

**AUSTRALIAN PUBLIC LIBRARIES
STATISTICAL REPORT
2009 - 2010**

Final Report

Compiled by Public & Indigenous Library Services

State Library of Queensland

September 2011

Foreword

The National Library and the State and Territory libraries throughout Australia are represented by the peak body, National & State Libraries Australasia (NSLA). NSLA members also represent the interests of the public library networks within their States and Territories. The public library network, represented by 1,494 public library service points across Australia, provides information, collections and services to meet the information needs of the general public including those of diverse user groups. While the ongoing demands for print and audio media continue to be met, the public library network is assisting to break down the digital divide through increasing the scope and availability of digital materials, equipment and associated training.

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. The survey highlights the range of services provided by public libraries across the National, State and Territory libraries.

September 2011

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1 Selected National Statistics 2009 - 2010

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

Access to services is provided through a network of 1,494 public library service points (1,418 fixed point libraries and 76 mobile libraries) throughout Australia, one service point for every 14,953 persons. Over 70% of public libraries are open for more than 30 hours each week, with more than 32% of libraries being open more than 45 hours per week.

Over the five year period usage of libraries has increased to 188 million items being lent to the 10.1 million members of Australia's public libraries. Over 114 million visits by customers were recorded in 2009-2010 (9.5 million visits per month), with customer visits per head of population remaining at over 5 during the period.

Library collections of more than 41 million items (1.8 items per person) were made available for the use of the community and over \$116 million was spent on ensuring that these collections remain up to date and relevant.

Public libraries have continued to support the ever growing demand for access to information technology and resources, with an overall increase in the number of public access Internet terminals. A total of 9,193 terminals provide Internet access, and in addition a further 1,157 public access computer terminals were provided for word processing, CD-ROM use etc.

Total expenditure on public libraries has increased from \$743 million in 2005-2006 to just under \$936 million in 2009-2010, representing a 26% increase. Expressed on a per capita basis, funding for public libraries has increased by 16% over the same period to \$41.89.

Table 1 – Services

	2005-06	2006-07	2007-08	2008-09	2009-10
Total loans	178,740,362	182,934,975	177,428,161	182,640,004	188,375,165
Loans per capita	8.7	8.7	8.3	8.4	8.4
Reported information enquiries¹	10,194,879	9,737,346	6,901,137	7,455,692	8,532,533
Information enquiries per 1,000 persons²	545	501	477	453	508
Internet terminals per 10,000 persons	3.3	3.6	3.7	4.0	4.1

Table 2 – Customers

	2005-06	2006-07	2007-08	2008-09	2009-10
Customers	108,124,046	111,738,333	109,607,524	111,323,814	114,391,800
Customers per month	9,010,337	9,311,528	9,133,960	9,276,985	9,532,650
Customer visits per capita	5.25	5.32	5.13	5.09	5.12
Registered Library Members	9,903,233	9,882,493	9,900,252	9,958,042	10,097,975
Members as a percentage of total population	48%	47%	46%	46%	45%
Percentage Adult Members	83%	83%	82%	83%	84%
Percentage Junior Members	17%	17%	18%	17%	16%

¹ There has been inconsistent reporting of this measure over the collection period.

² States and Territories that have not reported results in each period have been excluded from this measure.

Table 3 – Collections & Resources

	2005-06	2006-07	2007-08	2008-09	2009-10
Total number of library materials	40,462,313	40,033,893	40,306,255	41,483,356	41,119,022
Total number of Public Access Internet terminals	6,456	7,142	7,821	8,652	9,193
Number of Public Access Computers for Word Processing etc	1,628	1,418	1,566	1,701	1,804
Library materials per capita	2.0	1.9	1.9	1.9	1.8
Total library materials expenditure	\$104.36m	\$105.46m	\$108.31m	\$117.13m	\$116.66m
Library materials expenditure per capita	\$5.07	\$5.02	\$5.07	\$5.36	\$5.22
Average percentage of resources purchased in last 5 years	51%	54%	53%	50%	50%

Table 4 – Service Points

	2005-06	2006-07	2007-08	2008-09	2009-10
Number of Service Points (including each mobile library³ as a single service point)	1,522	1,513	1,515	1,480	1,494
Population served per service point	13,537	13,890	14,107	14,779	14,953
Service Points per 100,000 persons	7.4	7.2	7.1	6.8	6.7
Libraries open more than 45 hrs per week⁴	31%	30%	31%	32%	32%
Libraries open 30 to 44 hrs per week	38%	38%	37%	36%	38%
Libraries open 10 to 29 hrs per week	23%	24%	25%	24%	24%
Libraries open less than 10 hrs per week	8%	8%	7%	8%	6%
Percentage of service points with Internet terminals	91%	92%	94%	92%	95%

³ 76 mobile libraries visit 1,276 locations.

⁴ Victoria is unable to provide the range of opening hours and has been excluded from the percentage measures.

Table 5 – Staff

	2005-06	2006-07	2007-08	2008-09	2009-10
Total Staff (full time equivalent)⁵	8,107	8,269	8,551	8,281	8,462
Population served per staff member	2,541	2,542	2,317	2,581	2,580
Staff members (FTE) per 10,000 persons.	3.9	3.9	3.5	3.9	3.9
Loans per full-time equivalent staff member	22,047	22,124	23,649	21,431	21,671

Table 6 – Expenditure (including the purchase of library materials)

	2005-06	2006-07	2007-08	2008-09	2009-10
Total Expenditure on Public Library Services	\$743.19m	\$757.57m	\$830.45	\$882.31m	\$935.91m
Total Public Library expenditure per capita	\$36.07	\$36.05	\$38.86	\$40.34	\$41.89

⁵ Tasmania is unable to supply staffing data as from 2008-2009 and has been excluded from the staffing measures.

2 Comparative Data

2.1 Items lent

Overall, lending from libraries has increased by 5.4% over the past five years, with a 3.1% increase from the previous year. Over the five year period the strongest growth was reported in the Northern Territory (30.4%) and Tasmania (9.6%) with only the ACT reporting a small decline (-4.8%).

Table 7 – Total items lent

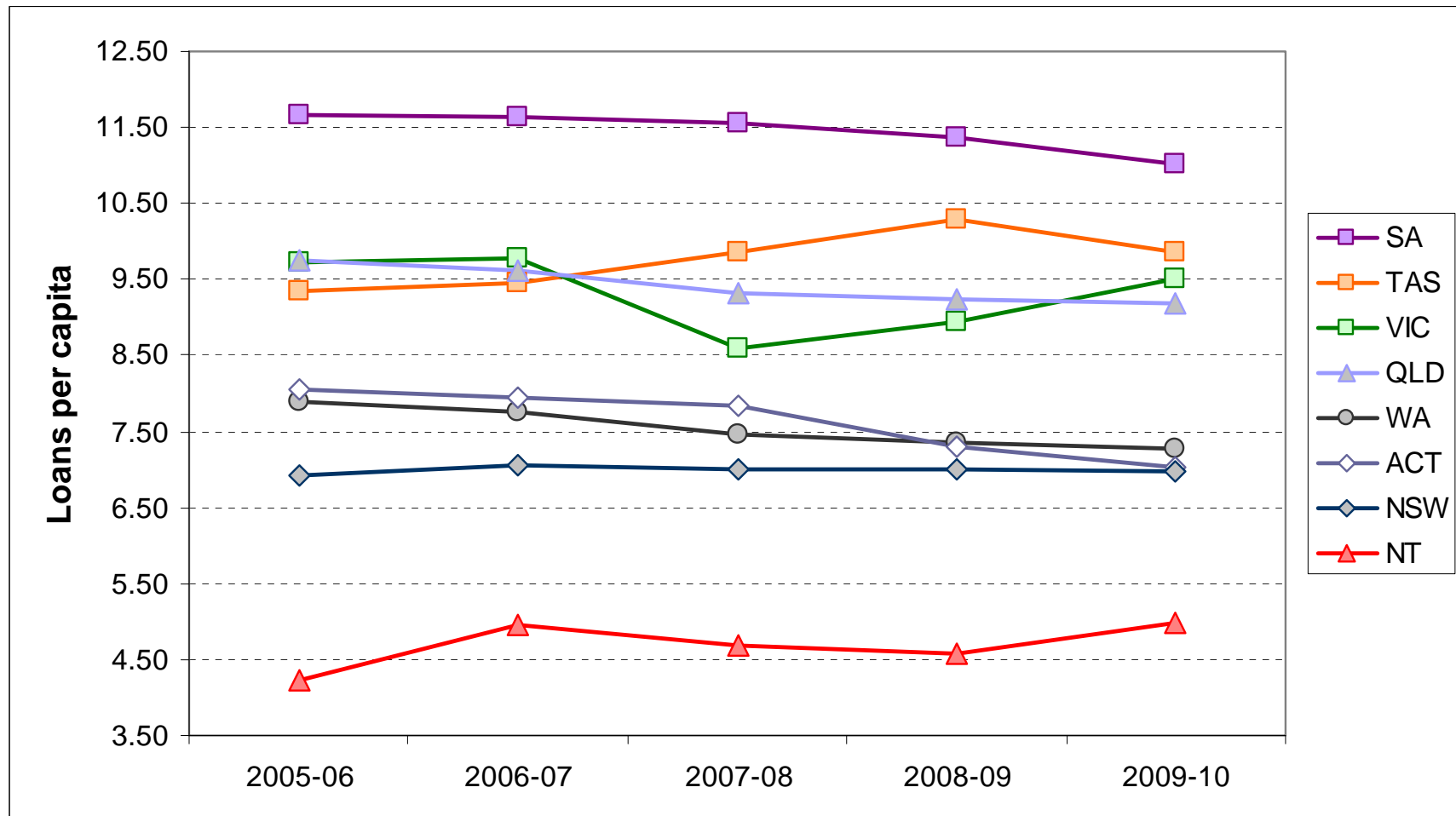
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	2,648,366	47,317,223	875,876	39,577,161	18,139,631	4,565,061	49,454,767	16,162,277	178,740,362
2006-07	2,701,306	48,664,526	1,068,102	40,168,087	18,434,372	4,666,366	50,891,985	16,340,231	182,934,975
2007-08	2,695,495	48,753,212	1,031,724	39,869,017	18,496,186	4,917,095	45,505,301	16,160,131	177,428,161
2008-09	2,562,599	49,782,998	1,028,034	40,732,190	18,447,848	5,171,196	48,493,826	16,421,313	182,640,004
2009-10	2,520,737	50,585,814	1,142,425	41,489,233	18,132,406	5,002,129	52,776,167	16,726,254	188,375,165
Change over 5 year period	-4.8%	6.9%	30.4%	4.8%	0.0%	9.6%	6.7%	3.5%	5.4%
Change to previous year	-1.6%	1.6%	11.1%	1.9%	-1.7%	-3.3%	8.8%	1.9%	3.1%
% of national	1.3%	26.9%	0.6%	22.0%	9.6%	2.7%	28.0%	8.9%	

Table 8 – Items lent per capita

Over the past five years the overall national total for loans per capita has declined (-2.8%), with the Northern Territory (17.4%) and Tasmania (5.5%) report significant increases. South Australia has remained the only state to report per capita loans above 11 items during the period.

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	8.05	6.93	4.24	9.76	11.67	9.34	9.71	7.88	8.68
2006-07	7.95	7.06	4.97	9.60	11.63	9.46	9.78	7.76	8.71
2007-08	7.83	7.00	4.69	9.32	11.55	9.87	8.59	7.47	8.30
2008-09	7.30	7.01	4.57	9.24	11.37	10.29	8.93	7.34	8.35
2009-10	7.02	6.99	4.97	9.19	11.03	9.85	9.51	7.28	8.43
Change over 5 year period	-12.8%	0.8%	17.4%	-5.9%	-5.5%	5.5%	-2.1%	-7.6%	-2.8%
Change to previous year	-3.7%	-0.3%	8.8%	-0.6%	-3.0%	-4.2%	6.5%	-0.8%	1.0%

Figure 1 – Items lent per capita



2.2 Expenditure on Public Library Services

Total expenditure on public libraries has grown significantly over the past five years, with an overall increase of 26% bringing the Australian total to just under \$936 million. The largest increases were reported in the Northern Territory and Victoria (45%). The only reported funding decrease in the Australian Capital Territory was attributed to a large capital and collection project during 2005-06.

Table 9 – Expenditure on Public Library Services (including the purchase of library materials)

	ACT⁶	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	\$14.89m	\$256.42m	\$6.43m	\$156.58m	\$60.73m	\$15.18m	\$144.73m	\$88.26m	\$743.19m
2006-07	\$11.59m	\$269.52m	\$5.69m	\$155.07m	\$64.32m	\$14.81m	\$155.92m	\$80.66m	\$757.57m
2007-08	\$10.26m	\$282.47m	\$3.99m	\$165.56m	\$66.45m	\$15.24m	\$190.30m	\$96.18m	\$830.45m
2008-09	\$10.71m	\$297.85m	\$7.19m	\$180.06m	\$74.60m	\$17.14m	\$194.80m	\$99.96m	\$882.31m
2009-10	\$12.27m	\$312.86m	\$9.32m	\$185.96m	\$84.01m	\$19.23m	\$210.07m	\$102.18m	\$935.91m
Change over 5 year period	-17%	22%	45%	19%	38%	27%	45%	16%	26%
Change to previous year	15%	5%	30%	3%	13%	12%	8%	2%	6%

⁶ Reported funding for the ACT in 2005-06 includes project funds for the construction of a new library facility and associated collections.

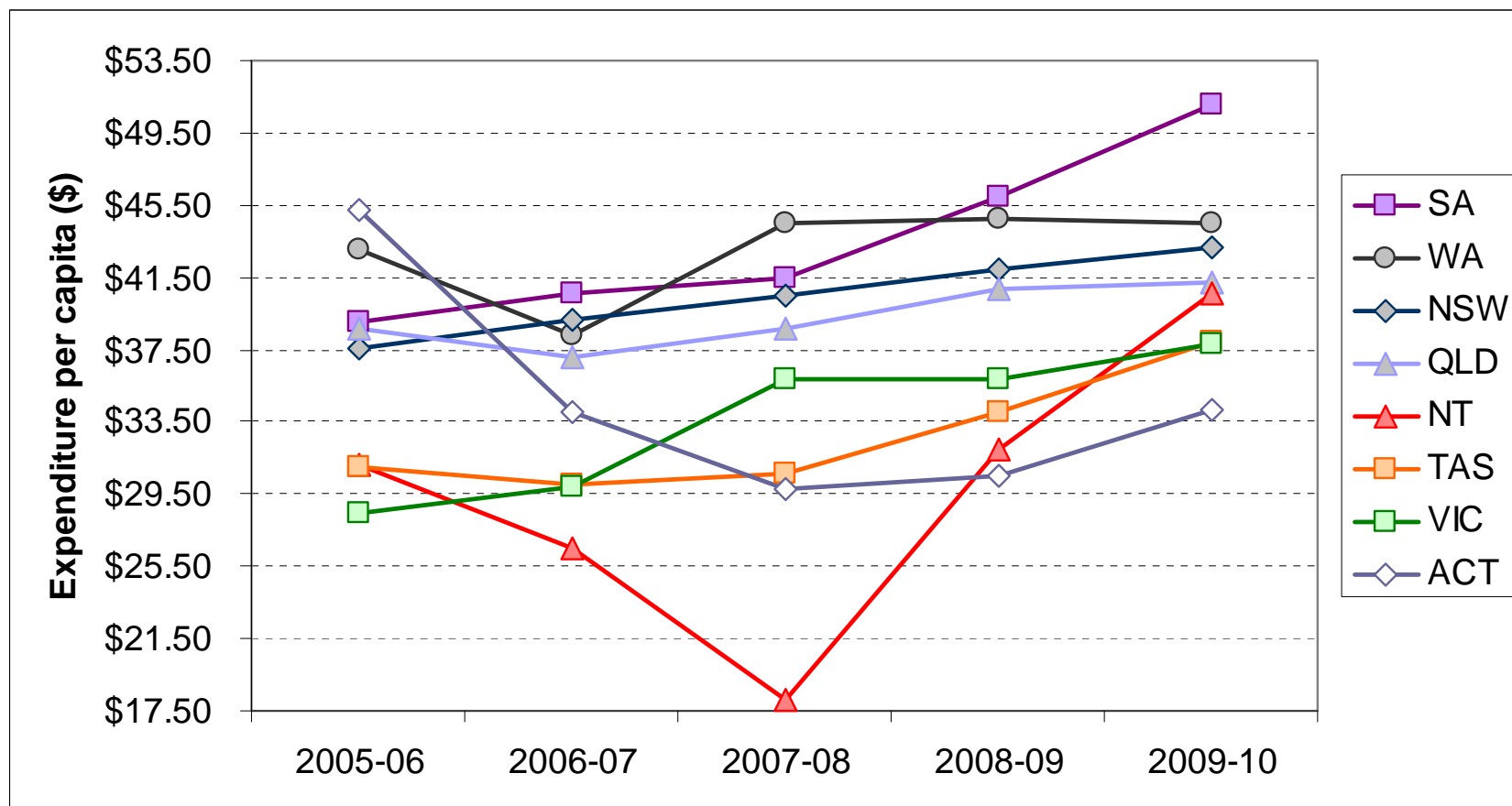
Total expenditure per capita across Australia has grown by 16% to \$41.89. South Australia reported the highest expenditure per capita of \$51.08, while the lowest figure of \$34.20 was reported in the Australian Capital Territory.

Table 10 – Total Expenditure per capita (including the purchase of library materials)

	ACT⁷	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	\$45.22	\$37.56	\$31.14	\$38.63	\$39.06	\$31.05	\$28.43	\$43.02	\$36.07
2006-07	\$34.09	\$39.12	\$26.44	\$37.08	\$40.59	\$30.02	\$29.95	\$38.30	\$36.05
2007-08	\$29.81	\$40.54	\$18.16	\$38.69	\$41.49	\$30.58	\$35.92	\$44.46	\$38.86
2008-09	\$30.50	\$41.95	\$32.01	\$40.86	\$45.97	\$34.10	\$35.89	\$44.69	\$40.34
2009-10	\$34.20	\$43.22	\$40.58	\$41.17	\$51.08	\$37.89	\$37.87	\$44.50	\$41.89
Change over 5 year period	-24%	15%	30%	7%	31%	22%	33%	3%	16%
Change to previous year	12%	3%	27%	1%	11%	11%	6%	0%	4%

⁷ Reported funding for the ACT in 2005-06 includes project funds for the construction of a new library facility and associated collections.

Figure 2 – Expenditure on Public Library Services per capita (including the purchase of library materials)



2.3 Expenditure on Library Materials

Expenditure on library materials has grown by 12% over the five year period from 2005-06 to 2009-10, with only Tasmania (-20%) and the Northern Territory (-8%) reporting decreases. Queensland (22%) and the Australian Capital Territory (21%) reported the largest increases.

Table 11 – Expenditure on Library Materials

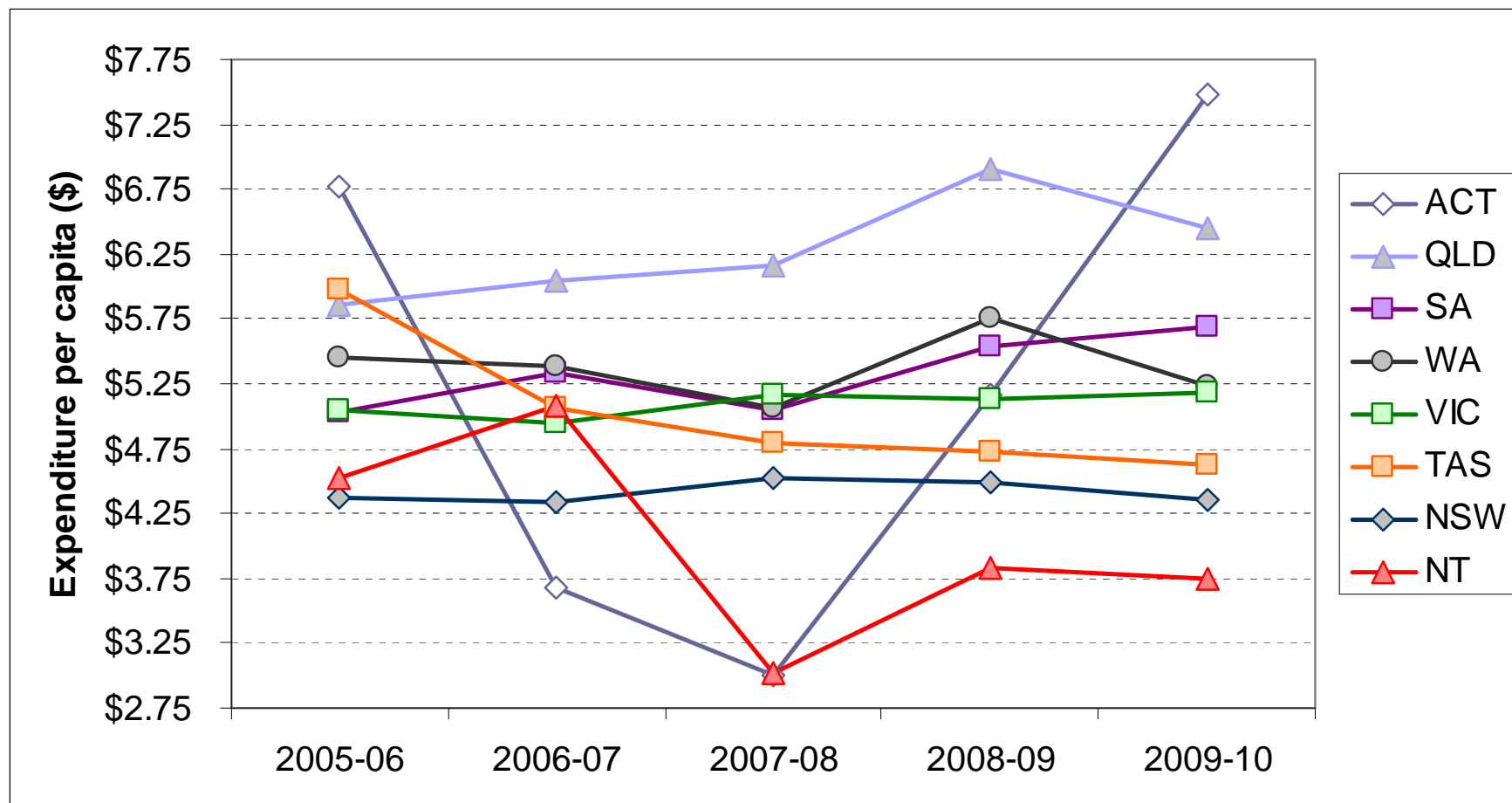
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	\$2.23m	\$29.84m	\$0.93m	\$23.77m	\$7.83m	\$2.92m	\$25.66m	\$11.17m	\$104.38m
2006-07	\$1.25m	\$29.84m	\$1.09m	\$25.25m	\$8.45m	\$2.50m	\$25.72m	\$11.35m	\$105.46m
2007-08	\$1.03m	\$31.48m	\$0.67m	\$26.36m	\$8.09m	\$2.39m	\$27.36m	\$10.96m	\$108.31m
2008-09	\$1.82m	\$31.93m	\$0.86m	\$30.43m	\$8.99m	\$2.37m	\$27.84m	\$12.89m	\$117.13m
2009-10	\$2.68m	\$31.51m	\$0.86m	\$29.16m	\$9.35m	\$2.34m	\$28.77m	\$12.02m	\$116.66m
Change over 5 year period	21%	6%	-8%	22%	19%	-20%	12%	8%	12%
Change to previous year	48%	-1%	0%	-4%	4%	-1%	3%	-7%	0%

Per capita expenditure on library materials increased by 3% over the same period, with South Australia (13%), Queensland (10%) and the Australian Capital Territory (10%) reporting increases above the national average.

Table 12 – Expenditure on Library materials per capita

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	\$6.77	\$4.37	\$4.52	\$5.86	\$5.04	\$5.97	\$5.04	\$5.45	\$5.07
2006-07	\$3.68	\$4.33	\$5.07	\$6.04	\$5.33	\$5.07	\$4.94	\$5.39	\$5.02
2007-08	\$3.00	\$4.52	\$3.03	\$6.15	\$5.05	\$4.80	\$5.17	\$5.06	\$5.07
2008-09	\$5.17	\$4.50	\$3.84	\$6.91	\$5.54	\$4.72	\$5.13	\$5.76	\$5.36
2009-10	\$7.48	\$4.35	\$3.75	\$6.45	\$5.68	\$4.62	\$5.19	\$5.24	\$5.22
Change over 5 year period	10%	0%	-17%	10%	13%	-23%	3%	-4%	3%
Change to previous year	45%	-3%	-2%	-7%	3%	-2%	1%	-9%	-2%

Figure 3 – Expenditure on Library Materials per capita



2.4 Expenditure on Electronic Resources

Expenditure on Electronic Resources has increased significantly over the period, and now represents 5% of the total expenditure on library materials. Victoria has been unable to provide any data since 2007-08.

Table 13– Expenditure on Electronic Resources⁸

	ACT	NSW	NT	QLD⁹	SA¹⁰	TAS	VIC	WA	Australia
2005-06	\$173,358	\$596,287	\$152,442	\$240,466	\$198,415	\$156,730	\$845,754	\$360,932	\$2,724,384
2006-07	\$233,804	\$691,568	\$71,000	\$1,205,766	\$266,526	\$226,483	\$1,005,806	\$509,811	\$4,210,764
2007-08	\$202,601	\$816,900	\$73,000	\$1,555,754	\$227,145	\$240,884	n/a	\$598,315	\$3,714,599
2008-09	\$172,198	\$1,112,582	\$73,000	\$1,872,343	\$353,461	\$369,902	n/a	\$619,000	\$4,572,486
2009-10	\$172,761	\$1,108,132	\$77,000	\$1,580,567	\$343,286	\$468,851	n/a	\$907,933	\$4,658,530
Change over 5 year period	0%	86%	-49%	557%	73%	199%	n/a	152%	148%
Change to previous	0%	0%	5%	-16%	-3%	27%	n/a	47%	2%
%'age of Collection Expenditure	6%	4%	8%	5%	4%	20%	n/a	8%	5%
Per capita	\$0.48	\$0.15	\$0.34	\$0.35	\$0.21	\$0.92	n/a	\$0.40	\$0.28

⁸ Victoria's reported funding for 2005-06 and 2006-07 has been included into the annual total national expenditure, however it has been excluded from all other measures.

⁹ Queensland – figure includes funds for state-wide consortium purchasing.

¹⁰ South Australia – figure includes for state-wide consortium and individual library purchases

Figure 4 – Expenditure on Electronic Resources per capita

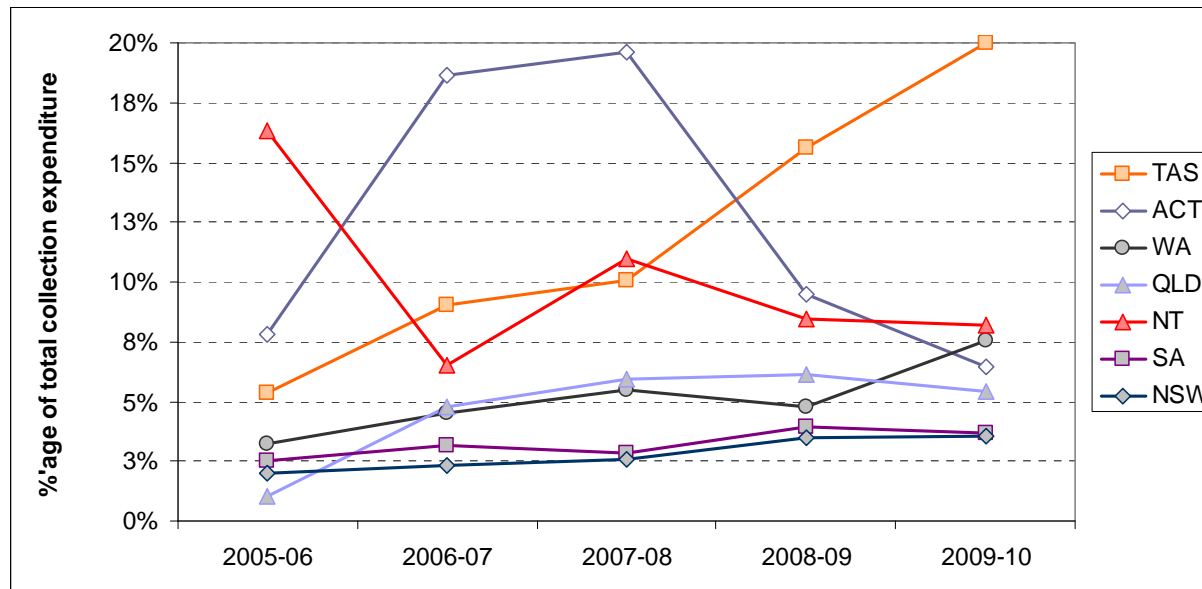
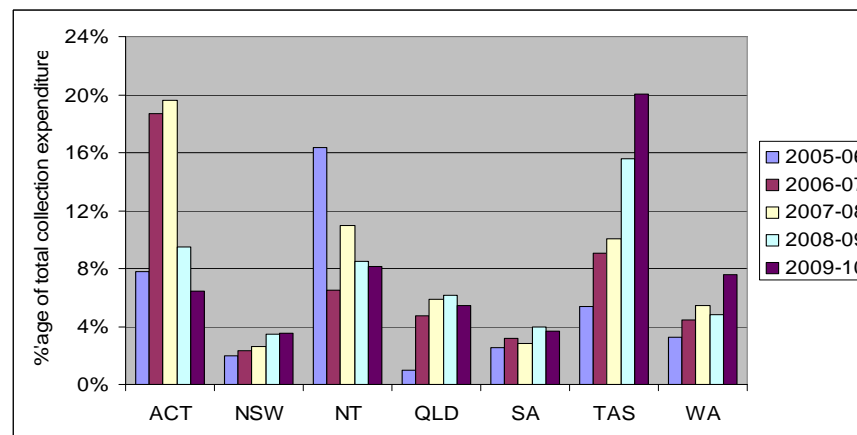


Figure 5 – Expenditure on Electronic Resources as percent of total collection expenditure



2.5 Public Access Internet Terminals

The number of public access Internet terminals provided nationally has continued to grow, with 9,193 available, an increase of 36% since 2005-2006. New South Wales has the largest number of terminals at 2,735 followed by Queensland at 2,025.

Table 14 – Total Public Access Internet Terminals provided in Australian Public Libraries (including mobile libraries)

	ACT	NSW	NT	QLD	SA	TAS ¹¹	VIC	WA	Australia
2005-06	72	2,082	133	1,388	636	424	1,354	676	6,765
2006-07	72	2,216	96	1,781	685	462	1,476	736	7,524
2007-08	60	2,414	61	1,615	746	484	1,630	811	7,821
2008-09	82	2,587	103	1,974	890	484	1,723	809	8,652
2009-10	78	2,735	103	2,023	1,093	391	1,951	819	9,193
Change over 5 year period	8%	31%	-23%	46%	72%	-8%	44%	21%	36%
Change to previous year	-5%	6%	0%	2%	23%	-19%	13%	1%	6%

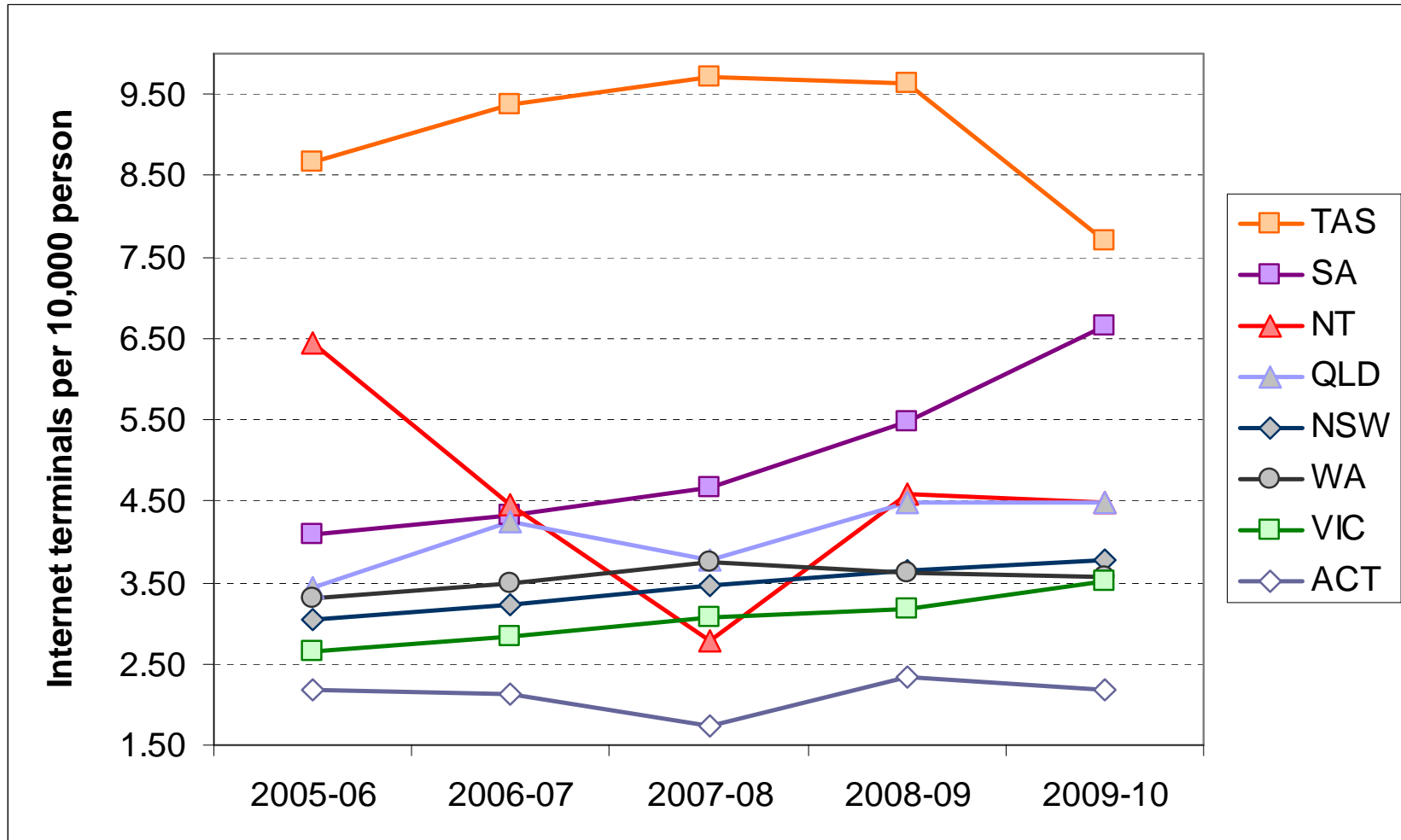
¹¹ Tasmania's figures include co-located online access centres. LINC's (Learning & Information Network Centres) include libraries, online access centres and adult education venues.

Expressed as the number of public access terminals per 10,000 persons the national total is 4.12, an increase of 25% over the five year period. The Northern Territory (-30%) and Tasmania (-11%) reported significant declines during the period.

Table 15 – Public Access Internet terminals per 10,000 persons

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2005-06	2.19	3.05	6.43	3.42	4.09	8.67	2.66	3.30	3.28
2006-07	2.12	3.22	4.47	4.26	4.32	9.37	2.84	3.50	3.58
2007-08	1.74	3.46	2.77	3.77	4.66	9.71	3.08	3.75	3.66
2008-09	2.33	3.64	4.58	4.48	5.48	9.63	3.17	3.62	3.96
2009-10	2.17	3.78	4.48	4.48	6.65	7.70	3.52	3.57	4.12
Change over 5 year period	-1%	24%	-30%	31%	62%	-11%	32%	8%	25%
Change to previous year	-7%	4%	-2%	0%	21%	-20%	11%	-1%	4%

Figure 6 – Public Access Internet terminals per 10,000 persons



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

The Australian Capital Territory is a single administrative entity that combines both State and Local Government functions. The Department of Territory and Municipal Services is responsible for the delivery of library services to the community and government.

Libraries ACT (formerly ACT Library and Information Service) delivers public library services to the community from nine public libraries and also manages the Agreement for specialist information services to ACT Government agencies through the Government and Assembly Library. Libraries ACT also includes the ACT Heritage Library. In addition, Libraries ACT has two mobile library vans providing services to retirement villages, nursing homes and remote locations throughout the ACT. A large Home Library Service is also provided for Canberrans.

Libraries ACT plays an active role in enabling lifelong learning through access to collections as well as a significant diversity of learning programs and activities. The library service acts as a conduit between the ACT Government and its agencies, and the community with government information and community consultation occurring in libraries. Libraries ACT develops policy and provides advice to the ACT Government in relation to libraries and lifelong learning.

All libraries are connected to a high speed network enabling access to the Library Management System, the Internet and a range of Information Resources.

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 up to 8 local councils have entered into an agreement under the Library Act to provide a combined service. All 152 local councils in NSW have adopted the *Library Act 1939*. A number of councils were subject to amalgamations and/or boundary changes in 2003-04. Please contact Public Library Services for advice on comparing figures before and/ or after these changes.

The State Library of New South Wales is responsible for administering the *Library Act 1939* and *Library Regulation 2010*. Local councils and their library services are autonomous. The State Government funds public library services via an annual subsidy and grants program. The formula for distributing the State Government funds was revised in 2005 and the new *Public Library Funding Strategy* was approved

by the Minister for the 2005/06 financial year. For a description of the Strategy go to page 90 of the *Library Council of NSW Annual Report 2009/10*: http://www.sl.nsw.gov.au/about/publications/annual_reports/2010/10_sl_nsw_annual_report_2009_10_public_library_grants.pdf

The State Library, Public Library & Community Services Division 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 2010* and providing advice and guidance;
- collecting, collating and distributing public library statistical and other information;
- providing a professional development program for public library staff;
- providing information 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; and
- providing specialist advice in the areas of evaluation, information services, services to young people and older persons, multicultural services, and library marketing and promotion.

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

Northern Territory

The Northern Territory is unique in the range of services and support provided to public libraries, including those in small and remote Aboriginal communities. The Northern Territory Government, through Northern Territory Library (NTL), provides direct and indirect funding to enable the operation of all Territory public library services.

NTL provides a centralised model of support to the Public Library Network of the NT (PLNT). The PLNT network comprises 32 public libraries of varying sizes, ranging from the Darwin City Council Libraries with 4 branches servicing a population of 73,800 to Peppimenarti a small remote community with a population of 200. In addition, some centralised support services are provided by NTL to a number of secondary schools and college libraries within the Territory.

A Country Borrower Service is operated for those living in small and isolated communities unable to access public libraries. The service is operated in conjunction with the Alice Springs Library in the Red Centre and by NTL in the Top End. The service provides a regular exchange of books and other resources to individuals.

Queensland

In Queensland Local Governments and Indigenous Community Councils offer free library services. The State Library supports these libraries through a strong partnership with Local Government, providing cash grants, support services and collections, access to Queensland wide electronic databases and the operation of the Country Lending Service (CLS) Scheme.

Local Governments operating Independent library services receive cash grants calculated on a weighted per capita formula. The grant is tied to the purchase of library stock with up to 5% being available for the processing of library materials.

Local Governments serving populations of less than 15,000 participate in the Country Lending Service. Under this scheme, State Library provides fully processed book stock in lieu of the above cash grant. This book stock is allocated on the basis of a per capita basis and is exchanged at the rate of at least 25% per year to ensure freshness of collections.

Indigenous Knowledge Centres offer library services in communities throughout Cape York and the Torres Strait and a further 3 Indigenous Community Councils offer free library services through the Country Lending Service.

The State Library also provides:

- Loans of specialised resources such as community language books and adult literacy materials
- Advisory services, reference services and training on all aspects of public library management
- Distribution Statewide of interlibrary loans
- Facilitation of public library networking and resource sharing

South Australia

2009-10 is the fourth year of the five year Memorandum Of Agreement (MOA) between the Minister Assisting the Premier in the Arts and the President of the Local Government Association. As per the agreement, the Libraries Board allocates State Government Grant funds for public library purposes.

There are 136 public libraries in South Australia, representing 69 Local Government Authorities, with several libraries operating without Council support in "unincorporated lands" in remote SA.

South Australia has 45 rural libraries located in small communities. In order to provide equitable services to these communities, the Libraries Board and the Local Government Authority join with the Department of Education and Children's Services to operate very successful School Community Libraries.

The rollout of wireless internet capability in public libraries in South Australia was completed in 2009-10. Over 34,000 registered wireless users use the service.

A new panel contract for the supply of library materials consisting of 2 general and 7 specialist library suppliers was implemented. A new model of customer centric procurement for Community Languages was developed and implemented. All supply contracts are part of a comprehensive contract management plan to track supplier performance in meeting the needs of the network.

The website www.libraries.sa.gov.au was first created in 1995, and it has undergone several minor iterations since then, 2009 saw a complete rewriting of the site utilising all current web technologies. The site includes both a public face to promote the State's network of public libraries and a secure extranet site for all public library staff.

State-wide projects include The Little Big Book Club, Poetry Slam and the ongoing support and development of the MyLanguage consortium

Tasmania

LINC Tasmania is an integrated state-wide service network that provides all Tasmanians with opportunities for skills development and information access needed in the 21st century through services in the following areas:

- archives + heritage
- library + information
- literacy + courses
- online + computers

LINC Tasmania provides public library services statewide. Library resources include: lending and general reference collections; Tasmaniana and collections of rare and specialist items; and a range of electronic and online information resources.

LINC Tasmania incorporates the Tasmanian Archive and Heritage Office (TAHO) which brings together the State Library's Heritage Collections and the Archives Office of Tasmania to provide access to pre-eminent Tasmanian heritage and archival material dating from early European settlement (and pre-settlement exploration) to the present day. Increased digitisation ensures that these items are both preserved and made accessible to people from all over the world, as well as locally.

The Virtual LINC is integral to the LINC network and provides access-on-demand to online information resources and services, including the state's unique holdings of Tasmanian publications. Commitment to increasing digitisation and online service delivery is ensuring a high degree of accessibility. The changing emphasis to digital delivery has seen a significant shift in the balance of reference collections in favour of electronic resources which ensure 24/7 access for our clients.

The libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a statewide, networked and automated catalogue and electronic information service. Eight senior secondary colleges, 172 schools, 13 Polytechnic libraries, seven community libraries and three agency libraries are also connected to TALIS.

A range of library services are tailored for people with special needs. Resources include large-print books, recorded books, foreign language materials, DVDs, and video and audio formats. These resources are delivered through a volunteer courier system for home library clients and through the integrated library network.

The Tasmanian Library Advisory Board, the Allport Library and Museum of Fine Arts Management Committee, and the friends groups of particular libraries provide community input into library services. Community groups are supported by access to meeting rooms and display areas, and services such as Tasmania Online.

Other LINC Tasmania Services, such as free access to computing resources and the internet, Community Learning courses and archive and heritage information, complement the library services offered.

Victoria

There are 44 public library services in Victoria, covering all 79 municipalities. Two types of public library services operate in the State: single service municipalities (30) and regional library corporations (14). Single services are run by their municipalities and are mainly located in metropolitan Melbourne. Regional libraries are two or more councils which have agreed to provide services jointly. Regional library corporations are constituted under the **Local Government Act 1989** and have the same operating and reporting structures as municipal councils. Services to people with print disabilities are provided through the National Information and Library Service, a joint venture organisation of Royal Victorian Institute for the Blind, Vision Australia Foundation and Royal Blind Society. It is included as a public library service, bringing the total number of public library services in Victoria to 45.

Specific responsibility for public library policy in Victoria rests with the Minister for Local Government who is advised by a Ministerial Advisory Council on Public Libraries. Local Government Victoria, a division of the Department of Planning and Community Development is responsible for administering core public library funding, the collection of public library statistics and benchmarks and regional library corporations legislation, and has as a priority area 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 coordination by the State Library of Victoria of a range of programs aimed at developing the state-wide provision of library services. These state-wide programs include research projects and business case development; marketing of the public library network; support for the community building role of public libraries; workforce and leadership development initiatives; touring public programs; initiatives to enhance collections and access state-wide.

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 the acquisition and delivery of shelf-ready stock to 233 public libraries throughout the State. The Library Board also provides extensive catalogues, indexes, training, consultancy, regional subsidies and back-up services in the form of special collections, information and reference services and inter library loan services.

Library stocks range from less than 1,000 in small country libraries to 74,000 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. Stock is not allocated to libraries permanently, but is circulated throughout the State on a regular basis. This enables library collections to be constantly refreshed with different stock (new and used) and ensures that collections are not "read out". The State Library acts as a clearinghouse for the circulation of the stock between libraries. Many local governments also provide additional resources to purchase books in demand, journal subscriptions and additional audio-visual resources.

There are 140 local governments in Western Australia, including Christmas Island and the Cocos (Keeling) Islands, operating most of the State's 233 public libraries. In addition some other government and non-government organisations are recognised as "participating bodies" and they provide services to communities and institutions.

4 Data Sources

This statistical report has been compiled on behalf of the National & State Libraries Australasia (NSLA) by Public and Indigenous Library Services, 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

Director, ACT Library & Information Service
ACTLIS Administration
Macarthur House
Lyneham ACT 2602

New South Wales

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

Northern Territory

Northern Territory Library
Department of Natural Resources, Environment , The Arts & Sport
GPO Box 42
Darwin NT 0801

Queensland

Public & Indigenous Library Services
State Library of Queensland
PO Box 3488
South Brisbane Qld 4101

South Australia

Public Library Services
State Library South Australia
GPO BOX 1971
Adelaide 5001

Tasmania

LINC Tasmania
91 Murray Street
Hobart Tasmania 7000

Victoria

Funding Programs
Local Government Victoria
Level 9, 8 Nicholson Street
East Melbourne VIC 3002
GPO Box 2392, Melbourne 3001

Western Australia

The State Library of Western Australia
Alexander Library Building, Perth Cultural Centre
Perth WA 6000

5 2009 - 2010 Data & Indicators

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
EXPENDITURE									
Expenditure on Public Libraries (excluding library materials and capital purchases)	\$9.59m	\$280.94m	\$8.06m	\$152.37m	\$66.89m	\$16.55m	\$181.30m	\$90.16m	\$805.87m
Total expenditure on Library Materials	\$2.68m	\$31.51m	\$0.86m	\$29.12m	\$9.35m	\$2.34m	\$28.77m	\$12.02m	\$116.66m
Expenditure on Library Materials (excluding Electronic Resources)	\$2.51m	\$30.41m	\$0.79m	\$27.54m	\$9.00m	\$1.87m	\$28.77m	\$11.12m	\$112.00m
Expenditure on Electronic Resources	\$0.17m	\$1.10m	\$0.07m	\$1.58m	\$0.35m	\$0.47m	n/a	\$0.90m	\$4.66m
State Govt. costs directly related to the delivery of public library services not included above	n/a	\$0.40m	\$0.40m	\$4.47m	\$7.77m	\$0.34m			\$13.38m
Total Expenditure on Public Library Services	\$12.27m	\$312.86m	\$9.32m	\$185.96m	\$84.01m	\$19.23m	\$210.07m	\$102.18m	\$935.91m
Total State/Territory costs related to the delivery of public library services	\$12.27m	\$25.93m	\$4.86m	\$21.39m	\$20.01m	\$19.23m	\$35.30m	\$16.46m	\$155.48m
State/Territory Funding as a percentage of Public Library Expenditure	100%	8%	52%	12%	24%	100%	17%	16%	17%
Capital Expenditure on Public Libraries (not including library materials)	\$2.50m	\$15.90m		\$16.41m	\$15.65m	\$0.86m	\$15.00m	\$17.29m	\$83.56m
STAFF									
No of qualified librarians (fte)	27.50	827.41	16.20	391.98	131.64	n/a	614.10	307.71	2,316.54
Total staff (fte)	94.85	2,365.85	94.32	1,447.43	765.08	n/a	2,723.50	970.65	8,461.68
LIBRARY MATERIALS									
Total number of library materials	690,490	13,715,862	272,082	7,960,606	4,577,347	717,486	8,766,077	4,419,072	41,119,022
Percentage of collection purchased in previous 5 years	53.9%	46.6%	n/a	64.0%	31.8%	53.5%	49.1%	59.0%	50.5%

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
SERVICE POINTS									
No. of fixed point libraries	9	374	33	327	136	46	261	232	1,418
No. of mobile libraries	2	23		18	7		26		76
No of service points (including mobile libraries)	11	397	33	345	143	46	287	232	1,494
No. of deposit stations (small unstaffed collections)		68			44				112
No. of locations served by mobile libraries	35	362		339	224		316		1,276
ACCESSIBILITY – number of libraries by time open for public use									
Service Points open 45 hours or more	8	149	7	79	51	8		76	378
Open 30 - 44 hours	1	126	14	113	75	7		112	448
Open 10 - 29 hours		108	8	91	13	29		26	275
Open less than 10 hours		14	1	36	2	2		13	68
Total with opening hours specified	9	397	30	319	141	46	0	227	1,169
Not specified			3	26	2		287	5	323
Total Hours per week	442	14,840	962	10,186	5,627	1,644	11,400	8,872	53,973
Check (hours per week x 50 i.e. less 2 weeks public holidays)	22,100	742,000	48,100	509,300	281,350	82,200	570,000	443,600	2,698,650
Total hours open per annum	22,100	771,702	48,100	509,300	281,350	57,975	569,995	415,200	2,675,722

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
USAGE									
Total circulation	2,520,737	50,585,814	1,142,425	41,489,233	18,132,406	5,002,129	52,776,167	16,726,254	188,375,165
Total library visits	1,657,462	37,008,871	982,005	21,183,985	12,066,767	3,273,328	28,241,606	9,977,776	114,391,800
Customers per month	138,122	3,084,073	81,834	1,765,332	1,005,564	272,777	2,353,467	831,481	9,532,650
Number of Reference / Information Enquiries	16,203	4,175,723	119,700	2,010,447	562,273	421,973		1,226,214	8,532,533
MEMBERSHIP									
No. of registered library users	180,241	3,301,072	71,458	1,918,885	872,950	137,168	2,595,648	1,020,553	10,097,975
Adult Members 65 and over	17,587	319,688	2,967			14,820		53,982	409,044
Adult Members under 65 (or age not specified)	132,519	2,269,047	41,394	1,529,190	762,441	79,081		729,286	5,542,958
Young Adult (definition varies usually 15 - 20)		205,435	4,560			9,811		44,977	264,783
Junior Members (definition varies usually <15)	30,135	431,898	13,237	384,928	110,509	31,199		168,406	1,170,312
Not Specified		11,388	9,300			2,257	2,595,648		2,618,593
Other		63,616		4,767				23,902	92,285
Total with age specified	180,241	3,226,068	62,158	1,914,118	872,950	134,911		996,651	7,387,097

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
ELECTRONIC INFORMATION SERVICES									
No. of Service Points with Public Access Internet Terminals at 30 June 2010	9	397	33	300	136	45	287	213	1,434
No of Public Access Internet Terminals provided at 30 June 2010	78	2,735	103	2,023	1,093	391	1,951	819	9,193
Number of Catalogue Terminals provided	24		35		302			286	647
Number of other Public Access Computer Terminals Provided		200	26	325			606		1,157
Total Public Use computer terminals	102	2,935	164	2,348	1,395	391	2,557	1,105	10,997

2009 - 2010 Summary & percentages of Data & Indicators

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
EXPENDITURE									
Total Expenditure on Public Library Services (\$m)	\$12.27m	\$312.86m	\$9.32m	\$185.96m	\$84.01m	\$19.23m	\$210.07m	\$102.18m	\$935.91m
Public Library expenditure per capita (excluding library materials)	\$26.72	\$38.87	\$36.83	\$34.73	\$45.40	\$33.28	\$32.68	\$39.26	\$36.67
Library Materials expenditure per capita	\$7.48	\$4.35	\$3.751	\$6.45	\$5.68	\$4.62	\$5.19	\$5.24	\$5.22
STAFF									
No of Librarians (FTE) per 10,000 persons ¹²	0.77	1.14	0.71	0.87	0.80	n/a	1.11	1.34	1.06
Total Staff (FTE) per 10,000 persons	2.64	3.27	4.11	3.20	4.65	n/a	4.91	4.23	3.88
Population served per staff member	3,784	3,060	2,435	3,120	2,150	n/a	2,037	2,366	2,580
Loans per FTE staff	26,576	21,382	12,112	28,664	23,700	n/a	19,378	17,232	21,671
LIBRARY MATERIALS									
Library materials per capita	1.9	1.9	1.2	1.8	2.8	1.4	1.6	1.9	1.8
SERVICE POINTS									
Population served per service point	32,627	18,234	6,961	13,091	11,501	11,035	19,329	9,898	14,953
Service Points per 100,000 persons	3.1	5.5	14.4	7.6	8.7	9.1	5.2	10.1	6.7

¹² Western Australia include staff with Library Technician qualifications under this measure.

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
ACCESSIBILITY – Number of libraries by time open for public use¹³									
More than 45 hrs per week	88.9%	37.5%	23.3%	24.8%	36.2%	17.4%	n/a	33.5%	32.6%
30 to 44 hrs per week	11.1%	31.7%	46.7%	35.4%	53.2%	15.2%	n/a	49.3%	38.3%
10 to 29 hrs per week		27.2%	26.7%	28.5%	9.2%	63.0%	n/a	11.5%	23.5%
less than 10 hrs per week		3.5%	3.3%	11.3%	1.4%	4.3%	n/a	5.7%	5.8%
Ave. hours open per week per service point	49.1	37.4	32.1	31.9	39.9	35.7	n/a	39.1	46.2
USAGE									
Circulation per capita	7.0	7.0	5.0	9.2	11.0	9.9	9.5	7.3	8.4
Customer visits per capita	4.6	5.1	4.3	4.7	7.3	6.4	5.1	4.3	5.1
Loans per volume held	3.7	3.7	4.2	5.2	4.0	7.0	6.0	3.8	4.6
MEMBERSHIP									
Percentage of population who are Library Members	50%	46%	31%	42%	53%	27%	47%	44%	45%
Percentage Adult Members (15 and over)	83%	87%	79%	80%	87%	77%	n/a	83%	84%
Percentage Junior Members (<15)	17%	13%	21%	20%	13%	23%	n/a	17%	16%
ELECTRONIC INFORMATION SERVICES									
Internet terminals per 10,000 persons	2.2	3.8	4.5	4.5	6.6	7.7	3.5	3.6	4.1
Service points with Internet terminals	82%	100%	100%	87%	95%	98%	100%	92%	95%
Information Enquiries per 10,000 persons	451	5,769	5,211	4,451	3,419	8,313	n/a	5,340	5,081

¹³ Percentages given are for those libraries where opening hours where opening hours are specified.

2009 - 2010	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2010 - Australian Demographic Statistics - 3101.0 - June Quarter 2010 - Excludes Other Territories <i>Released 21/12/2010</i>	358,900	7,238,800	229,700	4,516,400	1,644,600	507,600	5,547,500	2,296,400	22,339,900