

IFLA Metropolitan Libraries Section Annual Survey (2010) – Survey Definitions

IFLA

IFLA Metropolitan Libraries Section (MLS) Annual Statistical Survey 2010

Introduction

The Metropolitan Libraries Section Annual Survey provides members of the international library community with valuable data about large urban library services around the world. We appreciate your assistance in collecting and compiling statistics for this survey. Please complete as much of the survey as possible. If the data is not applicable or if you cannot answer, please use "N/A" ("not applicable"). If the data is zero, enter 0. Please provide accurate data, do not submit estimates.

In the 2010 Survey, 2 new sections have been added with trial questions on: Electronic services and Programming ; to update the survey with current and emerging library services and user needs. Questions on the Hot Topics are OPTIONAL.

Deadline

- The deadline for submission is December 23, 2011.

Questions

- Definitions and instructions are provided on the website.
- If you have any questions or need help completing the survey, contact Kelly Yuen at ifla@torontopubliclibrary.ca

Guidelines for Completing the Survey

Definitions are based on ISO 2789: 2006 Information and Documentation - International Library Statistics (except Hot Topics).

Administration

1. Library Name	State the official name of the library system in the original language. This will be the name under which the library is listed in the statistical tables.
1b. Name of Library (English)	State the official name of the library system in English.
2. Chief Librarian/Administrator	State the first and last name of the Chief or City Librarian, or Chief Administrator or Director
3. Library Administration telephone number	<ul style="list-style-type: none"> • State the telephone number of the library administration office • State the country code, regional code and number Example: +1(123) 456-7890
4. Library Administration e-mail address	The corporate e-mail address is an e-mail address that is a permanent contact address for the library administration. <ul style="list-style-type: none"> • State the corporate e-mail address of the library • If the library doesn't have a corporate e-mail address, state the Chief Librarian's e-mail or his/her designee's e-mail address
5. Contact Person for the survey	State the name of the person to contact if there are any questions about information submitted in the survey, if the Chief Librarian is not the contact person
6. Contact Person's e-mail address	State the e-mail address of the contact person
7. Library Website URL	State the URL for the home page of the library website
8. Period Reported	<ul style="list-style-type: none"> • Report data for the 2010 calendar year • If the system does not collect data for the calendar year, data for the most recent complete fiscal year may be reported • In completing the survey, use either the calendar year or the fiscal year throughout

General Information

9a. Library Location	The library location is defined as the town or city that best describes the location of the library system. It is likely to be where the library administration, and/or the central/main library is located. <ul style="list-style-type: none"> • State the name of the city or town which identifies clearly the location of the library system • Add the province/state/county if this helps identify your library and its location Example: Kansas City, MO, USA
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9b. Country	Add the country to identify your library and its location.
10. Governing Body	The governing body is the legal entity responsible for the library system. <ul style="list-style-type: none"> State the type of legal entity responsible for the library system Example: Municipality, Regional Authority, Board of Trustees, Consortium
11. Geographic Service Area	The geographic service area is the geographic scope of the library's primary mandate. <ul style="list-style-type: none"> State the geographic service area of the library system Example: Singapore is a national library; a U.S. state library is a regional library; Vancouver is a city library <ul style="list-style-type: none"> If the library has collections of national or regional significance, but the main mandate of the library is to serve the population of the municipality, enter "Municipality" as the geographic service area If "other" is selected, specify in the notes using the note icon located near the data entry box.
12. Total Population of the Community	The population of the community is normally the population of the legal service area. <ul style="list-style-type: none"> State the population of the legal service area If the population of the community which the library serves is not the legal service area, state the total population of the community which the library serves State the population at the beginning of the reporting period

Libraries

A library is defined as an organization, or part of an organization, the main aims of which are to build and maintain a collection and to facilitate the use of such information resources and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users.

Where a library has more than one function (e.g. school library and public library), it must either decide what is its primary function or, in extreme cases, must divide its functionality and report data accordingly.

13a. Total Number of Service Points	Total libraries is defined as the total number of service points including central/main library + branch libraries + mobile libraries + external service points. <ul style="list-style-type: none"> State the total number of libraries that are administered by the organization The number stated in 13a will be the sum of 13b + 13c + 13d + 13e
13b. Central / Main Library	A central library/main library is defined as usually where the main administration functions and the important parts of the library collection and services located. Not all library systems have a central or main library. <ul style="list-style-type: none"> Type in 1 if there is a central or main library. Check "N/A" if there is no central or main library.
13c. Branch Libraries	A branch library is defined as part of the larger system, providing, in separate quarters, a service for a particular user group or for a locally defined clientele. <ul style="list-style-type: none"> State the number of branch libraries in the library system Exclude the central/main library Exclude mobile libraries Exclude external service points *Check N/A if not applicable or data not available.
13d. Mobile Libraries	A mobile library is defined as a library using transport means furnished to provide documents and services directly to users as an alternative to access on library premises. <ul style="list-style-type: none"> State the number of specially equipped vehicles furnished to provide documents and services directly to users; do not count the number of mobile stops *Check N/A if not applicable or data not available.
13e. External Service Points	An external service point is defined as a point away from library premises at which a certain service is regularly offered to users. Examples: deposit collection in home for seniors; collections for hospital patients. <ul style="list-style-type: none"> Do not count mobile library stops as external service points A single PC connection at a place outside the library is not counted as an external service point *Check N/A if not applicable or data not available.

Collections

14a. Total Collection	A library collection is defined as all documents provided by a library for its users. A physical unit is defined as a physically coherent document unit, freely movable against other document units. <ul style="list-style-type: none"> Count all physical units in the library collection including books and serials (14b), audiovisual documents (14c), and electronic collections (14d) Count all physical units not covered by 14b, 14c and 14d. 14a will not necessarily equal the sum of 14b + 14c + 14d.
14b. Books & Serials (Printed)	A book is defined as a non-serial printed document in codex form

Materials)	<p>A printed serial is defined as a document in print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. Printed serials include periodicals and newspapers, reports series and conference series that appear regularly</p> <p>For printed materials, a physical unit is a volume</p> <p>For printed serials, usually a volume will comprise the issues of one year</p> <ul style="list-style-type: none"> • Count the number of volumes in total stock • Count bound periodicals and newspapers as volumes • Count completed volumes of unbound periodicals and newspapers as if they are collected into volumes • Count the current year of serials as single volumes • Include documents in Braille <p>*Check N/A if not applicable or data not available.</p>
14c. Audio Visual Items	<p>Audiovisual items are defined as items in which sound and/or pictures are prominent, and which require the use of special equipment to be seen and/or heard. A physical unit is usually a CD case, record sleeve, video box etc.</p> <ul style="list-style-type: none"> • Count the number of audiovisual physical units. • Include records, cassettes, CDs, slides, DVDs, motion pictures etc. • Exclude microforms <p>*Check N/A if not applicable or data not available.</p>
14d. Electronic Collection	<p>An electronic collection is defined as all resources in electronic form in the library collection.</p> <p>A database is defined as a collection of electronically stored descriptive records or content units (including facts, full texts, pictures and sound) with a common user interface and software for the retrieval and manipulation of the data.</p> <p>A digital document is defined as an information unit with a defined content that is digitized and is part of the library collection, excluding items incorporated in databases.</p> <p>An e-book is defined as a digital document which can be seen in analogy to a print book.</p> <p>An electronic serial is defined as a document in electronic form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. An electronic serial may be published in electronic form only or in both electronic and another format.</p> <ul style="list-style-type: none"> • Count databases, digital documents, CD-ROMs, and e-books. -Count networked and stand-alone items -Count as a database any common interfaces providing access to a packet of serials or digital documents, usually offered by a publisher or vendor. -Count licensed databases separately even if access to several products is through the same interface -Include electronic patents, networked audiovisual documents and other digital documents, e.g. reports, cartographic and music documents, preprints etc. • Count electronic serials -Count the number of periodical and newspaper titles held in electronic format -Include additional electronic licenses for access to titles held in print format -Include titles held locally and titles acquired for remote access -Include rights acquired by the library, by a consortium and/or through external funding -Include titles for which access is only allowed after a time limit -Include titles comprised in "additional access" or "cross access" in consortia agreements for the time of the contractual agreement • Exclude free Internet resources that have been catalogued in the library catalogue or a database <p>*Check N/A if not applicable or data not available.</p>
Additions	
15a. Total Additions	<p>An addition (or acquisition) is defined as a document or item added to the collection during the reporting period.</p> <p>Acquisitions may be obtained, for example, by purchase, licensing, legal deposit, donation, digitization or exchange.</p> <p>A physical unit is defined as a physically coherent document unit, freely movable against other document units.</p> <ul style="list-style-type: none"> • Count all physical units added to the library collections during the reporting period including books and serials (15b), audiovisual documents (15c), and electronic collections (15d) • Count and include all physical units added to the library collections during the reporting period not covered by 15b, 15c, or 15d. • 15a will not necessarily equal the sum of 15b + 15c + 15d • 15a is a sub-set of 14a

	<p>*Check N/A if not applicable or data not available.</p>
<p>15b. Additions - Book & Serials (Printed Materials)</p>	<p>A book is defined as a non-serial printed document in codex form. A printed serial is defined as a document in print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. Printed serials include periodicals and newspapers, reports series and conference series that appear regularly. For printed materials, a physical unit is a volume. For printed serials, usually a volume will comprise the issues of one year.</p> <ul style="list-style-type: none"> • Count the number of volumes that have been added to stock during the reporting period • Count as single volumes print serials that have been added to stock during the reporting period • Count bound periodicals and newspapers as volumes • Count completed volumes of unbound periodicals and newspapers as if they are collected into volumes • Include documents in Braille • 15b is a sub-set of 14b <p>*Check N/A if not applicable or data not available.</p>
<p>15c. Additions - Audiovisual Items</p>	<p>Audiovisual items are defined as items in which sound and/or pictures are prominent, and which require the use of special equipment to be seen and/or heard.</p> <ul style="list-style-type: none"> • Count the number of audiovisual physical units added to the library collections during the reporting period. A physical unit is usually a CD case, record sleeve, video box etc. • Include records, cassettes, CDs, slides, DVDs, motion pictures etc. • Exclude microforms • 15c is a sub-set of 14c <p>*Check N/A if not applicable or data not available.</p>
<p>15d. Additions - Electronic Collection</p>	<p>An electronic collection is defined as all resources in electronic form in the library collection. A database is defined as a collection of electronically stored descriptive records or content units (including facts, full texts, pictures and sound) with a common user interface and software for the retrieval and manipulation of the data. A digital document is defined as an information unit with a defined content that is digitized and is part of the library collection, excluding items incorporated in databases. An e-book is defined as a digital document which can be seen in analogy to a print book. An electronic serial is defined as a document in electronic form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. An electronic serial may be published in electronic form only or in both electronic and another format.</p> <ul style="list-style-type: none"> • Count databases, digital documents, CD-ROMs, and e-books that have been added to the collections during the reporting period. -Count networked and stand-alone items -Count as a database any common interfaces providing access to a packet of serials or digital documents, usually offered by a publisher or vendor -Count licensed databases separately even if access to several products is through the same interface -Include electronic patents, networked audiovisual documents and other digital documents, e.g. reports, cartographic and music documents, preprints etc. • Count electronic serials that have been added to the collections during the reporting period. -Count the number of current periodical and newspaper titles in electronic format in stock -Include additional electronic licenses for access to titles held in print format -Include titles held locally and titles acquired for remote access -Include rights acquired by the library, by a consortium and/or through external funding -Include titles for which access is only allowed after a time limit -Include titles comprised in "additional access" or "cross access" in consortia agreements for the time of the contractual agreement • Exclude free Internet resources that have been catalogued in the library catalogue or a database • 15d is a sub-set of 14d <p>*Check N/A if not applicable or data not available.</p>
<p>Use and Users</p>	
<p>16a. Total Registered Borrowers</p>	<p>A registered borrower is defined as a person or organization registered with a library in order to use its collection and/or services within or away from the library.</p>

	<ul style="list-style-type: none"> Count the total number of registered users at the end of the reporting period Include the number of newly-registered users during the reporting period
16b. Newly Registered Borrowers	<ul style="list-style-type: none"> Count the number of newly-registered borrowers during the reporting period. 16b is a sub-set of 16a. *Check N/A if not applicable or data not available.
16c Child (0-14)	<ul style="list-style-type: none"> Count the total number of registered child users aged 0-14 during the reporting period. 16c is a sub-set of 16a. *Check N/A if not applicable or data not available.
16d. Adult 15-64	<ul style="list-style-type: none"> Count the total number of registered adult users aged 15-64 during the reporting period. 16d is a sub-set of 16a. *Check N/A if not applicable or data not available.
16e. Adult (65 and over)	<ul style="list-style-type: none"> Count the total number of registered older adult users aged 65 and over during the reporting period. 16e is a sub-set of 16a. *Check N/A if not applicable or data not available.
17. Loans	<p>A loan is defined as a direct lending or delivery transaction of a print or non-print or electronic item for a limited time period.</p> <ul style="list-style-type: none"> Count initial loans and user-initiated renewals that allow removal of the item from the library premises Include copied documents supplied in place of originals Include loans to distance users Exclude mediated electronic transmission of documents to users if use is permitted for an unlimited time Exclude on-site loans Exclude inter-library lending Exclude loans that occur at deposit collections
18. On-Site Loans	<p>An on-site loan is defined as a document delivered, in most cases, from closed access, for use on the premises.</p> <ul style="list-style-type: none"> Count the number of documents delivered from closed access for use on the premises. If actual data returns are incomplete, use "grossing up" methodology. See below for the definition of "grossing up" as recommended by ISO/DIS 2789. *Check N/A if not applicable or data not available. <p>Grossing up</p> <p>"This annex refers to the compilation of national statistics and other aggregated statistics. Completeness of the data shall always be the aim. Where the actual data returns are unavoidably incomplete, it is necessary to supplement the actual returns with estimates that provide the best representation of the complete picture. This process, commonly called "grossing up", is best described by way of the following examples.</p> <p>Example 1. If only 12 out of 15 university libraries have supplied data, this data will need to be "grossed up" to represent all 15. This can be done in one of several ways.</p> <p>a) Preferably, by taking account of the size (user population) of the missing library authorities. EXAMPLE If missing universities have 20,000 students and the universities that have supplied data have 110,000 students, the multiplication factor is 130/110 or an increase of 20/110=18%.</p> <p>b) The calculations in a) may be carried out separately for sets of libraries in different categories (typically by size) with the results then accumulated for the sector.</p> <p>c) It may also be possible to use figures from previous years as surrogate data for individual institutions' results. EXAMPLE Where 2004 data are missing from one (or more) institutions, but 2003 returns showed expenditure from those institutions of 300,000 and the average increase for all institutions which supplied data in both years is 4%, then an estimate for 2004 for the missing institutions(s) will be 300,000 x 1.04=312,000. This is then added to the available data to give an estimate for the whole sector.</p> <p>d) Approximately, by applying a multiplication factor of 15/12, or an increase of 3/12=25%. This method should only be used if a),b),c) are not possible.</p> <p>e) An estimate for a missing variable may be made from data supplied for another variable. For instance staff costs (missing) may be estimated from staff numbers (supplied) by using an average cost per member of staff from other authorities.</p> <p>f) A combination of these methods may be used as appropriate.</p> <p>These procedures are only valid where missing data is from libraries that are broadly representative. Special procedures may be called for where missing data are concentrated in untypical libraries. (Such "untypical" libraries may, for example, be university libraries catering only for postgraduate students or film libraries with</p>

	<p>relatively small collections of printed materials.) The extent of estimation should be indicated in the published statistics with a note to explain the procedure(s) adopted. The original (incomplete) data may also be published."</p> <p>ISO2789:2006(E):Information and documentation - International library statistics, International Organization for Standardization, Geneva, Switzerland, ISO 2006.</p>
19. Physical Units in Use Within the Library	<p>In-house use is defined as documents taken by a user from open access stock for use on the premises.</p> <ul style="list-style-type: none"> • Count the number of physical units that are used in-house on a specified day • Use sample count taken in one or more normal weeks and gross up • Include use of electronic resources provided on stand-alone workstations, except where they are counted as loans in question 17 • Exclude or deduct, where possible, on-site loans <p>*Check N/A if not applicable or data not available.</p>
20. Information Requests	<p>Information requests are defined as information contacts that involve the knowledge or use of one or more information sources by the library staff.</p> <ul style="list-style-type: none"> • Count requests received in person, by phone, fax, mail, electronically • Use sample count taken in one or more normal week and gross up • Include requests submitted to value-added information services • Exclude directional and administrative inquiries <p>• If actual data returns are incomplete, use "grossing up" methodology. See the last page of this document for the definition of "grossing up" as recommended by ISO/DIS 2789. *Check N/A if not applicable or data not available.</p> <p>Grossing up</p> <p>"This annex refers to the compilation of national statistics and other aggregated statistics. Completeness of the data shall always be the aim. Where the actual data returns are unavoidably incomplete, it is necessary to supplement the actual returns with estimates that provide the best representation of the complete picture. This process, commonly called "grossing up", is best described by way of the following examples.</p> <p>Example 1. If only 12 out of 15 university libraries have supplied data, this data will need to be "grossed up" to represent all 15. This can be done in one of several ways.</p> <p>a) Preferably, by taking account of the size (user population) of the missing library authorities. EXAMPLE If missing universities have 20,000 students and the universities that have supplied data have 110,000 students, the multiplication factor is 130/110 or an increase of 20/110=18%.</p> <p>b) The calculations in a) may be carried out separately for sets of libraries in different categories (typically by size) with the results then accumulated for the sector.</p> <p>c) It may also be possible to use figures from previous years as surrogate data for individual institutions' results. EXAMPLE Where 2004 data are missing from one (or more) institutions, but 2003 returns showed expenditure from those institutions of 300,000 and the average increase for all institutions which supplied data in both years is 4%, then an estimate for 2004 for the missing institutions(s) will be 300,000 x 1.04=312,000. This is then added to the available data to give an estimate for the whole sector.</p> <p>d) Approximately, by applying a multiplication factor of 15/12, or an increase of 3/12=25%. This method should only be used if a),b),c) are not possible.</p> <p>e) An estimate for a missing variable may be made from data supplied for another variable. For instance staff costs (missing) may be estimated from staff numbers (supplied) by using an average cost per member of staff from other authorities.</p> <p>f) A combination of these methods may be used as appropriate.</p> <p>These procedures are only valid where missing data is from libraries that are broadly representative. Special procedures may be called for where missing data are concentrated in untypical libraries. (Such "untypical" libraries may, for example, be university libraries catering only for postgraduate students or film libraries with relatively small collections of printed materials.) The extent of estimation should be indicated in the published statistics with a note to explain the procedure(s) adopted. The original (incomplete) data may also be published."</p> <p>ISO2789:2006(E):Information and documentation - International library statistics, International Organization for Standardization, Geneva, Switzerland, ISO 2006.</p>
21. Visits	<p>Visits are defined as the number of persons (individuals) entering the library</p>

	<p>premises</p> <ul style="list-style-type: none"> • Count the number of visits made by persons to the library premises annually • Use sample count taken in one or more normal week and gross up to annual estimate, if daily count is not carried out • If actual data returns are incomplete, use "grossing up" methodology. See below for the definition of "grossing up" as recommended by ISO/DIS 2789. <p>Grossing up</p> <p>"This annex refers to the compilation of national statistics and other aggregated statistics. Completeness of the data shall always be the aim. Where the actual data returns are unavoidably incomplete, it is necessary to supplement the actual returns with estimates that provide the best representation of the complete picture. This process, commonly called "grossing up", is best described by way of the following examples.</p> <p>Example 1. If only 12 out of 15 university libraries have supplied data, this data will need to be "grossed up" to represent all 15. This can be done in one of several ways.</p> <p>a) Preferably, by taking account of the size (user population) of the missing library authorities. EXAMPLE If missing universities have 20,000 students and the universities that have supplied data have 110,000 students, the multiplication factor is 130/110 or an increase of 20/110=18%.</p> <p>b) The calculations in a) may be carried out separately for sets of libraries in different categories (typically by size) with the results then accumulated for the sector.</p> <p>c) It may also be possible to use figures from previous years as surrogate data for individual institutions' results. EXAMPLE Where 2004 data are missing from one (or more) institutions, but 2003 returns showed expenditure from those institutions of 300,000 and the average increase for all institutions which supplied data in both years is 4%, then an estimate for 2004 for the missing institutions(s) will be 300,000 x 1.04=312,000. This is then added to the available data to give an estimate for the whole sector.</p> <p>d) Approximately, by applying a multiplication factor of 15/12, or an increase of 3/12=25%. This method should only be used if a),b),c) are not possible.</p> <p>e) An estimate for a missing variable may be made from data supplied for another variable. For instance staff costs (missing) may be estimated from staff numbers (supplied) by using an average cost per member of staff from other authorities.</p> <p>f) A combination of these methods may be used as appropriate. These procedures are only valid where missing data is from libraries that are broadly representative. Special procedures may be called for where missing data are concentrated in untypical libraries. (Such "untypical" libraries may, for example, be university libraries catering only for postgraduate students or film libraries with relatively small collections of printed materials.) The extent of estimation should be indicated in the published statistics with a note to explain the procedure(s) adopted. The original (incomplete) data may also be published."</p> <p>ISO2789:2006(E):Information and documentation - International library statistics, International Organization for Standardization, Geneva, Switzerland, ISO 2006.</p>
22. Virtual Visits	<p>The definition of a virtual visit is a user's request (session) on the website from outside the library premises, regardless of the number of pages or elements viewed.</p> <ul style="list-style-type: none"> • Count requests, not the number of documents accessed • Include every request of a single page if it has been linked from outside the library premises • Exclude Internet access by a user from a workstation provided on the library premises <p>*Check N/A if not applicable or data not available.</p>
23. Searches	<p>The definition of a search is a unique intellectual inquiry submitted in a database or online catalogue.</p> <ul style="list-style-type: none"> • Record a search each time a search request is submitted to the server <p>*Check N/A if not applicable or data not available.</p>
24. Internet Sessions	<p>An internet session is defined as internet access by a user from a workstation owned by the library or from a computer in the library via the library's network.</p> <ul style="list-style-type: none"> • Count internet sessions if users have registered or authenticated themselves when accessing the internet • Include internet sessions if users have accessed the internet using the library's wireless network <p>*Check N/A if not applicable or data not available.</p>

Access

Access is defined as the ability of reaching and using a service or facility.

25. Opening Hours Per Week	<p>The definition of opening hours is the number of hours in a normal week when the main services of the library are available to users.</p> <ul style="list-style-type: none"> Count the total number of hours when the main services are available to users during a normal week at the central/main library and at all branch libraries Do not count mobile libraries or external service points <p>Example:</p> <p>(a) Central Library is open for 60 hours per week (b) There are four branches which are open for different hours per week - 23 hours, 30 hours, and two branches are open for 54 hours. (c) Total number of opening hours = 60 + 23 + 30 + (2 x 54) = 221 (d) Submit 221 as the total number of opening hours per week.</p>
26a. Total Public Access Workstations	<p>The definition of a public access workstation is a library owned computer workstation, networked or stand alone, including those placed external to the library, and those whose acquisition and/or maintenance has in part or fully been sponsored by or donated to the library.</p> <ul style="list-style-type: none"> Count the number of public access workstations in the library available to users Include public access workstations which are connected to the Internet and public access workstations which are not connected to the Internet Exclude workstations available only to staff <p>*Check N/A if not applicable or data not available.</p>
26b. Public Access Workstations Connected to the Internet	<ul style="list-style-type: none"> Count the number of public access workstations in the library that are connected to the Internet and available to users Exclude all other workstations <p>*26b is a subset of 26a *Check N/A if not applicable or data not available.</p>

Finance

Express all monetary amounts in your local currency (as identified in the box below). All monetary amounts will be automatically converted to euros based on the April 15 of the survey year exchange rates. Exchange rates can be found at <http://www.oanda.com/convert/fxhistory>

Currency Local	
Currency Exchange Rate	<p>The currency site we recommend is OANDA at http://www.oanda.com/convert/fxhistory</p>
27. Income and Funding	<p>Count all sources of income and funding including funding from the library's own parent authority, donations, grants, fundraising, and income generated (e.g. fees & charges) that are available to the library for expenditure</p>
28a. Total Operating Expenditures	<p>The definition of operating expenditure is the total expenditure incurred in the running of a library - money that is spent on staff and on resources that are used and replaced regularly.</p> <ul style="list-style-type: none"> Count all money spent, during the reporting period, on staff and on resources (stock, staff, maintenance & operation of automation, premises, repair or replacement of existing furnishings and equipment etc.) that are replaced regularly The total amount reported in 28a will not be the sum of 28b and 28c When applicable include national and local sales/purchase taxes <p>*Check N/A if not applicable or data not available.</p>
28b. Library Staff Expenditures	<p>The definition of library staff is a library employee, that is, a person who works for a library in return for payment.</p> <ul style="list-style-type: none"> Count total amount of money spent on salaries and wages, allowances and other employee benefits, and other related expenditure Include all library staff Exclude costs of staff training Exclude volunteers <p>*28b is a sub-set of 28a *Check N/A if not applicable or data not available.</p>
28c. Acquisitions Expenditures	<p>An acquisition is defined as a document or item added to a collection during the reporting period. Acquisitions may be obtained, for example, by purchase, licensing, legal deposit, donation, digitization or exchange.</p> <ul style="list-style-type: none"> Count the costs of all items added to a library collection for the benefit of users Include all print, audiovisual, electronic collections, and other material. When applicable include national and local sales/purchase taxes <p>*28c is a sub-set of 28a *Check N/A if not applicable or data not available.</p>
29. Capital Expenditures	<p>The definition of capital expenditure is expenditure which results in the acquisition of or addition to, fixed assets.</p>

	<ul style="list-style-type: none"> Count expenditure for the acquisition of, or addition to building sites, new buildings and extensions, furnishings and equipment for new and expanded buildings, computer systems, and all other capital expenditure. When applicable include national and local sales/purchase taxes *Check N/A if not applicable or data not available.
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Staff

Express all data in Full Time Equivalents (FTEs).

The definition of library staff is a library employee, that is, a person who works for a library in return for payment. Exclude volunteers.

Example of converting figures for part-time workers to FTE: If out of three persons employed as "professional staff", one works quarter-time, one works half-time, and one works full-time, then the FTE of these three positions would be $0.25 + 0.5 + 1.0 = 1.75$ professional staff (FTE)

30a. Total Staff	<ul style="list-style-type: none"> Count the total number of people employed by the library and convert to FTE Include staff funded from outside the library's own institution/parent authority. The total reported in 30a will be the sum of 30b and 30c
30b. Professional Staff	<p>Professional staff is defined as a person, employed in the library, who has received training in librarianship and/or information science and whose duty requires professional education. The training may be by formal education or by means of an extended period of work of a professional nature, in a library, under supervision.</p> <ul style="list-style-type: none"> Count the number of professional staff members, and convert to FTE *Check N/A if not applicable or data not available.
30c. Other Staff	<p>Other staff is defined as all other library employees without formal qualifications in librarianship/ information science.</p> <ul style="list-style-type: none"> Count all staff other than employees included in professional staff (30b), and convert to FTE Include qualified specialist staff who have received training in a discipline other than libraries Exclude staffing services provided by contractors e.g. security or cleaning services *Check N/A if not applicable or data not available.

Hot Topics: Electronic Services

Note: Participation in the Hot Topics survey is optional

This section includes questions on the collection, usage and expenditures related to electronic services, including eBooks, in public libraries. The goal of this special survey is to assess the current state of electronic resources and emerging trends related to technology use in public libraries around the world. Questions in this section are trial questions and subject to modifications based on feedbacks from survey participants. All suggestions or comments are welcome.

40a Total holdings of downloadable electronic materials including eBooks, audiobooks, music, video and other multimedia	<p>Count total number of downloadable electronic materials acquired as part of the library collection, whether purchased, leased, licensed or donated as gifts.</p> <p>-Types of electronic materials include eBooks, audiobooks, music, video and other multimedia that can be lent to users either on portable devices or by transmitting content to the user's personal electronic device for a limited time.</p>
40b eBook Holdings (Titles)	<p>An e-Book is defined as a digital document which can be seen in analogy to a print book.</p> <p>-Count total number (titles) of eBooks that can be lent to users either on portable devices (e.g. eBook readers) or by transmitting the contents to the user's personal electronic device for a limited time.</p>
40c eBook Holdings (Items)	<p>Count total number (items) of eBooks that can be lent to users either on portable devices (eBook readers) or by transmitting the contents to the user's personal electronic device for a limited time.</p> <p>-Databases and electronic serials are excluded.</p>
41a Total Circulation of downloadable electronic materials	<p>Count total circulation of downloadable electronic materials including eBooks, audiobooks, music, video and other multimedia that can be lent to users either on portable devices or by transmitting contents to the user's personal electronic device for a limited time.</p>
41b eBook circulation	<p>Count total circulation of eBooks that are downloadable.</p>
41c Does your library include electronic downloads in its circulation statistics?	<p>A content downloaded is defined as a content unit being successfully requested from a database or digital document.</p>
41d Does your library provide	<p>Streaming refers to the delivery of multimedia content that are distributed through</p>

streaming of materials?	the library's computer networks that can be used, but not downloadable onto the user's personal electronic device. • A media stream can be live or on demand.
42a Electronic information requests	Information requests are defined as information contacts that involve the knowledge or use of one or more information sources by the library staff. -Count requests received electronically , e.g. via emails, chat, text messaging or others. -Exclude directional and administrative inquiries.
42b via Email/Web Form	Count requests received electronically via emails. -Exclude directional and administrative inquiries.
42c via chat (using different types of chat reference software)	Count requests received electronically via real-time chat using different types of chat reference software -Exclude directional and administrative inquiries.
42d via mobile text messaging	Count requests received electronically via mobile text messaging. -Exclude directional and administrative inquiries.
43a Total electronic materials expenditures	Count the costs of all items (downloadable and non-downloadable) added to the electronic collection including ebooks, audiobooks, music, video, multimedia, databases, electronic serials and any materials in electronic or digital formats, including materials digitized by the library, during the reporting period.
43b Expenditures for downloadable ebooks, audiobooks, music, video and other multimedia	Count the costs of all downloadable items added to the electronic collection during the reporting period.
43c Expenditures for eBooks	Count the costs of downloadable ebooks added to the library during the reporting period.
43d Other electronic materials expenditures	Count any other costs (not already reported) incurred in the acquisition of electronic materials to the library.

Social Networking

Include any comments or services not listed below

Facebook	Include any comments or services related to your library's use of the social media in the Notes section.
Twitter	Include any comments or services related to your library's use of the social media in the Notes section.
Blogs	Include any comments or services related to your library's use of the social media in the Notes section.
Photosharing, e.g. Flickr	Include any comments or services related to your library's use of the social media in the Notes section.
Comments / Services not listed	
44b Activities generated from your library's Facebook account(s)	Count total number of activities including visits, followers, information requests or comments generated from the library Facebook account(s) during the reporting period.
44c Activities generated from your Library's Twitter account(s)	Count total number of activities including followers, information requests or comments generated from the library Twitter account(s) during the reporting period.
44d Activities generated from your Library blogs	Count total number of activities including visits, clickthrough or comments generated from the library blogs during the reporting period.
44e Activities generated from your Library's Photosharing account(s)	Count total number of activities including visits, clickthrough or comments generated from the library photosharing accounts during the reporting period.

Hot Topics: Programming

Note: Participation in the Hot Topics survey is optional

This section includes questions on library programming. The goal of this special survey is to understand current practices and user demands for library programs in public libraries around the world. Questions in this section are test questions and subject to modifications based on feedbacks from survey participants. All suggestions or comments are welcome.

50a Total program attendance	Count total number of attendance at events undertaken by the library, e.g. exhibitions and other events, typically with a literary, cultural or educational intent.
50b Children (0-14) program attendance	Program attendance can be counted separately based on types of users: children and adult.
50c Adult (15+) program attendance	Program attendance can be counted separately based on types of users: children and adult.
51a Total number of programs	Count number of events organized by the library, e.g. exhibitions and other events (including virtual events), typically with a literary, cultural or educational intent.

51b Children's (0-14) programs	
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51c Adult (15+) programs	
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Comments

Toronto Public Library welcomes comments and suggestions about your experience with the online survey so that it can be improved as necessary to meet your needs.

Comment