programs are audio or video content that was never streamed live. Does not include promotional or marketing content. DO NOT count library activities delivered on a one-to-one basis, rather than a group, such as homework help and readers' advisory. E.g. a Children's science program streamed live on Facebook with 25 views; afterwards, the recording remains on Facebook for people to view on demand. There are 102 additional views. Report your answer as 1 online program and 127 views.
	Library onsite	
6.2.3	Total no. of library onsite program sessions	Programs delivered at the library, arranged by the library
6.2.4	Total no. attending library onsite programs	
	Partner onsite	
6.2.5	Total no. of partner onsite program sessions	Programs delivered at the library, use of facilities only, not private hire
6.2.6	Total no. attending partner onsite programs	
	Community location	
6.2.7	Total no. of community location program sessions	Programs delivered offsite and outreach
6.2.8	Total no. attending community location programs	
6.2.9	No. of library facilitated book clubs	Please count how many book clubs the library facilitates Include any club focused primarily on published materials including fiction, non-fiction and manga that are held and facilitated on library premises or held externally but facilitated by library collections. Excl. clubs not focused primarily on published materials e.g. films, anime, podcast clubs and clubsheld on library premises but not facilitated or supported by the collection.
6.2.10	No. of local partnerships with business, education and community organisations	Include any organisations that the library has worked with to plan and/or deliver library programs and services during the reference period. The emphasis here is a partnership with an organisation that included co-branding and marketing. Some examples include: State Library NSW, Legal Aid (Law Week seminars), History Council NSW (history Week), Sydney Writer's Festival, Headspace (youth week event), Penguin Random House (author) etc
6.3	<b>Program Type and Attendance</b>	6.2 Program Delivery and Attendance and 6.3 Program Type and Attendance provides a breakdown of section 6.1 Program Target Audience and Attendance
	Literacy and lifelong learning programs	
6.3.1	Total no. of Literacy and lifelong learning programs	Programs whose primary purpose relates to literacy and/or educational learning, e.g. story time, English conversation, homework help, reading-related programs, programs supporting development of learning habits and skills.
6.3.2	Total no. attending Literacy and lifelong learning programs	
	Informed and connected citizens programs	
6.3.3	Total no. of Informed and connected citizens programs	Programs whose primary purpose is to connect participants to their community and/or build the capacity of the community to participate in community discussions, access government services and participate in political processes, e.g. eGov sessions, new resident's morning teas, etc.
6.3.4	Total no. attending Informed and connected citizens programs	
	Digital inclusion programs	
6.3.5	Total no. of Digital inclusion programs	Programs whose primary purpose is to increase participants' confidence using digital technology, e.g. Tech Savvy Seniors, PC skills, internet skills, coding.
6.3.6	Total no. attending Digital inclusion programs	
	Personal development and wellbeing programs	
6.3.7	Total no. of Personal development and wellbeing programs	Programs whose primary purpose is social inclusion or personal development, e.g. hobby clubs (film, Lego, knitting, video games, etc.), author talks, health-related programs.
6.3.8	Total no. attending Personal development and wellbeing programs	



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Question No	Question	Instructions
	<b>Stronger and more creative communities programs</b>	
6.3.9	Total no. of Stronger and more creative communities programs	Programs whose primary purpose is to support expressions of culture, identity and community pride, e.g. cultural celebrations, multilingual programming, local history events, writing workshops
6.3.10	Total no. attending Stronger and more creative communities programs	
	<b>Economic and workforce development programs</b>	
6.3.11	Total no. of Economic and workforce development programs	Programs whose primary purpose is to improve employment and productivity outcomes, e.g. programs for jobseekers, programs for micro/small business owners, vocational programs.
6.3.12	Total no. attending Economic and workforce development programs	
6.4	<b>Home Library Service</b>	
6.4.1	Please indicate the number of individual home library clients your library provides a service to?	Individual clients include clients living at home and in institutions where the individuals are individually visited. DO NOT include institutional members here (e.g. bulk loans to nursing homes).
6.4.2	How often are individual clients visited?	State how often visits to individuals are scheduled, i.e. weekly, fortnightly, every 3 weeks, monthly, quarterly, on request or other.
6.4.3	Number of institutions visited (Count institutions where bulk loans only are made)	Count institutions where bulk loans only are delivered to the institution.
6.4.4	How often are institutions visited?	State how often visits to institutions are scheduled, i.e. weekly, fortnightly, monthly or other.
6.5	<b>Online Information Services, Online Databases and Streaming Services</b>	
6.5.1	How many online databases, including subscriptions through NSW.net does the library subscribe to?	Please include all database subscriptions that are available through NSW.net and any your library subscribes to outside NSW.net. In 2022/23 NSW.net provided 15 state-wide database subscriptions for use in every library service in NSW. To see the list of databases available: <a href="https://www.nswnet.net/e-resources/database/Statewide">https://www.nswnet.net/e-resources/database/Statewide</a>
6.5.2	Through your system how many of these online databases do your clients have remote access to?	Only include on-line databases that your members can access remotely.
6.5.3	Total number of information searches on these online databases	Please include searches undertaken on all database subscriptions that are available through NSW.net and any your library subscribes to outside NSW.net (e.g Gale). For guidelines on how to access usage statistics on NSW.net databases go to: <a href="http://www.nswnet.net/tech-support/e-resources">http://www.nswnet.net/tech-support/e-resources</a>
6.5.4	Total number of downloads on these online databases	Indicate the total no. of full-text downloads and/or article views on these online subscriptions.
6.5.5	How many of your sites (libraries/specialist service points/public service outlets/mobile library) have internet access available for the public?	
6.5.6	Total number of Internet bookings for all sites	Indicate the no. of bookings for clients using the internet across all sites.
6.5.7	Total Internet hours used for all sites	Indicate the no. of hours the internet was used by the public across all sites and terminals. If available, you should include the no. of hours used which were booked and not booked. DO NOT include Wi-Fi sessions here, they are counted in 6.5.12.
6.5.8	Does the library provide access to circulation functions to library members via the internet?	Circulation functions may include renewals, reservations, checking borrowing loans, records and bookings. If your library provides access to any or all of these functions to clients online, please indicate Yes.
6.5.9	Does your library provide access to email for the public?	Indicate by selecting yes or no if your library allows access to email via public internet terminals.
6.5.10	Does your library offer public wireless internet access at any service points?	
6.5.11	How many of your sites (libraries/specialist service points/library mobiles) have wireless access available for the public?	Indicate the number where wireless technology was available to the public as at 30 June.
6.5.12	Total number of wireless access bookings for all sites	Specify the no. of bookings or usages of wireless access across all sites where wireless is available.
6.5.13	Total number of wireless access hours for all sites	Specify the total no. of hours used for wireless access across all sites (opening hours can be used if not counted separately).
6.5.14	Does your library offer an online information request service to the public?	An online information request service may include an email information request service or a live chat reference service. Only indicate yes if your library staff undertakes the information request. DO NOT include if you provide a link to an online information service outside your library, e.g. Ask now.
6.5.15	How many apps does your library use to provide content or services? (include library and vendor apps)	Include apps the library uses to provide your library content or service such as the library catalogue eBook downloading, maps, local history tours etc.
6.5.16	Does your library offer music streaming?	Does your library subscribe to a music streaming service e.g.: Freegal, Hoopla, Kinderling
6.5.17	Total no. of music streaming sessions content from library enabled sources	Total number of music streaming sessions e.g. Freegal, Hoopla

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Question No	Question	Instructions
6.5.18	Does your library offer video streaming?	Does your library subscribe to a video streaming service e.g.: Beamafilm, Kanopy, Hoopla, Storybox
6.5.19	Total no. of video streaming sessions content from library enabled sources	Total number of video streaming sessions e.g. Kanopy, Beamafilm, Hoopla, Storybox
6.5.20	Does your library offer eAudio streaming?	Does your library subscribe to a eAudio streaming service e.g.: Hoopla, podcasts
6.5.21	Total no. of eAudio streaming sessions content from library enabled sources	Total number of eAudio streaming sessions e.g. Hoopla
6.5.22	Does your library offer access to ebooks and periodicals via pay-per-use services?	Does your library subscribe to a a pay-per-use service that offers ebooks e.g. Hoopla
6.5.23	Number of ebooks accessed via pay-per-use services	Total number of downloads or views of ebooks via pay-per-use services. e.g. Hoopla. For eBook stock that have been purchased for your library only (e.g., Overdrive, Borrowbox), please count under 4.2.11
	<b>Digitised Collections</b>	Please indicate the total number of items your library has digitised or collected born digital in the following collections
6.5.24	Photographs	Include items your library has digitised or collected born digital. Born-digital resources are items created and managed in digital form (e.g. photographs taken on a digital camera).
6.5.25	Audio	
6.5.26	Video	
6.5.27	Objects	
6.5.28	Books	
6.5.29	Newspapers	
6.5.30	Other	
6.5.31	Total number of items (6.5.24 + 6.5.25 + 6.5.26 + 6.5.27 + 6.5.28 + 6.5.29 + 6.5.30)	
6.5.32	What local digital content is your library collecting?	
	<b>Website Usage</b>	Indicate how many visits were received on your website in 2022/23. <i>Visits</i> represent the number of individual sessions initiated by all the visitors to your site.
6.5.33	How many visits were received on your library website?	Count the number of visits to the library website and show the number of users who come to the site. When a visitor opens multiple sessions of the website during a single visit, this should be counted as one visit. When a visitor leaves your site and they return later, this should be counted as a separate visit. If your library is hosted within the council webpage, you will need to count the number of visits to the library owned webpages on the website. Where a visitor visits more than one library owned page on the website during the same session, this should only be counted as a single visit.
6.6	<b>Exhibitions</b>	Count the number of exhibitions implemented or facilitated by the library and held within the library space or any shared library space (e.g. foyer shared by gallery and library). Include exhibitions which exhibit library material, borrowed material and travelling exhibitions. DO NOT count displays which were undertaken to promote an event, activity or week (e.g. children's book week) or displays which were undertaken as part of a marketing campaign. DO NOT include ongoing displays (e.g. new books and end of shelf displays).
6.6.1	Number of Exhibitions	
6.6.2	Number of visitors (if known) for exhibitions	
#7.1	<b>Equipment for Public Use</b>	
7.1.1	Number of PCs with Internet access	Include all PCs that have public access to the internet including those that provide access to multiple uses, i.e. catalogue and internet.
7.1.2	Number of PCs for public use without internet access	The number of PCs that provide public access to resources other than the internet. Include here PC's which provide access to the library catalogue, word processing, genealogy resources and other software (e.g. film editing, sound recording, CAD, etc).
7.1.3	Total number of PCs for public uses (7.1.1 + 7.1.2)	Includes the number of PC's available for public use irrespective of what the PCs provide access to. Automatic total.
7.1.4	Number of photocopiers for public use (all libraries)	
7.1.5	Number of microfiche/film readers (all libraries)	
7.1.6	Number of microfiche/film reader printers (all libraries)	
7.1.7	Number of tablets, eReaders and devices for public use/loan (all libraries)	The number of eBook readers / devices available for use within library or loan.
7.1.8	Number of scanners (all libraries)	
7.1.9	List adaptive technology for people with disabilities	
7.1.10	No. of games consoles available for public use (all libraries)	Include any games consoles available for use by the public in the library.
7.1.11	No. of 3D printers (all libraries)	
7.1.12	List other equipment (e.g. virtual reality)	

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Question No	Question	Instructions
#8.1 - 8.3	<b>Library Systems and Technology</b>	
8.1	<b>Library Management System</b>	
8.1.1	What library management system does your library use? e.g. Libero	Name of the library management system used, e.g. Libero. If your library changed library management systems during 2022/23, only indicate the system in use at 30 June 2023.
8.1.2	When was it installed? (specify year)	Specify the year that the library management system you are currently using was installed.
8.1.3	When was the last software upgrade? (specify year)	Specify the year the library management system software was last upgraded.
8.2	<b>Libraries Australia</b>	
8.2.1	Is the library a member of Libraries Australia?	
8.2.2	What % of holdings are listed on Libraries Australia?	Specify or estimate the % of your collection holdings which are available on Libraries Australia.
8.2.3	List what collections are on Libraries Australia? e.g. local history	Only list collections in which the majority of the holdings are on Libraries Australia or collections which the library actively adds holdings, e.g. adult fiction, local history.
8.2.4	Are discards deleted from Libraries Australia?	
8.2.5	How often are discards deleted from Libraries Australia?	Specify how often you delete discards from Libraries Australia, e.g. as they are deleted from your library management system, annually, monthly, sporadically.
8.2.6	Does your Library use LADD?	LADD is the Libraries Australia Document Delivery system. You may use other document delivery systems.
8.3	<b>RFID</b>	
8.3.1	Does the library use RFID technology?	Indicate YES if your library is using any RFID technology.
8.3.2	What elements of RFID does your library use?	Indicate what elements of RFID your library is currently using, e.g. loans, returns, stock take.
8.3.3	Number of library sites where RFID technology is used?	If yes indicate the number where RFID was operational as at 30 June 2023.
#9.1 - 9.3	<b>Performance Measures</b>	
9.1	<b>Library Visits in Person</b>	Visits to the libraries and mobile libraries by members of the public. Please note that if visits are calculated using a people counter, figures should be adjusted to exclude staff. DO NOT include visits to deposit stations/other service points.
9.1.1	Number of visits to libraries (central and branches)	Total number of visits to libraries
9.1.2	Number of visits to Mobile Libraries	Total number of visits to all mobile libraries
9.1.3	Total library and mobile library visits (9.1.1 + 9.1.2)	Automatic total
9.1.4	How were these figures collected? People counters or sampling	If visits are calculated using a people counter, figures should be adjusted to exclude staff.
9.1.5	If sampling specify frequency e.g. 5 times per year	Figures should be adjusted to exclude staff.
9.2	<b>Information Requests and Customer Service Requests</b>	The Enquiry Completion Rate (ECR) survey differentiates information requests and customer service requests, it also combines the requests to create an Enquiry completion rate total.
9.2.1	Total number of information requests completed	Information requests include contact with a library customer where the service that is provided is predominantly informational/instructional. (e.g. readers advisory, local studies, genealogy, community information, literacy/ESL and technology instruction)
9.2.2	Total number of customer service requests completed	Customer service includes contact with a library customer where the service that is provided is predominantly administrative or directional. (e.g., equipment troubleshooting, changing a customer's registration details or help with circulation issues, technology assistance, event booking)
9.3	<b>Document Delivery</b>	Please count only the no. of item requests that are sent to other library services and the no. of items supplied to other libraries at their request. The reference used is the ALIA Interlibrary Resource Sharing Best Practice Guidelines which describes requesting libraries and supplying libraries.
9.3.1	Total ILL requests satisfied by other library services for your clients	
9.3.2	Total ILL requests satisfied for other library services by your library	
#10.1 - 10.2	<b>Charges</b>	
10.1	<b>Fines &amp; Charges</b>	
10.1.1	Does the library charge fines for overdue items?	Indicate yes if your Library charges fines for any overdue items or collections.
10.1.2	Does the library charge for non resident membership?	Non-residents are all persons who are not rate payers or residents and include reciprocal borrowers.
10.1.3	Is this charge for non resident membership refundable?	
10.1.4	Please record the amount you charge for the following services:	
10.1.5	Standard Inter library loan	
10.1.6	Reservation - Adult	Please indicate the fee your library charges for adult reservations of items held within your library's collection.
10.1.7	Reservation - Junior	Please indicate the fee your library charges for junior reservations of items held within your library's collection.

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Question No	Question	Instructions
10.2	<b>Venue and Room Hire</b>	
10.2.1	Do you have rooms/venues available for hire?	
10.2.2	No. of bookable meeting rooms/spaces available for hire or use?	Include any space within library premises and managed by library staff that can be booked by the public available free of charge or to hire. Include makerspaces where access is via bookings but count makerspace programming under Digital Inclusion programs (6.3.5 and 6.3.6) DO NOT include any spaces managed by another organisation located on library premises e.g. community toy libraries.
10.2.3	No. of hours booked in library meeting rooms or spaces?	Bookings made by individuals, groups or organisations for private or externally organised purposes/events. DO NOT include bookings made by library staff for library-run programs or internal meetings.
10.2.4	Do you have a free or low fee rate for community groups?	
10.2.5	Do you have a commercial rate?	
#11.1 - 11.2	<b>Staff</b>	Record the number of staff full-time equivalent (FTE) employed in the following designated positions. Report on the position not the person. DO NOT include casuals when they are used to replace permanent staff on leave. Include temporary staff employed under grants and special schemes.
11.1	<b>Staff breakdown</b>	
	Full Time	
11.1.1	Total Librarians	Librarians: are position(s) requiring librarian qualifications (eligible for ALIA professional membership or equivalent). To be shown as full-time equivalent (FTE)
11.1.2	Total Library Technicians	Library Technicians: are position(s) requiring library technician qualifications (eligible for Associate Diploma (Library Practice) or equivalent). To be shown as full-time equivalent (FTE).
11.1.3	Total Library Assistants	
11.1.4	Total Others	Others may include technology / early learning / marketing roles that are not designated as library assistants (eg require non-library professional quals)
11.1.5	Total Full Time (11.1.1 + 11.1.2 + 11.1.3 + 11.1.4)	Automatic total
	Part-Time	Part-time positions to be shown only as full-time equivalents (FTE), to two decimal places. (To convert, divide average number of hours worked per week by 35).
11.1.6	Total Librarians (FTE)	Librarians: are position(s) requiring librarian qualifications (eligible for ALIA professional membership or equivalent). To be shown as full-time equivalent (FTE)
11.1.7	Total Library Technicians (FTE)	Library Technicians: are position(s) requiring library technician qualifications (eligible for Associate Diploma (Library Practice) or equivalent). To be shown as full-time equivalent (FTE).
11.1.8	Total Library Assistants (FTE)	
11.1.9	Total Others (FTE)	
11.1.10	Total Part Time (11.1.6 + 11.1.7 + 11.1.8 + 11.1.9)	Automatic total
	Casual	Casual positions to be shown only as full-time equivalent (FTE), to two decimal places. (To convert, divide average number of hours worked per week by 35). Count casual FTE. Where casuals are filling in for vacant full time or part time positions those positions should be counted in the Full Time or Part Time positions (librarian, library technician, library assistant) even though those positions are currently vacant. They DO NOT need to be double counted in the Casual section as well. If the casuals are doing a few hours a week each, these hours need to be totalled to work out what the FTE is – our focus is on the equivalent to a full-time position not the headcount of personnel.
11.1.11	Total Librarians (FTE)	Librarians: are position(s) requiring librarian qualifications (eligible for ALIA professional membership or equivalent). To be shown as full-time equivalent (FTE)
11.1.12	Total Library Technicians (FTE)	Library Technicians: are position(s) requiring library technician qualifications (eligible for Associate Diploma (Library Practice) or equivalent). To be shown as full-time equivalent (FTE).
11.1.13	Total Library Assistants (FTE)	
11.1.14	Total Others (FTE)	
11.1.15	Total Casual (11.1.11 + 11.1.12 + 11.1.13 + 11.1.14)	Automatic total
11.1.16	Grand Total Staff (11.1.5 + 11.1.10 + 11.1.15)	Automatic total
11.2	<b>Staff Qualifications</b>	
11.2.1	Number of staff eligible for ALIA professional membership - Librarians (FTE - full time equivalent)	Librarians: are position(s) requiring librarian qualifications (eligible for ALIA professional membership or equivalent). To be shown as full-time equivalent (FTE)
11.2.2	Number of staff eligible for ALIA library technician membership (FTE - full time equivalent)	Library Technicians: are position(s) requiring library technician qualifications (eligible for Associate Diploma (Library Practice) or equivalent). To be shown as full-time equivalent (FTE).