National
and State
Libraries
Australia

Australian public libraries statistical report 2018-19

Compiled by State Library of Queensland
on behalf of National and State Libraries Australia (NSLA)

July 2020

Contents

Introduction

The *Australian Public Libraries Statistical Report* is an annual project that identifies and measures the usage and activities of Australia's public library services. This statistical report has been compiled on behalf of the National and 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.

NSLA is the peak body for Australia's national, state and territory libraries. NSLA members also represent the interests of the public library networks within their jurisdictions, and work closely with colleagues in the Australian Library and Information Association (ALIA), and the Australian Public Library Alliance (APLA).

1. Selected national statistics 2018-19

Australia's public libraries provide quality information services that support lifelong learning in the community, making a significant contribution to our cultural sector and information industry.

Highlights

- The total expenditure on public libraries increased from $1.14 billion in 2014-15 to over $1.32 billion in 2018-19, an increase of 16.4%. On a per capita basis, the total expenditure on public libraries increased by 9.1% over the same period to $52.38.
- Access to public library services was provided through 1,683 service points, including 1,410 branches, 81 mobiles serving hundreds of separate locations and 191 other outlets.
- There were more than 110 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 39.2 million items (1.5 items per person) were available for the use of the community, with expenditure of more than $133 million to ensure that these collections remained up to date and relevant.
- Total usage of public library collections of over 158 million, comprised of more than 136 million loans of physical items and more than 22 million loans, downloads and retrievals from electronic collections.
- More than 273,000 library programs attracted over 7.4 million attendances.
- Public library staff responded to over 8 million requests for information or assistance.

The tables in the following section compare national figures over the past five years.

1.1 Expenditure

	2014-15	2015-16	2016-17	2017-18	2018-19
Total expenditure on public library services	$1,141.29m	$1,184.79m	$1,227.81m	$1,224.06m	$1,328.32m
Total expenditure per capita	$48.00	$49.11	$49.92	$48.99	$52.38
Total collections expenditure	$130.08m	$126.60m	$126.42m	$129.39m	$133.90m
Collection expenditure per capita	$5.46	$5.25	$5.14	$5.18	$5.28

1.2 Service points

	2014-15	2015-16	2016-17	2017-18	2018-19
Number of library branches	1,392	1,408	1,408	1,410	1,410
Number of mobile library outlets	77	78	77	79	81
Number of other library outlets[1]	162	170	181	181	193
Total number of library outlets	1,631	1,656	1,666	1,670	1,683
Annual opening hours	2,842,514	2,808,966	2,805,737	2,833,557	2,950,318

1.3 Members and visits

	2014-15	2015-16	2016-17	2017-18	2018-19
Registered library members	8,234,767	9,376,083	9,341,327	9,002,081	9,054,726
Members as % of total population	34.6%	38.9%	38.0%	36.0%	35.7%
Library visits (physical facilities)	114,087,144	113,139,641	114,284,534	111,480,357	111,812,784
Physical visits per month	9,507,262	9,428,303	9,523,711	9,290,030	9,317,732
Physical visits per capita	4.8	4.7	4.6	4.5	4.4
Website visits[2]	21,468,427	30,445,333	47,953,247	51,018,201	51,901,444
Website visits per capita	0.9	1.3	1.9	2.0	2.1

1.4 Services

	2014-15	2015-16	2016-17	2017-18	2018-19
Total number of public access internet devices[3]	12,762	12,806	13,531	13,902	14,228
Internet connected devices per 10,000 persons	5.4	5.3	5.5	5.6	5.6
Programs[4]	194,115	211,423	231,925	250,099	273,041
Program attendances	5,811,457	6,108,367	6,518,292	7,035,173	7,441,019
Program attendance per capita	0.24	0.25	0.27	0.28	0.29
Reference and information requests[5]	7,926,971	8,315,949	11,123,092	11,494,994	8,160,155

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[1] Includes self-service kiosks (in separate locations from library branches), automated vending machines, deposit and unstaffed depots and all other outlets.

[2] Total and per capita website visits exclude Northern Territory.

[3] Inclusive of all public access internet devices for use within library branches, including desktops, laptops and tablets.

[4] Excluding Victoria.

[5] Excludes: Victoria and South Australia for the entire period; Northern Territory since 2017-18.

1.5 Collections and usage[6]

	2014-15	2015-16	2016-17	2017-18	2018-19
Collection items (physical and electronic)[7]	38,181,376	38,693,572	37,515,169	39,976,999	39,852,637
Collection items per capita[8]	1.6	1.6	1.5	1.6	1.6
Collection usage (all physical and electronic transactions)	166,784,561	165,335,828	161,427,006	157,454,780	158,648,004
Collection usage per capita	7.0	6.9	6.6	6.2	6.3
Percentage of physical collections purchased in last 5 years	63%	64%	64%	62%	59%

1.6 Staff

	2014-15	2015-16	2016-17	2017-18	2018-19
Total staff (full time equivalent – FTE)	7,617	7,634	7,734	7,748	7,930
Staff members (FTE) per 10,000 persons	3.2	3.2	3.1	3.1	3.1
Collection use per FTE staff member	21,897	21,658	20,872	20,031	20,006

2. Comparative data

The figures in the following tables compare data from each state and territory, as well as showing the national total.

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 16.4% bringing the Australian total to over $1.32 billion.

2.1.1 Expenditure on public library services, including the purchase of library materials

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	$17.41m	$462.32m	$12.24m	$256.57m	$116.20m	$38.58[9]m	$267.52m	$157.48m	**$1,328.32m**
Change over 5-year period	28.1%	27.3%	14.8%	12.2%	12.8%	40.6%	5.5%	11.6%	**16.4%**
Change to previous year	23.3%	18.8%	6.1%	-1.7%	6.6%	29.4%	4.0%	3.6%	**8.5%**

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[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. New South Wales, South Australia and Western Australia report substantial consortia holdings.
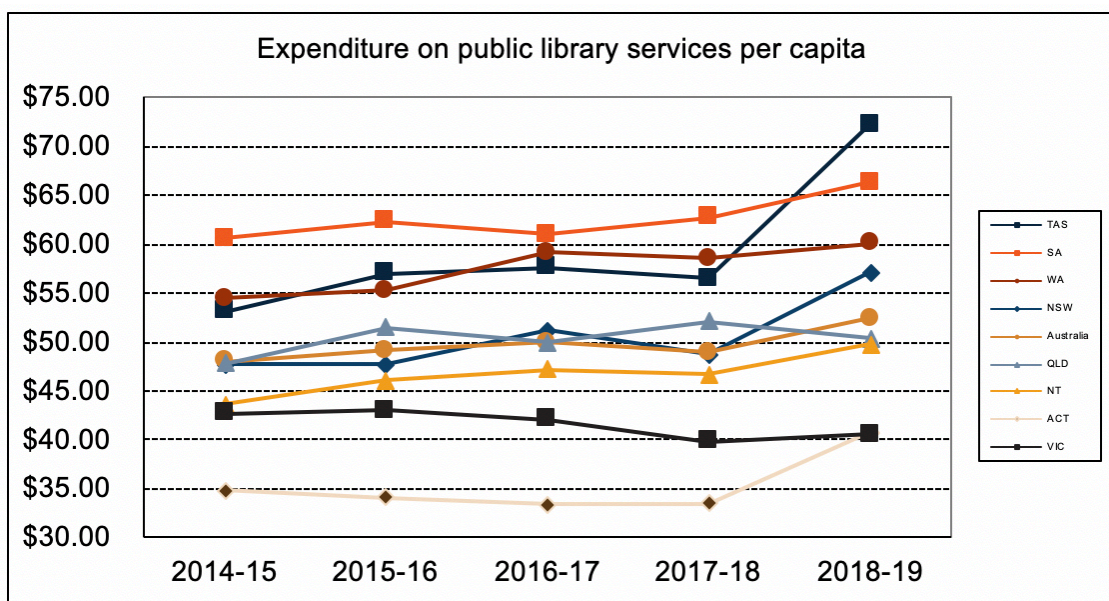
[8] The per capita measure includes all reported consortia holdings.

[9] Libraries Tasmania's reported expenditure for 2018-19 includes all staff-related expenses due to an organisational restructure taking effect in the 2018-19 financial year. Previously, a formula was used to calculate staff expenditure for public library functions only.

2.1.2 Total expenditure per capita (including capital and collection expenditures)

Nationally, per capita expenditure has grown by 9.1% to $52.49 over the five-year period. South Australia reported the highest expenditure per capita during the first four years of the period, with Tasmania reporting the highest per capita spend for 2018-19.

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	$40.80	$57.15	$49.79	$50.36	$66.33	$72.21	$40.56	$60.07	**$52.38**
Change over 5-year period	17.3%	19.9%	14.2%	5.2%	9.4%	35.9%	-5.0%	10.3%	**9.1%**
Change to previous year	21.7%	17.3%	6.7%	-3.3%	5.7%	27.9%	1.8%	2.6%	**6.9%**

2.2 Expenditure on public library collections

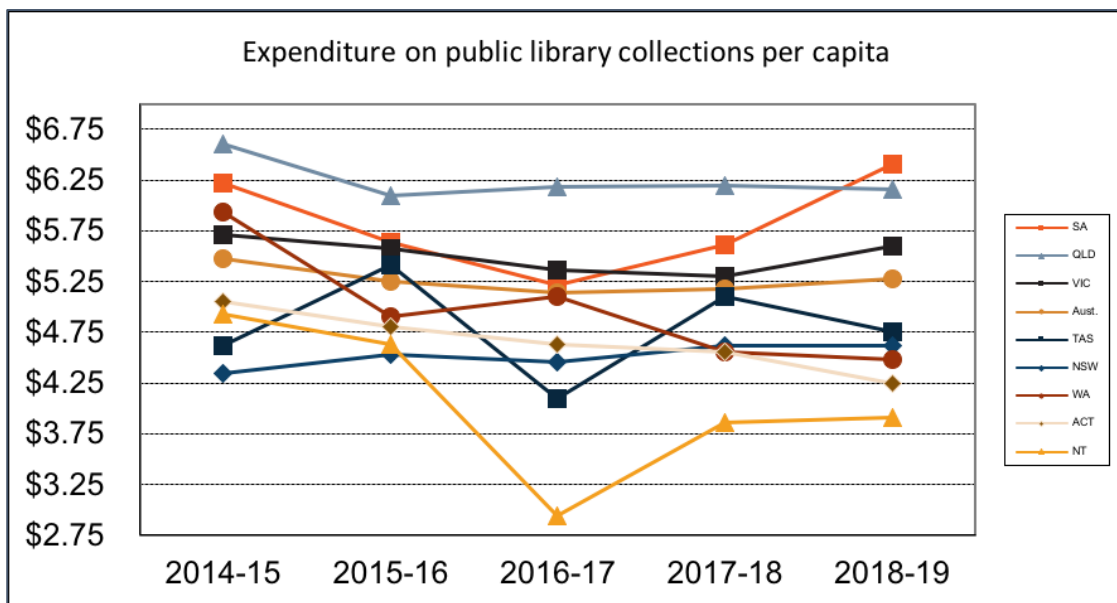### 2.2.1 Expenditure on public library collections

Expenditure on public library collections increased 2.9% during the five-year period, with New South Wales (12.8%) and Victoria (9.0%) reporting significant increases. Western Australia (23.6%) and the Northern Territory (20.1%) reported the most significant decreases over the period.

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	$1.81m	$37.35m	$0.96m	$31.34m	$11.22m	$2.54m	$36.92m	$11.74m	**$133.90m**
Change over 5-year period	-8.2%	12.8%	-20.1%	-0.7%	6.2%	6.5%	9.0%	-23.6%	**2.9%**
Change to previous year	-5.4%	1.2%	0.8%	0.9%	15.3%	-5.7%	7.7%	-0.8%	**3.5%**

2.2.2 Expenditure on public library collections per capita

The per capita expenditure on public library collections reflects the total expenditures, with a 3.5% decrease over the five-year period. The most significant decreases in per capita expenditure were reported by Western Australia (24.5%) and the Northern Territory (20.6%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	$4.25	$4.62	$3.92	$6.15	$6.41	$4.76	$5.60	$4.48	**$5.28**
Change over 5-year period	-16.0%	6.2%	-20.6%	-6.9%	3.0%	3.0%	-1.9%	-24.5%	**-3.5%**
Change to previous year	-6.7%	-0.1%	1.4%	-0.7%	14.2%	-6.8%	5.5%	-1.8%	**2.0%**

2.3 Collection usage
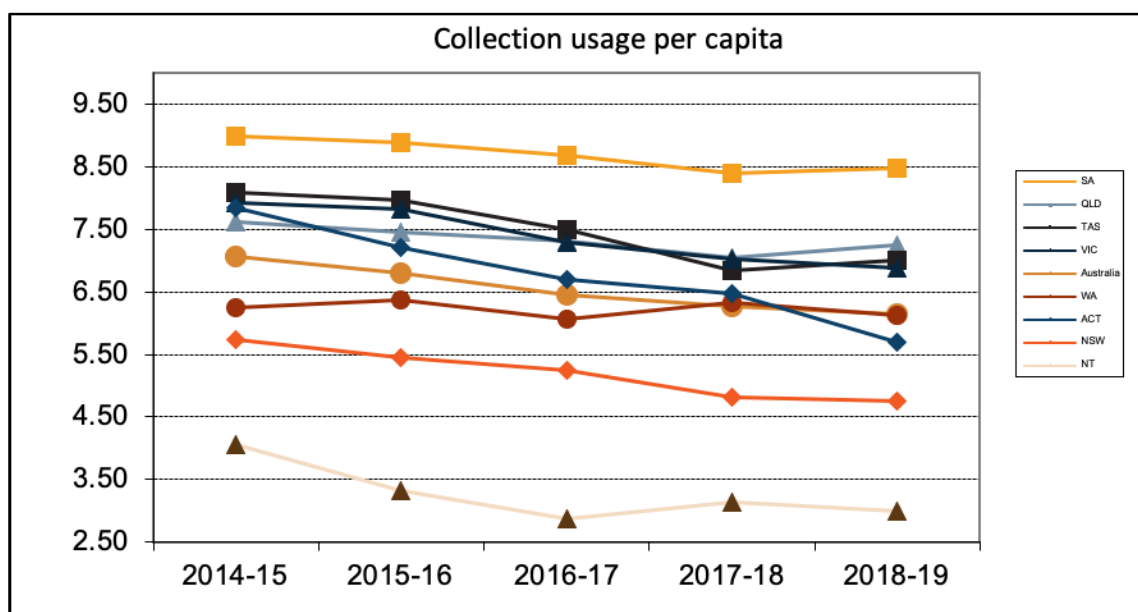
2.3.1 Total collection usage

Overall collection usage has decreased over the five-year period by 4.9%. Queensland reported the only increase during the period of 1.3%, with the most significant decreases reported in the Northern Territory (25.9%) and the ACT (20.5%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	2,434,012	38,541,128	736,977	36,889,197	14,854,450	3,736,624	45,391,211	16,064,405	**158,648,004**
Change over 5-year period	-20.5%	-11.8%	-25.9%	1.3%	-2.7%	-10.6%	-3.4%	-0.7%	**-4.9%**
Change to previous year	-10.7%	0.0%	-4.8%	4.4%	1.9%	0.7%	0.1%	-2.3%	**0.8%**

2.3.2 Collection usage per capita

At the national level, per capita collection usage has declined by 12.9% over the five-year period, with the largest decreases in the ACT (27.2%) and the Northern Territory (26.3%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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	**6.26**
2018-19	5.70	4.76	3.00	7.24	8.48	6.99	6.88	6.13	**6.15**
Change over 5-year period	-27.2%	-16.9%	-26.3%	-5.0%	-5.7%	-13.6%	-13.0%	-1.9%	**-12.9%**
Change to previous year	-11.9%	-1.2%	-4.2%	2.7%	1.0%	2.2%	-2.0%	-3.2%	**-1.8%**

2.4 Public access internet devices

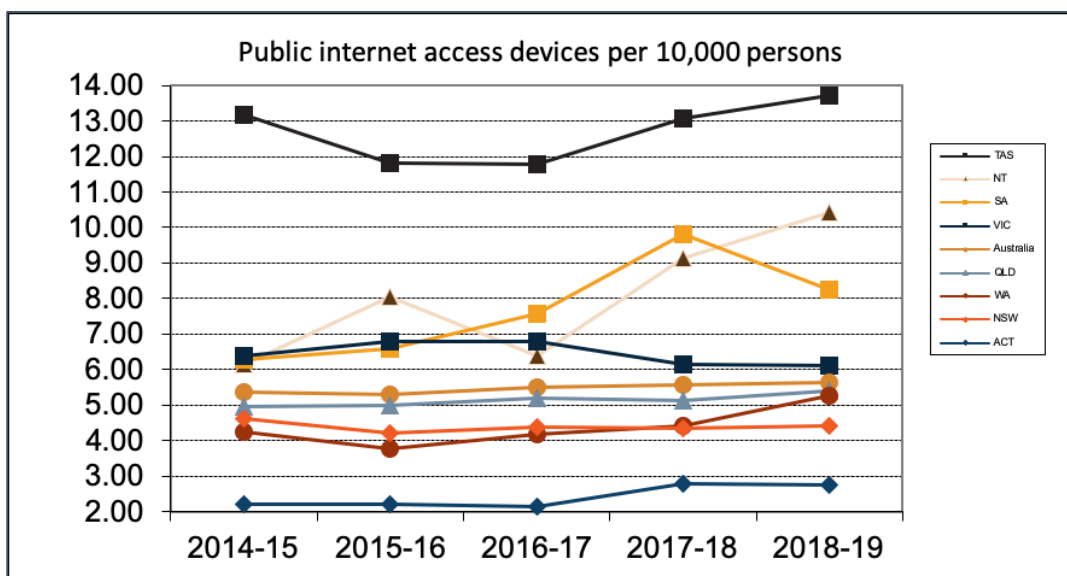### 2.4.1 Total public access internet devices

The total number of public access internet devices increased significantly over the five-year period (11.8%), with all states and territories reporting increases. The most significant increases were the Northern Territory (70.7%), South Australia (35.6%) and the ACT (34.5%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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
2018-19	117	3,567	256	2,746	1,446	732	4,029	1,377	14,270
Change over 5-year period	34.5%	1.3%	70.7%	16.2%	35.6%	7.6%	6.3%	24.7%	11.8%
Change to previous year	0.0%	2.7%	13.3%	7.0%	-15.1%	5.9%	1.3%	19.8%	2.6%

2.4.2 Public access internet devices per 10,000 persons

The trend is repeated, with the number of public access internet devices per 10,000 persons increasing by 4.8% over the five-year period. All states and territories reported increases, with the most significant increases in the Northern Territory (69.8%) and South Australia (31.5%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	2.74	4.41	10.41	5.39	8.25	13.70	6.11	5.25	**5.63**
Change over 5-year period	23.2%	-4.6%	69.8%	9.0%	31.5%	4.1%	-4.3%	23.3%	**4.8%**
Change to previous year	-1.4%	1.4%	13.9%	5.3%	-15.8%	4.7%	-0.8%	18.7%	**1.1%**

2.5 Library programs

2.5.1 Total number of library programs

The number of programs provided by public libraries increased by 45.9% to more than 273,000 over the five-year period. All states and territories reported significant percentage growth.

	ACT	NSW	NT	QLD	SA	TAS	VIC[10]	WA	Aust.
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**
2018-19	3,113	95,623	3,435	87,386	36,088	7,604[11]	n/a	39,792	**273,041**
Change over 5-year period	58.3%	29.2%	86.3%	51.8%	73.2%	79.9%	n/a	49.3%	**45.9%**
Change to previous year	7.3%	9.0%	11.2%	4.4%	0.0%	57.2%	n/a	25.3%	**9.2%**

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[10] Victorian public libraries do not report the number of library programs.

[11] From 1 July 2018, Libraries Tasmania aligned programs data reporting to NSLA criteria, adding lifelong learning programs data.
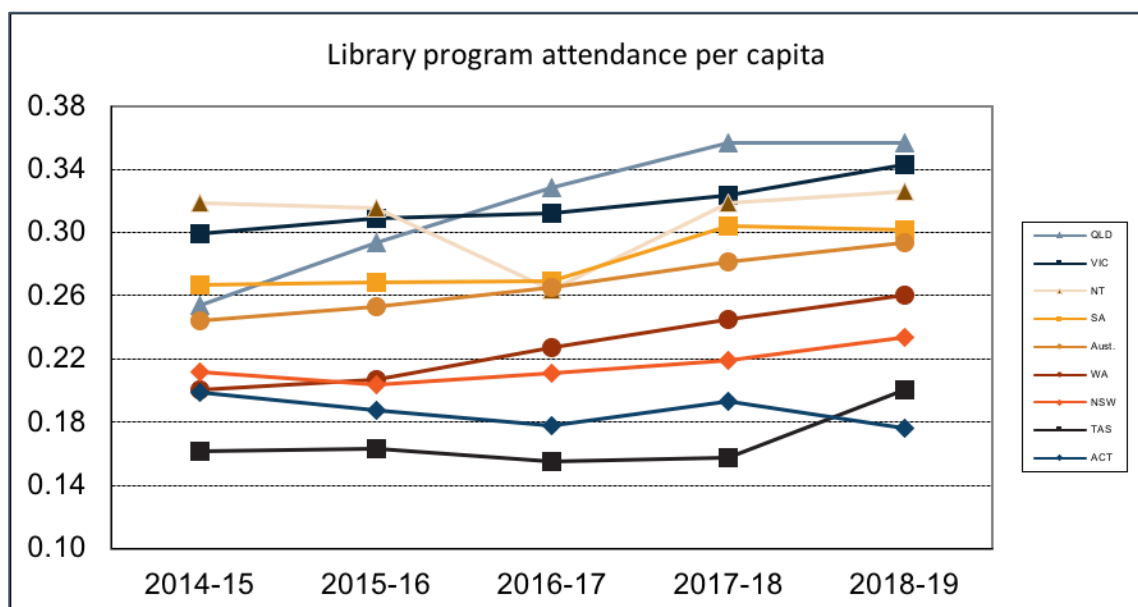
2.5.2 Library program attendance

The attendance at programs provided by public libraries increased by 28% to more than 7.4 million over the five-year period. The largest increases were reported in Queensland (49.7%) and Western Australia (31.3%), with the ACT reporting the only decrease of 3.2%. Reported per capita attendance increased by 20.1% over the period, with the largest increase in Queensland (40.5%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
2014-15	77,628	1,610,564	77,928	1,213,846	452,971	83,582	1,774,761	520,177	**5,811,457**
2015-16	74,103	1,574,896	77,306	1,422,824	459,188	84,607	1,873,505	541,938	**6,108,367**
2016-17	72,805	1,659,071	64,778	1,617,567	463,793	80,679	1,973,841	585,758	**6,518,292**
2017-18	81,407	1,751,651	78,792	1,786,468	528,035	83,169	2,089,886	635,765	**7,035,173**
2018-19	75,176	1,890,387	80,187	1,817,633	528,035	107,024	2,259,708	682,869	**7,441,019**
Change over 5-year period	-3.2%	17.4%	2.9%	49.7%	16.6%	28.0%	27.3%	31.3%	**28.0%**
Change to previous year	-7.7%	7.9%	1.8%	1.7%	0.0%	28.7%	8.1%	7.4%	**5.8%**

2.5.3 Library program attendance per capita

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust.
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**
2018-19	0.18	0.23	0.33	0.36	0.30	0.20	0.34	0.26	**0.29**
Change over 5-year period	-11.3%	10.5%	2.4%	40.5%	13.0%	23.8%	14.6%	29.8%	**20.1%**
Change to previous year	-8.9%	6.6%	2.4%	0.1%	-0.9%	27.2%	5.9%	6.4%	**4.2%**

Library program attendance per capita

3. Commentary by state/territory

While this report aims to provide a broad snapshot of Australia's public library services, it must be noted that it is difficult to use this data to compare library services with each other.

Not least of the reasons for this are that public libraries are governed by a variety of administrative arrangements, ranging from services wholly delivered by the state/territory through to services wholly delivered by local government. As well, the significant variations in social and geographic criteria between and within jurisdictions create differing community demands and needs, affecting the type and scope of public library services provided. The diverse delivery methods used to provide public library services is also a factor.

With this in mind, each state and territory has provided some brief commentary below on the reporting period, noting any reasons for significant changes in service delivery or uptake.

Australian Capital Territory

The ACT's population continues to grow, and this is reflected in the per capita figures. An increase in expenditure on library services during 2018-19 shows additional budget to meet increased costs in areas including rental, staffing and furniture and fittings. It also includes some funding for new self-service equipment.

The number of library programs increased, however the total attendance decreased, possibly due to the more targeted nature of the programs. For example, technology programs saw a move to more one-on-one sessions, instead of group sessions, to meet the community demand for this. The libraries are also aware of greater use of public wi-fi, as well as access through internet connected computers provided by the library.

New South Wales

In 2018-19 expenditure on NSW public libraries increased by almost 19%, largely due to investment in new and improved libraries by a number of councils, and a record $29.8 million allocated by the NSW Government though grants and subsidies programs. $24.5 million of this was provided through the State Library, while $5.3 million was distributed through the Regional Cultural Fund.

This investment increase will continue, with the NSW Government announcing in August 2018 that there will be an additional $60 million provided to public libraries over the 4 years from 2019/20, including $24 million in capital grants to assist library building and IT improvements.

Library usage was steady in comparison with the previous year, with visitation maintaining at approximately 34 million. Onsite internet access has been greatly boosted through the availability of wi-fi at every public library, and the State Library upgraded more than 120 public library wi-fi hotspots over the year. Attendance at onsite programs continues to be a growth area, with attendance nearing 1.9 million for the year.

Northern Territory

In 2018-19, expenditure on public library services rose in response to the implementation of a new five-year Public Library Funding Agreement by the Northern Territory Government which included an increase in funding allocations across Northern Territory library services.

Whilst loans of collection items continue to trend downward, library services are increasingly focused on providing digital access and training, with a significant increase in the number of public access internet devices. Several libraries have also taken up grants and training with Be Connected this year, to enable library staff to better support users in an increasingly connected world.

Program delivery and attendance continue to grow and diversify with an increase of 86% in the number of library programs delivered over a five-year period. Library staff are increasingly seeking to connect with community members by providing programs including STEAM clubs, digital training and job seeker programs in addition to traditional library program offerings such as storytime and author visits.

Queensland

During 2018-19 the Queensland Government provided $29.9 million in financial support to councils operating library services in Queensland through the Public Library Grant program and *First 5 Forever*, a statewide program providing strong early literacy foundations for all Queensland children aged 0-5 years.

In July 2018 the Library Board of Queensland endorsed *Realising our potential: A vision for Queensland public libraries*. This strategic vision communicates a shared and aspirational future for Queensland public libraries and Indigenous Knowledge Centres and guides State Library of Queensland's service offer, including the administration of grants, professional development

and other statewide projects.

Public libraries reported increases across a broad range of statistical measures for 2018-19, including expenditure, collections, programs and services. Highlights include attendances at library programs over the five-year period increasing by more than 48% and electronic collections now representing almost 19% of all collection usage. The availability of wi-fi continued to expand with more than 262 facilities offering this service, a 14% increase over the previous year.

South Australia

In 2018-2019, expenditure on public library services increased by more than 6% compared to the previous financial year, partly attributed to CPI increase in state funding, and building works at two metropolitan libraries in Port Adelaide Enfield and Mitcham City Councils.

The Memorandum of Agreement between State and Local Government supports the funding of public libraries in South Australia and ensures that both governments build significant investment in public libraries and achieve the key outcomes of the South Australian Strategic Plan. State funding in excess of $19 million in 2018/19 contributed to the operations and materials budgets of all public libraries.

During this period digital loans of ebooks, emagazines and eaudiobooks increased by more than 50% against the previous financial year period. Digital loans have been progressively increasing over past years due to the development of curated collections and increased promotions, as well as an increase in the budget allocation.

The number of adult and children's library programs increased by approximately 38% and 12% respectively and can be attributed to a focus on centralised, statewide programs and partnerships, including Tech Savvy Seniors, Digital Springboard, and the Little Bang Discovery Club programs.

Tasmania

Annual per capita use of our collection increased for the first time since 2014-15, up by 2.2% from the 2017-18 fiscal year. This turnaround reflects the impact of the first year of the Tasmanian Government's four-year Contemporary Library Resources funding. Funded initiatives for 2018-19 aimed at increasing lending included: a targeted expansion of the print and electronic lending collections; introducing console game lending; increasing the format range of current titles; and the extension to more libraries of the Express Book service, which provides immediate lending access to new, popular titles. Libraries Tasmania also removed late fees and fines on lending items in December 2018, removing a significant barrier for some existing members, as well as encouraging new members to engage with our lending collection. In the four months following this initiative, membership increased by 8,000 people, many of whom had outstanding fines.

Libraries Tasmania continued to implement our new Strategic Directions 2018-2021, which included a focus on supporting Tasmanians to develop skills to use digital technologies and information effectively, and a focus on playing a vital role in supporting literacy and numeracy development at every life stage. These focuses were aided by the establishment of two new teams in 2018, which provided support for the organisation to continuously improve our clients' experiences. This was achieved through better use of client activity and client outcomes data, and review and evaluation of services and programs, contributing to increased engagement in our library programs. Attendance continued to increase in the 2018-19 year, growing by 28% since 2017-18.

In the 2018-19 period there were 5,862 attendances in 1,736 digital inclusion programs and courses. Support for clients, particularly older people, to better use technology was aided by accessing Be Connected grants and resources. In a client and member survey in the period, 86.45% of respondents told us they felt more confident using digital technology after gaining support from our staff, including volunteers, or participating in courses.

Libraries Tasmania supports literacy and numeracy development for all ages. There were 48,126 attendances at 2,166 children's programs and events in the period, including Rock & Rhyme and storytime sessions, and national events such as National Simultaneous Storytime. We also supported adults to develop their literacy and numeracy skills through our one-to-one volunteer-based literacy service, as well as attracting 5,927 attendances in 545 English Conversation Group and Literacy Skills Development programs.

Victoria

Public Libraries Victoria's 2018-19 statistical survey compiled data from all 48 public library services, including municipal libraries, regional library corporations, library networks and Vision Australia. The survey captured the statistical information summarised in this report, as well as targeted data on early years indicators and LOTE collections. In addition to local use of the data for benchmarking and library reviews, the data has been used to inform the statewide Libraries Change Lives advocacy campaign.

Total library funding from state and local governments stabilised in 2018-19 after a significant drop in real per capita terms in

2017-18. Per capita attendance at libraries' literacy, learning, cultural and social engagement programs continues to increase. Increased turnover of both physical and digital items demonstrates hard-working collections that are adapting to demand from different library users and progressively shifting the balance between physical and digital formats.

Western Australia

Information gathered from Western Australia's 233 public libraries for 2018–2019 showed a rise in most metrics except for collections and loans of physical items. These decreases were countered by increases in the numbers of online resources made available and the loan (download) of these resources that include ebooks, eaudiobooks and emagazines.

Loans of physical items and membership are no longer the main indicators of public library usage. Many patrons visit or use the services of the public library for purposes other than borrowing library materials, such as library programs and events for children and adults or using the Internet and online services. The growing importance and popularity of library programs is demonstrated by a 7% increase in the number of attendances. In addition, with the availability of online resources at home and via mobile devices, many public library patrons chose to visit their public library online rather than in person with a 36% increase in the loans of online resources by public library members between 2017–2018 and 2018-2019.

4. Data sources

The data used to prepare this report is available from each individual State or Territory authority. 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

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

5. 2018–2019 summary data

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
INCOME (stated in whole dollar amounts)									
Operational funding – Australian govt			159,298		98,090		412,621	283,535	953,544
Operational funding - state govt	11,906,106	24,344,363	7,125,253	26,122,431	25,928,742	36,561,908	42,301,447	343,500	174,633,750
Operational funding - local govt			4,717,936	216,572,289	58,793,553		210,432,795	109,083,415	599,599,988
Capital funding - Australian govt					44,757				44,757
Capital funding - state govt	4,729,000	6,355,000			418,025	460,008	2,301,159	8,524,000	22,787,192
Capital funding - local govt			140,143	18,067,980	4,567,376		20,157,936	3,320,204	46,253,639
Sponsorship			14,400		60,633			57,240	132,273
Other Income	317,503		413,052	3,288,956	2,180,499	1,430,658	8,949,256	2,954,459	19,534,383
Total Income	16,952,609	30,699,363	12,570,082	264,051,656	92,091,675	38,452,574	284,555,214	124,566,353	863,939,526
EXPENDITURE (stated in whole dollar amounts)									
Wages and salaries	9,011,359	205,693,477	8,165,672	132,614,084	60,327,028	27,636,703	172,700,250	79,914,258	696,062,831
Staff Training	78,804		79,820		267,419	215,292		374,524	1,015,859
Operating and corporate expenses	4,214,638	145,918,104	2,887,740	76,012,413	32,855,292	7,725,177	41,147,176	44,483,530	358,093,587
Expenditure on printed library collections	1,312,523	26,341,699		19,415,884	7,786,775	1,612,634	29,902,532	8,030,747	94,402,794

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Expenditure on non-printed library collections	29,704	6,190,680		4,869,297	1,864,421	345,428		1,837,568	15,137,098
Expenditure on digital library collections	469,985	4,821,025		7,056,984	1,573,766	584,251	7,015,757	1,875,076	23,396,844
Total Expenditure on library collections	1,812,212	37,353,404	962,673	31,342,165	11,224,962	2,542,313	36,918,289	11,743,391	133,899,409
Capital expenditure	2,294,000	73,359,557	62,830	16,599,892	10,317,079	463,242	16,752,263	4,487,858	124,336,721
Other Expenditure (not included above)			83,491		1,198,717			16,478,925	17,761,133
Total expenditure	20,260,530	462,324,542	12,242,226	256,568,554	116,190,497	38,582,727	267,517,978	157,482,486	1,331,169,540
HUMAN RESOURCES									
Number of permanent full-time equivalent employees	92	2,356	92	1,625	687	282	1,855	941	7,930
Number of positions that require a library technician qualification	1	653	11	187	139			59	1,050
Number of positions that require a library professional qualification	24	807	15	374	206			244	1,670
Proportion of professional librarian positions (eligible for ALIA Associate membership)	71	896	85	1,064	686			695	3,497
COLLECTIONS									
Number of printed items	337,824	8,515,228	241,003	5,112,271	2,505,521	515,899		1,263,118	17,974,965
Number of audio items	28,625	617,153	11,482	327,732	157,064	47,438		74,207	1,216,263
Number of video items	29,624	1,064,544	27,045	633,042	0	46,863		254,531	2,008,786

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Number of all other physical items	1,458	954,501	1,685	70,391	60,854	442		122,857	1,211,746
Total physical collection	397,759	11,170,500	281,990	6,149,485	2,723,439	613,314	7,757,206	1,714,713	30,195,092
Number of electronic book items (units)	8,612	538,508	5,166	544,121	62,597	27,730		210,683	1,369,687
Number of electronic audio items (units)		175,238		215,896	27,974			83,417	502,525
Number of electronic video items (units)	1			1		1,711			2
Number of all other electronic / digital items	604	1,270,749		154,216	416	633			1,425,985
Total electronic / digital collection	9,217	1,984,495	5,166	914,234	90,987	30,074		294,100	3,298,199
Total ALL collections	406,976	13,154,995	287,156	7,063,719	2,814,426	643,388	7,757,206	2,008,813	33,493,291
Number of printed journal / serial subscriptions (titles)	228	19,074	775	6,049		2,672			26,126
Number of databases and other electronic services	25	2,033	5	457	118	33		157	2,795
Percent of physical collection purchased in previous 5 years	52%	50%	29%	71%		59%	67%		
USAGE									
Number of print item loans	1,529,622	25,909,337	457,101	22,284,902	13,318,380	2,620,333		12,933,431	79,053,106
Number of physical audio item loans	107,219	1,536,850	17,079	1,010,614		142,651			2,814,413
Number of physical video item loans	264,034	6,662,024	110,594	5,264,738		362,804			12,664,194
Number of all other physical item loans	443	278,621	50,639	533,342		88,269			951,314

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Total physical item loans	1,901,318	34,386,832	635,413	29,093,596	13,318,380	3,214,057	41,126,495	12,933,431	136,609,522
Number of electronic book (ebook) loans	102,916	1,505,026	42,153	2,292,136	580,459	203,798		1,424,300	6,150,788
Number of electronic audio (eaudio) loans	213,588	1,188,940	41,669	1,329,637	158,003	68,020		586,768	3,586,625
Number of electronic video (downloadable video) loans				60,361				64,670	125,031
Number of all other electronic / digital item loans	108,095	370,849	16,374	1,591,488	282,030	143,322		231,724	2,743,882
Total electronic / digital loans	424,599	3,064,815	100,196	5,273,622	1,020,492	415,140	4,264,716	2,307,462	16,871,042
Total ALL loans	2,325,917	37,451,647	735,609	34,367,218	14,338,872	3,629,197	45,391,211	15,240,893	153,480,564
Total downloads, document retrievals and other usage of electronic collections	108,095	1,089,481	1,368	2,521,979	515,578	107,427		823,512	5,167,440
Total collection usage	2,434,012	38,541,128	736,977	36,889,197	14,854,450	3,736,624	45,391,211	16,064,405	158,648,004
Number of inter-library loans supplied to library members	61	39,812	1,557	39,116				85,666	166,212
Number of inter-library loans supplied to other libraries	762	37,834	1,277	29,552				89,006	158,431
Total number of registered or active members	73,461	3,145,305	72,154	1,990,997	551,424	124,267	2,218,660	878,458	9,054,726
Number of registered or active members aged 0 to 14 years	7,048	328,197	2,791		69,955	28,694		147,847	584,532
Number of registered or active members aged 15 to 19 years	5,743	210,233	15,940		33,427	5,950		61,549	332,842
Number of registered or active members aged 20 to 64 years	51,017	2,183,360	44,062		322,549	62,212		557,338	3,220,538

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
Number of registered or active members aged 65 years and over	9,653	423,515	5,661		125,493	27,411		111,724	703,457
Number of library visits (physical)	1,971,559	33,939,159	858,690	21,428,810	9,855,642	2,900,458	30,775,821	10,082,645	111,812,784
Number or library website visitors	1,437,622	12,110,987		13,657,802	3,849,466	3,106,650	13,294,545	4,444,372	51,901,444
Number of reference transactions and information requests	6,132	3,357,125		3,148,844		73,342		1,575,112	8,160,555
OPERATIONS									
Number of library branches	10	363	32	310	139	47	276	233	1,410
Number of mobile library outlets		23		15	13		30		81
Number of other library outlets		63		2	41	5	71	9	191
Total number of library outlets	10	449	32	327	193	52	377	242	1,681
Total opening hours	20,319	855,210	38,625	562,750	293,277	64,402	666,484	449,251	2,950,318
Total number of library programs	3,113	95,623	3,435	87,386	36,088	7,604		39,792	273,041
Total number of program participants	75,176	1,890,387	80,187	1,817,633	528,035	107,024	2,259,708	682,869	7,441,019
Number of public access devices	123	3,734	260	3,198	1,703	732	4,029	1,377	15,156
Number of public access devices with an internet connection	117	3,567	256	2,746	1,446	732	4,029	1,377	14,228

6. 2018–2019 population-based indicators

2018 - 2019	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
31010DO001_201906 Australian Demographic Statistics, June 2019	426,709	8,089,526	245,869	5,095,100	1,751,693	534,281	6,594,804	2,621,680	25,359,662
FINANCIAL									
Public library expenditure per capita (excluding library materials)	$43.23	$52.53	$45.88	$44.20	$59.92	$67.46	$34.97	$55.59	$47.21
Library materials expenditure per capita	$4.25	$4.62	$3.92	$6.15	$6.41	$4.76	$5.60	$4.48	$5.28
HUMAN RESOURCES									
Total staff (FTE) per 10,000 persons	2.2	2.9	3.7	3.2	3.9	5.3	2.8	3.6	3.1
Population served per staff member	4,633	3,434	2,675	3,135	2,550	1,894	3,555	2,787	3,198
COLLECTIONS									
Items per capita (inc. consortia collections)	1.3	1.9	1.2	1.4	1.7	1.2	1.2	1.8	1.5
USAGE									
Percent of population who are library members	17.2%	38.9%	29.3%	39.1%	31.5%	23.3%	33.6%	33.5%	35.7%
Collection usage per capita	5.70	4.76	3.00	7.24	8.48	6.99	6.88	6.13	6.26
Customer visits per capita	4.6	4.0	3.5	4.2	5.6	5.4	4.7	3.8	4.4
Website visits per capita	3.4	1.5		2.7	2.2	5.8	2.0	1.7	2.1
OPERATIONS									
Public access internet devices per 10,000 persons	2.7	4.4	10.4	5.4	8.3	13.7	6.1	5.3	5.6
Program attendance per capita	0.18	0.23	0.33	0.36	0.30	0.20	0.34	0.26	0.29