

AUSTRALIAN PUBLIC LIBRARIES STATISTICAL REPORT 2017-18

Final Report

**Compiled by State Library of Queensland for
National and State Libraries Australia**

March 2020

Foreword

The National Library and the state and territory libraries throughout Australia are represented by the peak body, National & State Libraries Australia (NSLA). NSLA members also represent the interests of the public library networks within their jurisdictions.

Public libraries services are provided through 1,670 physical service points and outlets across Australia, providing information, collections, programs and online services to the general public, including diverse user groups.

The *Australian Public Libraries Statistical Report* is an annual NSLA project that identifies and measures the usage and activities of Australia's public library services.

March 2020

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1 Selected National Statistics 2017-18

Australia's public libraries provide quality information services that support lifelong learning to the Australian community, significantly impacting on the cultural and information industry.

Highlights:

- The total expenditure on public libraries increased from \$1.05 billion in 2013-14 to over \$1.22 billion in 2017-18, an increase of 16.7%. On a per capita basis, the total expenditure on public libraries increased by 9.7% over the same period to \$48.99.
- Access to public library services was provided through 1,670 service points, including 1,410 branches, 79 mobiles serving hundreds of separate locations and 181 other outlets.
- There were more than 111 million visits to these physical facilities and an additional 51 million visits to public library websites.
- There were more than 9 million registered members, representing 36% of the total Australian population.
- Total collections of more than 39.9 million items (1.6 items per person) were available for the use of the community, with expenditure of more than \$129 million to ensure that these collections remained up to date and relevant.
- Total usage of public library collections of over 157 million, comprised of more than 141 million loans of physical items and more than 16 million loans, downloads and retrievals from electronic collections.
- More than 250,000 library programs attracted over 7 million attendances.
- Public library staff responded to over 11 million requests for information or assistance.

Table 1 – Expenditure

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|---|----------------|----------------|----------------|----------------|----------------|
| Total expenditure on public library services | \$1,048.96m | \$1,141.29m | \$1,184.79m | \$1,227.81m | \$1,224.06m |
| Total expenditure per capita | \$44.66 | \$48.00 | \$49.11 | \$49.92 | \$48.99 |
| Total collections expenditure | \$128.82m | \$130.08m | \$126.60m | \$126.42m | \$129.39m |
| Collection expenditure per capita | \$5.48 | \$5.46 | \$5.25 | \$5.14 | \$5.18 |

Table 2 – Service Points¹

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|---|----------------|----------------|----------------|----------------|----------------|
| Number of library branches | 1,455 | 1,392 | 1,408 | 1,408 | 1,410 |
| Number of mobile library outlets | 75 | 77 | 78 | 77 | 79 |
| Number of other library outlets (kiosks, vending machines, depots) | 98 | 162 | 170 | 181 | 181 |
| Total number of library outlets | 1,530 | 1,631 | 1,656 | 1,666 | 1,670 |
| Annual opening hours | 2,694,731 | 2,842,514 | 2,808,966 | 2,805,737 | 2,833,557 |

¹ Beginning with the 2014-15 collection period the definitions within this measure were adjusted to clarify the status of self-service kiosks (in separate locations from library branches), automated vending machines, deposit and unstaffed depots and all other outlets.

Table 3 – Members and visits

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|--|-------------|-------------|-------------|-------------|-------------|
| Registered library members | 8,631,003 | 8,234,767 | 9,376,083 | 9,341,327 | 9,002,081 |
| Members as a percentage of total population | 36.7% | 34.6% | 38.9% | 38.0% | 36.0% |
| Library visits (physical facilities) | 112,618,271 | 114,087,144 | 113,139,641 | 114,284,534 | 111,480,357 |
| Physical visits per month | 9,384,856 | 9,507,262 | 9,428,303 | 9,523,711 | 9,290,030 |
| Physical visits per capita | 4.8 | 4.8 | 4.7 | 4.6 | 4.5 |
| Website visits² | n/a | 21,468,427 | 30,445,333 | 47,953,247 | 51,018,201 |
| Website visits per capita | n/a | 0.9 | 1.3 | 1.9 | 2.0 |

Table 4 – Services

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|---|-----------|-----------|-----------|------------|------------|
| Total number of public access internet devices³ | 11,519 | 12,762 | 12,806 | 13,531 | 13,902 |
| Internet connected devices per 10,000 persons | 4.9 | 5.4 | 5.3 | 5.5 | 5.6 |
| Programs⁴ | n/a | 194,115 | 211,423 | 231,925 | 250,099 |
| Program attendances | n/a | 5,811,457 | 6,108,367 | 6,518,292 | 7,035,173 |
| Program attendance per capita | n/a | 0.24 | 0.25 | 0.27 | 0.28 |
| Reference and information requests⁵ | 7,841,377 | 7,926,971 | 8,315,949 | 11,123,092 | 11,494,994 |

² Total and per capita website visits excludes the Northern Territory.

³ The definition is inclusive of all public access internet devices for use within library branches and includes including desktops, laptops and tablets.

⁴ Excluding Victoria.

⁵ Excludes: Victoria for the entire period; South Australia since 2014-15; Northern Territory 2017-18.

Table 5 – Collections and usage⁶

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|---|-------------|-------------|-------------|-------------|-------------------------|
| Collection items (physical and electronic) | 39,402,782 | 38,181,376 | 38,693,572 | 37,515,169 | 39,976,999 ⁷ |
| Collection items per capita | 1.7 | 1.6 | 1.6 | 1.5 | 1.6 |
| Collection usage (all physical and electronic transactions) | 171,565,859 | 166,784,561 | 165,335,828 | 161,427,006 | 157,454,780 |
| Collection usage per capita | 7.3 | 7.0 | 6.9 | 6.6 | 6.2 |
| Percentage of physical collections purchased in last 5 years | 60% | 63% | 64% | 64% | 62% |

Table 6 – Staff⁸

| | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|---|---------|---------|---------|---------|---------|
| Total Staff (full time equivalent) | 7,552 | 7,617 | 7,634 | 7,734 | 7,748 |
| Staff members (FTE) per 10,000 persons. | 3.3 | 3.2 | 3.2 | 3.1 | 3.1 |
| Collection use per full-time equivalent staff member | 22,140 | 21,897 | 21,658 | 20,872 | 20,031 |

⁶ Reported collections are inclusive of all formats, including physical and electronic / digital collections and services.

⁷ The identification and inclusion of consortia-level collection items is a factor in the large increase reported in 2017-18.

⁸ Tasmania was unable to supply staff numbers for the 2013-14 period. All staffing measures from 2014-15 include all states and territories.

2 Comparative Data

2.1 Expenditure on public library services

Total expenditure on public libraries has grown significantly over the past five years, with an overall increase of 16.7% bringing the Australian total to over \$1.22 billion.

Table 7 – Expenditure on public library services (including the purchase of library materials)

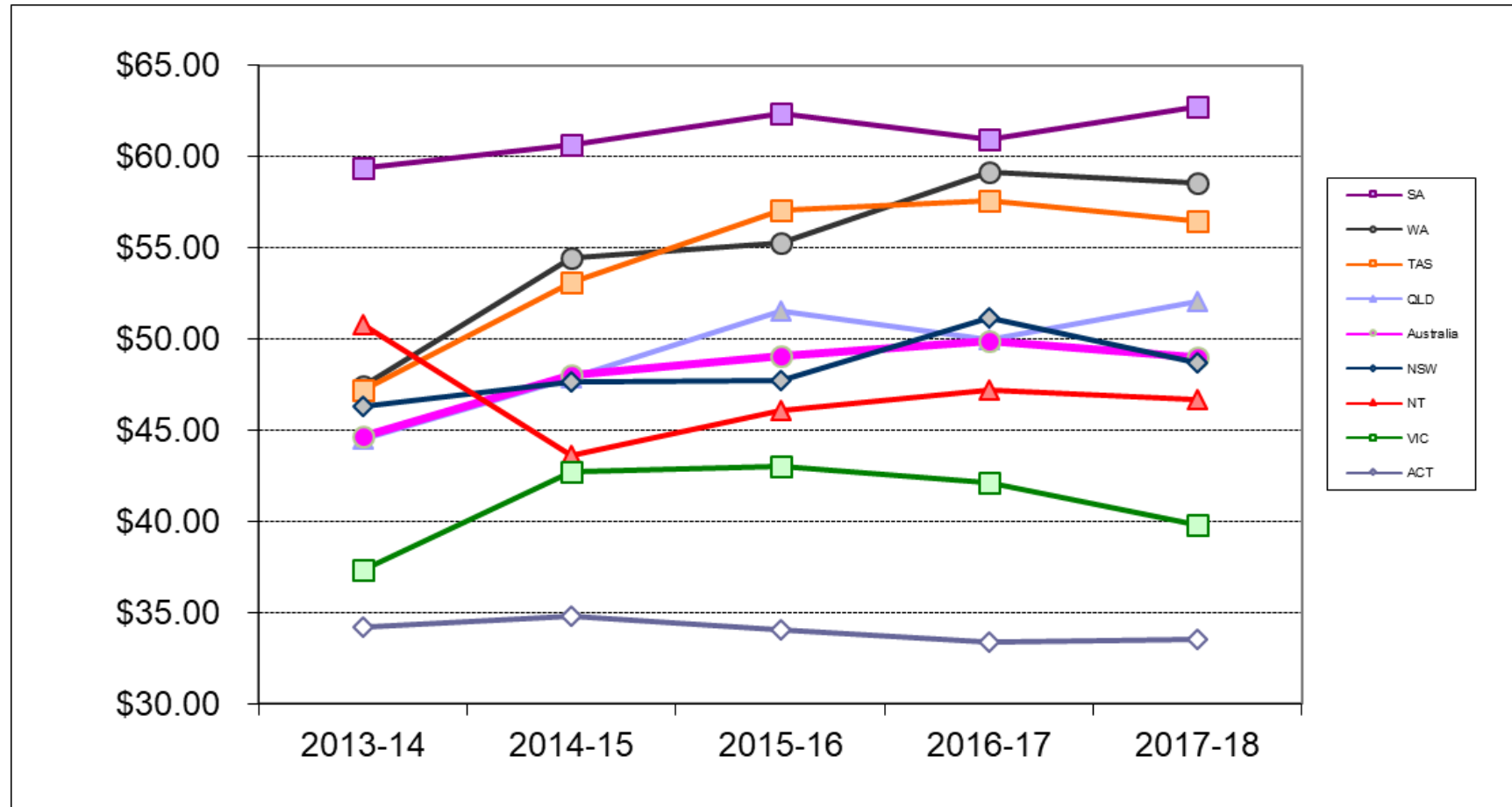
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|--------------------|
| 2013-14 | \$13.19m | \$348.38m | \$12.45m | \$210.30m | \$100.16m | \$24.29m | \$218.13m | \$122.05m | \$1,048.96m |
| 2014-15 | \$13.60m | \$363.13m | \$10.67m | \$228.73m | \$102.99m | \$27.44m | \$253.59m | \$141.16m | \$1,141.29m |
| 2015-16 | \$13.49m | \$368.66m | \$11.29m | \$249.55m | \$106.54m | \$29.61m | \$260.99m | \$144.66m | \$1,184.79m |
| 2016-17 | \$13.70m | \$402.25m | \$11.61m | \$246.17m | \$105.05m | \$30.01m | \$266.28m | \$152.73m | \$1,227.81m |
| 2017-18 | \$14.12m | \$389.21m | \$11.54m | \$261.08m | \$108.98m | \$29.82m | \$257.30m | \$151.99m | \$1,224.06m |
| Change over 5-year period | 7.0% | 11.7% | -7.3% | 24.1% | 8.8% | 22.8% | 18.0% | 24.5% | 16.7% |
| Change to previous year | 3.1% | -3.2% | -0.6% | 6.1% | 3.7% | -0.6% | -3.4% | -0.5% | -0.3% |

Nationally per capita expenditure has grown by 9.7% to \$48.99 over the five-year period. South Australia reported the highest expenditure per capita and the Australian Capital Territory the lowest expenditure throughout the entire period.

Table 8 – Total Expenditure per capita (including the purchase of library collections)

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|------------------|
| 2013-14 | \$34.18 | \$46.34 | \$50.79 | \$44.53 | \$59.42 | \$47.19 | \$37.34 | \$47.43 | \$44.66 |
| 2014-15 | \$34.79 | \$47.67 | \$43.60 | \$47.86 | \$60.63 | \$53.12 | \$42.71 | \$54.47 | \$48.00 |
| 2015-16 | \$34.06 | \$47.72 | \$46.10 | \$51.51 | \$62.37 | \$57.04 | \$43.01 | \$55.27 | \$49.11 |
| 2016-17 | \$33.38 | \$51.17 | \$47.19 | \$49.95 | \$60.95 | \$57.62 | \$42.11 | \$59.19 | \$49.92 |
| 2017-18 | \$33.54 | \$48.73 | \$46.68 | \$52.09 | \$62.76 | \$56.47 | \$39.83 | \$58.55 | \$48.99 |
| Change over 5-year period | -1.9% | 5.2% | -8.1% | 17.0% | 5.6% | 19.7% | 6.7% | 23.5% | 9.7% |
| Change to previous year | 0.5% | -4.8% | -1.1% | 4.3% | 3.0% | -2.0% | -5.4% | -1.1% | -1.9% |

Figure 1 – Expenditure on public library services per capita (including the purchase of library collections)



2.2 Expenditure on public library collections

Expenditure on public library collections increased 0.4% during the five-year period, with Tasmania (14.9%) and New South Wales (13.0%) reporting significant increases. Western Australia reported the most significant decrease over the period of 25.3%.

Table 9 – Expenditure on public library collections

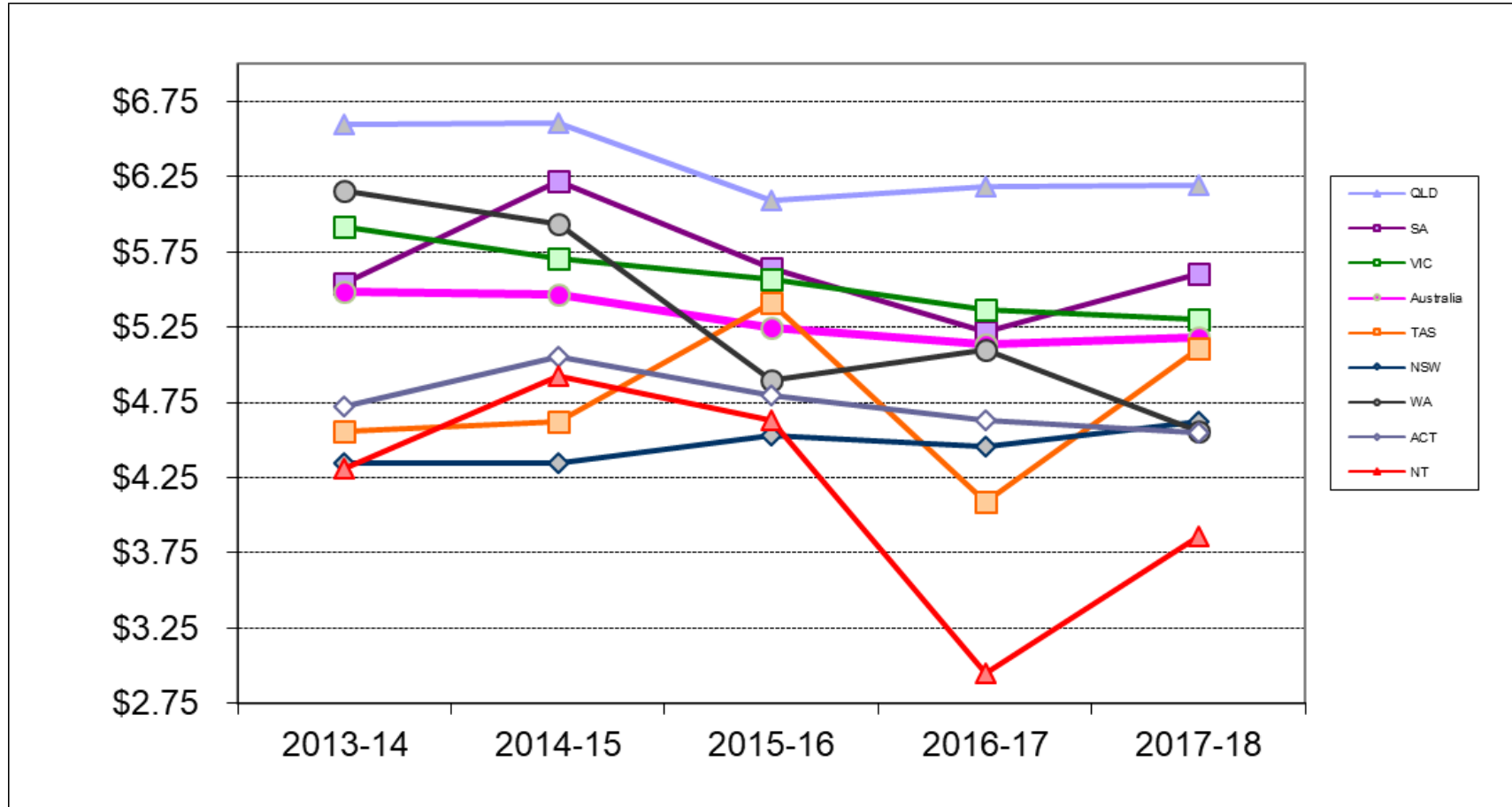
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|---------------|------------------|
| 2013-14 | \$1.82m | \$32.67m | \$1.06m | \$31.16m | \$9.35m | \$2.35m | \$34.57m | \$15.85m | \$128.82m |
| 2014-15 | \$1.97m | \$33.12m | \$1.21m | \$31.57m | \$10.57m | \$2.39m | \$33.87m | \$15.37m | \$130.08m |
| 2015-16 | \$1.90m | \$34.97m | \$1.13m | \$29.53m | \$9.63m | \$2.81m | \$33.81m | \$12.82m | \$126.60m |
| 2016-17 | \$1.90m | \$35.07m | \$0.73m | \$30.50m | \$9.00m | \$2.13m | \$33.94m | \$13.17m | \$126.42m |
| 2017-18 | \$1.92m | \$36.92m | \$0.95m | \$31.05m | \$9.74m | \$2.70m | \$34.27m | \$11.84m | \$129.39m |
| Change over 5-year period | 5.2% | 13.0% | -9.6% | -0.3% | 4.2% | 14.9% | -0.9% | -25.3% | 0.4% |
| Change to previous year | 0.8% | 5.3% | 31.7% | 1.8% | 8.3% | 26.5% | 1.0% | -10.1% | 2.3% |

Per capita expenditure on public library collections decreased by 5.6% over the five-year period, with most states and territories reporting decreases. The most significant decrease in per capita expenditure was reported by Western Australia (26.0%) with the largest increase reported by Tasmania (12.0%).

Table 10 – Expenditure on public library collections per capita

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|-------------|---------------|--------------|-------------|--------------|---------------|---------------|------------------|
| 2013-14 | \$4.72 | \$4.35 | \$4.31 | \$6.60 | \$5.54 | \$4.56 | \$5.92 | \$6.16 | \$5.48 |
| 2014-15 | \$5.05 | \$4.35 | \$4.93 | \$6.61 | \$6.22 | \$4.62 | \$5.70 | \$5.93 | \$5.47 |
| 2015-16 | \$4.80 | \$4.53 | \$4.63 | \$6.10 | \$5.64 | \$5.41 | \$5.57 | \$4.90 | \$5.25 |
| 2016-17 | \$4.63 | \$4.46 | \$2.95 | \$6.19 | \$5.22 | \$4.09 | \$5.37 | \$5.10 | \$5.14 |
| 2017-18 | \$4.55 | \$4.62 | \$3.86 | \$6.19 | \$5.61 | \$5.11 | \$5.31 | \$4.56 | \$5.18 |
| Change over 5-year period | -3.5% | 6.4% | -10.4% | -6.1% | 1.2% | 12.0% | -10.4% | -26.0% | -5.6% |
| Change to previous year | -1.7% | 3.6% | 31.0% | 0.1% | 7.5% | 24.8% | -1.1% | -10.7% | 0.7% |

Figure 2 – Expenditure on public library collections per capita



2.3 Collection usage

Overall collection usage has decreased over the five-year period by 8.2%. Western Australia reported the only increase during the period of 2.2%, with the most significant decrease reported in the Northern Territory (25.8%).

Table 11 – Total collection usage

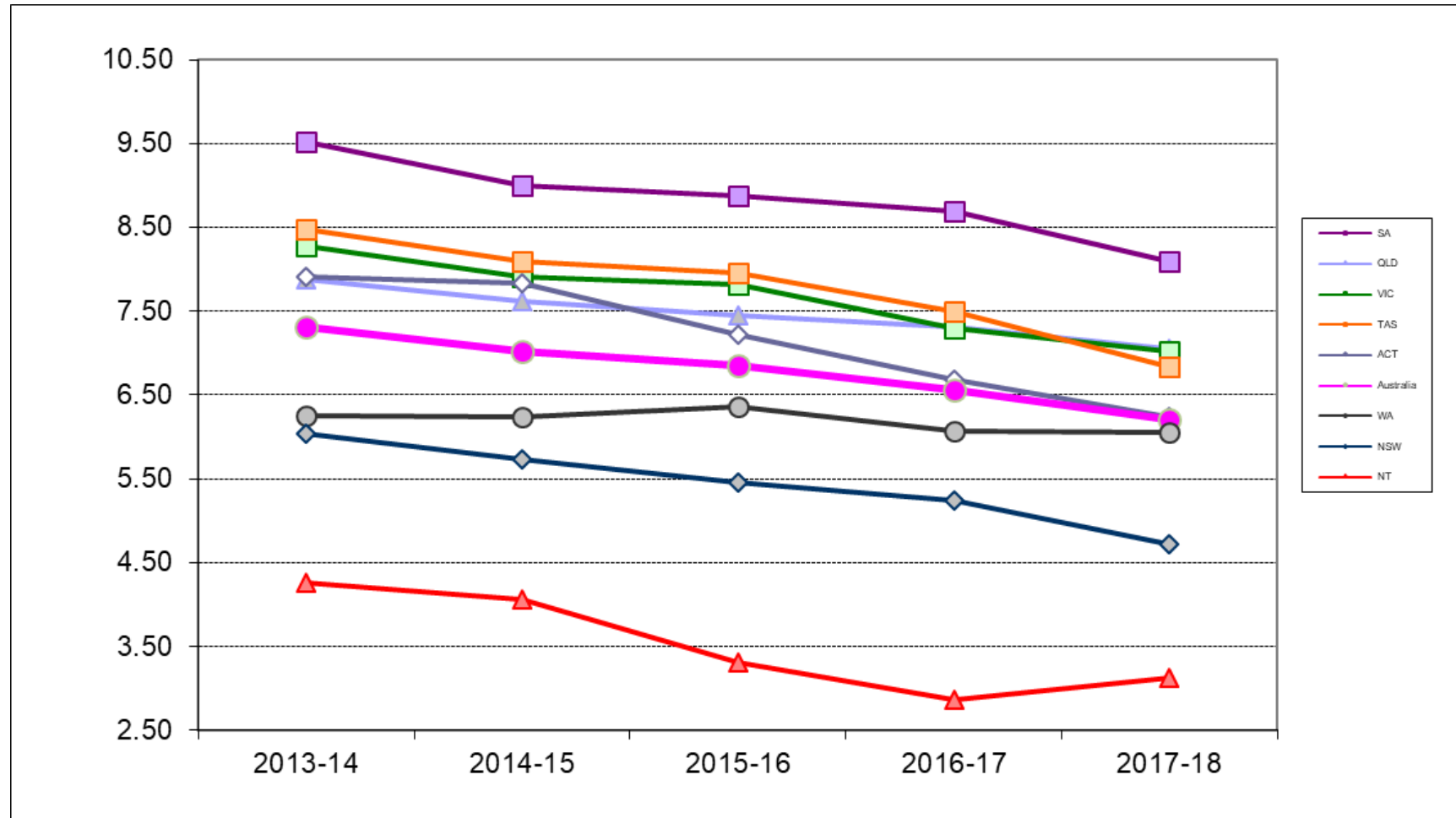
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|---------------|---------------|---------------|--------------|--------------|---------------|--------------|-------------|--------------------|
| 2013-14 | 3,052,368 | 45,420,892 | 1,042,517 | 37,209,851 | 16,048,792 | 4,366,611 | 48,341,500 | 16,083,328 | 171,565,859 |
| 2014-15 | 3,061,633 | 43,676,357 | 994,303 | 36,415,025 | 15,273,273 | 4,181,141 | 46,998,912 | 16,183,917 | 166,784,561 |
| 2015-16 | 2,856,975 | 42,178,654 | 811,352 | 36,098,022 | 15,163,280 | 4,132,875 | 47,428,702 | 16,665,968 | 165,335,828 |
| 2016-17 | 2,743,448 | 41,255,806 | 705,978 | 36,053,985 | 14,969,927 | 3,902,023 | 46,140,862 | 15,654,977 | 161,427,006 |
| 2017-18 | 2,725,915 | 38,525,939 | 774,040 | 35,347,116 | 14,572,420 | 3,711,044 | 45,360,974 | 16,437,332 | 157,454,780 |
| Change over 5-year period | -10.7% | -15.2% | -25.8% | -5.0% | -9.2% | -15.0% | -6.2% | 2.2% | -8.2% |
| Change to previous year | -0.6% | -6.6% | 9.6% | -2.0% | -2.7% | -4.9% | -1.7% | 5.0% | -2.5% |

At the national level per capita collection usage has declined by 15.0% over the five-year period, with the largest decreases in the Northern Territory (26.4%) and New South Wales (21.9%).

Table 12 – Collection usage per capita

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|------------------|
| 2013-14 | 7.91 | 6.04 | 4.25 | 7.88 | 9.52 | 8.48 | 8.28 | 6.25 | 7.30 |
| 2014-15 | 7.83 | 5.73 | 4.07 | 7.62 | 8.99 | 8.09 | 7.91 | 6.25 | 7.01 |
| 2015-16 | 7.21 | 5.46 | 3.31 | 7.45 | 8.88 | 7.96 | 7.82 | 6.37 | 6.85 |
| 2016-17 | 6.69 | 5.25 | 2.87 | 7.32 | 8.69 | 7.49 | 7.30 | 6.07 | 6.56 |
| 2017-18 | 6.24 | 4.72 | 3.13 | 7.05 | 8.10 | 6.84 | 7.02 | 6.06 | 6.21 |
| Change over 5-year period | -21.1% | -21.9% | -26.4% | -10.5% | -15.0% | -19.4% | -15.1% | -3.1% | -15.0% |
| Change to previous year | -6.7% | -10.1% | 9.1% | -3.6% | -6.8% | -8.7% | -3.8% | -0.2% | -5.4% |

Figure 3 – Collection usage per capita



2.4 Public access internet devices

The total number of public access internet devices increased significantly over the five-year period (20.7%), with all states and territories reporting increases. The most significant increases were South Australia (80.0%) and the Northern Territory (73.8%).

Table 13 – Total public access internet devices

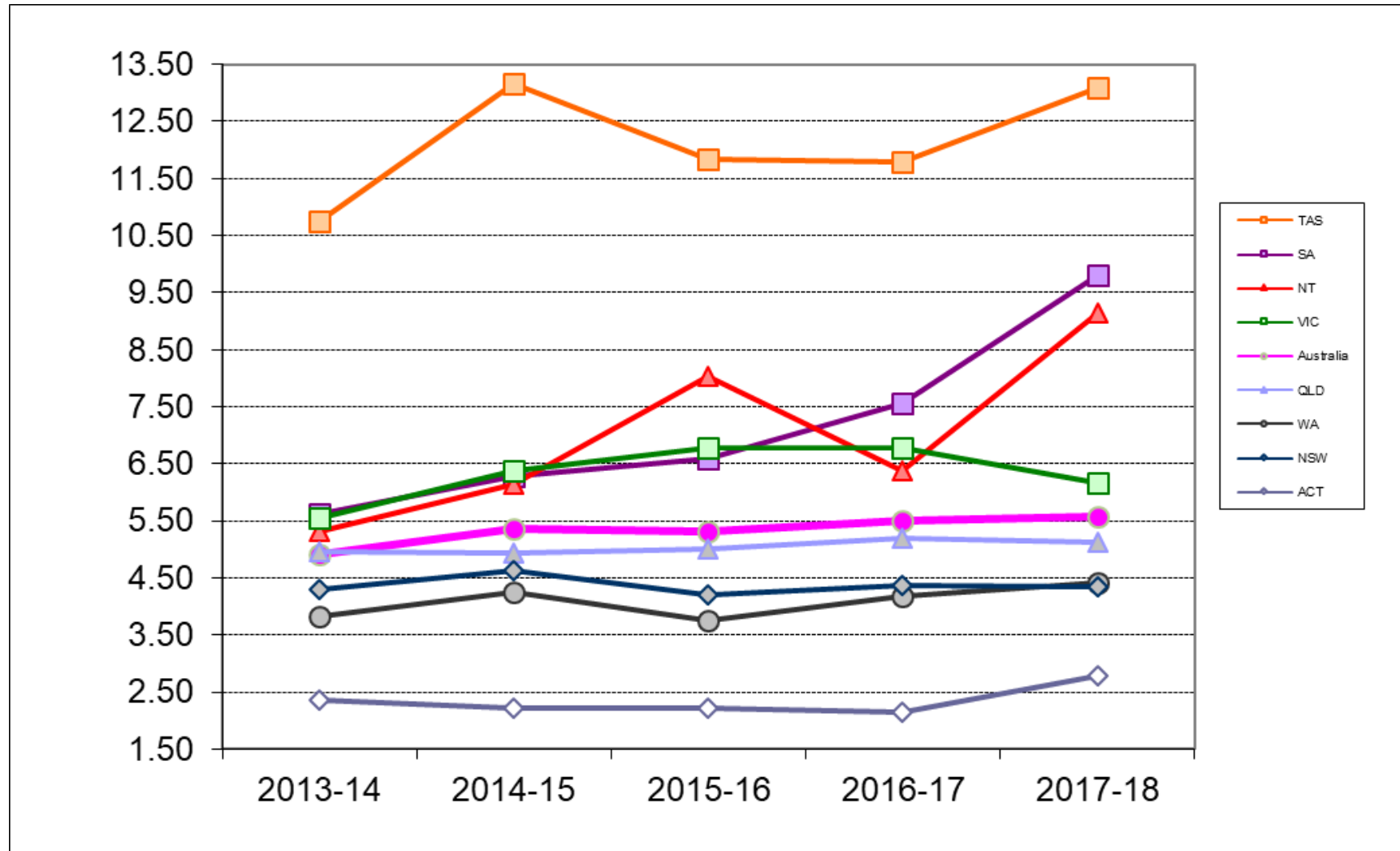
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|-------------|--------------|-------------|--------------|--------------|--------------|--------------|------------------|
| 2013-14 | 91 | 3,229 | 130 | 2,342 | 946 | 553 | 3,244 | 984 | 11,519 |
| 2014-15 | 87 | 3,521 | 150 | 2,364 | 1,066 | 680 | 3,790 | 1,104 | 12,762 |
| 2015-16 | 88 | 3,252 | 197 | 2,426 | 1,125 | 614 | 4,119 | 985 | 12,806 |
| 2016-17 | 88 | 3,439 | 157 | 2,564 | 1,304 | 614 | 4,286 | 1,079 | 13,531 |
| 2017-18 | 117 | 3,472 | 226 | 2,566 | 1,703 | 691 | 3,978 | 1,149 | 13,902 |
| Change over 5-year period | 28.6% | 7.5% | 73.8% | 9.6% | 80.0% | 25.0% | 22.6% | 16.8% | 20.7% |
| Change to previous year | 33.0% | 1.0% | 43.9% | 0.1% | 30.6% | 12.5% | -7.2% | 6.5% | 2.7% |

The trend is repeated with the number of public access internet devices per 10,000 persons increasing by 13.4% over the five-year period. All states and territories reported increases, with the most significant increases in South Australia (74.8%) and the Northern Territory (72.3%).

Table 14 – Public access internet devices per 10,000 persons

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| 2013-14 | 2.36 | 4.29 | 5.30 | 4.96 | 5.61 | 10.74 | 5.55 | 3.82 | 4.90 |
| 2014-15 | 2.23 | 4.62 | 6.13 | 4.95 | 6.28 | 13.16 | 6.38 | 4.26 | 5.73 |
| 2015-16 | 2.22 | 4.21 | 8.04 | 5.01 | 6.59 | 11.83 | 6.79 | 3.76 | 5.31 |
| 2016-17 | 2.14 | 4.37 | 6.38 | 5.20 | 7.57 | 11.79 | 6.78 | 4.18 | 5.50 |
| 2017-18 | 2.78 | 4.35 | 9.14 | 5.12 | 9.81 | 13.08 | 6.16 | 4.43 | 5.56 |
| Change over 5-year period | 17.9% | 1.2% | 72.3% | 3.2% | 74.8% | 21.8% | 10.9% | 15.8% | 13.4% |
| Change to previous year | 29.6% | -0.6% | 43.3% | -1.6% | 29.6% | 11.0% | -9.1% | 5.9% | 1.1% |

Figure 4 – Public access internet devices per 10,000 persons



2.5 Library programs⁹

With the collection of library program data commencing in the 2014-15 period, the number of programs provided by public libraries increased by 33.7% to more than 250,000 over the four-year period. The largest increases were reported by South Australia (73.2%) and the Northern Territory (67.6%), with all states and territories reporting increases. Compared to the previous year all states and territories reported increases.

Table 15 – Library programs

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|------------------|
| 2014-15 | 1,966 | 74,026 | 1,844 | 57,551 | 20,841 | 4,226 | n/a | 26,661 | 187,115 |
| 2015-16 | 1,830 | 84,105 | 2,611 | 70,115 | 21,141 | 4,650 | n/a | 26,971 | 211,423 |
| 2016-17 | 2,090 | 84,801 | 2,356 | 75,751 | 30,909 | 4,642 | n/a | 31,376 | 231,925 |
| 2017-18 | 2,901 | 87,734 | 3,090 | 83,700 | 36,088 | 4,836 | n/a | 31,750 | 250,099 |
| Change over 4-year period | 47.6% | 18.5% | 67.6% | 45.4% | 73.2% | 14.4% | n/a | 19.1% | 33.7% |
| Change to previous year | 38.8% | 3.5% | 31.2% | 10.5% | 16.8% | 4.2% | n/a | 1.2% | 7.8% |

⁹ Victorian public libraries do not report the number of library programs.

The attendance at programs provided by public libraries increased by 21.1% to more than 7 million over the four-year period. The largest increases were reported in Queensland (47.2%) and Western Australia (22.2%), with Tasmania reporting the only decrease of 0.5%. Reported per capita attendance increased by 15.2% over the period, with the largest increase in Queensland of 40.3%.

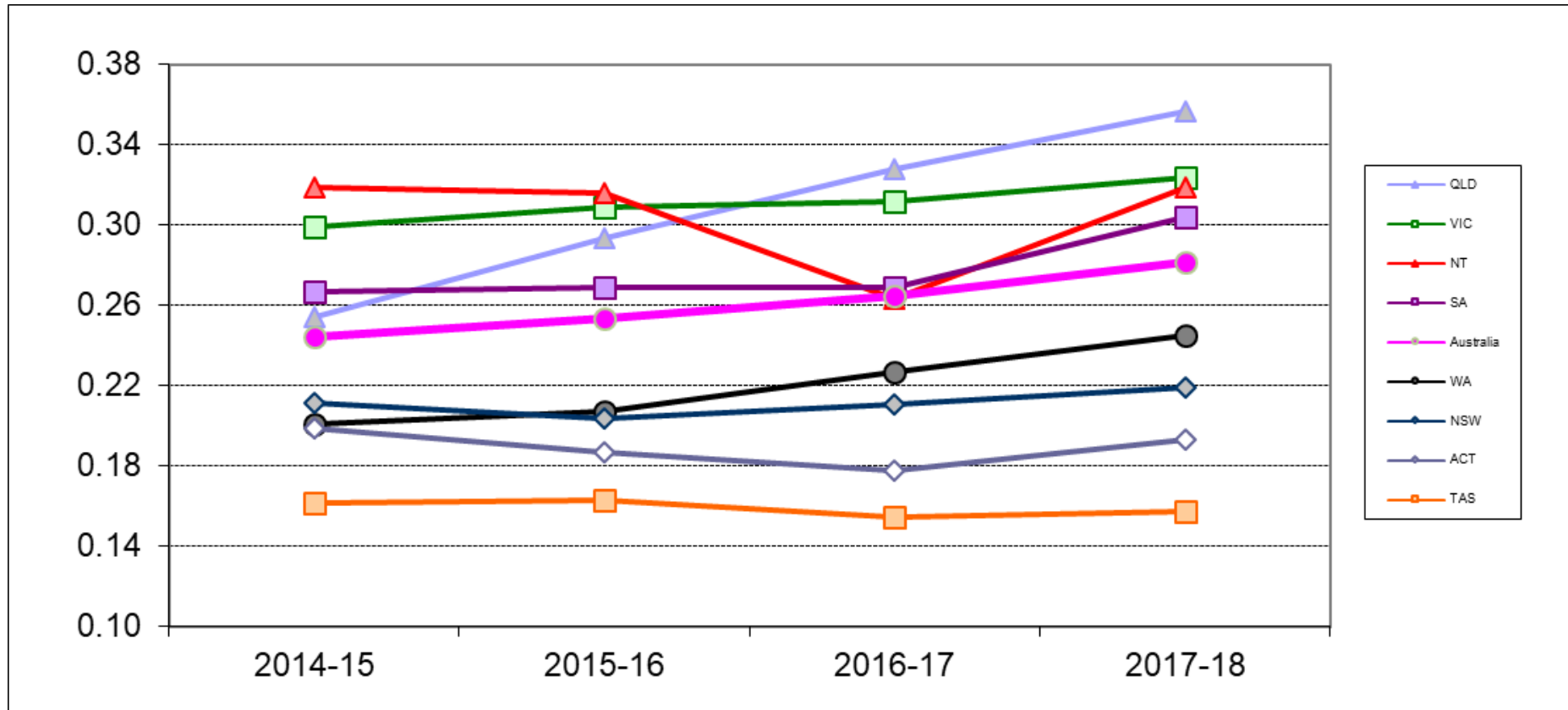
Table 16 – Library program attendance

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| 2014-15 | 77,628 | 1,610,56 | 77,928 | 1,213,84 | 452,971 | 83,582 | 1,774,76 | 520,177 | 5,811,457 |
| 2015-16 | 74,103 | 1,574,89 | 77,306 | 1,422,82 | 459,188 | 84,607 | 1,873,50 | 541,938 | 6,108,367 |
| 2016-17 | 72,805 | 1,659,07 | 64,778 | 1,617,56 | 463,793 | 80,679 | 1,973,84 | 585,758 | 6,518,292 |
| 2017-18 | 81,407 | 1,751,65 | 78,792 | 1,786,46 | 528,035 | 83,169 | 2,089,88 | 635,765 | 7,035,173 |
| Change over 4-year period | 4.9% | 8.8% | 1.1% | 47.2% | 16.6% | -0.5% | 17.8% | 22.2% | 21.1% |
| Change to previous year | 11.8% | 5.6% | 21.6% | 10.4% | 13.9% | 3.1% | 5.9% | 8.5% | 7.9% |

Table 17 – Library program attendance per capita

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|-------------|--------------|--------------|--------------|--------------|-------------|--------------|--------------|
| 2014-15 | 0.20 | 0.21 | 0.32 | 0.25 | 0.27 | 0.16 | 0.30 | 0.20 | 0.24 |
| 2015-16 | 0.19 | 0.20 | 0.32 | 0.29 | 0.27 | 0.16 | 0.31 | 0.21 | 0.25 |
| 2016-17 | 0.18 | 0.21 | 0.26 | 0.33 | 0.27 | 0.15 | 0.31 | 0.23 | 0.27 |
| 2017-18 | 0.19 | 0.22 | 0.32 | 0.36 | 0.30 | 0.16 | 0.32 | 0.24 | 0.28 |
| Change over 4-year period | -2.6% | 3.7% | 0.0% | 40.3% | 14.0% | -2.7% | 8.2% | 22.0% | 15.2% |
| Change to previous year | 9.0% | 3.9% | 21.0% | 8.6% | 13.0% | 1.7% | 3.6% | 7.9% | 6.2% |

Figure 5 – Library program attendance per capita



3 Public library services in Australia

Public library services are delivered by a variety of administrative arrangements. These vary both between and within each State and Territory, ranging from services wholly delivered by the State / Territory through to services wholly delivered by Local Government.

Australian Capital Territory

Libraries ACT delivers public library services to the ACT community. It is the only public library service in Canberra, Australia's capital city, and serves a population of over 420,000 people. The library operates as part of the ACT Government's Transport Canberra and City Services Directorate, under the responsibility of the Minister for Transport and City Services.

Libraries ACT champions literacy, learning and reading. It does this through a diverse range of services and resources including:

- Nine library branches
- Collections in various formats and languages
- eResources
- Programs and events
- Free wireless and desktop internet access
- Book clubs and reading group collections
- Home Library Service

Libraries ACT is also responsible for the ACT Heritage Library, which tells the stories of Canberra and its people. It collects, preserves, promotes and provides access to documents that record the history of Canberra and the ACT.

New South Wales

Public library services in New South Wales include a mixture of independent (or stand-alone) library services operated by a single local government authority and regional libraries where neighbouring local councils have entered into an agreement under the Library Act to provide a combined service. All local councils in NSW have adopted the *Library Act 1939*.

The State Library of New South Wales is responsible for administering the *Library Act 1939* and *Library Regulation 2018*. Local councils and their library services are autonomous and local government is the principal funder of local libraries. The State Government provides funding support via an annual subsidy and grants program. The formula for distributing the State Government

funds is approved annually by the Minister for the Arts on the recommendation of the Library Council of NSW. For a description of the Strategy go to page 98 of the *Library Council of NSW Annual Report 2017/18*:

https://www.sl.nsw.gov.au/sites/default/files/library_council_nsw_annual_report_2017-18.pdf

The State Library's Public Library Services Branch provides a range of services to the New South Wales public library network. Responsibilities include:

- management of the State funding for public libraries, including the annual grants and subsidies programs;
- monitoring public library compliance with the *Library Act 1939* and the *Library Regulation 2018* and developing standards and guidelines;
- collecting, collating and distributing public library statistical and other information;
- providing a professional development program for public library staff;
- providing consultancy and advisory services on all aspects of the provision, control and management of public library services;
- managing a research program on behalf of the public library network;
- developing and distributing community language collections to the people of NSW through public libraries;
- managing connectivity & online content consortia for public libraries via the NSW.net service; and
- managing legal & drug information services in cooperation with NSW public libraries.

The State Library also provides extensive reference, information and inter-lending services to NSW public libraries.

Northern Territory

Servicing over 230,000 people across the Territory, the Northern Territory public library network includes 31 public libraries, from the larger libraries in Darwin and Alice Springs to smaller public library services, in regional townships and in 16 remote Aboriginal communities. The Northern Territory Government, through Library & Archives NT (LANT), provides direct and indirect funding for the provision of library services.

In addition to these library venues, Library & Archives NT provides free community Wi-Fi to 46 Aboriginal communities as a core public library service, irrespective of the existence of a physical library space.

Library & Archives NT also provides a range of services to the Northern Territory public, school and government library network including:

- Collection purchasing, including eResources for the network
- Provision of a Library Management System

- Provision of free community Wi-Fi in 46 Aboriginal communities
- Staff learning and development opportunities
- Provision of specialised library support and advisory services

Queensland

The State Library of Queensland partners with Local Government to ensure all Queenslanders have access to high-quality public library services, delivered through a network of 325 public libraries and Indigenous Knowledge Centres (IKCs) owned and operated by 73 local councils and one town authority. The State Government, through State Library, provides direct funding and support to this network as well as state-wide electronic access to a range of information resources, including a rapidly growing range of unique digitised Queensland material.

An annual *Public Library Grant* program supports the continued operation of public libraries and IKCs and the enhancement of library and library-related services to the community. Funding from the *Public Library Grant* goes towards the cost of collections, as well as providing a diverse range of support, professional development and advisory services.

Independent library services receive grants tied to collection expenditure, with councils participating in the Rural Libraries Queensland (RLQ) and IKC networks receiving a notional grant allocation that funds the centralised purchase of library materials and eresources.

State Library also provides:

- Loans of specialised resources such as Languages Other Than English (LOTE) and literacy materials
- Advisory services, information services and training on all aspects of public library management
- State-wide distribution of inter-library loans
- Facilitation of public library networking and resource sharing.

Significant programs in 2017-18 include:

- The **Tech Savvy Seniors Queensland** (TSSQ) program is an ongoing partnership between State Library and Telstra to encourage seniors to embrace information technology by delivering free basic digital literacy training to seniors through selected library services and IKCs across Queensland. In 2017-18, 9,842 seniors participated in 2,173 free training

sessions. The TSSQ 2017–18 program saw many libraries include coding and robotics in their local training sessions because of the interest from seniors.

- **First 5 Forever**, the early literacy program funded by the State Government, coordinated by State Library and delivered in partnership with local government through public libraries, has been highly successful over the last four years, with some notable successes in 2017–18. A 2017 evaluation report found the initiative delivered on all key outputs and showed a growing statewide momentum and support throughout the library network, across local communities, and among families of children aged 0–5. Data revealed a steep increase in attendances at First 5 Forever activities and significant increases in community reach through the growth of outreach participation and engagement with local partners. A First 5 Forever video, *Everybody Stop*, featuring a song by Logan rap performers Mad Mike and Junior, was viewed almost 73,000 times in its first month of release. The State Government announced in June 2018 that funding would continue for the First 5 Forever program, with an annual ongoing commitment of \$5 million delivered in the 2018–19 State Budget.
- State Library continues to work with public libraries and IKCs offering a number of grant funded programs to enable libraries to deliver coding and robotics and STEAM (Science, Technology, Engineering, Art and Mathematics) focused programs. State Library and FIRST® Australia partnered again to provide a second round of the popular FIRST LEGO League Robotics Grant 2017 which was opened to Queensland public libraries and IKCs to deliver robotics workshops for young people aged 9–16 using LEGO® Mindstorms Kits. Seven public library services participated in the program this year, engaging with local schools to encourage young people to participate in the program at their local library.

The Library Board of Queensland, established in 1943, is the State Library of Queensland's governing body, and its annual report covers the activities of the State Library:

<https://www.slq.qld.gov.au/sites/default/files/Library-Board-of-Queensland-Annual-Report-2017-18.pdf>

South Australia

The Libraries Board of South Australia, as determined in the Libraries Act 1982, is charged with providing leadership and direction which supports the 134 public libraries in South Australia. Collaborating with Local Government, the Board seeks to give effect to the objectives of the Act with a focus on achieving and maintaining a coordinated system of libraries and library services that provide free access to library materials and adequately meets the needs of the whole community.

A Memorandum of Agreement between State and Local Government establishes the State Government's financial contribution to the SA Public Library Network until 30 June 2021. Funding in excess of \$19 million per annum is a significant contribution by the State Government to the operations and materials budgets of all public libraries. In addition, the Libraries Board works collaboratively with the Department of Education and Child Development to ensure sufficient funding and support is provided to School Community

Libraries in small rural communities. The Memorandum also requires the provision of centralised support services through Public Library Services (PLS), an administrative unit of the Libraries Board.

As a central support agency for South Australian public libraries, Public Library Services (PLS) provides a range of support services to South Australian public libraries including centralised procurement of library materials, leadership and coordination of public library programs and marketing, information technology support, wireless and broadband internet services, and most recently the implementation and management of a state-wide Library Management System that provides the delivery and sorting of over 4 million items per annum.

PLS also works closely with the staff of local councils and public libraries to achieve outcomes for the state-wide Public Library Network. This often occurs through joint projects with the Local Government Association and/or Public Libraries SA (the professional association of public library staff) or through various working parties and interest groups.

Tasmania

Libraries Tasmania¹⁰ is Tasmania's publicly funded statewide library and archive service, offering research, information, literacy and learning services in contemporary and friendly spaces and places where people from all walks of life can meet, learn, relax and engage in community-focused experiences. Libraries Tasmania also preserves the documentary heritage of Tasmania for present and future generations and serves as the continuing memory of Tasmania's government and people.

Its model of service delivery aims to extend services to more Tasmanians – particularly those who need greater information, technology access, skills and support to participate in work and community life. In the 2017-2018 financial year the organisation comprised 52 sites that either delivered or supported Libraries Tasmania services state-wide. The public library service includes physical and eLibrary lending collections, with physical item loans provided via a floating lending collection through which clients can borrow and return items to any library location, place items on hold and have these delivered to their home library, free of charge.

Libraries Tasmania brings together the State Library's heritage collections, and government and non-government archives, providing access to pre-eminent Tasmanian heritage and archival material dating from early European settlement (and pre-settlement exploration) to the present day. It is home to the Office of the State Archivist, which manages the archiving of government records and operates under the Tasmanian *Archives Act 1983*.

¹⁰ During the period addressed by this report, Libraries Tasmania was called LINC Tasmania. The change of name to Libraries Tasmania was launched on 23 July 2018.

Libraries Tasmania is committed to increasing digitisation and online service delivery, ensuring a high degree of accessibility, and providing access-on-demand to online information resources and services, including the state's unique holdings of Tasmanian publications.

Tasmania's public libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a statewide, networked and automated catalogue and electronic information service. Nine TasTAFE libraries, eight joint-use (school and public) libraries, three agency libraries and 175 schools are also connected to TALIS.

Libraries Tasmania is a business unit within the Tasmanian Department of Education, and responsibility for library and archive policy in Tasmania rests with the Minister for Education and Training. The Tasmanian Library Advisory Board (TLAB) provides the Minister and Department Secretary with objective, community-based advice on issues concerning the delivery of statewide library services in Tasmania, in particular the public's right of access to information and ideas. TLAB is a voluntary, independent advisory group established under the Tasmanian *Libraries Act 1984*.

Victoria

Victoria has 47 public library services. There are 34 services operated by individual councils, 10 regional library corporations which provide services for a number of councils, two shared library services and the Vision Australia Information and Library service which provides services to the print-impaired. Throughout Victoria there are 275 branch libraries, 30 mobile libraries and 59 other service points.

Specific responsibility for public library policy in Victoria rests with the Minister for Local Government. Local Government Victoria, part of the Department of Environment, Land, Water and Planning is responsible for administering core State government public library funding, the collection of public library statistics and benchmarks and regional library corporations legislation and has as a priority ongoing networking with public libraries, the State Library of Victoria, and key industry groups.

Under the Libraries Act 1988 the Library Board of Victoria retains the following functions in relation to the wider library network:

- to oversee cooperation in programs with libraries and information organisations
- to promote access to library and information resources
- to exercise leadership and promote high standards in the provision of library and information services and
- to provide advice and information to the Minister on any matter concerning libraries and information organisations.

It continues to work collaboratively with the public library network through the Framework for Collaborative Action 2017-2020, reviewed in 2017 with a key outcome being the delivery of the State-Wide Library Development Programs. Other programs undertaken included the Shared Leadership action learning projects, touring public programs and professional development opportunities.

Highlights of 2017-2018 for Public Libraries in Victoria were:

ADVOCATE Program

A new major state-wide program of work for the triennium, ADVOCATE commenced with development of a three-year statewide advocacy strategy for Victorian public libraries.

The strategy defines three streams of work for the next two years:

- 1) The community campaign *Libraries Change Lives*.
- 2) A political engagement campaign around three key State Government election asks.
- 3) A library staff development program focused on advocacy skills.

Development of the advocacy strategy was complemented by the publication of a new research report *Libraries Work!* the socio-economic value of public libraries to Victorians, libraries, and includes a one-page summary of the report's key messaging.

WRITING THE WAR Program

A sector-wide contribution to the centenary commemoration of World War I (WWI), touring panel exhibition *Writing the War* told the stories of Victorians involved in WWI, drawing on material held in the State Library Victoria collection and sourced locally from hosting libraries.

In 2017-2018 *Writing the War* was hosted by six libraries from Tallangatta to Caroline Springs and was seen by 130,437 visitors.

Since August 2015 *Writing the War* has been hosted by 18 libraries and viewed by 298,806 visitors.

READ Program

This program continued to deliver on the recommendations of *Reading and literacy for all: a strategic framework for Victorian public libraries 2015-2018*, to strengthen the role of Victorian public libraries in the early years and adult literacy domains.

LEARN AND LEAD Program

Fostering a culture of continuous learning in the public library workforce, LEARN AND LEAD contributes to building skilled and flexible staff, and nurturing the next generation of leaders.

Work strategically focusses on bridging the skills gaps identified in *Victorian Public Libraries: our future, our skills (2014)*, which in turn responded to the future vision articulated in the *Victorian Public Libraries 2030 (2013)* strategic framework.

Victorian Tech Savvy Seniors

Victorian Tech Savvy Seniors is a partnership between the Department of Health and Human Services, Telstra Corporation and PLVN. The final year of the program delivered programs across 13 participating libraries. 2018-2019 will see the roll-out of a new program – Social Seniors focused on building social media engagement skills.

INELI-Oceania Program Sponsorship

The INELI-Oceania program was delivered in partnership with the Bill & Melinda Gates Foundation, ALIA (Australian Library and Information Association), LIANZA (Library and Information Association of New Zealand Aotearoa), NSLA (National and State Libraries of Australia), the National Library of Australia, National Library of New Zealand and the State Library of Queensland and Public Libraries Victoria Network (PLVN).

The highly rewarding four-year journey that has constituted the INELI-Oceania program concluded in June 2018 when twenty-six innovators from the two cohorts came together with program mentors and Steering Committee members in Pacific Harbour, Fiji, for a final Convening.

As the INELI-Oceania program concludes the original INELI-Oceania vision of collaboration and partnership is being further developed by the emerging initiative that is the Pacific Libraries Network.

Western Australia

Public library services in Western Australia are provided through a partnership between the State Government, represented by the Library Board of Western Australia, and local governments. Local governments provide the library building, staff and operating costs, while the Library Board is responsible for supplier contract management, standards and payment for the delivery of shelf-ready stock to 232 public libraries throughout the State. The Library Board also provides access to a range of electronic resources (ebooks, and databases), a database of public library and Western Australian resources, training, consultancy, and support for regional and back-up services in the form of information and reference services and inter-library loan services.

Library stocks range from less than 1,000 in small country libraries to more than 60,000 physical items in the largest libraries. The public library stock is treated as an integrated state-wide collection and remains the property of the Library Board of Western Australia. The State Library manages state-wide licences to electronic resources including ebooks, ejournals, eaudiobooks and databases. Many local governments provide additional resources to purchase books in demand, journal subscriptions and additional electronic and audio-visual resources.

There are 138 local governments in Western Australia, including Christmas Island and the Cocos (Keeling) Islands, operating most of the State's 232 public libraries. In addition, some other government and non-government organisations are recognised as "participating bodies" and they provide services to particular communities and institutions.

4 Data Sources

This statistical report has been compiled on behalf of the National & State Libraries Australia (NSLA) by State Library of Queensland using data supplied by the authority responsible for public library services in each State and Territory.

The data used to prepare this report is available from each individual State or Territory authority. Please note that it is difficult to use this data to compare library services with each other due to the significant variations in social and geographic criteria applying from State to State and within each State. These conditions create differing demands and needs which affect the type and scope of public library services provided. Further difficulties in comparing data are caused by the diverse service delivery methods used to provide public library services. It should be noted that the data may vary from that published separately by individual States and Territories.

For further information on the data please contact:

Australian Capital Territory

Libraries ACT
PO Box 158
CANBERRA CITY ACT 2601

New South Wales

Public Library Services
State Library of New South Wales
Macquarie St
SYDNEY NSW 2000

Northern Territory

Assistant Director, Library Sector Services
Library & Archives NT
Department of Tourism, Sport and Culture
GPO Box 42
DARWIN NT 0801

Queensland

State Library of Queensland
PO Box 3488
SOUTH BRISBANE QLD 4101

South Australia

Public Library Services
GPO BOX 1971
ADELAIDE SA 5001

Tasmania

Libraries Tasmania
91 Murray Street
HOBART TAS 7000

Victoria

Executive Officer
Public Libraries Victoria Network
Level 12/60 Collins Street
MELBOURNE VIC 3000

Western Australia

The State Library of Western Australia
25 Francis Street, Perth Cultural Centre
PERTH WA 6000

5 2017 – 2018 Summary data

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|---|------------|-------------|------------|-------------|-------------|------------|-------------|-------------|-------------|
| INCOME (stated in whole dollar amounts) | | | | | | | | | |
| Operational funding – Australian government | | | | | 47,256 | | 307,138 | 213,603 | 567,997 |
| Operational funding - State government | 11,273,776 | 25,511,743 | 6,904,935 | 26,428,557 | 22,866,023 | 26,873,251 | 41,182,174 | 332,401 | 161,372,860 |
| Operational funding - Local government | | | 4,334,651 | 210,122,675 | 66,519,461 | | 202,337,758 | 117,629,462 | 600,944,007 |
| Capital funding - Australian government | 2,071,000 | | | | 1,500 | | | 23,000 | 2,095,500 |
| Capital funding - State government | | 4,000,000 | | | 1,460,536 | 303,106 | 2,676,902 | 9,457,000 | 17,897,544 |
| Capital funding - Local government | | | 98,286 | 23,769,671 | 12,148,248 | | 13,516,709 | 1,712,934 | 51,245,848 |
| Sponsorship | | | | | 49,270 | | | 251,958 | 301,228 |
| Other Income | 479,458 | | 399,836 | 3,592,646 | 2,401,161 | 1,574,244 | 8,727,303 | 3,122,922 | 20,297,570 |
| Total Income | 13,824,234 | 29,511,743 | 11,737,708 | 263,913,549 | 105,493,455 | 28,750,601 | 268,747,984 | 132,743,280 | 854,722,554 |
| EXPENDITURE (stated in whole dollar amounts) | | | | | | | | | |
| Wages and salaries | 8,899,740 | 196,142,624 | 7,565,772 | 128,668,500 | 58,842,858 | 20,720,592 | 167,094,351 | 78,323,899 | 666,258,336 |
| Staff Training | 151,609 | | 18,138 | | 264,541 | 183,107 | | 396,105 | 1,013,500 |
| Operating and corporate expenses | 3,145,170 | 136,812,261 | 2,575,053 | 78,704,890 | 31,584,403 | 5,906,605 | 39,669,134 | 42,129,836 | 340,527,352 |

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|---|------------|-------------|------------|-------------|-------------|------------|-------------|-------------|---------------|
| Expenditure on printed library collections | | 26,847,726 | | 19,388,200 | 6,817,314 | 1,634,758 | 27,894,774 | 8,108,816 | 90,691,588 |
| Expenditure on non-printed library collections | | 6,139,896 | | 5,419,352 | 1,706,492 | 393,156 | | 1,957,655 | 15,616,551 |
| Expenditure on digital library collections | | 3,933,046 | | 6,240,615 | 1,215,453 | 669,308 | 6,380,120 | 1,768,789 | 20,207,331 |
| Total Expenditure on library collections | 1,915,901 | 36,920,668 | 954,692 | 31,048,167 | 9,739,259 | 2,697,222 | 34,274,894 | 11,835,260 | 129,386,063 |
| Capital expenditure | | 19,338,467 | 159,780 | 22,659,329 | 7,210,038 | 315,213 | 16,265,835 | 3,116,870 | 69,065,532 |
| Other Expenditure (not included above) | 3,675 | | 270,353 | | 1,339,941 | | | 16,191,976 | 17,805,945 |
| Total expenditure | 14,116,095 | 389,214,020 | 11,543,788 | 261,080,886 | 108,981,040 | 29,822,739 | 257,304,214 | 151,993,946 | 1,224,056,728 |
| HUMAN RESOURCES | | | | | | | | | |
| Number of permanent full-time equivalent employees | 94.1 | 2,319.4 | 93.0 | 1,562.4 | 679.6 | 283.9 | 1,820.0 | 895.4 | 7,747.7 |
| Number of positions that require a library technician qualification | 1.0 | 671.9 | 13.0 | 192.5 | 130.0 | | | 42.4 | 1,050.8 |
| Number of positions that require a library professional qualification | 23.0 | 821.6 | 13.0 | 377.1 | 189.0 | | | 242.0 | 1,665.7 |
| Proportion of professional librarian positions (eligible for ALIA Associate membership) | 24.4% | 35.4% | 14.0% | 24.1% | 27.8% | | | 27.0% | 21.5% |
| COLLECTIONS | | | | | | | | | |
| Number of printed items | 349,564 | 8,739,719 | 280,225 | 5,079,372 | 2,557,862 | 545,980 | | 3,294,772 | 20,847,494 |
| Number of audio items | 30,480 | 621,677 | 11,765 | 325,280 | 156,395 | 37,588 | | 216,592 | 1,399,777 |
| Number of video items | 31,265 | 1,044,123 | 26,799 | 623,956 | 372,814 | 43,761 | | 452,930 | 2,595,648 |

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|--|-----------|------------|---------|-----------|------------|-----------|-----------|------------|------------|
| Number of all other physical items | 154 | 968,442 | 1,906 | 46,898 | 63,783 | 2,094 | | 106,786 | 1,190,063 |
| Total physical collection | 411,463 | 11,373,961 | 320,695 | 6,075,506 | 3,150,854 | 629,423 | 7,930,101 | 4,071,080 | 33,963,083 |
| Number of electronic book items (units) | 9,237 | 597,506 | 12,023 | 410,267 | 66,320 | 23,784 | 711,044 | 233,224 | 2,063,405 |
| Number of electronic audio items (units) | | 143,041 | 2,791 | 120,840 | 49,784 | | | 84,511 | 400,967 |
| Number of electronic video items (units) | | 74,266 | | | | 1,496 | | | 75,762 |
| Number of all other electronic / digital items | 604 | 3,247,739 | | 177,028 | 775 | 16,325 | | | 3,442,471 |
| Total electronic / digital collection | 9,841 | 4,062,552 | 14,814 | 708,135 | 116,879 | 41,605 | 711,044 | 317,735 | 5,982,605 |
| Total ALL collections | 421,304 | 15,436,513 | 335,509 | 6,783,641 | 3,267,733 | 671,028 | 8,641,145 | 4,388,815 | 39,945,688 |
| Number of printed journal / serial subscriptions (titles) | 302 | 19,450 | 8,970 | | | 2,589 | | | 31,311 |
| Number of databases and other electronic services | 33 | 2,013 | 5 | 430 | 130 | 37 | | 142 | 2,790 |
| Percent of physical collection purchased in previous 5 years | 53.00% | 50.67% | 27.07% | 75.00% | | 57.51% | 65.00% | 67.33% | 62.18% |
| USAGE | | | | | | | | | |
| Number of print item loans | 1,727,247 | 26,199,693 | 495,273 | | 13,318,380 | 2,705,121 | | 14,025,379 | 58,471,093 |
| Number of physical audio item loans | 143,041 | 866,494 | 20,442 | | | 148,282 | | | 1,178,259 |
| Number of physical video item loans | 327,339 | 6,887,886 | 118,403 | | | 412,116 | | | 7,745,744 |
| Number of all other physical item loans | 1,979 | 1,232,767 | 82,030 | | | 79,173 | | | 1,395,949 |

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|--|------------|------------|-----------|------------|------------|------------|------------|------------|------------------|
| Total physical item loans | 2,199,606 | 35,186,840 | 716,148 | 30,134,443 | 13,318,380 | 3,344,692 | 42,276,366 | 14,025,379 | 141,201,854 |
| Number of electronic book (ebook) loans | 92,705 | 1,240,512 | 30,190 | 1,972,115 | 580,459 | 148,326 | | 993,099 | 5,057,406 |
| Number of electronic audio (eaudio) loans | 166,296 | 821,602 | 27,702 | 1,006,724 | 158,003 | 43,356 | | 424,791 | 2,648,474 |
| Number of electronic video (downloadable video) loans | | | | | | | | 21,481 | 21,481 |
| Number of all other electronic / digital item loans | 167,743 | 447,554 | | 2,233,834 | | 75,411 | | 260,330 | 3,184,872 |
| Total electronic / digital loans | 426,744 | 2,509,668 | 57,892 | 5,212,673 | 738,462 | 267,093 | 3,084,608 | 1,699,701 | 13,996,841 |
| Total ALL loans | 2,626,350 | 37,696,508 | 774,040 | 35,347,116 | 14,056,842 | 3,611,785 | 45,360,974 | 15,725,080 | 155,198,695 |
| Total downloads, document retrievals and other usage of electronic collections | 99,565 | 829,431 | | | 515,578 | 99,259 | | 712,252 | 2,256,085 |
| Total collection usage | 2,725,915 | 38,525,939 | 774,040 | 35,347,116 | 14,572,420 | 3,711,044 | 45,360,974 | 16,437,332 | 157,454,780 |
| Number of inter-library loans supplied to library members | 61 | 36,752 | 1,183 | 47,701 | | | | 126,528 | 212,225 |
| Number of inter-library loans supplied to other libraries | 119 | 37,087 | 1,341 | 30,229 | | | | 135,224 | 204,000 |
| Total number of registered or active members | 278,195 | 3,252,293 | 65,327 | 1,992,104 | 551,424 | 114,612 | 2,177,941 | 848,380 | 9,002,081 |
| Number of registered or active members aged 0 to 14 years | 21,764 | 353,287 | 12,308 | | 69,955 | 28,459 | | 147,556 | 633,329 |
| Number of registered or active members aged 15 to 19 years | 18,462 | 209,763 | 6,855 | | 33,427 | 5,902 | | 51,929 | 326,338 |

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|---|-----------|------------|---------|------------|-----------|-----------|------------|-----------|-------------|
| Number of registered or active members aged 20 to 64 years | 193,641 | 2,265,179 | 36,961 | | 322,549 | 54,845 | | 543,953 | 3,417,128 |
| Number of registered or active members aged 65 years and over | 44,328 | 424,064 | 4,964 | | 125,493 | 25,406 | | 104,942 | 729,197 |
| Number of library visits (physical) | 1,908,866 | 33,944,519 | 911,564 | 21,395,752 | 9,855,642 | 2,760,823 | 30,810,037 | 9,893,154 | 111,480,357 |
| Number or library website visitors | 1,308,377 | 14,827,873 | | 11,163,726 | 3,849,466 | 2,884,835 | 12,894,474 | 4,089,450 | 51,018,201 |
| Number of reference transactions and information requests | 5,406 | 6,994,669 | | 2,941,633 | | 74,306 | | 1,478,980 | 11,494,994 |
| OPERATIONS | | | | | | | | | |
| Number of library branches | 9 | 369 | 32 | 311 | 139 | 47 | 271 | 232 | 1,410 |
| Number of mobile library outlets | 1 | 22 | | 15 | 13 | | 28 | | 79 |
| Number of other library outlets | | 56 | | | 41 | 5 | 69 | 10 | 181 |
| Total number of library outlets | 10 | 447 | 32 | 326 | 193 | 52 | 368 | 242 | 1,670 |
| Total opening hours | 20,259 | 822,133 | 34,229 | 531,100 | 293,277 | 64,608 | 630,850 | 437,101 | 2,833,557 |
| Total number of library programs | 2,901 | 87,734 | 3,090 | 83,700 | 36,088 | 4,836 | | 31,750 | 250,099 |
| Total number of program participants | 81,407 | 1,751,651 | 78,792 | 1,786,468 | 528,035 | 83,169 | 2,089,886 | 635,765 | 7,035,173 |
| Number of public access devices | 123 | 3,644 | 231 | 2,763 | 1,703 | 691 | 3,978 | 1,149 | 14,282 |
| Number of public access devices with an internet connection | 117 | 3,472 | 226 | 2,566 | 1,703 | 691 | 3,978 | 1,149 | 13,902 |

2017 – 2018 Population based indicators

| 2017 - 2018 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|--|---------|-----------|---------|-----------|-----------|---------|-----------|-----------|------------|
| Population June 2018 - Australian Demographic Statistics - 3101.0 - June Quarter 2018 - <i>*Excludes Other Territories</i> | 420,900 | 7,987,300 | 247,300 | 5,012,200 | 1,736,400 | 528,100 | 6,459,800 | 2,595,900 | 24,987,900 |
| FINANCIAL | | | | | | | | | |
| Public Library expenditure per capita (excluding library materials) | \$28.99 | \$44.11 | \$42.82 | \$45.89 | \$57.15 | \$51.36 | \$34.53 | \$53.99 | \$43.81 |
| Library Materials expenditure per capita | \$4.55 | \$4.62 | \$3.86 | \$6.19 | \$5.61 | \$5.11 | \$5.31 | \$4.56 | \$5.18 |
| HUMAN RESOURCES | | | | | | | | | |
| Total Staff (FTE) per 10,000 persons | 2.2 | 2.9 | 3.8 | 3.1 | 3.9 | 5.4 | 2.8 | 3.4 | 3.1 |
| Population served per staff member | 4,473 | 3,444 | 2,659 | 3,208 | 2,555 | 1,860 | 3,549 | 2,899 | 3,225 |
| COLLECTIONS | | | | | | | | | |
| Items per capita | 1.0 | 1.9 | 1.4 | 1.4 | 1.9 | 1.3 | 1.3 | 1.7 | 1.6 |
| USAGE | | | | | | | | | |
| Percent of population who are Library Members | 66.1% | 40.7% | 26.4% | 39.7% | 31.8% | 21.7% | 33.7% | 32.7% | 36.0% |
| Collection usage per capita | 6.2 | 4.7 | 3.1 | 7.1 | 8.1 | 6.8 | 7.0 | 6.1 | 6.2 |
| Customer visits per capita | 4.5 | 4.2 | 3.7 | 4.3 | 5.7 | 5.2 | 4.8 | 3.8 | 4.5 |
| Website visits per capita | 3.1 | 1.9 | n/a | 2.2 | 2.2 | 5.5 | 2.0 | 1.6 | 2.0 |
| OPERATIONS | | | | | | | | | |
| Public access internet devices per 10,000 persons | 2.8 | 4.3 | 9.1 | 5.1 | 9.8 | 13.1 | 6.2 | 4.4 | 5.6 |
| Program attendance per capita | 0.19 | 0.22 | 0.32 | 0.36 | 0.30 | 0.16 | 0.32 | 0.24 | 0.28 |