

# **AUSTRALIAN PUBLIC LIBRARIES STATISTICAL REPORT 2010-2011**

## **Final Report**

**Compiled by Public & Indigenous Library Services**

**State Library of Queensland**

**July 2012**

## **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 1,491 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.

July 2012

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# 1 Selected National Statistics 2010-2011

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

- 1,491 public library service points with 1,417 fixed point libraries and 74 mobile libraries
  - One public library service point for every 15,000 people
  - More than one third of all public libraries are open more than 45 hours per week
  - More than 7 out of 10 public libraries are open for more than 30 hours each week
  
- Over 182 million items were lent to more than 10 million members of Australia's public libraries.
  
- Over 114 million customer visits annually, or more than 9 million per month
  
- More than 40 million items (1.8 items per person) were made available for the use of the community and over \$118 million was spent on ensuring that these collections remain up to date and relevant (more than half the collections are less than 5 years old)
  
- Total expenditure on public libraries has increased from \$757 million in 2006-2007 to just under \$954 million in 2010-2011, representing a 26% increase. Expressed on a per capita basis, funding for public libraries has increased by 17% over the same period to \$42.19.

**Table 1 – Services<sup>1</sup>**

	2006-07	2007-08	2008-09	2009-10	2010-11
<b>Total loans</b>	182,934,975	177,428,161	182,640,004	188,375,165	182,757,656
<b>Loans per capita</b>	8.7	8.3	8.4	8.4	8.1
<b>Reported information enquiries<sup>2</sup></b>	9,737,346	6,901,137	7,455,692	8,532,533	12,177,241
<b>Information enquiries per 1,000 persons<sup>3</sup></b>	501	477	453	508	538
<b>Internet terminals per 10,000 persons</b>	3.6	3.7	4.0	4.1	4.4

**Table 2 – Customers**

	2006-07	2007-08	2008-09	2009-10	2010-11
<b>Customers</b>	111,738,333	109,607,524	111,323,814	114,391,800	111,627,234
<b>Customers per month</b>	9,311,528	9,133,960	9,276,985	9,532,650	9,302,278
<b>Customer visits per capita</b>	5.3	5.1	5.1	5.1	4.9
<b>Registered Library Members</b>	9,882,493	9,900,252	9,958,042	10,097,975	10,191,256
<b>Members as a percentage of total population</b>	47%	46%	46%	45%	45%
<b>Percentage Adult Members</b>	83%	82%	83%	84%	84%
<b>Percentage Junior Members</b>	17%	18%	17%	16%	16%

<sup>1</sup> A number of Queensland data elements for 2010-11, particularly Total Loans, Loans per Capita and Customer Visits, were impacted by a series of natural disasters that disrupted operations at several library services. The corresponding reductions in the national measures may be partially attributable to these events.

<sup>2</sup> There has been inconsistent reporting of this measure over the collection period.

<sup>3</sup> States and Territories that have not reported results in each period have been excluded from this measure.

**Table 3 – Collections & Resources**

	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>
<b>Total number of library materials</b>	40,033,893	40,306,255	41,483,356	41,119,022	40,303,760
<b>Total number of Public Access Internet terminals</b>	7,142	7,821	8,652	9,193	10,017
<b>Number of Public Access Computers for Word Processing etc</b>	1,418	1,566	1,701	1,804	1,747
<b>Library materials per capita</b>	1.9	1.9	1.9	1.8	1.8
<b>Total library materials expenditure</b>	\$105.46m	\$108.31m	\$117.13m	\$116.66m	\$118.68m
<b>Library materials expenditure per capita</b>	\$5.02	\$5.07	\$5.36	\$5.22	\$5.25
<b>Average percentage of resources purchased in last 5 years</b>	54%	53%	50%	50%	54%

**Table 4 – Service Points**

	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>
<b>Number of fixed point libraries</b>	1,432	1,398	1,402	1,418	1,417
<b>Number of mobile libraries</b>	81	78	78	76	74
<b>Number of Service Points</b>	1,513	1,476	1,480	1,494	1,491
<b>Population served per service point</b>	13,890	14,479	14,779	14,953	15,170
<b>Service Points per 100,000 persons</b>	7.2	7.1	6.8	6.7	6.6
<b>Number of locations served by mobile libraries</b>	1,355	1,093	1,031	1,276	1,492
<b>Libraries open more than 45 hrs per week</b>	30%	31%	32%	32%	34%
<b>Libraries open 30 to 44 hrs per week</b>	38%	37%	36%	38%	38%
<b>Libraries open 10 to 29 hrs per week</b>	24%	25%	24%	24%	23%
<b>Libraries open less than 10 hrs per week</b>	8%	7%	8%	6%	5%
<b>Percentage of service points with Internet terminals</b>	92%	94%	92%	95%	96%

**Table 5 – Staff<sup>4</sup>**

	2006-07	2007-08	2008-09	2009-10	2010-11
<b>Total Staff (full time equivalent)<sup>5</sup></b>	7,418	7,503	7,269	7,382	7,512
<b>Population served per staff member</b>	2,833	2,849	2,940	2,957	2,943
<b>Staff members (FTE) per 10,000 persons.</b>	3.5	3.5	3.4	3.4	3.4
<b>Loans per full-time equivalent staff member</b>	24,663	23,649	24,414	24,840	23,649

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

	2006-07	2007-08	2008-09	2009-10	2010-11
<b>Total Expenditure on Public Library Services</b>	\$757.57m	\$830.45	\$882.31m	\$929.09m	\$954.36m
<b>Total Public Library expenditure per capita</b>	\$36.05	\$38.86	\$40.34	\$41.59	\$42.19

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<sup>4</sup> Staff measures have been revised from those previously published. Total Staff FTE numbers have been reduced following revisions submitted by Victoria.

<sup>5</sup> Tasmania unable to supply staff numbers from 2008-2009 and has been excluded from subsequent staffing measures.



## 2 Comparative Data

### 2.1 Items lent

Overall, lending from public libraries has not increased over the past five years, with a 3.0% decrease from the previous year. Over the five year period the strongest growth was reported in Tasmania (7.5%) and the ACT (2.4%).

**Table 7 – Total items lent**

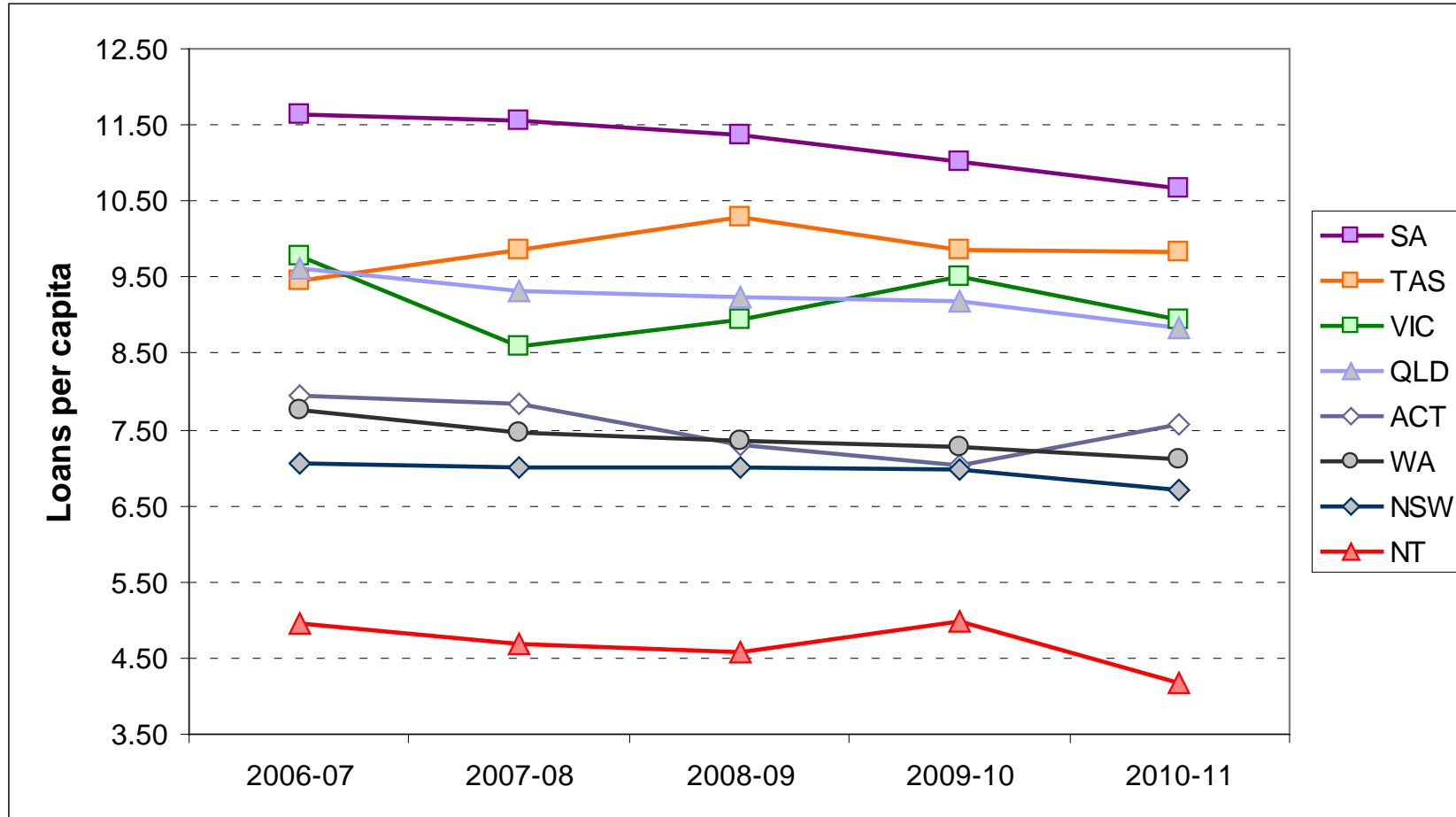
	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	2,701,306	48,664,526	1,068,102	40,168,087	18,434,372	4,666,366	50,891,985	16,340,231	<b>182,934,975</b>
<b>2007-08</b>	2,695,495	48,753,212	1,031,724	39,869,017	18,496,186	4,917,095	45,505,301	16,160,131	<b>177,428,161</b>
<b>2008-09</b>	2,562,599	49,782,998	1,028,034	40,732,190	18,447,848	5,171,196	48,493,826	16,421,313	<b>182,640,004</b>
<b>2009-10</b>	2,520,737	50,585,814	1,142,425	41,489,233	18,132,406	5,002,129	52,776,167	16,726,254	<b>188,375,165</b>
<b>2010-11</b>	2,765,201	48,911,125	960,676	40,511,975	17,656,868	5,015,518	50,279,939	16,656,354	<b>182,757,656</b>
<b>Change over 5 year period</b>	<b>2.4%</b>	<b>0.5%</b>	<b>-10.1%</b>	<b>0.9%</b>	<b>-4.2%</b>	<b>7.5%</b>	<b>-1.2%</b>	<b>1.9%</b>	<b>0.1%</b>
<b>Change to previous year</b>	<b>9.7%</b>	<b>-3.3%</b>	<b>-15.9%</b>	<b>-2.4%</b>	<b>-2.6%</b>	<b>0.3%</b>	<b>-4.7%</b>	<b>0.4%</b>	<b>-3.0%</b>
<b>% of national</b>	<b>1.5%</b>	<b>26.8%</b>	<b>0.5%</b>	<b>22.2%</b>	<b>9.7%</b>	<b>2.7%</b>	<b>27.5%</b>	<b>9.1%</b>	

**Table 8 – Items lent per capita**

Over the past five years the national loans per capita has declined (-7.7%), with only Tasmania reporting an small increase (3.7%). South Australia has consistently reported the highest per capita loans during the period.

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	7.95	7.06	4.97	9.60	11.63	9.46	9.78	7.76	<b>8.71</b>
<b>2007-08</b>	7.83	7.00	4.69	9.32	11.55	9.87	8.59	7.47	<b>8.30</b>
<b>2008-09</b>	7.30	7.01	4.57	9.24	11.37	10.29	8.93	7.34	<b>8.35</b>
<b>2009-10</b>	7.02	6.99	4.97	9.19	11.03	9.85	9.51	7.28	<b>8.43</b>
<b>2010-11</b>	7.57	6.70	4.17	8.84	10.66	9.82	8.94	7.10	<b>8.08</b>
<b>Change over 5 year period</b>	<b>-5.0%</b>	<b>-5.5%</b>	<b>-19.0%</b>	<b>-8.6%</b>	<b>-9.2%</b>	<b>3.7%</b>	<b>-9.4%</b>	<b>-9.3%</b>	<b>-7.7%</b>
<b>Change to previous year</b>	<b>7.2%</b>	<b>-4.4%</b>	<b>-19.2%</b>	<b>-3.9%</b>	<b>-3.5%</b>	<b>-0.3%</b>	<b>-6.4%</b>	<b>-2.6%</b>	<b>-4.4%</b>

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 over \$954 million. The largest increases were reported in the Northern Territory and South Australia.

**Table 9 – Expenditure on Public Library Services (including the purchase of library materials)<sup>6</sup>**

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2006-07</b>	\$11.59m	\$269.52m	\$5.69m	\$155.07m	\$64.32m	\$14.81m	\$155.92m	\$80.66m	<b>\$757.57m</b>
<b>2007-08</b>	\$10.26m	\$282.47m	\$3.99m	\$165.56m	\$66.45m	\$15.24m	\$174.47m	\$96.18m	<b>\$814.62m</b>
<b>2008-09</b>	\$10.71m	\$297.85m	\$7.19m	\$180.06m	\$74.60m	\$17.14m	\$181.96m	\$99.96m	<b>\$869.47m</b>
<b>2009-10</b>	\$12.27m	\$312.86m	\$9.32m	\$179.15m	\$84.01m	\$19.23m	\$195.16m	\$102.18m	<b>\$914.18m</b>
<b>2010-11</b>	\$13.02m	\$318.15m	\$9.13m	\$189.59m	\$93.24m	\$20.14m	\$208.87m	\$102.22m	<b>\$954.36m</b>
<b>Change over 5 year period</b>	<b>12.4%</b>	<b>18.0%</b>	<b>60.6%</b>	<b>22.3%</b>	<b>45.0%</b>	<b>36.0%</b>	<b>34.0%</b>	<b>26.7%</b>	<b>26.0%</b>
<b>Change to previous year</b>	<b>6.1%</b>	<b>1.7%</b>	<b>-2.0%</b>	<b>5.8%</b>	<b>11.0%</b>	<b>4.7%</b>	<b>7.0%</b>	<b>0.0%</b>	<b>4.4%</b>

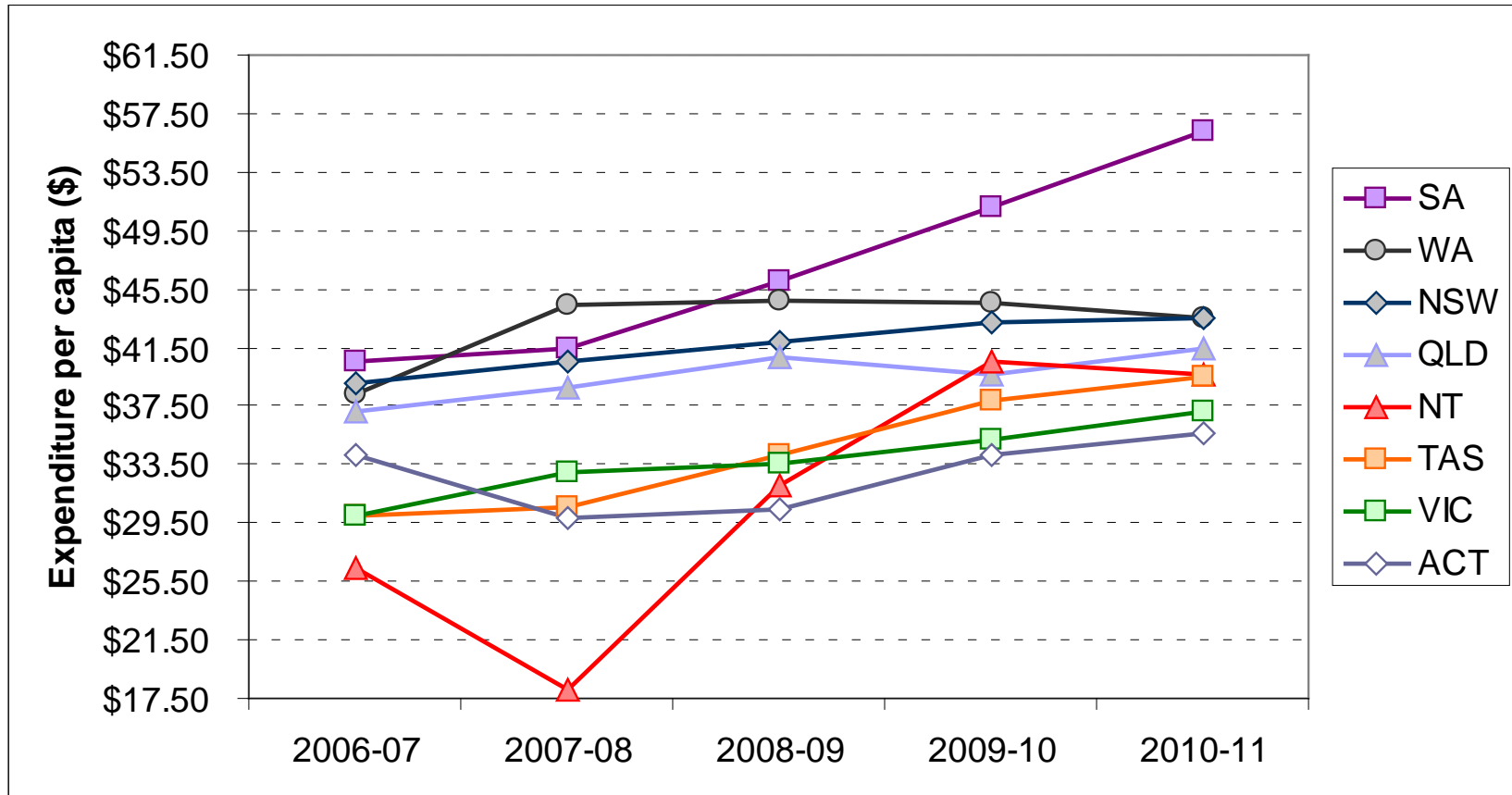
<sup>6</sup> Total Expenditure has been revised from previously published figures. Retrospective data revisions were submitted by Victoria (2007-08 to 2009-10) and Queensland (2009-10).

Total expenditure per capita across Australia has grown by 17% to \$42.19. South Australia reported the highest expenditure per capita of \$56.27, while the lowest figure of \$35.64 was reported in the Australian Capital Territory.

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

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	\$34.09	\$39.12	\$26.44	\$37.08	\$40.59	\$30.02	\$29.95	\$38.30	<b>\$36.05</b>
<b>2007-08</b>	\$29.81	\$40.54	\$18.16	\$38.69	\$41.49	\$30.58	\$32.93	\$44.46	<b>\$38.12</b>
<b>2008-09</b>	\$30.50	\$41.95	\$32.01	\$40.86	\$45.97	\$34.10	\$33.52	\$44.69	<b>\$39.75</b>
<b>2009-10</b>	\$34.20	\$43.22	\$40.58	\$39.67	\$51.08	\$37.89	\$35.18	\$44.50	<b>\$40.92</b>
<b>2010-11</b>	\$35.64	\$43.56	\$39.67	\$41.39	\$56.27	\$39.45	\$37.14	\$43.57	<b>\$42.19</b>
<b>Change over 5 year period</b>	<b>4.5%</b>	<b>11.3%</b>	<b>50.0%</b>	<b>11.6%</b>	<b>38.6%</b>	<b>31.4%</b>	<b>24.0%</b>	<b>13.7%</b>	<b>17.0%</b>
<b>Change to previous year</b>	<b>4.2%</b>	<b>0.8%</b>	<b>2.2%</b>	<b>4.3%</b>	<b>10.2%</b>	<b>4.1%</b>	<b>5.6%</b>	<b>-2.1%</b>	<b>3.1%</b>

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 12% during the five year period from 2006-07 to 2010-11, with the ACT and Victoria reporting the largest increases. The Northern Territory and the Tasmania reported the largest decreases.

**Table 11 – Expenditure on Library Materials**

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	\$1.25m	\$29.84m	\$1.09m	\$25.25m	\$8.45m	\$2.50m	\$25.72m	\$11.35m	<b>\$105.46m</b>
<b>2007-08</b>	\$1.03m	\$31.48m	\$0.67m	\$26.36m	\$8.09m	\$2.39m	\$27.36m	\$10.96m	<b>\$108.31m</b>
<b>2008-09</b>	\$1.82m	\$31.93m	\$0.86m	\$30.43m	\$8.99m	\$2.37m	\$27.84m	\$12.89m	<b>\$117.13m</b>
<b>2009-10</b>	\$2.68m	\$31.51m	\$0.86m	\$29.16m	\$9.35m	\$2.34m	\$28.77m	\$12.02m	<b>\$116.66m</b>
<b>2010-11</b>	\$2.42m	\$31.27m	\$0.93m	\$30.20m	\$9.25m	\$2.34m	\$31.09m	\$11.18m	<b>\$118.68m</b>
<b>Change over 5 year period</b>	<b>93.4%</b>	<b>4.8%</b>	<b>-15.1%</b>	<b>19.6%</b>	<b>9.5%</b>	<b>-6.3%</b>	<b>20.9%</b>	<b>-1.5%</b>	<b>12.5%</b>
<b>Change to previous year</b>	<b>-9.8%</b>	<b>-0.8%</b>	<b>7.5%</b>	<b>3.7%</b>	<b>-1.0%</b>	<b>0.0%</b>	<b>8.1%</b>	<b>-7.0%</b>	<b>1.7%</b>

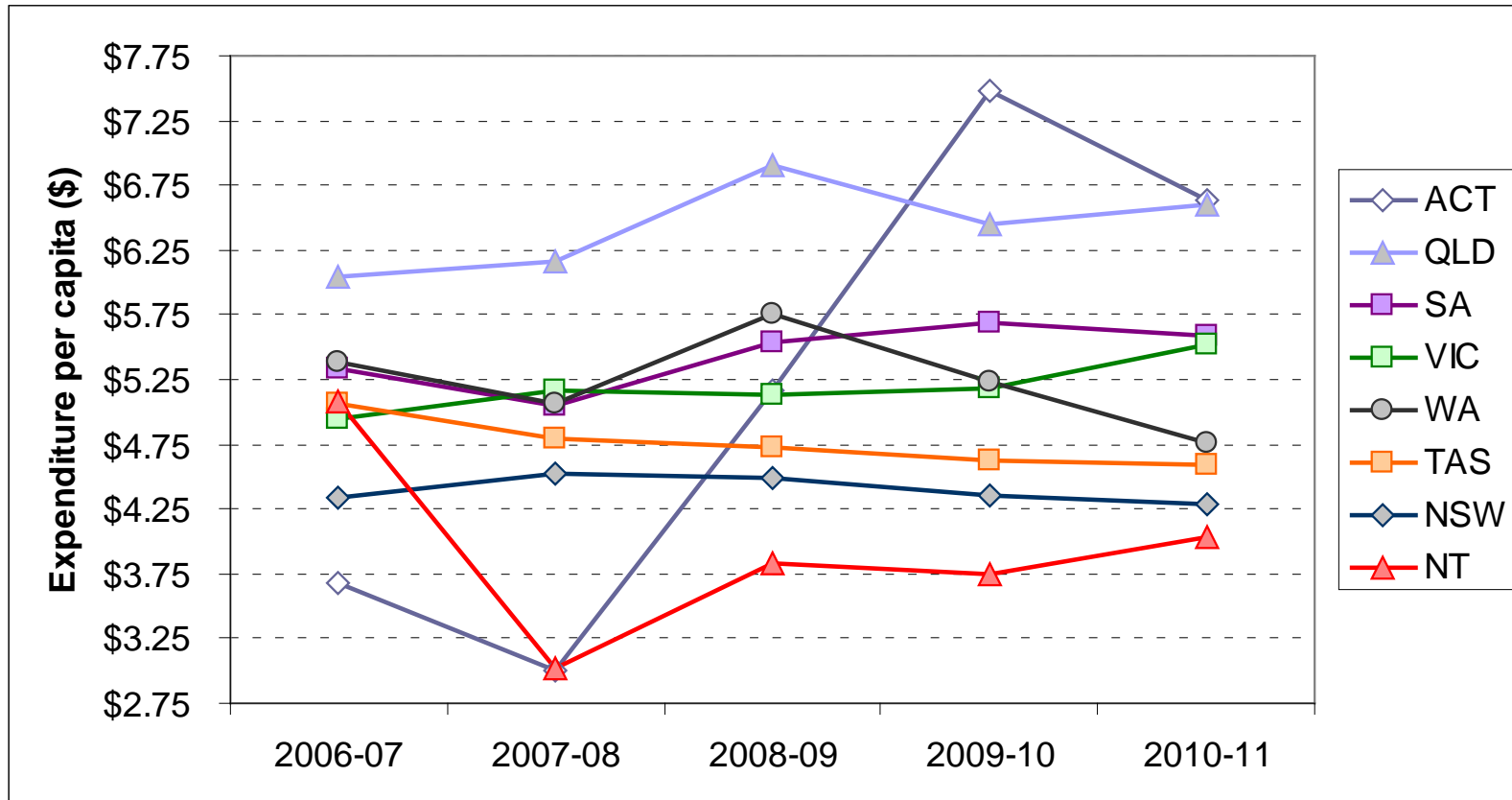
Per capita expenditure on library materials increased by 4.6% over the same period, with the ACT reporting the largest increase.

**Table 12 – Expenditure on Library materials per capita**

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	\$3.68	\$4.33	\$5.07	\$6.04	\$5.33	\$5.07	\$4.94	\$5.39	<b>\$5.02</b>
<b>2007-08</b>	\$3.00	\$4.52	\$3.03	\$6.15	\$5.05	\$4.80	\$5.17	\$5.06	<b>\$5.07</b>
<b>2008-09</b>	\$5.17	\$4.50	\$3.84	\$6.91	\$5.54	\$4.72	\$5.13	\$5.76	<b>\$5.36</b>
<b>2009-10</b>	\$7.48	\$4.35	\$3.75	\$6.45	\$5.68	\$4.62	\$5.19	\$5.24	<b>\$5.22</b>
<b>2010-11</b>	\$6.63	\$4.28	\$4.03	\$6.59	\$5.58	\$4.59	\$5.53	\$4.76	<b>\$5.25</b>
<b>Change over 5 year period</b>	<b>79.9%</b>	<b>-1.2%</b>	<b>-20.7%</b>	<b>9.2%</b>	<b>4.7%</b>	<b>-9.5%</b>	<b>11.9%</b>	<b>-11.6%</b>	<b>4.6%</b>
<b>Change to previous year</b>	<b>-11.4%</b>	<b>-1.7%</b>	<b>7.2%</b>	<b>2.3%</b>	<b>-1.8%</b>	<b>-0.6%</b>	<b>6.6%</b>	<b>-9.0%</b>	<b>0.5%</b>



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 6% of the total expenditure on library materials.

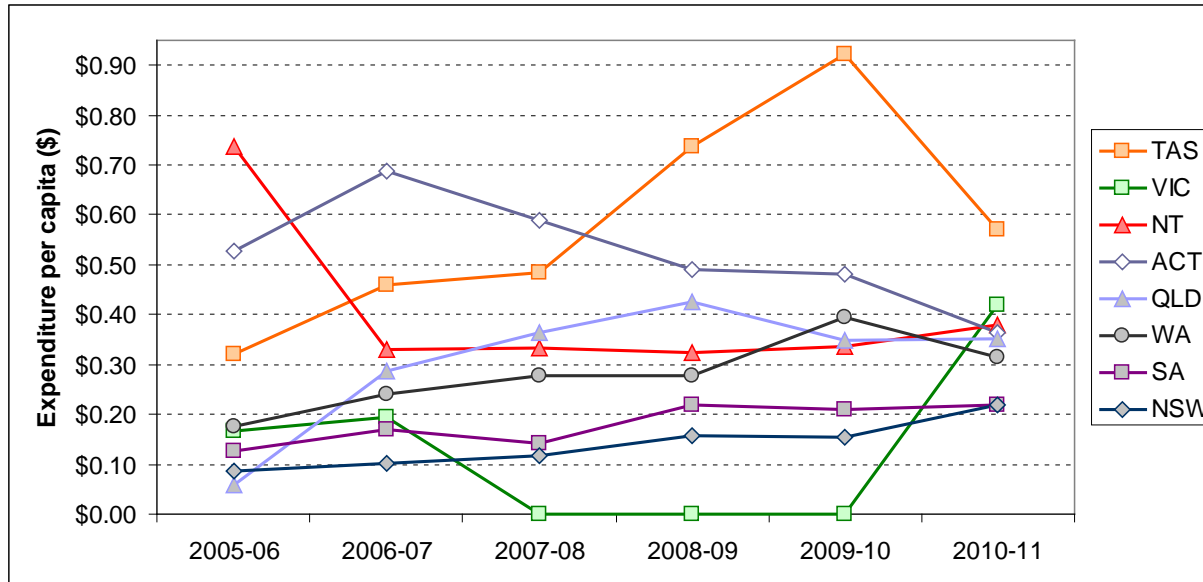
**Table 13– Expenditure on Electronic Resources**

	ACT	NSW	NT	QLD <sup>7</sup>	SA <sup>8</sup>	TAS	VIC	WA	Australia
<b>2006-07</b>	\$0.23m	\$0.69m	\$0.07m	\$1.21m	\$0.27m	\$0.23m	\$1.01m	\$0.51m	<b>\$4.21m</b>
<b>2007-08</b>	\$0.20m	\$0.82m	\$0.07m	\$1.56m	\$0.23m	\$0.24m	n/a	\$0.60m	<b>\$3.71m</b>
<b>2008-09</b>	\$0.17m	\$1.11m	\$0.07m	\$1.87m	\$0.35m	\$0.37m	n/a	\$0.62m	<b>\$4.57m</b>
<b>2009-10</b>	\$0.17m	\$1.11m	\$0.08m	\$1.58m	\$0.34m	\$0.47m	n/a	\$0.91m	<b>\$4.69m</b>
<b>2010-11</b>	\$0.13m	\$1.59m	\$0.09m	\$1.61m	\$0.36m	\$0.29m	\$2.35m	\$0.74m	<b>\$7.16m</b>
<b>Change over 5 year period</b>	<b>-43.2%</b>	<b>129.7%</b>	<b>23.2%</b>	<b>33.7%</b>	<b>35.6%</b>	<b>28.8%</b>	<b>133.9%</b>	<b>44.2%</b>	<b>70.1%</b>
<b>Change to previous</b>	<b>-23.2%</b>	<b>43.3%</b>	<b>13.6%</b>	<b>2.0%</b>	<b>5.2%</b>	<b>-37.8%</b>	<b>n/a</b>	<b>-19.0%</b>	<b>53.7%</b>
<b>%'age of Collection Expenditure</b>	<b>5.5%</b>	<b>5.1%</b>	<b>9.4%</b>	<b>5.3%</b>	<b>3.9%</b>	<b>12.4%</b>	<b>7.6%</b>	<b>6.6%</b>	<b>6.0%</b>
<b>Per capita</b>	<b>\$0.36</b>	<b>\$0.22</b>	<b>\$0.38</b>	<b>\$0.35</b>	<b>\$0.22</b>	<b>\$0.57</b>	<b>\$0.42</b>	<b>\$0.31</b>	<b>\$0.32</b>

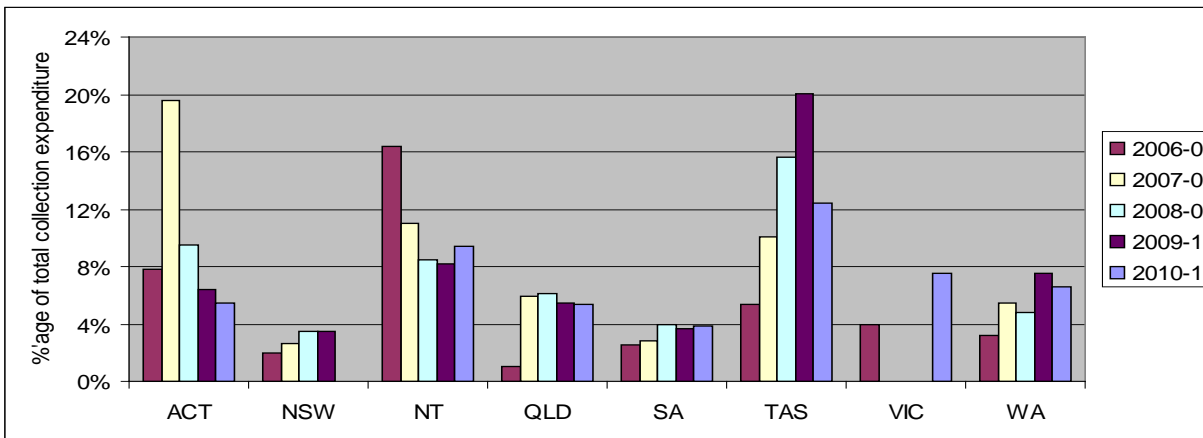
<sup>7</sup> Queensland – includes funds for state-wide consortium purchasing.

<sup>8</sup> South Australia – includes funds 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 over 10,000 available, an increase of 33% since 2006-2007. New South Wales has the largest number of terminals at 2,872 followed by Queensland at 2,063.

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

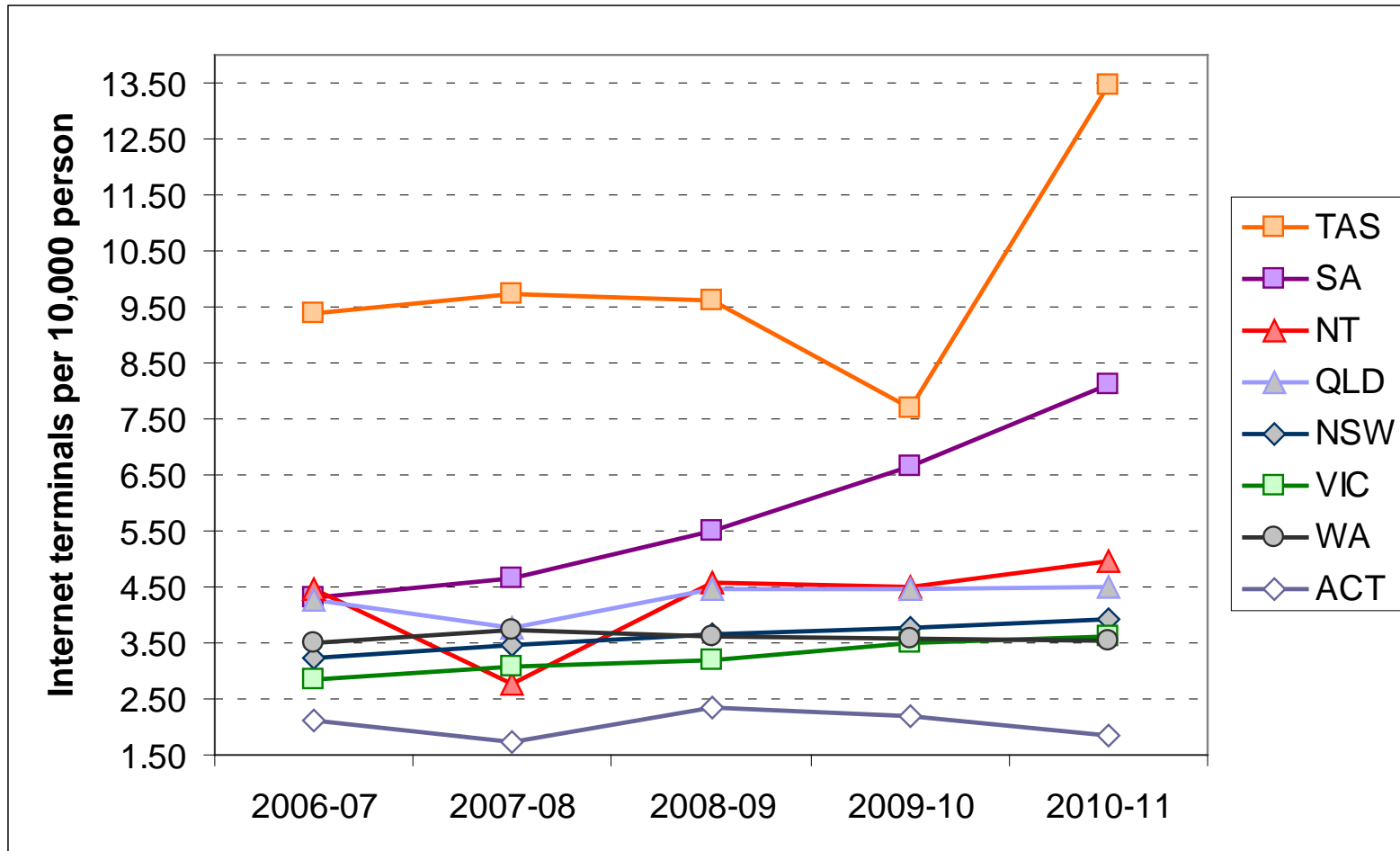
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>2006-07</b>	72	2,216	96	1,781	685	462	1,476	736	<b>7,524</b>
<b>2007-08</b>	60	2,414	61	1,615	746	484	1,630	811	<b>7,821</b>
<b>2008-09</b>	82	2,587	103	1,974	890	484	1,723	809	<b>8,652</b>
<b>2009-10</b>	78	2,735	103	2,023	1,093	391	1,951	819	<b>9,193</b>
<b>2010-11</b>	68	2,872	114	2,063	1,344	668	2,036	832	<b>10,017</b>
<b>Change over 5 year period</b>	<b>-5.6%</b>	<b>29.6%</b>	<b>18.8%</b>	<b>15.8%</b>	<b>96.2%</b>	<b>48.9%</b>	<b>37.9%</b>	<b>13.0%</b>	<b>33.1%</b>
<b>Change to previous year</b>	<b>-12.8%</b>	<b>5.0%</b>	<b>10.7%</b>	<b>2.0%</b>	<b>23.0%</b>	<b>76.0%</b>	<b>4.4%</b>	<b>1.6%</b>	<b>9.0%</b>

Expressed as the number of public access terminals per 10,000 persons the national total is 4.43, an increase of 24% over the five year period. The only decline reported in the period was in the Australian Capital Territory (-12.1%).

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

	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Australia</b>
<b>2006-07</b>	2.12	3.22	4.47	4.26	4.32	9.37	2.84	3.50	<b>3.58</b>
<b>2007-08</b>	1.74	3.46	2.77	3.77	4.66	9.71	3.08	3.75	<b>3.66</b>
<b>2008-09</b>	2.33	3.64	4.58	4.48	5.48	9.63	3.17	3.62	<b>3.96</b>
<b>2009-10</b>	2.17	3.78	4.48	4.48	6.65	7.70	3.52	3.57	<b>4.12</b>
<b>2010-11</b>	1.86	3.93	4.95	4.50	8.11	13.47	3.62	3.55	<b>4.43</b>
<b>Change over 5 year period</b>	<b>-12.1%</b>	<b>22.2%</b>	<b>10.9%</b>	<b>5.8%</b>	<b>87.6%</b>	<b>43.9%</b>	<b>27.7%</b>	<b>1.5%</b>	<b>23.7%</b>
<b>Change to previous year</b>	<b>-14.4%</b>	<b>4.1%</b>	<b>10.4%</b>	<b>0.5%</b>	<b>22.0%</b>	<b>74.9%</b>	<b>2.9%</b>	<b>-0.6%</b>	<b>7.6%</b>

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**

Libraries ACT aims to inspire lifelong learning and community engagement through a network of nine public libraries, the ACT Heritage Library, two mobile libraries and a home library service.

Libraries ACT plays an active role in enabling lifelong learning through access to dynamic 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*.

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 104 of the *Library Council of NSW Annual Report 2010/11*: [http://www.sl.nsw.gov.au/about/publications/annual\\_reports/2011/grants.pdf](http://www.sl.nsw.gov.au/about/publications/annual_reports/2011/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;
- 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 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 City of Darwin 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

2010-11 is the final 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 (LGA). As per this Agreement and the *Libraries Act (1981)*, the Libraries Board allocates State Government Grant funds for public library purposes. During this year the parties have signed a new 10 year funding and governance agreement which will run until 2022.

There are 136 public libraries in South Australia, operated or supported by 68 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 Libraries Board, through its business unit Public Library Services provides centralised e-procurement of new library materials and electronic inter-library loans for all public libraries. This process ensures all libraries have access to a wide range of new materials at a significant discount, and customers can access the holdings of all libraries at no cost through ILL.

The Libraries Board, working with the LGA has commenced a tendering process to procure a Library Management System which will be offered to all libraries. This will create a State-wide consortium for the access and sharing of library collections including e-resources.

The public library network currently operates shared State-wide collections for Community Languages materials and an audio book collection as well as collaborating in the purchase of universally accessible databases. 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.

LINC Online 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, literacy support services 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 232 public libraries throughout the State. The Library Board also provides an extensive database of 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 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 232 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**

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 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**

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

### **Western Australia**

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

## 5 2010 - 2011 Data & Indicators

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>EXPENDITURE</b>									
Expenditure on Public Libraries (excluding library materials and capital purchases)	\$10.60m	\$286.16m	\$7.80m	\$153.86m	\$75.77m	\$17.52m	\$177.78m	\$91.05m	\$820.55m
Total expenditure on Library Materials	\$2.42m	\$31.27m	\$0.93m	\$30.20m	\$9.25m	\$2.34m	\$31.09m	\$11.18m	\$118.68m
Expenditure on Library Materials (excluding Electronic Resources)	\$2.29m	\$29.68m	\$0.84m	\$28.59m	\$8.89m	\$2.05m	\$28.74m	\$10.44m	\$111.52m
Expenditure on Electronic Resources	\$0.13m	\$1.59m	\$0.09m	\$1.61m	\$0.36m	\$0.29m	\$2.35m	\$0.74m	\$7.16m
State Govt. costs directly related to the delivery of public library services not included above	n/a	\$0.72m	\$0.40m	\$5.52m	\$8.21m	\$0.28m	n/a	n/a	\$15.13m
Total Expenditure on Public Library Services	\$13.02m	\$318.15m	\$9.13m	\$189.59m	\$93.24m	\$20.14m	\$208.87m	\$102.22m	\$954.36m
Total State/Territory costs related to the delivery of public library services	\$13.02m	\$26.26m	\$4.19m	\$22.66m	\$20.57m	\$20.14m	\$34.72m	\$15.15m	\$156.72m
State/Territory Funding as a percentage of Public Library Expenditure	100%	8%	46%	12%	22%	100%	17%	15%	16%
Capital Expenditure on Public Libraries (not including library materials)	n/a	\$22.40m	n/a	\$20.18m	\$12.49m	\$2.78m	\$19.83m	\$19.58m	\$97.19m
<b>STAFF</b>									
No of qualified librarians (fte)	30.00	831.72	28.00	378.51	124.00	n/a	587.61	312.79	2,292.63
Total staff (fte)	99.65	2,347.58	93.10	1,454.92	771.00	n/a	1,712.70	1,033.04	7,511.99
<b>LIBRARY MATERIALS</b>									
Total number of library materials	612,958	13,504,391	367,668	7,905,707	4,015,334	663,800	8,770,577	4,463,325	40,303,760
Percentage of collection purchased in previous 5 years	58.0%	47.8%	n/a	70.0%	37.7%	52.7%	53.7%	55.9%	53.6%

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>SERVICE POINTS</b>									
No. of fixed point libraries	9	375	33	323	136	46	262	233	1,417
No. of mobile libraries	2	21		17	7		27		74
No of service points (including mobile libraries)	11	396	33	340	143	46	289	233	1,491
No. of deposit stations (small unstaffed collections)		66			44		27		137
No. of locations served by mobile libraries	33	343		502	224		390		1,492
<b>ACCESSIBILITY – number of libraries by time open for public use</b>									
Service Points open 45 hours or more	8	150	4	78	55	8	103	77	483
Open 30 - 44 hours	1	126	12	116	75	9	87	112	538
Open 10 - 29 hours		105	17	87	13	28	60	26	336
Open less than 10 hours		15		33		1	12	13	74
Total with opening hours specified	9	396	33	314	141	46	262	228	1,431
Not specified	2			26				5	33
Total Hours per week	443	14,920	952	10,175	5,901	924	10,329	8,872	52,516
Total hours open per annum (actual italicised, others estimated at Hours per week multiplied x 50 weeks)	22,150	<i>775,855</i>	<i>47,520</i>	508,750	295,050	<i>46,200</i>	516,450	443,600	2,655,595

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>USAGE</b>									
Total circulation	2,765,201	48,911,125	960,676	40,511,975	17,565,868	5,015,518	50,279,939	16,656,354	182,666,656
Total library visits	1,782,562	35,823,822	1,010,763	20,765,834	11,794,634	3,344,395	27,692,473	9,412,851	111,627,334
Customers per month	148,547	2,985,319	84,230	1,730,486	982,886	278,700	2,307,706	784,404	9,302,278
Number of Reference / Information Enquiries	17,217	4,631,018	112,817	2,664,678	592,382	65,535	2,701,583	1,392,011	12,177,241
<b>MEMBERSHIP</b>									
No. of registered library users	208,240	3,338,229	69,224	1,984,545	822,687	133,700	2,574,410	1,060,221	10,191,256
Adult Members 65 and over	19,032	335,380	3,822			14,915		59,385	432,534
Adult Members under 65 (or age not specified)	134,508	2,289,140	44,994	1,571,459	707,537	78,346		748,593	5,574,577
Young Adult (definition varies usually 15 - 20)		203,128	6,154			9,381		89,365	308,028
Junior Members (definition varies usually <15)	34,700	432,152	13,906	407,132	115,150	30,710		152,213	1,185,963
Not Specified	20,000	11,110				348	2,574,410		2,605,868
Other		67,319	348	5,954				10,665	84,286
Total with age specified	188,240	3,259,800	68,876	1,978,591	822,687	133,352	0	1,049,556	7,501,102



2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	AUSTRALIA
<b>ELECTRONIC INFORMATION SERVICES</b>									
No. of Service Points with Public Access Internet Terminals at 30 June 2011	11	396 <sup>9</sup>	33	319	136	46	289	201	1,431
No of Public Access Internet Terminals provided at 30 June 2011	68	2,872	114	2,063	1,346	688	2,036	832	10,019
Number of Catalogue Terminals provided			32		300		618	269	1,219
Number of other Public Access Computer Terminals Provided		196	21	311					528
Total Public Use computer terminals	68	3,068	167	2,374	1,646	688	2,654	1,101	11,766

<sup>9</sup> NSW lists total sites as 401, with some internet services offered at either administrative service points or other service points including deposit stations.

## 2010 - 2011 Summary & percentages of Data & Indicators

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>EXPENDITURE</b>									
Total Expenditure on Public Library Services (\$m)	\$13.02m	\$318.15m	\$9.13m	\$189.59m	\$93.24m	\$20.14m	\$208.87m	\$102.22m	\$954.36m
Public Library expenditure per capita (excluding library materials)	\$29.02	\$39.28	\$35.64	\$34.79	\$50.69	\$34.86	\$31.61	\$38.80	\$36.95
Library Materials expenditure per capita	\$6.63	\$4.28	\$4.03	\$6.59	\$5.58	\$4.59	\$5.53	\$4.76	\$5.25
<b>STAFF</b>									
No of Librarians (FTE) per 10,000 persons <sup>10</sup>	0.82	1.14	1.22	0.83	0.75	n/a	1.04	1.33	1.04
Total Staff (FTE) per 10,000 persons	2.73	3.21	4.04	3.18	4.65	n/a	3.05	4.40	3.40
Population served per staff member	3,667	3,111	2,473	3,148	2,149	n/a	3,284	2,271	2,943
Loans per FTE staff	27,749	20,835	10,319	27,845	22,901	n/a	29,357	16,124	23,661
<b>LIBRARY MATERIALS</b>									
Library materials per capita	1.7	1.8	1.6	1.7	2.4	1.3	1.6	1.9	1.8
<b>SERVICE POINTS</b>									
Population served per service point	33,218	18,444	6,976	13,473	11,587	11,100	19,461	10,070	15,170
Service Points per 100,000 persons	3.0	5.4	14.3	7.4	8.6	9.0	5.1	9.9	6.6

<sup>10</sup> Western Australia include staff with Library Technician qualifications under this measure.

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
<b>ACCESSIBILITY – Number of libraries by time open for public use<sup>11</sup></b>									
More than 45 hrs per week	88.9%	37.9%	12.1%	24.8%	38.5%	17.4%	39.3%	33.8%	33.8%
30 to 44 hrs per week	11.1%	31.8%	36.4%	36.9%	52.4%	19.6%	33.2%	49.1%	37.6%
10 to 29 hrs per week		26.5%	51.5%	27.7%	9.1%	60.9%	22.9%	11.4%	23.5%
less than 10 hrs per week		3.8%		10.5%		2.2%	4.6%	5.7%	5.2%
Ave. hours open per week per service point	49.2	37.7	28.8	32.4	41.3	20.1	39.4%	38.9	36.7
<b>USAGE</b>									
Circulation per capita	7.6	6.7	4.2	8.8	10.6	9.8	8.9	7.1	8.1
Customer visits per capita	4.9	4.9	4.4	4.5	7.1	6.5	4.9	4.0	4.9
Loans per volume held	4.5	3.6	2.6	5.1	4.4	7.6	5.7	3.7	4.5
<b>MEMBERSHIP</b>									
Percentage of population who are Library Members	57%	46%	30%	43%	50%	26%	46%	45%	45%
Percentage Adult Members (15 and over)	82%	87%	80%	79%	86%	77%	n/a	85%	84%
Percentage Junior Members (<15)	18%	13%	20%	21%	14%	23%	n/a	15%	16%
<b>ELECTRONIC INFORMATION SERVICES</b>									
Internet terminals per 10,000 persons	1.9	3.9	5.0	4.5	8.1	13.5	3.6	3.5	4.4
Service points with Internet terminals	100%	100%	100%	94%	95%	100%	100%	86%	96%
Information Enquiries per 10,000 persons	471	6,341	4,901	5,817	3,575	1,283	4,804	5,933	5,384

<sup>11</sup> Percentages given are for those libraries where opening hours are specified.

2010 - 2011	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Population June 2011 - Australian Demographic Statistics - 3101.0 - June Quarter 2011 - Excludes Other Territories  <i>Released 19/12/2011</i>	365,400	7,303,700	230,200	4,580,700	1,657,000	510,600	5,624,100	2,346,400	22,618,100