

SECTION II – KEY STATISTICAL BENCHMARKS (REQUIRED)

BASED ON THE MOST RECENT STATISTICS PROVIDED BY LIBRARIES WITH LEGAL SERVICE AREAS UNDER 50,000 PEOPLE (Updated: April 2018)

The Benchmark for each of the categories below is set at the level that 90% of Utah's certified libraries currently meet or exceed. A certified library should meet or exceed the benchmark in at least 7 of the 13 categories. Your consultant will provide you with a table indicating where your library stands against the Benchmarks (see the example on page 11). To do your own calculation, follow this example:

Library Visits

1. Multiply the *per capita* Benchmark indicated below by your library's service population; this will be your library's Benchmark number.*
2. Compare this number with your actual number of visitors in your most recent statistical annual report.
3. If your actual number of visitors is higher than the Benchmark number, you have passed that category.

For your convenience, we have also provided a figure for calculating the level of an "average" library (the 50th percentile) and an "above-average" library (the 70th percentile) in each category.

LIBRARY SUPPORT BY THE COMMUNITY

1. *Library Visits* – Library Visits per capita

Benchmark 10th Percentile	3.453361
Benchmark 50th Percentile	5.590125
Benchmark 70th Percentile	6.737245

2. *Programming Attendance* – Programming Attendance per capita

Benchmark 10th Percentile	0.327529
Benchmark 50th Percentile	0.563833
Benchmark 70th Percentile	0.858467

3. *Technology Use* – Internet Terminal Users per capita

Benchmark 10th Percentile	0.328192
Benchmark 50th Percentile	0.751773
Benchmark 70th Percentile	1.134878

4. *WiFi Use* – WiFi Users per capita

Benchmark 10th Percentile	0.077958
Benchmark 50th Percentile	0.395655
Benchmark 70th Percentile	1.043291

5. *Circulation of Physical Materials* – Circulation of Physical Materials per capita

Benchmark 10th Percentile	4.958002
Benchmark 50th Percentile	8.635169
Benchmark 70th Percentile	10.204679

6. *Circulation of Electronic Materials* – Circulation of Electronic Materials per capita

Benchmark 10th Percentile	0.401058
Benchmark 50th Percentile	0.896363
Benchmark 70th Percentile	1.007070

7. *Turnover Rate of Physical Materials** – Turnover Rate of Physical Materials

Benchmark 10th Percentile	0.838726
Benchmark 50th Percentile	1.835515
Benchmark 70th Percentile	2.819711

8. *Turnover Rate of Electronic Materials** – Turnover Rate of Electronic Materials

Benchmark 10th Percentile	0.040486
Benchmark 50th Percentile	0.151407
Benchmark 70th Percentile	0.342013

* The benchmarks for *Collections Budget* and *Turnover Rates* are not per capita figures. To see if your library has achieved the *Collections Budget* and *Turnover Rates* just compare those benchmarks to the figures you reported in your most recent statistical annual report.

LIBRARY SUPPORT BY THE CITY / COUNTY GOVERNING AUTHORITY

9. Local Operating Expenditures – Operating

Expenditures per capita from local funds only

Benchmark 10th Percentile	14.532402
Benchmark 50th Percentile	28.928257
Benchmark 70th Percentile	31.962150

11. Staffing Levels – Staffing Levels (FTE)

per capita

Benchmark 10th Percentile	0.000294
Benchmark 50th Percentile	0.000492
Benchmark 70th Percentile	0.000630

13. Technology Access – Internet Terminals

per capita

Benchmark 10th Percentile	0.000560
Benchmark 50th Percentile	0.001452
Benchmark 70th Percentile	0.002780

10. Collections Budget – Percentage of Collections

Budget (as part of the total operating expenditures)

Benchmark 10th Percentile	7.28%
Benchmark 50th Percentile	12.46%
Benchmark 70th Percentile	14.77%


12. Programming Opportunities – Programming

Opportunities per capita

Benchmark 10th Percentile	0.011991
Benchmark 50th Percentile	0.024185
Benchmark 70th Percentile	0.034025

SAMPLE LIBRARY BENCHMARK PAGE

BENCHMARKS 2018
Key performance indicators of public library services in Utah
Requirement: Meet or exceed at least 7 of the 13 benchmark at the 10th percentile



Utah State Library
Division
A DIVISION OF THE UTAH
DEPARTMENT OF HERITAGE & ARTS

SAMPLE LIBRARY	BENCHMARK #1 Library Vols per capita	BENCHMARK #2 Programming Expenditures per capita	BENCHMARK #3 Internet Terminal Users per capita	BENCHMARK #4 WiFi Users per capita	BENCHMARK #5 Circulation of Physical Materials per capita	BENCHMARK #6 Circulation of Electronic Materials per capita	BENCHMARK #7 Turnover Rate of Physical Materials	BENCHMARK #8 Turnover Rate of Electronic Materials	BENCHMARK #9 Operating Expenditures per capita	BENCHMARK #10 Collections Budget Percentage	BENCHMARK #11 Staffing Levels (FTE) per capita	BENCHMARK #12 Programming Opportunities per capita	BENCHMARK #13 Internet Terminals per capita
Figures Reported for FY2017	10,150	3,000	2,540	317	30,603	5,075	0.83	0.11	\$ 150,044	13.67%	2.68	78	8
Benchmarks at the 10th Percentile	12,118	1,149	1,152	274	17,398	1,407	0.84	0.04	\$ 50,994	7.28%	1.03	42	2
50th Percentile	19,616	1,978	2,638	1,388	30,301	3,145	1.84	0.15	\$ 101,509	12.46%	1.73	85	5
70th Percentile	23,641	3,012	3,982	3,661	35,808	3,534	2.82	0.34	\$ 112,155	14.77%	2.21	119	10

RED represents a value below the 10th percentile
GREEN represents a value equal to or above the 70th percentile

	BENCHMARK #1	BENCHMARK #2	BENCHMARK #3	BENCHMARK #4	BENCHMARK #5	BENCHMARK #6	BENCHMARK #7	BENCHMARK #8	BENCHMARK #9	BENCHMARK #10	BENCHMARK #11	BENCHMARK #12	BENCHMARK #13
Benchmark 10th Percentile	3,453,361	0.327529	0.326132	0.077958	4,950,002	0.402058	0.838726	0.040486	14,532,402	0.072795	0.000294	0.011991	0.000560
Benchmark 50th Percentile	5,990,125	0.563833	0.751373	0.395655	8,635,169	0.896363	1.835515	0.151407	28,928,257	0.124565	0.000492	0.024185	0.001452
Benchmark 70th Percentile	6,737,245	0.858467	1,134,878	1,043,291	10,204,679	1,007,070	2,819,711	0.342013	31,962,150	0.147713	0.000630	0.034025	0.002780
Lowest	2,120,904	0.195984	0.121620	0.025478	1,294,711	0.196181	0.418961	0.008769	9,329,924	0.040279	0.000156	0.006570	0.000206
Median	5,990,125	0.563833	0.751373	0.395655	8,635,169	0.896363	1.835515	0.151407	28,928,257	0.124565	0.000492	0.024185	0.001452
Average	6,382,416	1.243055	1,176,671	1,487,524	8,927,197	0.907559	2,377,922	0.394116	31,171,126	0.134558	0.000576	0.032325	0.002307
Highest	21,142,306	15,526,935	9,109,928	18,652,365	21,770,389	2,333,752	7,524,902	3,380,136	142,436,679	0.324781	0.002056	0.114178	0.008783

Source: Statistical Annual Report of Public Library Services, FY2017, Utah State Library Division.