

**AUSTRALIAN PUBLIC LIBRARIES
STATISTICAL REPORT
2011-2012**

Compiled by Regional Access and Public Libraries, State Library of Queensland

July 2013

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 1,505 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 2013

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Selected National Statistics 2011-2012

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

- 1,505 public library service points with 1,429 fixed point libraries and 76 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
- Almost 181 million items were lent to 10 million members of Australia's public libraries.
- Over 110 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 \$123 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 \$815 million in 2007-2008 to over \$1.01 billion in 2011-2012, representing a 24% increase. Expressed on a per capita basis, funding for public libraries has increased by 17% over the same period to \$44.55.

Table 1 – Services

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|--|-------------|-------------|-------------|-------------|-------------|
| Total loans | 177,428,161 | 182,640,004 | 188,375,165 | 182,757,656 | 180,794,120 |
| Loans per capita | 8.3 | 8.4 | 8.4 | 8.1 | 7.9 |
| Reported information enquiries¹ | 6,901,137 | 7,455,692 | 8,532,533 | 12,177,241 | 12,389,703 |
| Information enquiries per 1,000 persons² | 477 | 453 | 508 | 538 | 543 |
| Internet terminals per 10,000 persons | 3.7 | 4.0 | 4.1 | 4.4 | 4.3 |

Table 2 – Customers

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|--|-------------|-------------|-------------|-------------|-------------|
| Customers | 109,607,524 | 111,323,814 | 114,391,800 | 111,627,234 | 110,255,820 |
| Customers per month | 9,133,960 | 9,276,985 | 9,532,650 | 9,302,278 | 9,187,985 |
| Customer visits per capita | 5.1 | 5.1 | 5.1 | 4.9 | 4.9 |
| Registered Library Members | 9,900,252 | 9,958,042 | 10,097,975 | 10,191,256 | 9,999,492 |
| Members as a percentage of total population | 46% | 46% | 45% | 45% | 44% |
| Percentage Adult Members | 82% | 83% | 84% | 84% | 83% |
| Percentage Junior Members | 18% | 17% | 16% | 16% | 17% |

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

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

Table 3 – Collections & Resources

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|--|----------------|----------------|----------------|----------------|----------------|
| Total number of library materials | 40,306,255 | 41,483,356 | 41,119,022 | 40,303,760 | 40,391,560 |
| Total number of Public Access Internet terminals | 7,821 | 8,652 | 9,193 | 10,017 | 9,974 |
| Number of Public Access Computers for Word Processing etc | 1,566 | 1,701 | 1,804 | 1,747 | 1,187 |
| Library materials per capita | 1.9 | 1.9 | 1.8 | 1.8 | 1.8 |
| Total library materials expenditure | \$108.31m | \$117.13m | \$116.66m | \$118.68m | \$123.85m |
| Library materials expenditure per capita | \$5.07 | \$5.36 | \$5.22 | \$5.25 | \$5.46 |
| Average percentage of resources purchased in last 5 years | 53% | 50% | 50% | 54% | 55% |

Table 4 – Service Points

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|---|----------------|----------------|----------------|----------------|----------------|
| Number of fixed point libraries | 1,398 | 1,402 | 1,418 | 1,417 | 1,429 |
| Number of mobile libraries | 78 | 78 | 76 | 74 | 76 |
| Number of Service Points | 1,476 | 1,480 | 1,494 | 1,491 | 1,505 |
| Population served per service point | 14,479 | 14,779 | 14,953 | 15,170 | 15,070 |
| Service Points per 100,000 persons | 7.1 | 6.8 | 6.7 | 6.6 | 6.6 |
| Number of locations served by mobile libraries | 1,093 | 1,031 | 1,276 | 1,492 | 1,134 |
| Libraries open more than 45 hrs per week | 31% | 32% | 32% | 34% | 34% |
| Libraries open 30 to 44 hrs per week | 37% | 36% | 38% | 38% | 38% |
| Libraries open 10 to 29 hrs per week | 25% | 24% | 24% | 23% | 22% |
| Libraries open less than 10 hrs per week | 7% | 8% | 6% | 5% | 6% |
| Percentage of service points with Internet terminals | 94% | 92% | 95% | 96% | 96% |

Table 5 – Staff³

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|--|---------|---------|---------|---------|---------|
| Total staff (full time equivalent) | 7,503 | 7,269 | 7,382 | 7,512 | 7,567 |
| Population served per staff member | 2,849 | 2,940 | 2,957 | 2,943 | 2,929 |
| Staff members (FTE) per 10,000 persons. | 3.5 | 3.4 | 3.4 | 3.4 | 3.4 |
| Loans per full-time equivalent staff member | 23,649 | 24,414 | 24,840 | 23,649 | 23,263 |

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

| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
|---|-----------|-----------|-----------|-----------|-------------|
| Total Expenditure on Public Library Services | \$830.45m | \$882.31m | \$929.09m | \$954.36m | \$1,010.40m |
| Total Public Library expenditure per capita | \$38.86 | \$40.34 | \$41.59 | \$42.19 | \$44.55 |

³ Tasmania has been unable to supply staff numbers as from 2008-2009. All subsequent staffing measures exclude Tasmania's population component.

Comparative Data

Items lent

Overall, lending from public libraries increased slightly over the past five years (1.9%), with a 1.0% decrease from the previous year. Over the five year period the strongest growth was reported in the ACT (14.7%) and the Victoria (12.8%).

Table 7 – Total items lent

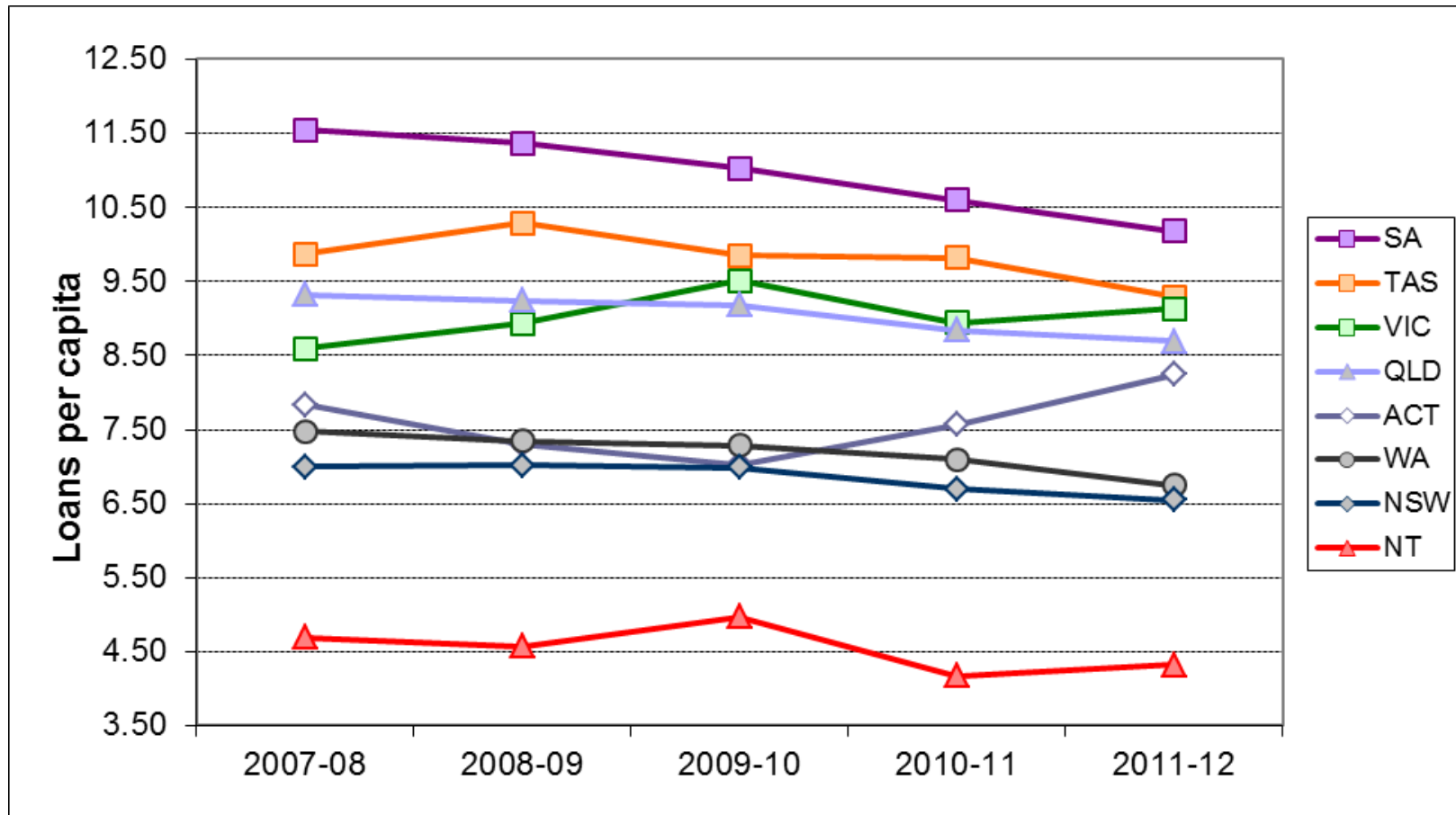
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------------|
| 2007-08 | 2,695,495 | 48,753,212 | 1,031,724 | 39,869,017 | 18,496,186 | 4,917,095 | 45,505,301 | 16,160,131 | 177,428,161 |
| 2008-09 | 2,562,599 | 49,782,998 | 1,028,034 | 40,732,190 | 18,447,848 | 5,171,196 | 48,493,826 | 16,421,313 | 182,640,004 |
| 2009-10 | 2,520,737 | 50,585,814 | 1,142,425 | 41,489,233 | 18,132,406 | 5,002,129 | 52,776,167 | 16,726,254 | 188,375,165 |
| 2010-11 | 2,765,201 | 48,911,125 | 960,676 | 40,511,975 | 17,656,868 | 5,015,518 | 50,279,939 | 16,656,354 | 182,757,656 |
| 2011-12 | 3,090,717 | 47,720,855 | 1,014,087 | 39,629,608 | 16,850,921 | 4,755,821 | 51,336,800 | 16,395,311 | 180,853,246 |
| Change over 5-year period | 14.7% | -2.1% | -1.7% | -0.6% | -8.9% | -3.3% | 12.8% | 1.5% | 1.9% |
| Change to previous year | 11.8% | -2.4% | 5.6% | -2.2% | -4.1% | -5.2% | 2.1% | -1.6% | -1.0% |
| % of national | 1.7% | 26.4% | 0.6% | 21.9% | 9.3% | 2.6% | 28.4% | 9.1% | n/a |

Table 8 – Items lent per capita

Over the past five years the national loans per capita has declined (-4.0%), with Victoria and the Australian Capital Territory reporting increases of 6.3% and 5.3% respectively. South Australia (10.18) continues to report the highest per capita loans during the period.

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|-------------|--------------|--------------|--------------|---------------|--------------|-------------|--------------|------------------|
| 2007-08 | 7.83 | 7.00 | 4.69 | 9.32 | 11.55 | 9.87 | 8.59 | 7.47 | 8.30 |
| 2008-09 | 7.30 | 7.01 | 4.57 | 9.24 | 11.37 | 10.29 | 8.93 | 7.34 | 8.35 |
| 2009-10 | 7.02 | 6.99 | 4.97 | 9.19 | 11.03 | 9.85 | 9.51 | 7.28 | 8.43 |
| 2010-11 | 7.57 | 6.70 | 4.17 | 8.84 | 10.66 | 9.82 | 8.94 | 7.10 | 8.08 |
| 2011-12 | 8.25 | 6.55 | 4.32 | 8.69 | 10.18 | 9.29 | 9.13 | 6.75 | 7.97 |
| Change over 5-year period | 5.3% | -6.5% | -7.9% | -6.7% | -11.8% | -5.9% | 6.3% | -9.7% | -4.0% |
| Change to previous year | 9.0% | -2.3% | 3.5% | -1.7% | -3.9% | -5.4% | 2.1% | -5.0% | -1.3% |

Figure 1 – Items lent per capita



Expenditure on Public Library Services

Total expenditure on public libraries has grown significantly over the past five years, with an overall increase of 24% bringing the Australian total to over \$1.01 billion. The largest increases were reported in the Northern Territory (164.3%) and South Australia (72.1%).

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

| | ACT | NSW | NT | QLD | SA ⁴ | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|---------------|--------------|-----------------|--------------|--------------|--------------|--------------------|
| 2007-08 | \$10.26m | \$282.47m | \$3.99m | \$165.56m | \$66.45m | \$15.24m | \$174.47m | \$96.18m | \$814.62m |
| 2008-09 | \$10.71m | \$297.85m | \$7.19m | \$180.06m | \$74.60m | \$17.14m | \$181.96m | \$99.96m | \$869.47m |
| 2009-10 | \$12.27m | \$312.86m | \$9.32m | \$179.15m | \$84.01m | \$19.23m | \$195.16m | \$102.18m | \$914.18m |
| 2010-11 | \$13.02m | \$318.15m | \$9.13m | \$189.59m | \$93.24m | \$20.14m | \$208.87m | \$102.22m | \$954.36m |
| 2011-12 | \$13.47m | \$332.14m | \$10.56m | \$201.06m | \$114.35m | \$22.76m | \$208.86m | \$107.20m | \$1,010.40m |
| Change over 5-year period | 31.2% | 17.6% | 164.3% | 21.4% | 72.1% | 49.4% | 19.7% | 11.5% | 24.0% |
| Change to previous year | 3.4% | 4.4% | 15.6% | 6.1% | 22.6% | 13.0% | 0.0% | 4.9% | 5.9% |

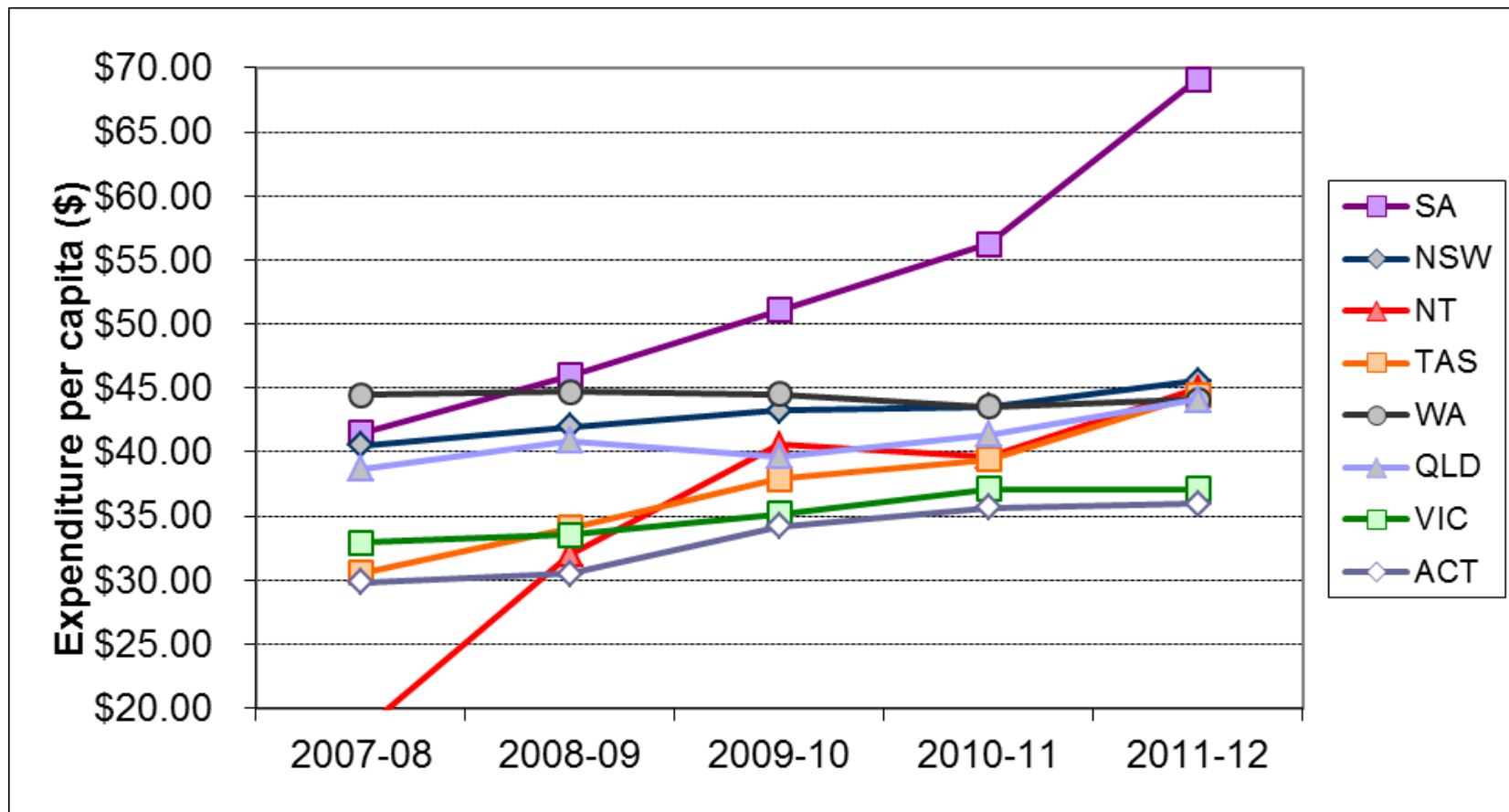
⁴ South Australia's expenditure for 2011-12 includes \$587,222 for the state-wide implementation of the "One Library Management System" Project (Year 1 of 3).

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

Total expenditure per capita across Australia has grown by 17% to \$44.55. South Australia reported the highest expenditure per capita of \$69.10, while the lowest figure of \$35.94 was reported in the Australian Capital Territory.

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|---------------|-------------|--------------|--------------|--------------|--------------|------------------|
| 2007-08 | \$29.81 | \$40.54 | \$18.16 | \$38.69 | \$41.49 | \$30.58 | \$32.93 | \$44.46 | \$38.12 |
| 2008-09 | \$30.50 | \$41.95 | \$32.01 | \$40.86 | \$45.97 | \$34.10 | \$33.52 | \$44.69 | \$39.75 |
| 2009-10 | \$34.20 | \$43.22 | \$40.58 | \$39.67 | \$51.08 | \$37.89 | \$35.18 | \$44.50 | \$40.92 |
| 2010-11 | \$35.64 | \$43.56 | \$39.67 | \$41.39 | \$56.27 | \$39.45 | \$37.14 | \$43.57 | \$42.19 |
| 2011-12 | \$35.94 | \$45.56 | \$44.97 | \$44.09 | \$69.10 | \$44.45 | \$37.14 | \$44.11 | \$44.55 |
| Change over 5-year period | 20.6% | 12.4% | 147.6% | 14% | 66.6% | 45.3% | 12.8% | -0.8% | 16.9% |
| Change to previous year | 0.8% | 4.6% | 13.4% | 6.5% | 22.8% | 12.7% | 0.0% | 1.2% | 5.6% |

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



Expenditure on Library Materials

Expenditure on library materials has grown by over 14% during the five year period from 2007-08 to 2011-12, with the Australian Capital Territory (155.4%) and the Northern Territory (81.4%) reporting the significant increases. The only decrease in funding over the period was reported by Tasmania (-1.8%).

Table 11 – Expenditure on Library Materials

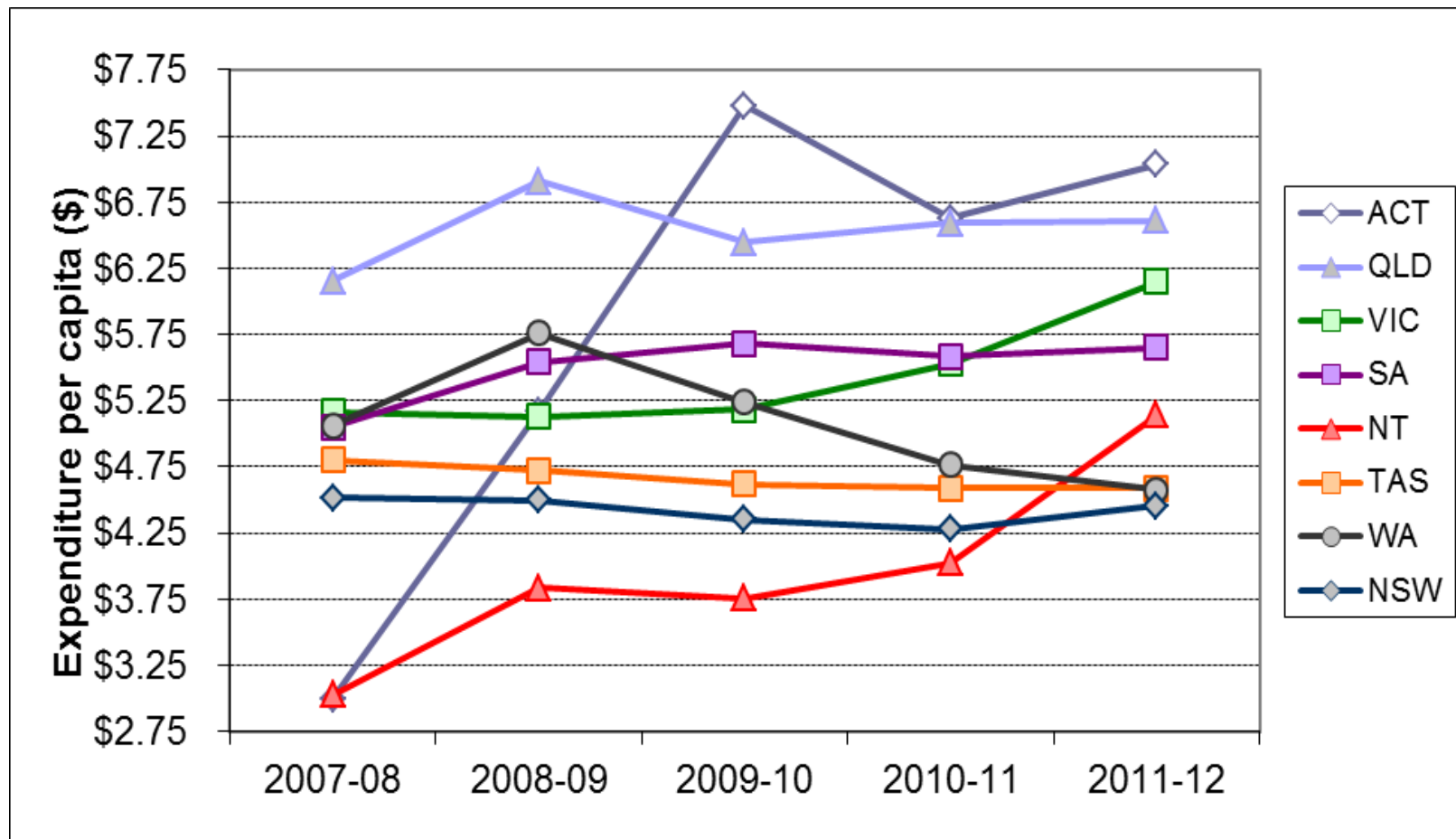
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|---------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| 2007-08 | \$1.03m | \$31.48m | \$0.67m | \$26.36m | \$8.09m | \$2.39m | \$27.36m | \$10.96m | \$108.31m |
| 2008-09 | \$1.82m | \$31.93m | \$0.86m | \$30.43m | \$8.99m | \$2.37m | \$27.84m | \$12.89m | \$117.13m |
| 2009-10 | \$2.68m | \$31.51m | \$0.86m | \$29.16m | \$9.35m | \$2.34m | \$28.77m | \$12.02m | \$116.66m |
| 2010-11 | \$2.42m | \$31.27m | \$0.93m | \$30.20m | \$9.25m | \$2.34m | \$31.09m | \$11.18m | \$118.68m |
| 2011-12 | \$2.64m | \$32.46m | \$1.21m | \$30.14m | \$9.35m | \$2.35m | \$34.58m | \$11.12m | \$123.85m |
| Change over 5-year period | 155.4% | 3.1% | 81.4% | 14.4% | 15.7% | -1.8% | 26.4% | 1.5% | 14.3% |
| Change to previous year | 8.9% | 3.8% | 30.3% | -0.2% | 1.1% | 0.2% | 11.2% | -0.5% | 4.4% |

Table 12 – Expenditure on Library materials per capita

Per capita expenditure on library materials increased by 7.7% over the same period, with the Australian Capital Territory (134.6%) reporting the largest increase.

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|---------------|--------------|--------------|-------------|--------------|--------------|--------------|--------------|------------------|
| 2007-08 | \$3.00 | \$4.52 | \$3.03 | \$6.15 | \$5.05 | \$4.80 | \$5.17 | \$5.06 | \$5.07 |
| 2008-09 | \$5.17 | \$4.50 | \$3.84 | \$6.91 | \$5.54 | \$4.72 | \$5.13 | \$5.76 | \$5.36 |
| 2009-10 | \$7.48 | \$4.35 | \$3.75 | \$6.45 | \$5.68 | \$4.62 | \$5.19 | \$5.24 | \$5.22 |
| 2010-11 | \$6.63 | \$4.28 | \$4.03 | \$6.59 | \$5.58 | \$4.59 | \$5.53 | \$4.76 | \$5.25 |
| 2011-12 | \$7.04 | \$4.45 | \$5.14 | \$6.61 | \$5.65 | \$4.59 | \$6.15 | \$4.58 | \$5.46 |
| Change over 5-year period | 134.6% | -1.4% | 69.9% | 7.4% | 12.0% | -4.4% | 19.1% | -9.6% | 7.7% |
| Change to previous year | 6.2% | 4.0% | 27.7% | 0.2% | 1.2% | -0.1% | 11.3% | -4.0% | 4.1% |

Figure 3 – Expenditure on Library Materials per capita



Expenditure on Electronic Resources

Where reported the expenditure on electronic resources has increased significantly over the period, with the Northern Territory (205.9%) and New South Wales (156.2%) reporting significant increases.

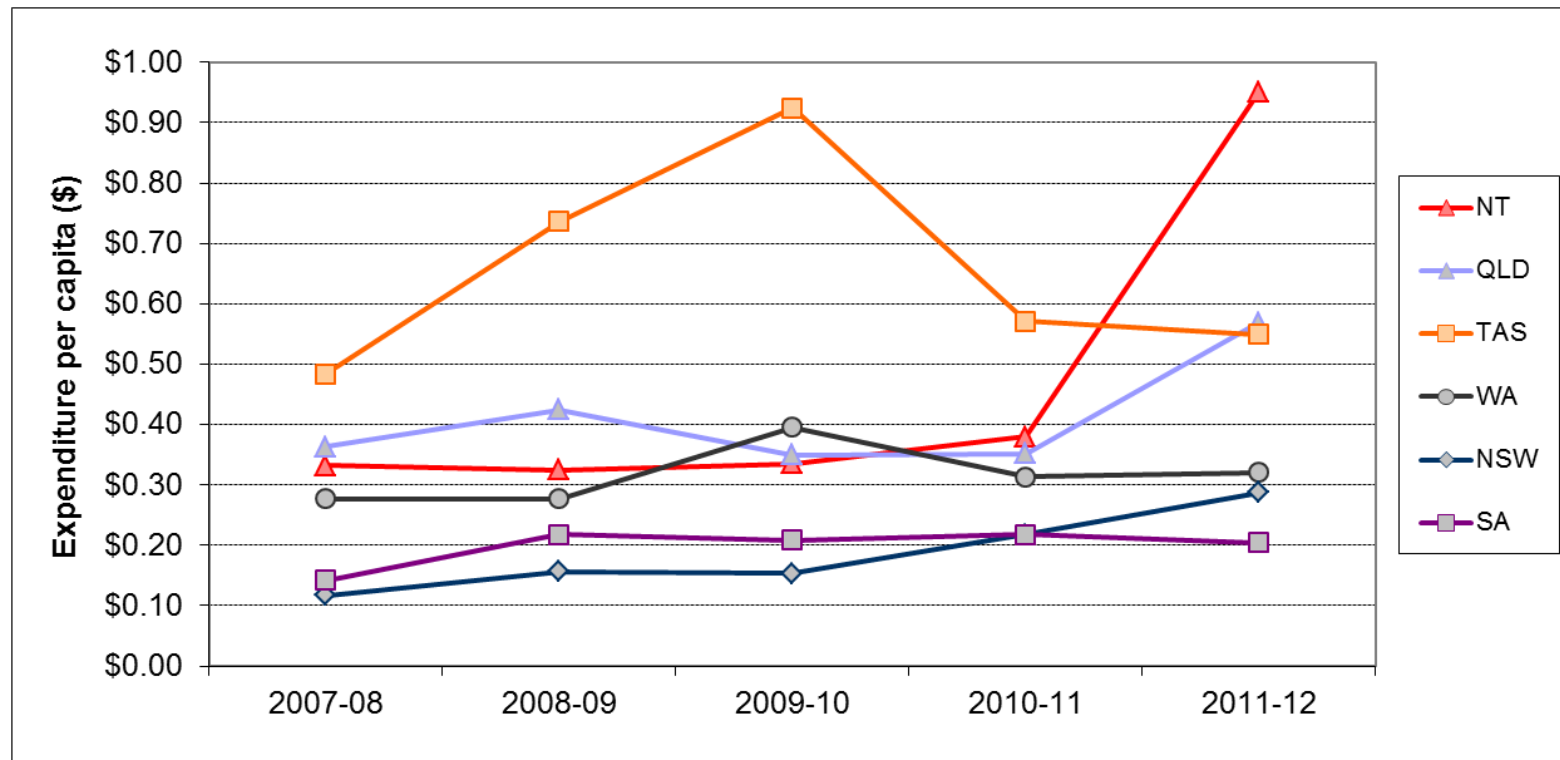
Table 13– Expenditure on Electronic Resources

| | ACT | NSW | NT | QLD ⁵ | SA ⁶ | TAS | VIC | WA | Australia |
|------------------------------------|------------|---------------|---------------|------------------|-----------------|---------------|------------|---------------|----------------|
| 2007-08 | \$0.20m | \$0.82m | \$0.07m | \$1.56m | \$0.23m | \$0.24m | n/a | \$0.60m | \$3.71m |
| 2008-09 | \$0.17m | \$1.11m | \$0.07m | \$1.87m | \$0.35m | \$0.37m | n/a | \$0.62m | \$4.57m |
| 2009-10 | \$0.17m | \$1.11m | \$0.08m | \$1.58m | \$0.34m | \$0.47m | n/a | \$0.91m | \$4.69m |
| 2010-11 | \$0.13m | \$1.59m | \$0.09m | \$1.61m | \$0.36m | \$0.29m | \$2.35m | \$0.74m | \$7.16m |
| 2011-12 | n/a | \$2.09m | \$0.40m | \$2.59m | \$0.34m | \$0.28m | n/a | \$0.78m | \$6.31m |
| Change over 5-year period | n/a | 156.2% | 205.9% | 66.7% | 48.8% | 16.7% | n/a | 30.3% | |
| Change to previous | n/a | 31.8% | 155.3% | 60.9% | -6.5% | -3.6% | n/a | 6.1% | |
| % of Collection Expenditure | n/a | 6.4% | 18.5% | 8.6% | 3.6% | 12.0% | n/a | 7.0% | |
| Per capita | n/a | \$0.29 | \$0.95 | \$0.57 | \$0.20 | \$0.55 | n/a | \$0.32 | |

⁵ Queensland – includes funds for state-wide consortium purchasing.

⁶ South Australia – includes funds for state-wide consortium and individual library purchases.

Figure 4 – Expenditure on Electronic Resources per capita



Public Access Internet Terminals

The number of public access Internet terminals provided nationally increased over the period (27.5%).

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

| | ACT | NSW | NT | QLD | SA | TAS ⁷ | VIC | WA | Australia |
|----------------------------------|--------------|--------------|---------------|--------------|---------------|------------------|--------------|-------------|---------------|
| 2007-08 | 60 | 2,414 | 61 | 1,615 | 746 | 484 | 1,630 | 811 | 7,821 |
| 2008-09 | 82 | 2,587 | 103 | 1,974 | 890 | 484 | 1,723 | 809 | 8,652 |
| 2009-10 | 78 | 2,735 | 103 | 2,023 | 1,093 | 391 | 1,951 | 819 | 9,193 |
| 2010-11 | 68 | 2,872 | 114 | 2,063 | 1,346 | 688 | 2,036 | 832 | 10,019 |
| 2011-12 | 76 | 3,027 | 89 | 2,226 | 945 | 518 | 2,218 | 875 | 9,974 |
| Change over 5 year-period | 26.7% | 25.4% | 45.9% | 37.8% | 26.7% | 7.0% | 36.1% | 7.9% | 27.5% |
| Change to previous year | 11.8% | 5.4% | -21.9% | 7.9% | -29.8% | -24.7% | 8.9% | 5.2% | -0.4% |

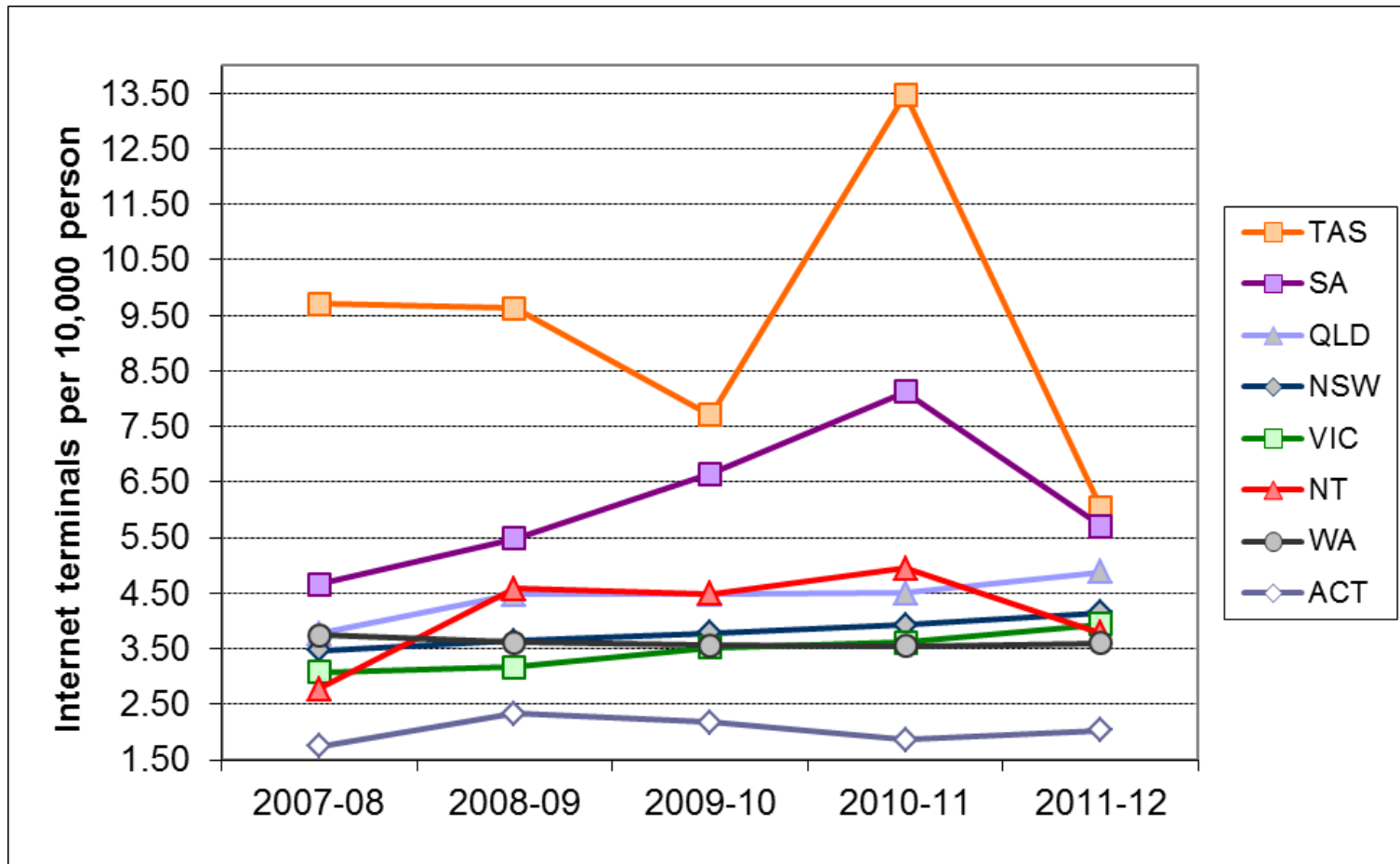
⁷ From 2010-11 LINC Tasmania has included internet terminals located at Online Access Centres.

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

Expressed as the number of public access terminals per 10,000 persons the national total is 4.40, an increase of over 20% during the five-year period.

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|----------------------------------|--------------|--------------|---------------|--------------|---------------|---------------|--------------|--------------|------------------|
| 2007-08 | 1.74 | 3.46 | 2.77 | 3.77 | 4.66 | 9.71 | 3.08 | 3.75 | 3.66 |
| 2008-09 | 2.33 | 3.64 | 4.58 | 4.48 | 5.48 | 9.63 | 3.17 | 3.62 | 3.96 |
| 2009-10 | 2.17 | 3.78 | 4.48 | 4.48 | 6.65 | 7.70 | 3.52 | 3.57 | 4.12 |
| 2010-11 | 1.86 | 3.93 | 4.95 | 4.50 | 8.11 | 13.47 | 3.62 | 3.55 | 4.43 |
| 2011-12 | 2.03 | 4.15 | 3.79 | 4.88 | 5.71 | 10.12 | 3.94 | 3.60 | 4.40 |
| Change over 5-year-period | 16.4% | 19.8% | 36.6% | 29.3% | 22.6% | 4.1% | 28.2% | -4.0% | 20.2% |
| Change to previous year | 9.0% | 5.6% | -23.5% | 8.4% | -29.7% | -24.9% | 9.0% | 1.5% | -0.7% |

Figure 5 – Public Access Internet terminals per 10,000 persons



Public Library Services in Australia

Public library services are delivered by a variety of administrative arrangements. These vary both between and within each State and Territory, ranging from services wholly delivered by the State/Territory through to services wholly delivered by Local Government.

Australian Capital Territory

Libraries ACT delivers public library services to the ACT community. It is the only public library service in Canberra, Australia's capital city, and serves a population of over 370,000 people. The library operates as part of the ACT Government's Territory and Municipal Services Directorate.

Libraries ACT champions literacy, learning and the pleasure of reading, and inspires and connects people, engaging them with their community and the world. It does this through a diverse range of services and resources including:

- Nine library branches,
- Collections in various formats and languages,
- eResources,
- Programs and events,
- Free wireless and desktop internet access,
- Book clubs and reading group collections,
- Home Library Service, and
- Mobile Library.

Libraries ACT is also responsible for the ACT Heritage Library, which helps tell the stories of Canberra and its people. It collects, preserves, promotes and provides access to documents that record the lives of Canberra's residents.

New South Wales

Public library services in New South Wales include a mixture of independent (or standalone) 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 is approved annually by the Minister for the Arts on the recommendation of the Library Council of NSW. For a description of the Strategy go to page 108 of the *Library Council of NSW Annual Report 2011/12*: http://www.sl.nsw.gov.au/about/publications/annual_reports/index.html

The State Library's 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 consultancy and advisory services on all aspects of the provision, control and management of public library services;
- managing a research program on behalf of the public library network; and
- developing and distributing community language collections to the people of NSW through public libraries;
- managing connectivity & online content consortia for public libraries via the NSW.net service; and
- managing legal & drug information services in cooperation with NSW public libraries.

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

Northern Territory

The Northern Territory is unique in the range of services and support provided to public libraries, including those in small and remote 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 79,678 to Peppimenarti a small remote community with a population of 250. 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 from Taminmin Community Library. 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, the 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

The SA public library network operates within a Memorandum of Agreement (MOA) between the Minister for the Arts and the president of the Local Government Association (LGA) for funding public library and community information services 2011-2021. The MOA provides the framework within which both parties contribute to ensuring that all South Australians have access to modern, free public library services.

South Australia's 143 public and joint use libraries are 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 for Education and Child Development (DECD) to operate very successful School Community Libraries.

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

In 2010, PLS commenced a project with the Local Government Association to procure a single Library Management System for the state. The new "One Card Network" enables people to borrow and return items at participating libraries with their current library card. The network will be rolled out over approximately 3 years across SA's metropolitan and regional public libraries with the first library having gone live in May 2012.

Tasmania

LINC Tasmania is a state-wide service network which gives Tasmanians integrated access to library services, research and information, adult literacy support, community learning, online access and archive and heritage services. LINC Tasmania's model of service delivery aims to extend services to more Tasmanians – particularly those who need greater information, technology access, skills and support to participate in work and community life.

LINC Tasmania provides public library services 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.

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

Tasmania's public libraries are linked by the Tasmanian Automated Library and Information System (TALIS), a statewide, networked and automated catalogue and electronic information service. 8 senior secondary colleges, 173 schools, 10 Polytechnic libraries, 7 community libraries and 1 agency library 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 e-book and audio formats. A volunteer courier service supports home library clients who are unable to visit a service point in person.

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

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 statewide 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 statewide.

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 1000 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.

Data Sources

This statistical report has been compiled on behalf of the National & State Libraries Australasia (NSLA) by Public and Indigenous Library Services, State Library of Queensland using data supplied by the authority responsible for public library services in each State and Territory.

The data used to prepare this report is available from each individual State or Territory authority. Please note that it is difficult to use this data to compare library services with each other due to the significant variations in social and geographic criteria applying from state to state and within each state. These conditions create differing demands and needs which affect the type and scope of public library services provided. Further difficulties in comparing data are caused by the diverse service delivery methods used to provide public library services. It should be noted that the data may vary from that published separately by individual States and Territories.

For further information on the data please contact:

Australian Capital Territory

Libraries ACT
PO Box 158
Canberra City ACT 2601

New South Wales

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

Northern Territory

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

Queensland

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

South Australia

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

Tasmania

LINC Tasmania
91 Murray Street
Hobart Tasmania 7000

Victoria

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

Western Australia

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

2011 - 2012 Data & Indicators

| 2011 - 2012 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|--|----------|------------|----------|-----------|-----------|----------|-----------|-----------|------------|
| EXPENDITURE | | | | | | | | | |
| Expenditure on Public Libraries (excluding library materials and capital purchases) | \$10.83m | \$298.97m | \$8.95m | \$165.75m | \$94.42m | \$20.13m | \$172.16m | \$96.08m | \$867.29m |
| Total expenditure on Library Materials | \$2.64m | \$32.46m | \$1.21m | \$30.14m | \$9.35m | \$2.35m | \$34.58m | \$11.12m | \$123.85m |
| Expenditure on Library Materials (excluding Electronic Resources) | \$2.64m | \$30.37m | \$0.98m | \$27.54m | \$9.01m | \$2.07m | \$34.58m | \$10.34m | \$117.54m |
| Expenditure on Electronic Resources | n/a | \$2.09m | \$0.22m | \$2.59m | \$0.34m | \$0.28m | n/a | \$0.78m | \$6.31m |
| State Govt. costs directly related to the delivery of public library services not included above | | \$0.71m | \$0.40m | \$5.18m | \$10.58m | \$0.28m | \$2.11m | | \$19.26m |
| Total Expenditure on Public Library Services | \$13.47m | \$332.14m | \$10.56m | \$201.06m | \$114.35m | \$22.76m | \$208.86m | \$107.20m | \$1,010m |
| Total State/Territory costs related to the delivery of public library services | \$13.57m | \$27.25m | \$4.74m | \$22.69m | \$23.14m | \$22.76m | \$36.52m | \$14.64m | \$165.21m |
| State/Territory Funding as a percentage of Public Library Expenditure | 100% | 8% | 45% | 11% | 20% | 100% | 17% | 14% | 16% |
| Capital Expenditure on Public Libraries (not including library materials) | | \$18.75m | \$0.04m | \$32.85m | \$9.9m | \$4.45m | \$16.80m | \$17.12m | \$99.9m |
| STAFF | | | | | | | | | |
| No of qualified librarians (fte) | 35.20 | 827.61 | 24.00 | 389.97 | 121.10 | n/a | 632.00 | 298.00 | 2,327.88 |
| Total staff (fte) | 99.05 | 2357.00 | 99.00 | 1,502.73 | 736.76 | n/a | 1687.00 | 1085.90 | 7,567.44 |
| LIBRARY MATERIALS | | | | | | | | | |
| Total number of library materials | 754,661 | 13,493,849 | 286,026 | 7,696,094 | 3,944,286 | 678,050 | 9,176,916 | 4,361,678 | 40,391,560 |
| Percentage of collection purchased in previous 5 years | 60.0% | 48.7% | 50% | 75.0% | 39.0% | 52.3% | 55.0% | 55.9% | 54.5% |

| 2010 - 2011 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|--|--------|---------|--------|---------|---------|--------|---------|---------|-----------|
| SERVICE POINTS | | | | | | | | | |
| No. of fixed point libraries | 9 | 375 | 33 | 323 | 135 | 49 | 273 | 232 | 1,429 |
| No. of mobile libraries | 2 | 22 | | 17 | 7 | | 28 | | 76 |
| No of service points (including mobile libraries) | 11 | 397 | 33 | 340 | 142 | 49 | 301 | 232 | 1,505 |
| No. of deposit stations (small unstaffed collections) | | 69 | | | 44 | | 9 | | 122 |
| No. of locations served by mobile libraries | 29 | 380 | | 501 | 224 | | | | 1,134 |
| ACCESSIBILITY – number of libraries by time open for public use | | | | | | | | | |
| Service Points open 45 hours or more | 8 | 150 | 4 | 77 | 55 | 12 | 112 | 75 | 493 |
| Open 30 - 44 hours | 1 | 127 | 16 | 121 | 75 | 10 | 90 | 118 | 558 |
| Open 10 - 29 hours | | 106 | 9 | 85 | 12 | 23 | 59 | 23 | 317 |
| Open less than 10 hours | | 14 | 3 | 30 | 15 | 4 | 12 | 16 | 94 |
| Total with opening hours specified | 9 | 397 | 32 | 313 | 157 | 49 | 273 | 232 | 1,462 |
| Not specified | 2 | | 1 | 23 | | | | | 26 |
| Total Hours per week | 443 | 15,304 | 940 | 10,274 | 5,732 | 1,340 | 11,099 | 8,974 | 54,105 |
| Total hours open per annum (actual italicised, others estimated at Hours per week multiplied x 50 weeks) | 22,125 | 795,794 | 46,975 | 513,692 | 286,600 | 67,000 | 554,950 | 448,700 | 2,735,836 |

| 2010 - 2011 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|---|-----------|------------|-----------|------------|------------|-----------|------------|------------|-------------|
| USAGE | | | | | | | | | |
| Total circulation | 3,090,717 | 47,720,855 | 1,014,087 | 39,629,608 | 16,850,921 | 4,755,821 | 51,336,800 | 16,395,311 | 180,794,120 |
| Total library visits | 1,963,294 | 35,002,039 | 1,020,086 | 20,439,282 | 11,058,032 | 3,075,654 | 27,627,855 | 10,069,578 | 110,255,850 |
| Customers per month | 163,608 | 2,916,837 | 85,007 | 1,703,274 | 921,503 | 256,305 | 2,302,321 | 839,132 | 9,187,985 |
| Number of Reference / Information Enquiries | 29,198 | 5,343,777 | 104,321 | 2,001,073 | 588,761 | 64,316 | 2,618,740 | 1,639,517 | 12,389,703 |
| MEMBERSHIP | | | | | | | | | |
| No. of registered library users | 229,271 | 3,188,109 | 79,249 | 2,000,854 | 899,555 | 138,292 | 2,538,072 | 995,794 | 9,999,492 |
| Adult Members 65 and over | 20,331 | 341,231 | 4,494 | | | 15,118 | 263,767 | 63,409 | 708,350 |
| Adult Members under 65 (or age not specified) | 169,711 | 2,180,459 | 51,372 | 1,580,643 | 705329 | 79,031 | 1,648,918 | 720,080 | 7,135,543 |
| Young Adult (definition varies usually 15 - 20) | | 187,123 | 6,173 | | | 9,449 | | 48,458 | 251,203 |
| Junior Members (definition varies usually <15) | 39,229 | 412,591 | 13,552 | 413,665 | 194,226 | 32,661 | 360,032 | 151,090 | 1,617,046 |
| Not Specified | | 10,032 | 3,574 | | | 2,033 | 265,355 | | 280,994 |
| Other | | 56,673 | 84 | 6,546 | | | 6,358 | 12,757 | 82,418 |
| Total with age specified | 229,271 | 3,121,404 | 75,591 | 1,994,308 | 899,555 | 136,259 | 2,272,717 | 983,037 | 9,712,142 |

| 2011 - 2012 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | AUSTRALIA |
|---|-----|-------|-----|-------|-------|-----|-------|-------|-----------|
| ELECTRONIC INFORMATION SERVICES | | | | | | | | | |
| No. of Service Points with Public Access Internet Terminals at 30 June 2012 | 10 | 397 | 33 | 322 | 136 | 48 | 298 | 201 | 1,445 |
| No of Public Access Internet Terminals provided at 30 June 2012 | 76 | 3,027 | 89 | 2,226 | 945 | 518 | 2,218 | 875 | 9,974 |
| Number of Catalogue Terminals provided | 28 | | 32 | | 296 | | | 252 | 608 |
| Number of other Public Access Computer Terminals Provided | 8 | 234 | 24 | 313 | | | | | 579 |
| Total Public Use computer terminals | 112 | 3,261 | 145 | 2,539 | 1,241 | 518 | 2,218 | 1,127 | 11,161 |

2011 - 2012 Summary & percentages of Data & Indicators

| 2011 - 2012 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|---|---------|----------|---------|----------|----------|---------|----------|----------|------------|
| EXPENDITURE | | | | | | | | | |
| Total Expenditure on Public Library Services (\$m) | \$13.47 | \$332.14 | \$10.56 | \$201.06 | \$114.35 | \$22.76 | \$208.86 | \$107.20 | \$1,010.40 |
| Public Library expenditure per capita (excluding library materials) | \$28.90 | \$41.11 | \$39.82 | \$37.48 | \$63.45 | \$39.86 | \$30.99 | \$39.53 | \$39.09 |
| Library Materials expenditure per capita | \$7.04 | \$4.45 | \$5.14 | \$6.61 | \$5.65 | \$4.59 | \$6.15 | \$4.58 | \$5.46 |
| STAFF | | | | | | | | | |
| No of Librarians (FTE) per 10,000 persons | 0.94 | 1.14 | 1.02 | 0.86 | 0.73 | n/a | 1.12 | 1.23 | 1.03 |
| Total Staff (FTE) per 10,000 persons | 2.64 | 3.23 | 4.22 | 3.30 | 4.45 | n/a | 3.00 | 4.47 | 3.34 |
| Population served per staff member | 3,783 | 3,093 | 2,372 | 3,035 | 2,246 | n/a | 3,333 | 2,238 | 2,997 |
| Loans per FTE staff | 31,204 | 20,246 | 10,243 | 26,372 | 22,872 | n/a | 30,431 | 15,098 | 23,899 |
| LIBRARY MATERIALS | | | | | | | | | |
| Library materials per capita | 2.0 | 1.9 | 1.2 | 1.7 | 2.4 | 1.3 | 1.6 | 1.8 | 1.8 |
| SERVICE POINTS | | | | | | | | | |
| Population served per service point | 34,064 | 18,363 | 7,115 | 13,412 | 11,654 | 10,449 | 18,683 | 10,475 | 15,070 |
| Service Points per 100,000 persons | 2.9 | 5.4 | 14.1 | 7.5 | 8.6 | 9.6 | 5.4 | 9.5 | 6.6 |

| 2011 - 2012 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-----------|
| ACCESSIBILITY – Number of libraries by time open for public use | | | | | | | | | |
| More than 45 hrs per week | 88.9% | 37.8% | 12.5% | 24.6% | 35.0% | 24.5% | 41.0% | 32.3% | 33.7% |
| 30 to 44 hrs per week | 11.1% | 32.0% | 50.0% | 38.7% | 47.8% | 20.4% | 33.0% | 50.9% | 38.2% |
| 10 to 29 hrs per week | | 26.7% | 28.1% | 27.2% | 7.6% | 46.9% | 21.6% | 9.9% | 21.7% |
| less than 10 hrs per week | | 3.5% | 9.4% | 9.6% | 9.6% | 8.2% | 4.4% | 6.9% | 6.4% |
| Ave. hours open per week per service point | 49.2 | 38.5 | 29.4 | 32.8 | 36.5 | 27.3 | 40.7 | 38.7 | 37.0 |
| USAGE | | | | | | | | | |
| Circulation per capita | 8.2 | 6.5 | 4.3 | 8.7 | 10.2 | 9.3 | 9.1 | 6.7 | 8.0 |
| Customer visits per capita | 5.2 | 4.8 | 4.3 | 4.5 | 6.7 | 6.0 | 4.9 | 4.1 | 4.9 |
| Loans per volume held | 4.1 | 3.5 | 3.5 | 5.1 | 4.3 | 7.1 | 5.6 | 3.8 | 4.5 |
| MEMBERSHIP | | | | | | | | | |
| Percentage of population who are Library Members | 61% | 44% | 34% | 44% | 50% | 27% | 45% | 41% | 44% |
| Percentage Adult Members (15 and over) | 83% | 87% | 82% | 79% | 78% | 76% | 84% | 85% | 83% |
| Percentage Junior Members (<15) | 17% | 13% | 18% | 21% | 22% | 24% | 16% | 15% | 17% |
| ELECTRONIC INFORMATION SERVICES | | | | | | | | | |
| Internet terminals per 10,000 persons | 2.0 | 4.2 | 3.8 | 4.9 | 5.7 | 10.1 | 3.9 | 3.6 | 4.4 |
| Service points with Internet terminals | 91% | 100% | 100% | 95% | 96% | 98% | 99% | 87% | 96% |
| Information Enquiries per 10,000 persons | 779 | 7,330 | 4,443 | 4,388 | 3,558 | 1,256 | 4,657 | 6,746 | 5,463 |

| 2011 - 2012 | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Australia |
|--|---------|-----------|---------|-----------|-----------|---------|-----------|-----------|------------|
| Population June 2012 - Australian Demographic Statistics - 3101.0 - June Quarter 2012 - Excludes Other Territories <i>Released 18/12/2012</i> | 374,700 | 7,290,300 | 234,800 | 4,560,100 | 1,654,800 | 512,000 | 5,623,500 | 2,430,300 | 22,680,500 |