AUSTRALIAN PUBLIC LIBRARIES STATISTICAL REPORT 2013-2014

Final Report

Compiled by Regional Access and Public Libraries

State Library of Queensland

August 2015

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 1,530 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.

August 2015

Contents

1 Selected National Statistics 2013-2014

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

- 1,530 public library service points with 1,455 fixed point libraries and 75 mobile libraries

  - One public library service point for every 15,000 people

  - More than 7 out of 10 public libraries are open for more than 30 hours each week

- Over 171 million items were lent to 8.6 million members of Australia's public libraries

- Over 112 million customer visits annually, or more than 9 million per month

- Over 39 million items (1.7 items per person) were made available for the use of the community and almost $129 million was spent on ensuring that these collections remain up to date and relevant (more than 60% of the collections are less than 5 years old)

- Total expenditure on public libraries has increased from $914 million in 2009-2010 to over $1.04 billion in 2013-2014, representing a 14.7% increase. Expressed on a per capita basis, funding for public libraries has increased by 9.1% over the same period to $44.66

Table 1 – Services

	2009-10	2010-11	2011-12	2012-13	2013-14
Total loans	188,375,165	182,757,656	180,794,120	173,715,308	171,565,8592
Loans per capita	8.4	8.1	7.9	7.5	7.3
Reported information enquiries[1]	8,532,533	12,177,241	12,389,703	11,293,190	8,315,163
Information enquiries per 1,000 persons[2]	508	538	543	496	482
Internet terminals per 10,000 persons[3]	4.1	4.4	4.3	4.4	4.9

Table 2 – Customers

	2009-10	2010-11	2011-12	2012-13	2013-14
Customers	114,391,800	111,627,234	110,255,820	112,607,914	112,618,271
Customers per month	9,532,650	9,302,278	9,187,985	9,383,993	9,384,856
Customer visits per capita	5.1	4.9	4.9	4.9	4.8
Registered Library Members[4]	10,097,975	10,191,256	9,999,492	10,130,710	8,631,003
Members as a percentage of total population[5]	45%	45%	44%	44%	37%
Percentage Adult Members	84%	84%	83%	84%	84%
Percentage Junior Members	16%	16%	17%	16%	16%

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[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.

[3] Victoria changed definition in 2013-14 to include all public access devices (tablets, iPads, etc.).

[4] From 2013-14 Victoria is reporting members that were active within the last 12 months only.

[5] Excluding Victoria, the remaining national percentage declined slightly to 43%.

Table 3 – Collections & Resources

	2009-10	2010-11	2011-12	2012-13	2013-14
Total number of library materials[6]	41,119,022	40,356,135	40,424,309	39,903,956	39,402,782
Total number of Public Access Internet terminals[7]	9,193	10,017	9,974	10,255	11,519
Number of Public Access Computers for Word Processing etc	1,804	1,747	1,187	1,062	1,082
Library materials per capita	1.8	1.8	1.8	1.7	1.7
Total library materials expenditure	$116.66m	$118.68m	$123.85m	$128.41m	$128.82m
Library materials expenditure per capita	$5.22	$5.25	$5.46	$5.55	$5.48
Average percentage of resources purchased in last 5 years	50%	54%	55%	58%	60%

[6] Figures differ from previously published totals due to a revision of Tasmania's 2011-12 data.

[7] Victoria changed definition in 2013-14 to include all public access devices (tablets, iPads, etc.). Tasmania includes devices located within separate LINC centres.

Table 4 – Service Points

	2009-10	2010-11	2011-12	2012-13	2013-14
Number of fixed point libraries	1,418	1,417	1,429	1,439	1,455
Number of mobile libraries	76	74	76	76	75
Number of Service Points	1,494	1,491	1,505	1,515	1,530
Population served per service point	14,953	15,170	15,070	15,266	15,351
Service Points per 100,000 persons	6.7	6.6	6.6	6.6	6.5
Number of locations served by mobile libraries[8]	1,276	1,492	1,134	1,167	810
Libraries open more than 45 hrs per week	32%	34%	34%	32%	33%
Libraries open 30 to 44 hrs per week	38%	38%	38%	39%	40%
Libraries open 10 to 29 hrs per week	24%	23%	22%	22%	21%
Libraries open less than 10 hrs per week	6%	5%	6%	7%	6%
Percentage of service points with Internet terminals	95%	96%	96%	96%	97%

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[8] Victoria unable to supply data for 30 mobile services.

Table 5 – Staff[9]

	2009-10	2010-11	2011-12	2012-13	2013-14
Total Staff (full time equivalent)	7,382	7,512	7,567	7,458	7,552
Population served per staff member	2,957	2,943	2,929	3,032	3,042
Staff members (FTE) per 10,000 persons.	3.4	3.4	3.4	3.3	3.3
Loans per full-time equivalent staff member	24,840	23,649	23,263	22,690	22,118

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

	2009-10	2010-11	2011-12	2012-13	2013-14
Total Expenditure on Public Library Services	$929.09m	$954.36m	$1,010.40m	$1,027.77m	$1,048.96m
Total Public Library expenditure per capita	$41.59	$42.19	$44.55	$44.44	$44.66

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[9] Tasmania has been unable to supply staff numbers during the entire period. All subsequent staffing measures exclude Tasmania's population component.

2 Comparative Data

2.1 Items lent

Overall, lending from public libraries decreased over the past five years (8.99%), with a 1.2% decrease from the previous year. Over the five year period the only increase was only reported by the ACT (21.1%).

Table 7 – Total items lent

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
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**
2010-11	2,765,201	48,911,125	960,676	40,511,975	17,656,868	5,015,518	50,279,939	16,656,354	**182,757,656**
2011-12	3,090,717	47,720,855	1,014,087	39,629,608	16,850,921	4,755,821	51,336,800	16,395,311	**180,853.246**
2012-13	3,173,342	46,328,680	1,011,471	37,808,192	16,466,085	4,494,194	48,927,877	15,505,467	**173,715,308**
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**
Change over 5 year period	**21.1%**	**-10.2%**	**-8.7%**	**-10.3%**	**-11.5%**	**-12.7%**	**-8.4%**	**-3.8%**	**-8.9%**
Change to previous year	**-3.8%**	**-2.0%**	**3.1%**	**-1.6%**	**-2.5%**	**-2.8%**	**-1.2%**	**3.7%**	**-1.2%**

Table 8 – Items lent per capita

Over the past five years the national loans per capita has declined (-13.4%), with only the Australian Capital Territory reporting an increase (12.6%).

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	7.02	6.99	4.97	9.19	11.03	9.85	9.51	7.28	**8.43**
2010-11	7.57	6.70	4.17	8.84	10.66	9.82	8.94	7.10	**8.08**
2011-12	8.25	6.55	4.32	8.69	10.18	9.29	9.13	6.75	**7.97**
2012-13	8.28	6.25	4.22	8.12	9.86	8.76	8.53	6.16	**7.51**
2013-14	7.91	6.04	4.25	7.88	9.52	8.48	8.28	6.25	**7.30**
Change over 5 year period	**12.6%**	**-13.6%**	**-14.5%**	**-14.2%**	**-13.6%**	**-13.9%**	**-13.0%**	**-14.2%**	**-13.4%**
Change to previous year	**-4.5%**	**-3.4%**	**0.7%**	**-2.9%**	**-3.4%**	**-3.2%**	**-3.0%**	**1.5%**	**-2.8%**

Figure 1 – Items lent per capita
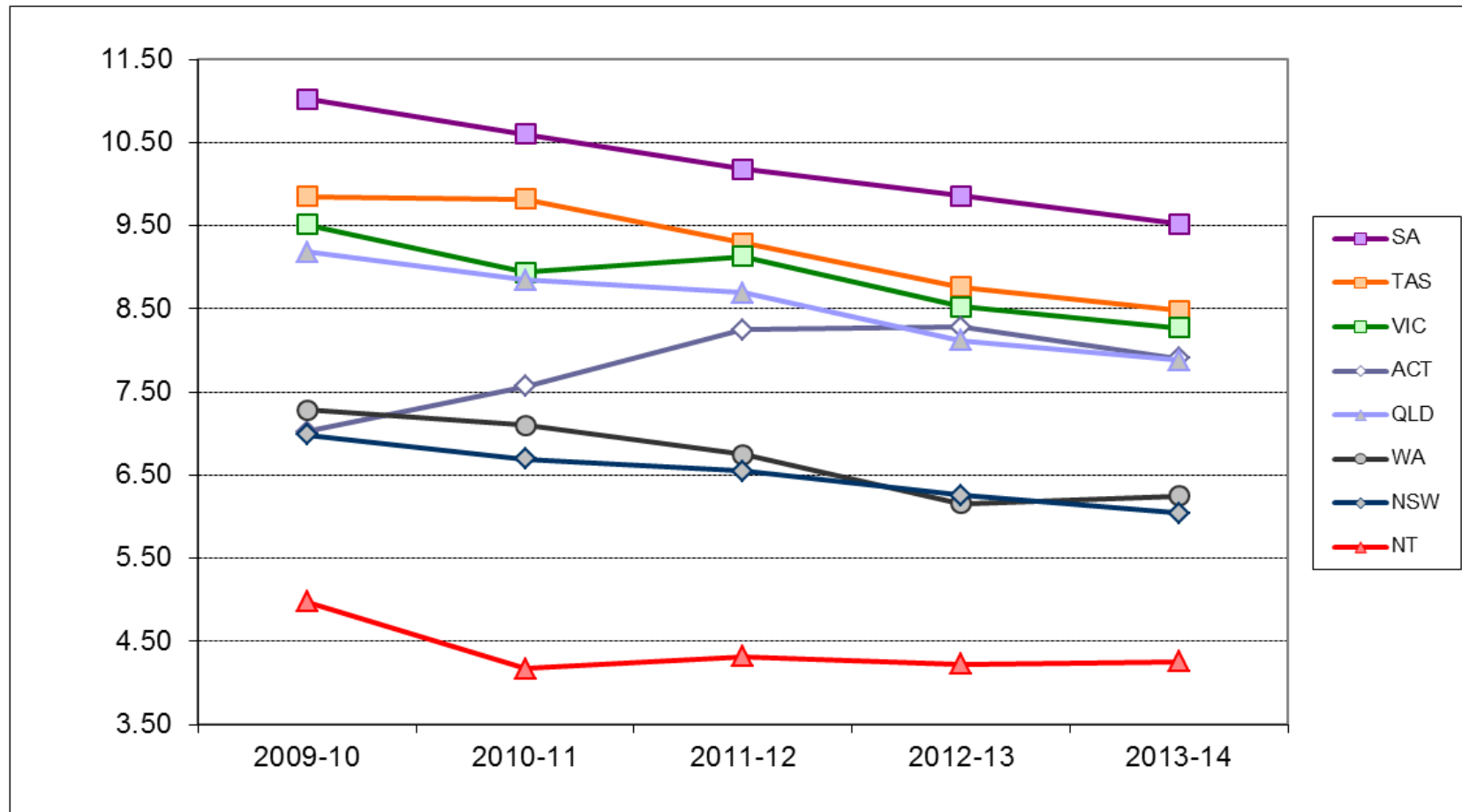
2.2 Expenditure on Public Library Services

Total expenditure on public libraries has grown significantly over the past five years, with an overall increase of 14.7% bringing the Australian total to over $1.04 billion.

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

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	$12.27m	$312.86m	$9.32m	$179.15m	$84.01m	$19.23m	$195.16m	$102.18m	**$914.18m**
2010-11	$13.02m	$318.15m	$9.13m	$189.59m	$93.24m	$20.14m	$208.87m	$102.22m	**$954.36m**
2011-12	$13.47m	$332.14m	$10.56m	$201.06m	$114.35m	$22.76m	$208.86m	$107.20m	**$1,010.40m**
2012-13	$14.02m	$339.54m	$10.34m	$199.76m	$114.70m	$23.14m	$214.41m	$111.86m	**$1,027.77m**
2013-14	$13.19m	$348.38m	$12.45m	$210.30m	$100.16m	$24.29m	$218.13m	$122.05m	**$1,048.96m**
Change over 5 year period	**7.5%**	**11.4%**	**33.5%**	**17.4%**	**19.2%**	**26.3%**	**11.8%**	**19.4%**	**14.7%**
Change to previous year	**-5.9%**	**2.6%**	**20.4%**	**5.3%**	**-12.7%**	**5.0%**	**1.7%**	**9.1%**	**2.1%**

Total expenditure per capita across Australia has grown by over 9% to $44.66. South Australia reported the highest expenditure per capita of $59.42, while the lowest figure of $34.18 was reported in the Australian Capital Territory.

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

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	$34.20	$43.22	$40.58	$39.67	$51.08	$37.89	$35.18	$44.50	**$40.92**
2010-11	$35.64	$43.56	$39.67	$41.39	$56.27	$39.45	$37.14	$43.57	**$42.19**
2011-12	$35.94	$45.56	$44.97	$44.09	$69.10	$44.45	$37.14	$44.11	**$44.55**
2012-13	$36.58	$45.84	$43.16	$42.88	$68.65	$45.10	$37.37	$44.44	**$44.44**
2013-14	$34.18	$46.34	$50.79	$44.53	$59.42	$47.19	$37.34	$47.43	**$44.60**
Change over 5 year period	**-0.1%**	**7.2%**	**21.5%**	**12.3%**	**16.3%**	**24.5%**	**6.1%**	**6.6%**	**9.1%**
Change to previous year	**-6.6%**	**1.1%**	**17.7%**	**3.9%**	**-13.4%**	**4.6%**	**-0.1%**	**6.7%**	**0.5%**

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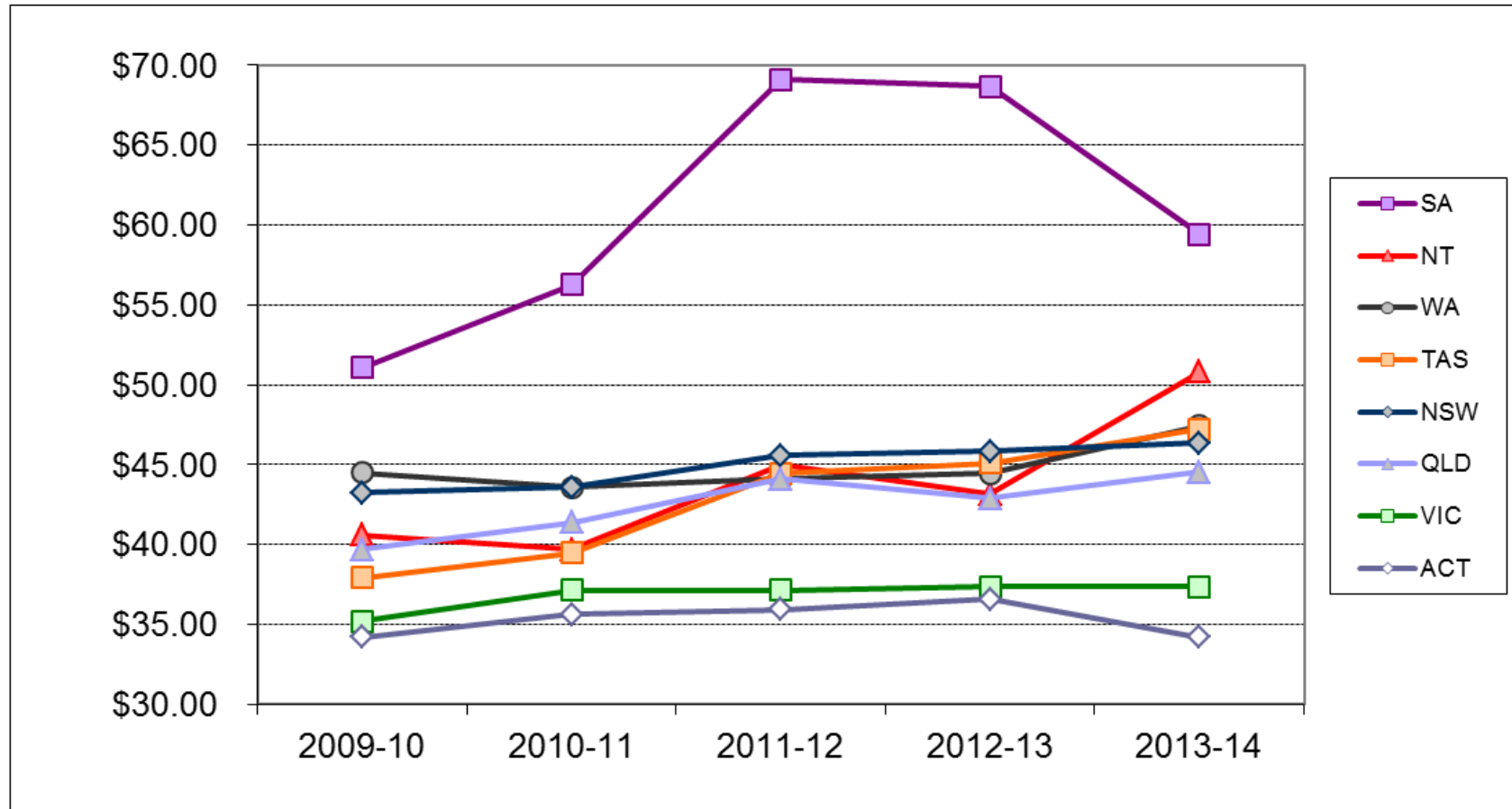
2.3 Expenditure on Library Materials

Expenditure on library materials has grown by over 10% during the five year period from 2009-10 to 2013-14, with Western Australia (31.8%), the Northern Territory (22.5%) and Victoria (20.2%) reporting significant increases. The only decrease in funding over the period was reported by the Australian Capital Territory (-32.1%).

## Table 11 – Expenditure on Library Materials

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	$2.68m	$31.51m	$0.86m	$29.16m	$9.35m	$2.34m	$28.77m	$12.02m	**$116.66m**
2010-11	$2.42m	$31.27m	$0.93m	$30.20m	$9.25m	$2.34m	$31.09m	$11.18m	**$118.68m**
2011-12	$2.64m	$32.46m	$1.21m	$30.14m	$9.35m	$2.35m	$34.58m	$11.12m	**$123.85m**
2012-13	$2.48m	$33.09m	$1.17m	$31.24m	$9.52m	$2.35m	$34.96m	$13.61m	**$128.41m**
2013-14	$1.82m	$32.67m	$1.06m	$31.16m	$9.35m	$2.35m	$34.57m	$15.85m	**$128.82m**
Change over 5 year period	**-32.1%**	**3.7%**	**22.5%**	**7.0%**	**0.0%**	**0.2%**	**20.2%**	**31.8%**	**10.4%**
Change to previous year	**-26.4%**	**-1.3%**	**-9.4%**	**-0.3%**	**-1.9%**	**0.0%**	**-1.1%**	**16.4%**	**0.3%**

Per capita expenditure on library materials increased by 5.0% over the same period, with Western Australia (17.6%) reporting the largest increase.

Table 12 – Expenditure on Library materials per capita

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	$7.48	$4.35	$3.75	$6.45	$5.68	$4.62	$5.19	$5.24	**$5.22**
2010-11	$6.63	$4.28	$4.03	$6.59	$5.58	$4.59	$5.53	$4.76	**$5.25**
2011-12	$7.04	$4.45	$5.14	$6.61	$5.65	$4.59	$6.15	$4.58	**$5.46**
2012-13	$6.46	$4.47	$4.87	$6.71	$5.70	$4.58	$6.09	$5.41	**$5.55**
2013-14	$4.72	$4.35	$4.31	$6.60	$5.54	$4.56	$5.92	$6.16	**$5.48**
Change over 5 year period	-36.9%	-0.2%	14.8%	2.3%	-2.4%	-1.2%	14.1%	17.6%	5.0%
Change to previous year	-26.9%	-2.7%	-11.5%	-1.6%	-2.7%	-0.3%	-2.9%	13.9%	-1.2%

Figure 3 – Expenditure on Library Materials per capita
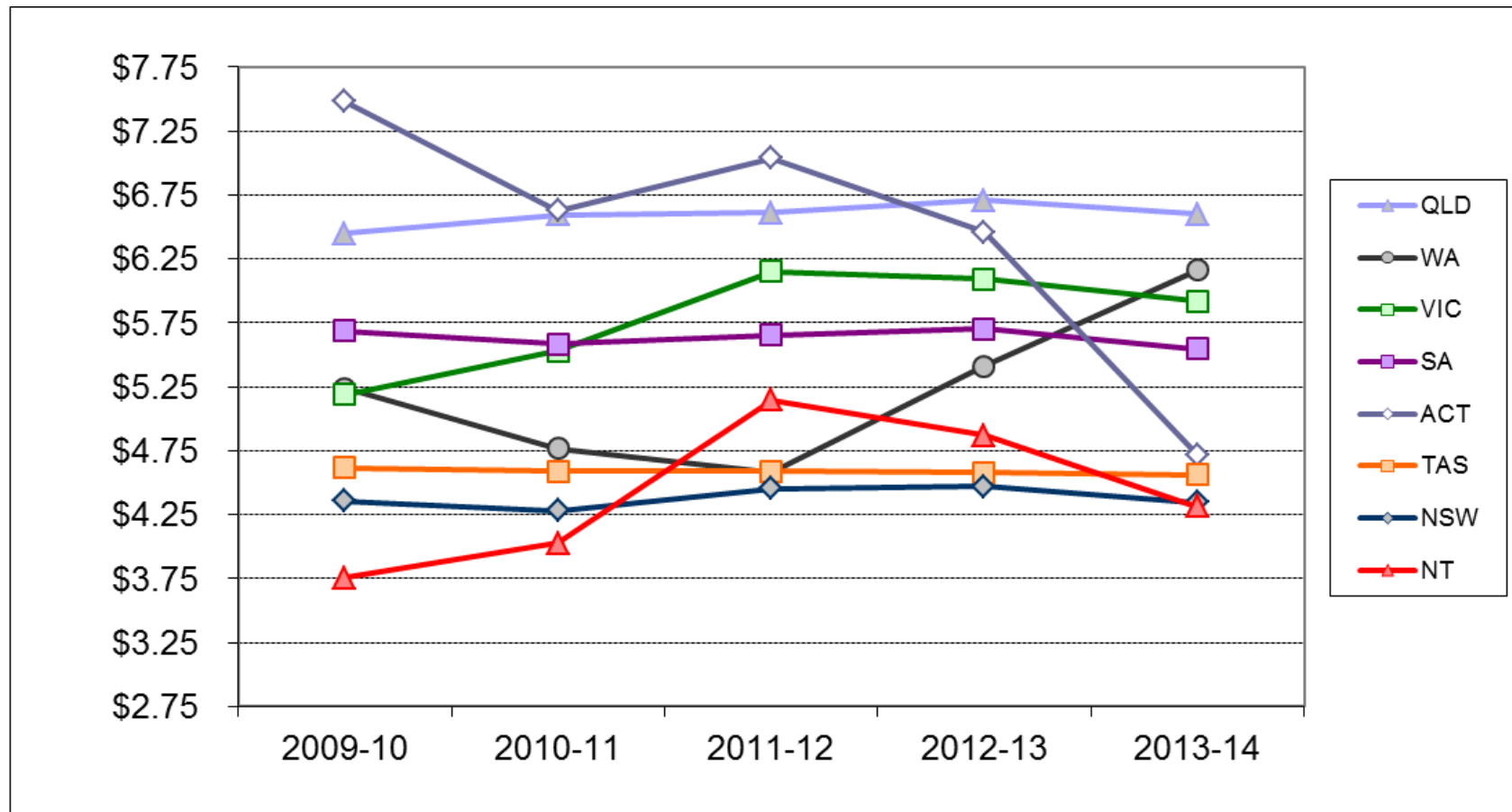
2.4 Expenditure on Electronic Resources

Where reported the expenditure on Electronic Resources has increased significantly over the period, with Queensland (225.8%) and the Northern Territory (193.2%) reporting very large increases.

Table 13– Expenditure on Electronic Resources

	ACT	NSW	NT	QLD[10]	SA[11]	TAS	VIC	WA	Australia
2009-10	$0.17m	$1.11m	$0.08m	$1.58m	$0.34m	$0.47m	n/a	$0.91m	**$4.69m**
2010-11	$0.13m	$1.59m	$0.09m	$1.61m	$0.36m	$0.29m	$2.35m	$0.74m	**$7.16m**
2011-12	n/a	$2.09m	$0.40m	$2.59m	$0.34m	$0.28m	n/a	$0.78m	**$6.31m**
2012-13	$0.21m	$2.39m	$0.26m	$3.51m	$0.42m	$0.29m	n/a	$1.33m	**$8.41m**
2013-14	$0.18m	$2.80m	$0.23m	$5.15m	$0.55m	$0.28m	n/a	$1.61m	**$10.79m**
Change over 5 year period	6.5%	152.7%	193.2%	225.8%	59.3%	-41.0%	n/a	76.9%	131.6%
Change to previous	-12.0%	17.3%	-12.9%	46.8%	30.1%	-3.6%	n/a	20.5%	28.4%
%'age of Collection Expenditure	8.4%	7.2%	22.2%	11.2%	4.4%	12.2%	n/a	9.8%	11.4%
Per capita	$0.48	$0.37	$0.92	$1.09	$0.32	$0.54	n/a	$0.62	$0.61

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[10] Queensland – includes funds for state-wide consortium purchasing.

[11] South Australia – includes funds for state-wide consortium and individual library purchases.

Figure 4 – Expenditure on Electronic Resources per capita
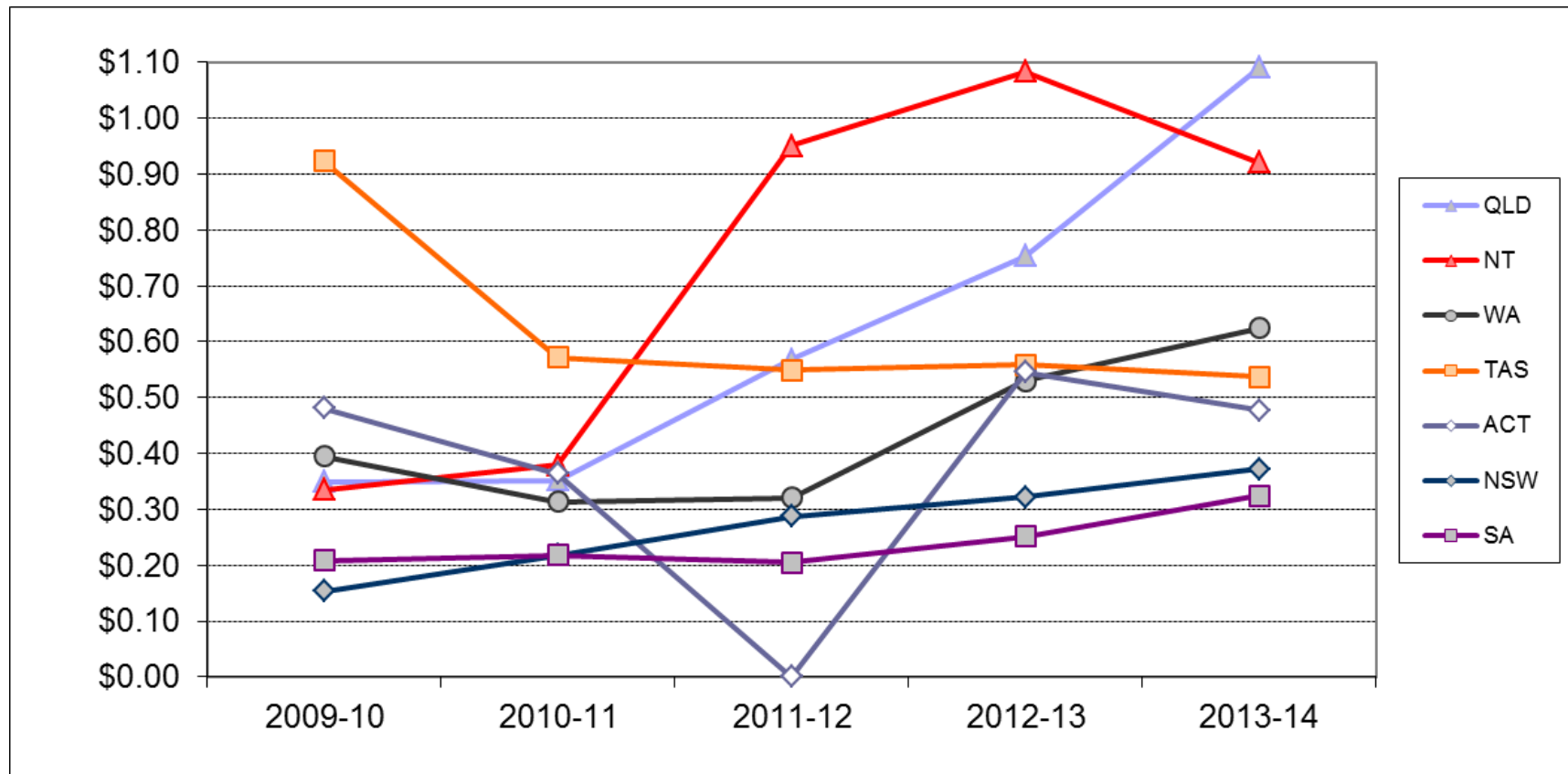
2.5 Public Access Internet Terminals

The number of public access Internet terminals provided nationally increased significantly over the period (25.3%).

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

	ACT	NSW	NT	QLD	SA	TAS[12]	VIC[13]	WA	Australia
2009-10	78	2,735	103	2,023	1,093	391	1,951	819	**9,193**
2010-11	68	2,872	114	2,063	1,346	688	2,036	832	**10,019**
2011-12	76	3,027	89	2,226	945	518	2,218	875	**9,974**
2012-13	91	3,068	104	2,323	935	542	2,315	877	**10,255**
2013-14	91	3,229	130	2,342	946	553	3,244	984	**11,519**
Change over 5 year period	**16.7%**	**18.1%**	**26.2%**	**15.8%**	**-13.4%**	**41.4%**	**66.3%**	**20.1%**	**25.3%**
Change to previous year	**0.0%**	**5.2%**	**25.0%**	**0.8%**	**1.2%**	**2.0%**	**40.1%**	**12.2%**	**12.3%**

[12] From 2010-11 LINC Tasmania has included internet terminals located at Online Access Centres.

[13] As from 2013-14 Victoria included all public access devices, including tablets and iPads.

Expressed as the number of public access terminals per 10,000 persons the national total is 4.90, an increase of over 19% during the five year period.

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

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
2009-10	2.17	3.78	4.48	4.48	6.65	7.70	3.52	3.57	**4.12**
2010-11	1.86	3.93	4.95	4.50	8.11	13.47	3.62	3.55	**4.43**
2011-12	2.03	4.15	3.79	4.88	5.71	10.12	3.94	3.60	**4.40**
2012-13	2.37	4.14	4.34	4.99	5.60	10.57	4.03	3.48	**4.43**
2013-14	2.36	4.29	5.30	4.96	5.61	10.74	5.55	3.82	**4.90**
Change over 5 year period	**8.5%**	**13.7%**	**18.3%**	**10.7%**	**-15.6%**	**39.5%**	**57.9%**	**7.2%**	**19.2%**
Change to previous year	**-0.7%**	**3.7%**	**22.1%**	**-0.5%**	**0.3%**	**1.7%**	**37.6%**	**9.8%**	**10.6%**

Figure 5 – Public Access Internet terminals per 10,000 persons
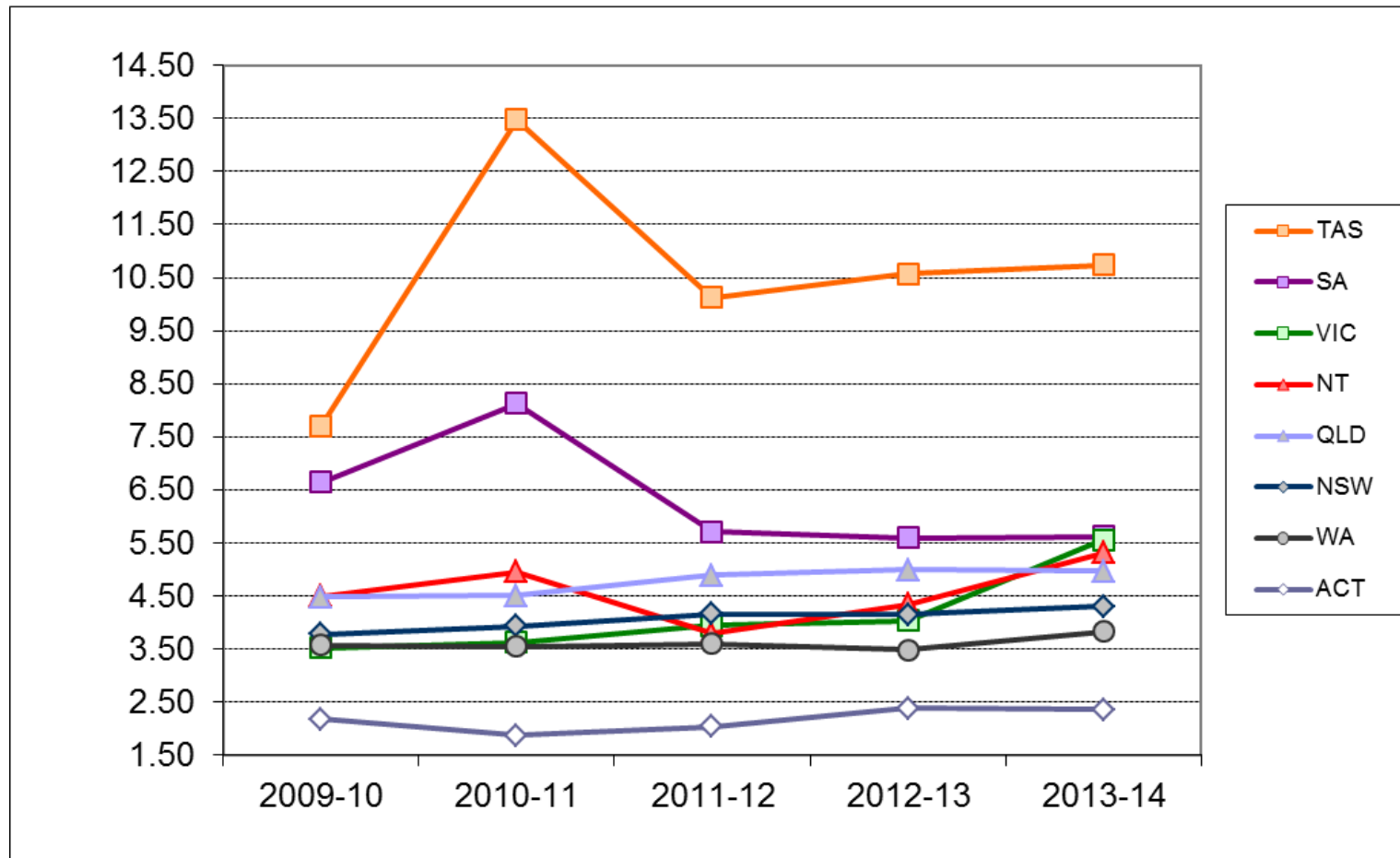
3 Public Library Services in Australia

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

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 380,000 people. The library operates as part of the ACT Government's Territory and Municipal Services Directorate.

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, and
- Mobile Library.

Libraries ACT is also responsible for the ACT Heritage Library, which helps tell 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 152 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 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 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 88 of the *Library Council of NSW Annual Report 2012/13:* http://www.sl.nsw.gov.au/about/publications/annual_reports/index.html

The State Library's Public Library & Engagement 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 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 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 Indigenous 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 City of Darwin Libraries with 4 branches servicing a population of 83,020 to Peppimenarti a small remote Indigenous community with a population of 189. 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 by Taminmin Community Library. The service provides a regular exchange of books and other resources to individuals.

Queensland

In Queensland local governments offer free library services to the community. State Library supports these local governments through annual grants, support services and specialized collections, access to Queensland wide electronic databases and the operation of the Rural Library Queensland (RLQ) Scheme.

Local governments operating Independent library services receive cash grants calculated on a weighted per capita formula. Local governments serving populations of less than 15,000 are eligible to participate in the RLQ Service. In lieu of a cash grant these local governments receive a notional allocation which funds the purchase of library materials and eresources accessed through a shared Library Management System (LMS).

Indigenous Knowledge Centres offer library services in communities throughout Queensland, including Cape York and the Torres Strait.

State Library also provides:

- Loans of specialised resources such as LOTE and literacy materials
- Advisory services, information services and training on all aspects of public library management
- Statewide distribution of interlibrary loans
- Facilitation of public library networking and resource sharing.

South Australia

The SA public library network operates within *The Libraries Act (1982)* and a Memorandum of Agreement (MOA) between the Minister for the Arts and the President of the Local Government Association (LGA) for funding public library and community information services 2011-2021. The MOA provides the framework within which both parties contribute to ensuring that all South Australians have access to modern, free public library services. Membership of libraries, borrowing of library materials, access to the Internet and many other services are provided at no direct cost to the user.

South Australia's 142 public and joint use libraries are operated or supported by 68 councils, with several libraries operating without council support in "unincorporated lands" in remote SA.

In order to provide equitable services to the States smaller communities the Libraries Board and the some local councils join with the Department for Education and Child Development (DECD) to operate joint use School Community Libraries. There are 43 School Community Libraries in the State.

The Libraries Board, through its business unit Public Library Services (PLS) provides centralised e-procurement and contract management, outsourced cataloguing of all items purchased, free internet and wireless access and a number of state wide collections and services.

The Libraries Board provides operating subsidies and library materials grants to all libraries. These grants ensure that all libraries provide a range of services at no cost, and purchase a range of new library materials every year.

In May 2012, PLS commenced the implementation of a One Card system which will see all libraries in the State utilising a shared Library Management System. The project continued during 2013/14 with the majority of libraries now utilising this shared system. The project will be completed in late 2014. Outcomes of this project will be that all customers will be able to use all libraries in the State as well as being able to they can reserve any item from any library and have these items delivered at no cost to their local library.

Tasmania

LINC Tasmania is a state-wide service network which gives Tasmanians integrated access to library services, research and information, adult literacy support, community learning, online access and archive and heritage services. LINC Tasmania's 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.

LINC Tasmania provides public library services in 47 sites statewide through LINCs (Library Information Network Centres), branch libraries and combined branch libraries and online access centre sites, as well as 34 standalone online access centres. 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.

LINC Online is integral to the 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 provide 24/7 access for our clients.

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. 8 senior secondary colleges, 171 schools, 10 TasTAFE libraries, 7 community libraries and 4 agency libraries are also connected to TALIS.

The Tasmanian Library Advisory Board, the Allport Library and Museum of Fine Arts Management Committee, Huon LINC Board, 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.

Victoria

There are 52 public library services in Victoria, covering all 79 municipalities; the change relates to the breakup of Upper Murray Regional Library Service and Central Highlands Regional Library Corporation. Three types of public library services operate in the State: single service municipalities (34), regional library corporations (11) and one single municipality providing public library services to six other municipalities. Single services are run by their municipalities, and regional libraries are where 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 53.

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 Land, Planning, Transport and Infrastructure 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 Framework for Collaborative Action, with a key outcome being the delivery of the State-Wide Library Development Programs. During 2013-14 the key project outcomes were

Victorian Public Libraries 2030: A Strategic Framework
Creative Communities: The Cultural Benefits of Victoria's Public Libraries
Victorian Public Libraries: Our Future Our Skills

Key programs undertaken included the Shared Leadership action learning projects, touring public programs and professional development opportunities.

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 231 public libraries throughout the State. The Library Board also provides access to a range of electronic resources (e-books, and databases), a database of public library and Western Australian resources, 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 64,000 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 exchange of stock between libraries. Many local governments provide additional resources to purchase books in demand, journal subscriptions and additional electronic and 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 231 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 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

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

Northern Territory Library
Department of Arts and Museums
GPO Box 42
Darwin NT 0801

Queensland

Regional Access & Public Libraries
State Library of Queensland
PO Box 3488
South Brisbane Qld 4101

South Australia

Public Library Services
GPO BOX 1971
Adelaide 5001

Tasmania

LINC Tasmania
91 Murray Street
Hobart Tasmania 7000

Victoria

Executive Officer
Public Libraries Victoria Network
Level 12/60 Collins St
Melbourne Vic 3000

Western Australia

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

5 2013 - 2014 Data & Indicators

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
EXPENDITURE									
Expenditure on Public Libraries (excluding library materials and capital purchases)	$11,372,072	$314,894,185	$9,737,399	$174,504,529	$84,744,096	$21,668,445	$183,558,410	$106,203,539	$906,682,675
Total expenditure on Library Materials	$1,821,422	$32,669,624	$1,056,330	$31,156,752	$9,346,540	$2,348,394	$34,574,713	$15,847,463	$128,821,238
Expenditure on Library Materials (excluding Electronic Resources)	$1,637,370	$29,869,419	$830,560	$26,007,707	$8,799,634	$2,071,973	$34,574,713	$14,241,701	$118,033,077
Expenditure on Electronic Resources	$184,052	$2,800,205	$225,770	$5,149,045	$546,906	$276,421	n/a	$1,605,762	$10,788,161
State Govt. costs directly related to the delivery of public library services not included above		$817,458	$1,654,089	$4,635,182	$6,072,655	$276,873			$13,456,257
Total Expenditure on Public Library Services	$13,193,494	$348,381,267	$12,447,818	$210,296,463	$100,163,291	$24,293,712	$218,133,123	$122,051,002	$1,048,960,170
Total State/Territory costs related to the delivery of public library services	$13,193,494	$27,345,458	$6,346,089	$23,068,264	$23,626,553	$24,293,712	$37,078,522	$15,235,832	$170,187,924
State/Territory Funding as a percentage of Public Library Expenditure	100%	8%	51%	11%	24%	100%	17%	12%	16%
Capital Expenditure on Public Libraries (not including library materials)		$31,245,280		$32,054,135	$4,386,155	$1,804,873	$33,181,327	$3,359,726	$106,031,496
STAFF									
No of qualified librarians (fte)	35.00	827.32	17.00	356.00	217.00	n/a	n/a	303.18	1755.50
Total staff (fte)	99.60	2,342.56	95.90	1470.00	748.00	n/a	1758.00	1037.97	7552.03
LIBRARY MATERIALS									
Total number of library materials	622,959	13,362,453	399,800	7,287,095	3,731,666	703,581	9,058,243	4,236,985	39,402,782
Percentage of collection purchased in previous 5 years	63.3%	51.3%	50.6%	85.0%	43.0%	54.7%	61.9%	60.3%	60.4%

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
SERVICE POINTS									
No. of fixed point libraries	9	370	32	304	138	47	324	231	1,455
No. of mobile libraries	2	22		16	5		30		75
No of service points (including mobile libraries)	11	392	32	320	143	47	354	231	1,530
No. of deposit stations (small unstaffed collections)		67			31				98
No. of locations served by mobile libraries	19	397		214	180		n/a		810
ACCESSIBILITY – number of libraries by time open for public use									
Service Points open 45 hours or more	8	151	5	85	47	10	n/a	70	376
Open 30 - 44 hours	1	129	14	126	52	10	n/a	120	452
Open 10 - 29 hours		99	10	71	16	23	n/a	22	241
Open less than 10 hours		13	3	13	23	4	n/a	17	73
Total with opening hours specified	*9*	*392*	*32*	*295*	*138*	*47*	*0*	*229*	*1,142*
Not specified	2			25	3		354	2	386
Total Hours per week	443	15,062	1,380	10,656	3,817	1,244	11,683	9,063	53,348
Total hours open per annum (actual italicised, others estimated at Hours per week multiplied x 50 weeks)	22,125	783,216	66,240	532,800	190,850	62,200	584,150	453,150	2,694,731

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
USAGE									
Total circulation	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
Total library visits	2,090,378	34,873,208	1,007,601	21,970,866	10,688,476	3,283,397	28,475,581	10,228,764	112,618,271
Customers per month	174,198	2,906,101	83,967	1,830,906	890,706	273,616	2,372,965	852,397	9,384,856
Number of Reference / Information Enquiries	n/a	3,651,145	83,239	2,713,246	473,786	66,815	n/a	1,326,932	8,315,163
MEMBERSHIP									
No. of registered library users	223,018	3,086,003	77,434	2,023,381	897,678	126,753	1,135,456	1,061,280	8,631,003
Adult Members 65 and over	22,428	351,373	4,478		140,828	15,542		79,691	614,340
Adult Members under 65 (or age not specified)	166,211	2,110,198	48,705	1,600,727	575,940	71,577		743,546	5,316,904
Young Adult (definition varies usually 15 - 20)		167,464	4,401		66,889	7,988		55,072	301,814
Junior Members (definition varies usually <15)	34,379	393,466	12,918	417,159	114,021	30,020		172,698	1,174,661
Not Specified		11,092	5,442			1,626	113,456	0	131,616
Other		52,410	1,490	5,495				10,273	69,668
Total with age specified	223,018	3,022,683	70,502	2,017,886	897,678	125,127	0	1,051,007	7,407,901

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
ELECTRONIC INFORMATION SERVICES									
No. of Service Points with Public Access Internet Terminals at 30 June 2014	10	409	32	310	138	89	354	201	1,543
No of Public Access Internet Terminals provided at 30 June 2014	91	3,229	130	2,342	946	553	3,244	984	11,519
Number of Catalogue Terminals provided	31		48		294			262	635
Number of other Public Access Computer Terminals Provided		227	20	200				0	447
Total Public Use computer terminals (*Victoria includes all connected devices).*	122	3,456	198	2,542	1,240	553	3,244	1,246	12,601

2013 - 2014 Summary & percentages of Data & Indicators

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
EXPENDITURE									
Total Expenditure on Public Library Services ($m)	$13.19	$348.38	$12.45	$210.30	$100.16	$24.29	$218.13	$122.05	$1,048.96
Public Library expenditure per capita (excluding library materials)	$29.46	$41.99	$46.48	$37.93	$53.87	$42.63	$31.42	$41.27	$39.18
Library Materials expenditure per capita	$4.72	$4.35	$4.31	$6.60	$5.54	$4.56	$5.92	$6.16	$5.48
STAFF									
No of Librarians (FTE) per 10,000 persons	0.91	1.10	0.69	0.75	1.29	n/a	n/a	1.18	0.75
Total Staff (FTE) per 10,000 persons	2.58	3.12	3.91	3.11	4.44	n/a	3.01	4.03	3.22
Population served per staff member	3,876	3,210	2,556	3,213	2,254	n/a	3,323	2,479	3,110
Loans per FTE staff	30,646	19,389	10,871	25,313	21,456	n/a	27,498	15,495	22,718
LIBRARY MATERIALS									
Library materials per capita	1.6	1.8	1.6	1.5	2.2	1.4	1.6	1.6	1.7
SERVICE POINTS									
Population served per service point	35,091	19,180	7,659	14,758	11,788	10,953	16,502	11,140	15,351
Service Points per 100,000 persons	2.8	5.2	13.1	6.8	8.5	9.1	6.1	9.0	6.5

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
ACCESSIBILITY – Number of libraries by time open for public use									
More than 45 hrs per week	88.9%	38.5%	15.6%	28.8%	34.1%	21.3%	n/a	30.6%	32.9%
30 to 44 hrs per week	11.1%	32.9%	43.8%	42.7%	37.7%	21.3%	n/a	52.4%	39.6%
10 to 29 hrs per week		25.3%	31.3%	24.1%	11.6%	48.9%	n/a	9.6%	21.1%
less than 10 hrs per week		3.3%	9.4%	4.4%	16.7%	8.5%	n/a	7.4%	6.4%
Ave. hours open per week per service point	49.2	38.4	43.1	36.1	27.7	26.5	n/a	39.6	46.7
USAGE									
Circulation per capita	7.9	6.0	4.3	7.9	9.5	8.5	8.3	6.2	7.3
Customer visits per capita	5.4	4.6	4.1	4.7	6.3	6.4	4.9	4.0	4.8
Loans per volume held	4.9	3.4	2.6	5.1	4.3	6.2	5.3	3.8	4.4
MEMBERSHIP									
Percentage of population who are Library Members (*Victoria reporting members that were active within the last 12 months)	58%	41%	32%	43%	53%	25%	19%	41%	37%
Percentage Adult Members (15 and over)	85%	87%	82%	79%	87%	76%	n/a	84%	84%
Percentage Junior Members (<15)	15%	13%	18%	21%	13%	24%	n/a	16%	16%
ELECTRONIC INFORMATION SERVICES									
Internet terminals per 10,000 persons	2.4	4.3	5.3	5.0	5.6	10.7	5.6	3.8	4.9
Service points with Internet terminals	91%	100%	100%	97%	97%	100%	100%	87%	97%
Information Enquiries per 10,000 persons	n/a	4,856	3,396	5,745	2,811	1,298	n/a	5,156	3,540

2013 - 2014	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2014 - Australian Demographic Statistics - 3101.0 - June Quarter 2014 - *Excludes Other Territories *Released 18/12/2014*	386,000	7,518,500	245,100	4,722,400	1,685,700	514,800	5,841,700	2,573,400	23,487,600