2012 Annual Statistical Report Form for Florida's Public Libraries

	Performance Indicator	Definition/Instruction
Library Identification		
1	Library Name	The legal name of the administrative entity.
2	Street Address	The complete street address of the administrative entity. Do not report a post office box or general delivery.
3	Mailing Address	The mailing address of the administrative entity. If the same as street address put "same."
4	City	The city in which the administrative entity is located.
5	County	The county in which the administrative entity is located.
6a	Zip	This is the standard five-digit postal zip code for the street address.
6b.	+4	This is the four-digit extension to the standard five-digit postal zip code.
7	World Wide Web Address	This is the Web Address for the administrative entity. http:// Note: If the Administrative Entity has no web address, enter Not Applicable.
8	Phone	The telephone number for the administrative entity.
9	Fax	The fax number for the administrative entity.
10	Respondent's Name	The name and position title of person responding to the survey.
11	Respondent's e-mail address	E-mail address for person responding to the survey.
12	Director's Name	Name of director of the administrative entity.
13	Director's e-mail address	E-mail address for director.

	Performance Indicator	Definition/Instruction
Part I – General Information		
14	Specify the legal service area boundaries of your library's service area	A library's legal service area is the geographical area for which the library is established to offer services and from which (or on behalf of which) the library derives income, plus any area served under contract for which this library is the *primary service provider*. May be a city, town, or county, or parts of one or more of these. Does *not* include other jurisdictions with which your library has an agreement for reciprocal services. Nor does it include people who are served by another library but who secondarily receive service from your library under contract. Use the space provided to describe your library's legal service area. *Examples include "County of __," City of __," "Residents of special tax district that includes __."*
Number of Service Outlets		
15	Number of central libraries	The single unit library or the unit where the principal collections are kept and handled also called Main Library. A library system may or may not have a central library. Some systems may have an administrative center that is separate from the principal collection and is not open to the public. This type of building should *not* be reported as a central library.
16	Number of branch or cooperative member libraries	A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
17	Number of bookmobiles	A bookmobile is a traveling branch library. It consists of at least all of the following: 1) A truck or van that carries

		Performance Indicator	Definition/Instruction
			an organized collection of library materials; 2) Paid staff; and 3) Regularly scheduled hours (bookmobile stops) for being open to the public. Note: Count the number of vehicles in use, not the number of stops the vehicle makes.
18		Total Number of Outlets	The sum of central libraries, branches, and bookmobiles.
19		Total square feet in library's facilities system-wide	Provide the total number of square feet in the library's current facilities, including all facilities reported as central libraries or branches. Include all areas occupied by the library system, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.
20		Library service hours per typical week	Report the number of hours that residents of your library's legal service area have access to public library service during a typical week. Consider both the main library and branches using the following method: *If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, it should report 40 hours per week. If several branches are also open those same hours, the figure remains 40 hours. Should Branch A also be open one evening from 7:00 to 9:00, the total hours during which users can find service becomes 42. Include hours that the bookmobile is open to the public if appropriate.*
21		Does your library have Sunday hours?	Report whether or not your library is open to the public on Sundays by checking either "yes" or "no."
22		Total annual public service hours	Report total annual service hours for all outlets combined—the sum of all public service hours for all library facilities (including all bookmobiles) for the entire year. For bookmobiles, report only the number of hours in which the bookmobile is open to the public. Do not include the hours for deposit collections or other similar service outlets.

		Performance Indicator	Definition/Instruction
			Here is an example: *If the main library is open 60 hours a week (60 x 52 weeks = 3,120) less 5 days of 10 hours each closed for holidays, the main library total is 3,120 less 50 = 3,070. If 3 branch libraries are also open the same number of hours as the main library (regardless of whether or not all facilities are open at the same time), the annual aggregate for the library is 4 times 3,070 = 12,280 hours.*
23		Has the library updated its file of registered borrowers at least once during the past three years?	A registered borrower is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow. See Chapter 5 of Output Measures for Public Libraries, second edition, for more information for determining this figure. Registration records need to be updated regularly to provide an accurate count. For this reason, you are asked to report whether or not your library has updated its files in the past three years.
24		Registered borrowers - resident	Refers to registered borrowers who are residents of the library's legal service area.
25		Registered borrowers - nonresident	Refers to registered borrowers who do not live in the library's legal service area.
26		Total Number of Registered Borrowers	The sum of registered borrowers-resident and registered borrowers-nonresident.
27		Fee for non-resident borrowing privileges	Report here the dollar amount of the fee that your library charges people who live outside of your legal service area and wish to be registered borrowers.

	Performance Indicator	Definition/Instruction
Part II – Staff		
Report in FTEs – full-time equivalents. Report figures as of the last day of the fiscal year. To ensure comparable data, 40 hours per week has been set as the measure of full-time employees. To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and divide it by 40. For example, if you had 3 regularly scheduled part-time employees who worked a total of 60 hours per week, FTE = 60/40 = 1.5 FTE staff. Include all positions budgeted, whether filled or unfilled.		
28	Annual salary of incumbent library director/administrator	
29	Minimum annual salary for beginning, full-time professional librarian	The minimum annual salary for beginning, full-time professional librarian who holds a master's degree from a program accredited by the American Library Association.
30	Librarians with master's degrees from ALA accredited programs (FTE)	The full-time equivalent of Librarians with master's degrees from programs of library and information studies accredited by the American Library Association.
31	Other persons with title librarian (FTE)	The full-time equivalent of other staff who hold the title of Librarian but do not have a master's degree from an ALA-accredited program.
32	Total Librarians	The sum of librarians with master's degrees and other persons with title librarian.
33	Other paid staff (FTE)	This category should include all other staff not counted in total librarians, including plant operation, security, and maintenance staff. Report the full-time equivalent of staff in this category who are paid from the library's budget.
34	Total Paid FTE Library Staff	The sum of total librarians and other paid staff.
35	Number of staff paid by other agencies (FTE)	Report the full-time equivalent of staff paid by other agencies who work for the library.
36	Total number of volunteer hours	Report the total number of hours worked by library volunteers during the year.

Annual Statistical Report Form for Public Libraries
Chapter 1B-2.011(2)(a), Florida Administrative Code, Effective 4-10-2012

Performance Indicator		Definition/Instruction
Part III – Library Revenue		
III. A. Operating Revenue by Source		
In this section, report actual library revenue received between October 1 and September 30 used for ongoing, day-to-day library operations as defined below. Include federal, state, and other grants other than those for major capital expenditures. Do not include: a) revenue for major capital expenditures, including funds earmarked for both fixed and other major capital outlay (this revenue should be reported in III.B. Capital Revenue); b) contributions to endowments, c) revenue that the library collects but is passed through to another agency (e.g., fines, if not available for expenditure by the library), and d) funds unspent in the previous year (i.e., carryover). The total funds reported as Library Income will not equal the total expenditures unless the library expends every dollar of income it receives. Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.		
37	Local funds-County	The total funds received from county funding sources, including uniform taxing districts, special taxing districts, municipal services taxing unit, or other county revenue sources.
38	Local funds-Municipal	Funding provided by cities to the public library.
39	Local funds-Subtotal	The sum of local funds-county and local funds-municipal.
40	State funds	All funds distributed to public libraries by state government for expenditure by the public library except federal monies distributed by the state.
41	Federal funds-LSTA	Report actual funds received between October 1 and September 30.
42	Federal funds-Other	
43	Federal funds-Subtotal	The sum of federal funds-LSTA and federal funds-other.
44	Other income-Fines and fees	
45	Other income-Cash gifts and donations	Cash gifts and donations, excluding in-kind support.
46	Other operating income	All other operating income not reported in other income-fines and fees and other income-cash gifts and donations.
47	Other Operating Income-Subtotal	The sum of other income-fines and fees, other income-cash gifts and donations, and other operating income.
48	Total Operating Income	The sum of local funds-subtotal, state funds, federal funds-subtotal, and other operating income-subtotal.
County Operating Income by Source		
49	County general funds (uniform taxing district or county-wide tax)	Income from a uniform taxing district or county-wide tax.

	Performance Indicator	Definition/Instruction
50	Special taxing district	
51	Municipal Services Taxing Unit (MSTU)	
52	Other county funds	
53	Total Income From County Funds	The sum of items county general funds, special taxing district, Municipal Services Taxing Unit, and other county funds. Should be equivalent to local funds county.

III. B. Capital Income

Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up. Report all revenue to be used for major capital expenditures. Include funds received for a) site acquisition; b) new buildings; c) additions to or renovation of library buildings; d) furnishings, equipment, and initial collections (print, non-print, and electronic for new buildings, building additions, or building renovations; e) computer hardware and software used to support library operations, to link to networks, or to run information products; f) new vehicles; and g) other one-time major projects. Exclude income used for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude income passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover). Funds transferred from one public library to another public library should be reported by only one of the public libraries. Report federal, state, local, and other income to be used for major capital expenditures.

	Performance Indicator	Definition/Instruction
54	Local Government Capital Income	Report all governmental funds designated by the community, district, or region and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government.
55	State Government Capital Income	Report all funds distributed to public libraries by state government for expenditure by the public libraries for the purpose of major capital expenditures, except for federal money distributed by the state.
56	Federal Government Capital Income	Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid, received by the library for the purpose of major capital expenditures.
57	Other Capital Income	Report private (non-governmental funds), including grants received by the library for the purpose of major capital expenditures.
58	Total Capital Income	The sum of local government capital income, state government capital income, federal government capital

	Performance Indicator	Definition/Instruction
		income, and other capital income. Note: The amounts reported for Total Capital Income and Total Capital Expenditures are not expected to be equal.

Part IV – Library Expenditures
The current and recurrent costs necessary to support the provision of library services.

IV. A. Operating Expenditures
Include funds expended for operations of the library – do not include capital expenditures. These expenditures will be reported in IV. B. Capital Expenditures. Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.

Staff Expenditures

	Performance Indicator	Definition/Instruction
59	Salaries and wages of all employees paid by library	Salaries and wages for all library staff for the fiscal year, including plant operation, security, and maintenance staff. Include salaries and wages paid by the library's budget before deductions, but exclude employee benefits.
60	Employee benefits: (Social Security, retirement, insurance & benefits for all staff)	The benefits outside of salary and wages paid and accruing to employees (including plant operations, security, and maintenance staff), regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts for direct, paid employee benefits including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workmen's compensation, tuition, and housing benefits.
61	Staff expenditures-Subtotal	The sum of salaries and wages, and employee benefits.

Collection Expenditures

	Performance Indicator	Definition/Instruction
62	Print materials expenditures	Report all operating expenditures for the following print materials: books, serial backfiles, current serial subscriptions, government documents, and any other print acquisitions.
63	Electronic materials expenditures	Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, e-serials (including journals), government documents,

	Performance Indicator	Definition/Instruction
		databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote electronic materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. [NOTE: Based on ISO 2789 definition.]
64	Other materials expenditures	Report all operating expenditures for other materials, such as microform, audio, video, DVD, and materials in new forms.
65	Total collection expenditures	The sum of print materials expenditures, electronic materials expenditures, and other materials expenditures.
Other Operating Expenditures		
66	All other operating expenditures	This includes all expenditures other than those for staff and collection. Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment; and costs of computer hardware and software used to support library operations or to link external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.
67	Total operating expenditures	The sum of staff expenditures-subtotal, total collection expenditures, and all other operating expenditures.

	Performance Indicator	Definition/Instruction
IV. B. Capital Expenditures		
Report amounts in whole dollars, rounding up or down as necessary. Round amounts of 49¢ or less down, 50¢ or more up.		
68	Capital Outlay (include capital expenditures only; see instructions)	Report major capital expenditures (the acquisition of or additions to fixed assets). Examples include expenditures for (a) site acquisitions; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial book stock for new buildings, building additions, or vehicles; and (g) other one-time major projects. Include federal, state, local, or other revenue used for major capital expenditures, Only funds that are supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included. Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude contributions to endowments, or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.
Part V – Collection: Selected Library Materials		
This section of the survey collects data on selected types of materials. It does not cover all materials. Under this category, report only items the library has acquired as part of the collection and cataloged, whether purchased, leased, licensed, or donated as gifts.		
69	Print Materials	Print materials are non-serial printed publications (including music and maps) that are bound in hard or soft covers, or in loose-leaf format. Include non-serial government documents. Report the number of physical units, including duplicates. For smaller libraries, if volume data are not available, count the number of titles. Books packaged together as a unit (e.g., a 2-volume set) and checked out as a unit are counted as one physical unit.

	Performance Indicator	Definition/Instruction
70	Electronic Books (E-Books)	E-books are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). Include non-serial government documents. E-books are loaned to users on portable devices (e-book readers) or by transmitting the contents to the user's personal computer for a limited time. Include e-books held locally and remote e-books for which permanent or temporary access rights have been acquired. Report the number of physical or electronic units, including duplicates, for all outlets. For smaller libraries, if volume data are not available, the number of titles may be counted. E-books packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit. **NOTE:** Under this category report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC).
71	Number of Licensed Databases acquired locally	Report the number of databases (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired through payment by the library. A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common interface and software for the retrieval and manipulation of the data. Note: The data or records are usually collected with a particular intent and relate to a defined topic. A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the Internet.

		Performance Indicator	Definition/Instruction
			Subscriptions to individual electronic serial titles are reported under Current Electronic Serial Subscriptions. Each database is counted individually even if access to several databases is supported through the same vendor interface.
72		Number of Licensed Databases acquired by formal agreement with the State Library (**Number pre-filled by the Division**)	Report the number of licensed databases (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired by formal agreement with the State Library. A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common interface and software for the retrieval and manipulation of the data. Note: The data or records are usually collected with a particular intent and relate to a defined topic. A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the Internet. Subscriptions to individual electronic serial titles are reported under Current Electronic Serial Subscriptions. Each database is counted individually even if access to several databases is supported through the same vendor interface. (**Number pre-filled by the State Library**)
73		Number of Licensed Databases acquired through a cooperative agreement within the state or region	Report the number of licensed databases (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired through a cooperative agreement within the state or region. A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common interface and software for the retrieval and manipulation of the data. Note: The data or records are usually collected with a particular intent and

		Performance Indicator	Definition/Instruction
			relate to a defined topic. A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the Internet. Subscriptions to individual electronic serial titles are reported under Current Electronic Serial Subscriptions. Each database is counted individually even if access to several databases is supported through the same vendor interface.
74		Audio – physical units	These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs (including audio CD-ROMs), audio-reels, talking books and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audiocassettes for one recorded book) and checked out as a unit are counted as one physical unit.
75		Audio – downloadable titles	These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Report the number of titles. Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC) or through a physical library catalog.
76		Video – physical units	These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or

	Performance Indicator	Definition/Instruction
		without sound, using a television receiver or computer monitor. Video formats may include tape, DVD and CD-ROM. Do not include downloadable electronic video files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audiocassettes for one recorded book) and checked out as a unit are counted as one physical unit.
77	Video – downloadable titles	These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Report the number of titles. Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC) or through a physical library catalog.
78	Current Print Serial Subscriptions	Report the number of current print serial subscriptions, including duplicates, for all outlets. Examples of serials are periodicals (magazines), newspapers, annuals, some government documents, some reference tools, and numbered monographic series.

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	Performance Indicator	Definition/Instruction
Part VI – Library Services (use annualized counts)		
79	Circulation of adult materials	The total annual circulation of all adult library materials of all types, including renewals. Note: Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.
80	Circulation of youth materials	The total annual circulation of all youth materials of all types, including renewals.
81	Total Annual Circulation	The sum of circulation of adult materials and circulation of youth materials.
82	Traditional reference transactions	Report reference transactions here. A reference transaction is an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information and referral service is included under this term. Information sources include printed and non-print materials, machine-readable databases, catalogs and other holdings records, and through communication or referral, other libraries and institutions and persons both inside and outside the library. When a staff member utilizes information gained from previous use of information sources to answer a question, report as a reference transaction even if the source is not consulted again during the transaction. The request may come from an adult, a young adult, or a child. Use the method described in *Output Measures for Public Libraries*, 2nd edition (ALA, 1987), p. 65-69.

	Performance Indicator	Definition/Instruction
83	Virtual reference transactions	Annual count of the number of reference transactions using the Internet. A transaction must include a question received electronically (i.e. via e-mail, WWW form, etc.) **and** responded to electronically.
84	Total reference transactions	The sum of traditional reference transactions and virtual reference transactions.
85	Library visits	Report the total number of persons entering the library, including persons attending activities, meetings, and those persons requiring no staff services, for the entire reporting period. This figure can be derived from a sampling period, and is an important measure of library use. Use the method described in *Output Measures for Public Libraries*, 2nd Edition (ALA, 1987), p. 37-41.

Programs and presentations to groups
A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or education information, often designed to meet a specific social need. Examples of these types of programs include film showings; lectures; story hours; literacy, English as a second language, and citizenship classes; and book discussions.

Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities.

If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs.

Note: Exclude library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

86	Adult programs	Number of programs primarily intended for adult audiences.
87	Young Adult Programs	Number of programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.

	Performance Indicator	Definition/Instruction
		Additional information: • The National Center for Education Statistics (NCES): Children and Young Adults Defined; [Services and Resources for Children and Young Adults in Public Libraries, August 1995, NCES 95357] • The Young Adult Library Services Association (YALSA) defines young adults as age 12-18.
88	Children's programs	Number of programs primarily intended for children. Note: Children's age is defined as 11 years and under. Additional information: • The National Center for Education Statistics (NCES): Children and Young Adults Defined; [Services and Resources for Children and Young Adults in Public Libraries, August 1995, NCES 95357]
89	Total Programs	The sum of adult programs, young adult programs, and children's programs.

Program attendance

Report actual counted number of persons *attending* programs and presentations sponsored by the library. Programs need not take place in the library, but the library must be the primary contributor in the planning or presentation. Examples are book talks, tours, and story hours. Use the method described in *Output Measures for Public Libraries*, 2nd edition (ALA, 1987), p. 71-72.

90	Adult program attendance	Number of people of any age attending programs primarily intended for adult audiences.
91	Young Adult program attendance	Number of people of any age attending programs primarily intended for young adults. Note: Young Adult age is defined as 12-18 years.

	Performance Indicator	Definition/Instruction
		Additional information: • The National Center for Education Statistics (NCES): Children and Young Adults Defined; [Services and Resources for Children and Young Adults in Public Libraries, August 1995, NCES 95357] • The Young Adult Library Services Association (YALSA) defines young adults as age 12-18.
92	Children's program attendance	Number of people of any age attending programs primarily intended for children. Note: Children's age is defined as 11 years and under. Additional information: • The National Center for Education Statistics (NCES): Children and Young Adults Defined; [Services and Resources for Children and Young Adults in Public Libraries, August 1995, NCES 95357]
93	Total Program Attendance	The sum of adult program attendance, young adult program attendance, and children's program attendance.
Part VII – Resource Sharing #93-95 **Interlibrary loan is defined as making an item of library material, or a copy of the material, available to another library by request. It includes both borrowing and lending. The libraries involved in interlibrary loan are NOT under the same library administration and governance.**		
94	Interlibrary loans provided to other libraries	Report the total number of loans provided to other libraries in this item.
95	Interlibrary loans received from other libraries	Report the total number of loans provided to fill requests for your users.
96	Do you have reciprocal borrowing arrangements with other libraries? If yes, click here to enter a list of libraries	Indicate whether or not your library has any reciprocal borrowing agreements with any other library, and list those libraries. Reciprocal borrowing is a formal or

	Performance Indicator	Definition/Instruction
		informal agreement where public, academic, and special libraries agree to extend borrowing privileges to each other's clients or to residents of another public library's legal service area. It does not include interlibrary loan.
Part VIII – Internet/other Electronic Resources		
97	Number of Staff Internet Computers	Report the number of the library's Internet computers [personal computers (PCs) and laptops], whether purchased, leased, or donated, used by staff in the library.
98	Number of Internet Computers for General Public	Report the number of the library's Internet computers [personal computers (PCs) and laptops), whether purchased, leased or donated, used by the general public in the library.
99	Number of staff receiving technology instruction	Count of the total number of staff instructed in the management or use of information technology or resources obtainable using information technology. Staff counted includes professional, paraprofessional and volunteer staff as well as board members. A single staff member may attend multiple instruction sessions of the same or different types, each of which is counted. For example, a single staff member takes a course on using the Internet at the local community college, attends a workshop on Internet resources on aging, and watches a video on filtering and public libraries. The number of staff instructed count would increase by three.
100	Number of staff hours on technology instruction	Annual count of the number of hours of formal instruction in the management or use of information technology or resources obtainable using information technology.
101	Number of users receiving technology instruction	A count of the number of users instructed in the use of information technology or resources obtainable using information technology in structured, informal, and

	Performance Indicator	Definition/Instruction
		electronically delivered instruction sessions conducted or sponsored by the library.
102	Number of hours spent on technology instruction for the public	Count of the total number of hours of instruction offered in the use of information technology or resources obtainable using information technology in structured, informal, and electronically delivered instruction sessions conducted or sponsored by the library.
103	Adoption of an Internet safety education program	Yes or No response. The library system has adopted an Internet safety education program including the implementation of a computer-based educational program, which has been endorsed by a government-sanctioned law enforcement agency or other reputable public safety advocacy organization and is designed for children and adults.
104	Annual number of persons who complete the Internet safety education program	If yes to adoption of an Internet safety education program, report the annual number of program participants who complete the Internet safety education program.
Access to Electronic Services		
105	Annual number of virtual visits to networked library resources	Count annual visits to the library via the Internet. A visit occurs when a user (internal or external) connects to a networked library resource for any length of time or purpose (regardless of the number of pages or elements viewed.) Include a library OPAC or a library web page. In the case of a user visit to a library web page site a user who looks at 16 pages and 54 graphic images registers one visit on the Web server.
106	Annual number of uses of public Internet computers	Report the total number of uses (sessions) for Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word processing, OPAC, etc.) and Internet users cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual

	Performance Indicator	Definition/Instruction
		number. Sign-up forms or Web-log tracking software also may provide a reliable count of users.
Part IX – Friends of the Library Information		
107	Does your library have a Friends of the Library group?	Friends of the Library are groups of citizens who join together to support, improve, and promote libraries. Typical activities would be fund raising, public relations, advocacy, volunteerism, and community involvement.
108	Number of members in the Friends of the Library group	Provide number of members at the end of the reporting year (September 30).
109	Amount of funds raised by the Friends of the Library group	Report amount of funds raised during the reporting year of October 1-September 30.
110	Total amount of funds expended on behalf of your library and/or donated to your library by the Friends of the Library	Report funds expended or donated during the reporting year of October 1 – September 30.
111	Total amount of funds expended on behalf of your library and/or donated to your library by a library foundation or endowment fund	A library foundation is established to create a funding source separate and distinct from the governmental institution. It is also separate from a Friends of the Library group. An endowment fund is a dedicated financial source established to secure a longer term financial base for the library.
Part X. Outlet Information		
An outlet is a unit (i.e., central, branch, bookmobile, books- by-mail only) of an administrative entity that provides direct public library services. A single-outlet central library should not be confused with the administrative entity to which it belongs. Some data are reported for each outlet of an administrative entity, such as the outlet's name and address, telephone number, type of outlet, and square footage.		
1	Name	This is the legal name of the outlet. Note: Do not use acronyms. Do not abbreviate the name unless it exceeds the field length. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.
2	Street Address	This is the complete street address of the outlet. Note: Do not report a post office box or general delivery.

	Performance Indicator	Definition/Instruction
		For a bookmobile that operates from an administrative entity, branch, or central library, report the address of the administrative entity, branch, or central library from which it operates.
3	City	This is the city or town in which the outlet is located.
4	Zip Code	This is the standard five-digit postal Zip code for the street address of the outlet.
5	Zip+4	This is the four-digit postal Zip code extension for the street address of the outlet.
6	County	This is the county in which the outlet is located.
7	Phone	This is the telephone number of the outlet, including area code. Note: Report telephone number without spacing or punctuation. The outlet has no phone, enter " 3" (for Not Applicable).
8	Type Code (drop down list with the following choices:) Books-By-Mail Only Branch Library Bookmobile(s) Central Library	An outlet is a unit of an administrative entity that provides direct public library service. Select one of the following: Books-By-Mail only. A direct mail order service which provides books and other library materials. Books-by-mail typically serves rural residents, the disabled, the homebound, and others without access to another type of public library outlet. Requests for materials are usually received by mail and by telephone only. Only books-by-mail services that are housed separately from any other type of direct public service outlet (that is, central library, branches, or bookmobiles) should be labeled this way.

		Performance Indicator	Definition/Instruction

			~~Branch Library. A branch library is an auxiliary unit of an administrative entity which has at least all of the following:~~
			    ~~1. Separate quarters;~~
			    ~~2. An organized collection of library materials;~~
			    ~~3. Paid staff; and~~
			    ~~4. Regularly scheduled hours for being open to the public.~~
			
			~~Bookmobile(s). A bookmobile is a traveling branch library. It consists of at least all of the following:~~
			    ~~1. A truck or van that carries an organized collection of library materials;~~
			    ~~2. A paid staff; and~~
			    ~~3. Regularly scheduled hours (bookmobile stops) for being open to the public.~~
			~~Note: A separate outlet record may be created for each bookmobile. You may wish to create separate outlet records for individual bookmobiles if they have different addresses. Alternatively, a bookmobile outlet record may include more than one bookmobile.~~
			
			~~Central Library. This is one type of single outlet library or the library which is the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here. Synonymous with main library.~~
			
			~~Note: Each administrative entity may report either no central library or one central library. No administrative entity may report more than one central library. If you wish to identify a central library in the outlet file,~~

	Performance Indicator	Definition/Instruction
		identify the library with the largest collection as the central library and report all others as branches. Where there are several co-equal outlets and no principal collection, report all such outlets as branches, not central libraries.
9	Square Footage of Outlet	Report the total area, in square feet, for each library outlet (central library or branch). This is the area on all floors enclosed by the outer walls of the library outlet. Include all areas occupied by the library the library outlet, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.
10	Number of Bookmobiles	The number of bookmobiles in the bookmobile outlet record. Count vehicles in use, not the number of stops the vehicle makes. Note: A bookmobile outlet record may include one or more bookmobiles. Complete this data element only if the outlet record is of the type Bookmobile(s). A bookmobile is a traveling branch library. It consists of at least all of the following: 1. A truck or van that carries an organized collection of library materials; 2. A paid staff; and 3. Regularly scheduled hours (bookmobile stops) for being open to the public.
11	Public service hours per year for this outlet	This is the number of annual public service hours for this outlet. Note: Include the **actual** hours open for public service for centrals, branches, bookmobiles, and Books-by-Mail Only outlets. For each bookmobile, count only the hours

		Performance Indicator	Definition/Instruction
			during which the bookmobile is open to the public. For administrative entities that offer ONLY Books-by-Mail service, count the hours that the outlet is staffed for service. Minor variations in public service hours need not be included. Extensive hours closed to the public due to natural disasters or other events should be excluded from the count.
12		Number of weeks open per year for this outlet	This is the number of weeks during the year that this outlet was open to the public. **Note:** Include the number of weeks open for public service for centrals, branches, bookmobiles, and Books-by-Mail Only outlets. For each bookmobile, count only the weeks during which the bookmobile is open to the public. For administrative entities that offer ONLY Books-by-Mail service, count the weeks that the outlet is staffed for service. The count should be based on the number of weeks that a library outlet was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events should be excluded from the count. **Do not** calculate based on total number of service hours per year at the outlet level. Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.