

**Statistical Annual Report of
Public Library Services**

**Data Element Definitions
for FY2020**

Cities: July 1 – June 30

Counties: January 1 – December 31

Please note that all new/modified data elements appear in **red text**.

IDENTIFICATION

This section identifies the reporting library (i.e. administrative entity). This is the agency that is legally established under local or state law to provide public library service to the population of a local jurisdiction. The reporting library may have a single outlet or it may have multiple outlets.

150 FSCS ID

This is the identification code assigned by the Institute of Museum and Library Services to the reporting library.

151 Library Code

This is the identification code assigned by the Utah State Library Division to the reporting library.

152 Name of Library

This is the legal name of the reporting library.

Street Address

153 Street Address

This is the complete street address of the reporting library. Note: Do not report a post office box or general delivery.

154 City (of street address)

This is the city or town in which the reporting library is located.

155 ZIP Code (of street address)

This is the standard five-digit postal zip code for the street address of the reporting library.

156 ZIP+4 (of street address)

This is the four-digit postal ZIP code extension for the street address of the reporting library.

Mailing Address

157 Mailing Address

This is the mailing address of the reporting library.

158 City (of mailing address)

This is the city or town of the mailing address for the reporting library.

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- 159 ZIP Code (of mailing address)**
This is the standard five-digit postal ZIP code for the mailing address of the reporting library.
- 160 ZIP+4 (of mailing address)**
This is the four-digit postal ZIP code extension for the mailing address of the reporting library.
- 161 County of the Entity**
This is the county in which the headquarters of the reporting library is located.
- 162 Telephone (include area code)**
This is the telephone number of the reporting library, including area code.
- 163 Library's website address**
This is the web address of the reporting library.

GENERAL INFORMATION

- 208 Population of Legal Service Area**
The number of people in the geographical area for which a public library has been established to offer services and from which (or on behalf of which) the library derives revenue, plus any areas served under contract for which the library is the primary service provider. This figure is determined by the Utah State Library Division based on the most recent U.S. Census Bureau population estimates available. If the library establishes an agreement with another city or county to serve as the primary library for their population, contact the State Data Coordinator at the Utah State Library Division to update the official legal service area document. Report the revenue received from the contract or agreement under *Other Operating Revenue* or *Other Capital Revenue*.

Service Outlets

An outlet is a unit of an administrative entity that provides direct public library service.

- 209 Number of Central Libraries**
A central library is a single-outlet library or the library that is the operational center of a multiple-outlet library system. Usually, all processing is centralized here and the principal collections are housed here. Central library is synonymous with main library. Note: An administrative entity may report either no central library or one central library. No administrative entity may report more than one central library. Where there are several co-equal outlets, report all such outlets as branches.
- 210 Number of Branch Libraries**
A branch library is an auxiliary unit of an administrative entity which has 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.
- 211 Number of Bookmobiles**
A bookmobile is a traveling branch library. It consists of ALL of the following: (1) a vehicle that carries 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.

Paid Staff (Full-Time Equivalent)

Report figures as of the last day of the library's fiscal year. Include all positions funded in the library's budget, whether those positions are filled or not. To ensure comparable data, 40 hours per week has been set as the measure of **full-time equivalent (FTE)**. For example, 60 hours per week of part-time work by employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

250 FTE of Librarians with ALA-accredited master's degree

This is the full-time equivalent of librarians with master's degrees from programs of library and information studies accredited by the American Library Association.

251 Total FTE of Librarians

This is the full-time equivalent of all persons with the title of librarian who do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. This number also includes the FTE of librarians with ALA-accredited master's degree, reported in 250.

252 FTE of All Other Paid Staff

This is the full-time equivalent of all other employees paid from the reporting library's budget, including plant operations, security, and maintenance staff.

253 Total FTE of Paid Staff

This number is automatically calculated by adding the figures in 251 and 252.

254.1 Total Library Staff

This is the total number of library employees.

Volunteers

253.1 Number of individual volunteers who worked for the library this fiscal year

This is the number of individuals who performed voluntary (unpaid) work for the library regardless of the number of hours they worked. They may be members of the library board, a formally established group (such as a Friends group), or individuals who have volunteered their time and effort. The volunteer may work at the library on various tasks, may be running various library programs (such as literacy or story hours), or may be out in the community doing such things as delivering books to the homebound, helping with a bond election campaign, telling stories at the homeless shelter, or working on the annual book sale. Note: Report number of individuals, NOT full-time equivalent (FTE). For example, if one person volunteered 5 days, report one individual volunteer; if five different people volunteered five days each, report five individual volunteers.

253.2 Number of hours volunteers worked for the library this fiscal year

This is the total number of hours (rounded to the nearest hour) worked on the library's behalf by all individual volunteers reported in 253.1

OPERATING REVENUE

Report revenue used for operating expenditures as defined below. Include federal, state, local, or other grants. DO NOT include revenue for major capital expenditures, contributions to endowments, revenue passed through to another agency, or funds unspent in the previous fiscal year (e.g. carryover).

300 Local Operating Revenue

This includes all local government funds designated by the city or county for expenditure by the

public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants.

301 State Operating Revenue

This includes all funds distributed by the State of Utah for expenditure by the public library (for example CLEF grants, UPLIFT Continuing Education grants, and grants from other State of Utah agencies).

302 Federal Operating Revenue

This includes all federal government funds distributed for expenditure by the public library, including federal money distributed by the State Library (for example LSTA grants, Teen Literature grants, the Lenders Support Program - including the OCLC and Resource Sharing grant and other special projects).

303 Other Operating Revenue

This is all operating revenue other than that reported under local, state, and federal (300, 301, and 302). Include, for example, monetary gifts and donations received in the current year, interest, library fines, fees for library services, grants, or funds received from other cities or counties to provide service to patrons inside or outside the library's legal service area. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.

304 Total Operating Revenue

This number is automatically calculated by adding reported figures in questions 300, 301, 302, and 303, i.e. the sum of Local government revenue, State government revenue, Federal government revenue, and Other operating revenue.

OPERATING EXPENDITURES

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Do not report estimated costs as expenditures. Do not report capital expenditures under this category. Local accounting practices shall determine whether a specific item is a capital expense or an operating expense regardless of the examples in these definitions.

304.1 Local Operating Expenditures

This includes all expenditures by the public library of local government funds. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Do not report the value of free items as expenditures.

304.2 State Operating Expenditures

This includes all expenditures by the public library of State of Utah government funds (CLEF grants, UPLIFT Continuing Education grants, and grants from other State of Utah agencies).

304.3 Federal Operating Expenditures

This includes all federal government funds distributed for expenditure by the public library, including federal money distributed by the State Library (for example LSTA grants, Teen Literature grants, and other special projects).

304.4 Other Operating Expenditures

This includes all expenditures by the public library of funds that did not come from local

government, state government, and federal government sources. This may include expenditures of funds originating from monetary gifts, donations, interest, library fines, fees, grants, or other city or county government contracts.

304.5 Total Operating Expenditures

This number is automatically calculated by adding reported figures 304.1, 304.2, 304.3, and 304.4. This is the sum of expenditures of Local government funds, State government funds, Federal government funds, and Other operating funds. Note: This figure MUST match the amount in 358.

OPERATING EXPENDITURES ~ DETAIL

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs, especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available to the reporting agency. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Do not report the value of free items as expenditures. Do not report estimated costs as expenditures. Do not report capital expenditures under this category. Local accounting practices shall determine whether a specific item is a capital expense or an operating expense regardless of the examples in these definitions.

Staff Expenditures

350 Salaries and Wages

This includes salaries and wages for all library staff (including plant operations, security, and maintenance staff) for the fiscal year. Include salaries and wages before deductions but exclude employee benefits.

351 Employee Benefits

These are the benefits outside of salaries 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.

352 Total Staff Expenditures

This number is automatically calculated by adding reported figures in 350 and 351, i.e. the sum of Salaries & Wages expenditures and Employee Benefits expenditures.

Collection Expenditures

This includes all operating expenditures from the library budget for all materials in print, audiovisual, electronic, and other formats considered part of the collection, whether purchased, leased, or licensed. Exclude charges or fees for interlibrary loans and expenditures for document delivery.

353 Print Materials

Report all operating expenditures for the following print materials: books, current serial subscriptions, government documents, and any other print acquisitions.

354 Electronic Materials – Digital Units

Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, and 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 materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. Note: Expenditures for computer software used to support library operations or to link to external networks, including the Internet, are reported under Other Operating Expenditures (357).

355 Other Materials

Report all operating expenditures for other materials not already reported in 353 and 354. For example, include audio and video physical units (CDs and DVDs), realia, puppets, and materials in new formats.

356 Total Collection Expenditures

This number is automatically calculated by adding reported figures in questions 353, 354 and 355, i.e. the sum of Print Materials, Electronic Materials – Digital Units, and Other Materials expenditures.

Other Operating Expenditures

This includes all expenditures other than those reported for Total Staff Expenditures (352) and Total Collection Expenditures (356).

357 Other Operating Expenditures

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 to 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.

Total Operating Expenditures

358 Total Operating Expenditures

This number is automatically calculated by adding figures in questions 352, 356, and 357, i.e. the sum of Total Staff Expenditures, Total Collection Expenditures, and Other Operating Expenditures. Note: This figure MUST match the amount in question 304.5

CAPITAL REVENUE

Report all revenue to be used for major capital expenditures, by source of revenue. 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, nonprint, 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 revenue to be 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 revenue to be used for major capital expenditures in the following categories:

400 Local Capital Revenue

Report all governmental funds designated by the city or county and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the city or county.

401 State Capital Revenue

Report all funds distributed to public libraries by the State of Utah for expenditure by the public libraries for the purpose of major capital expenditures, except for federal money distributed by the state. This may include revenue from the Community Library Enhancement Fund.

402 Federal Capital Revenue

Report federal governmental funds, including federal funds distributed by the city, county, or state, and grants and aid received by the library for the purpose of major capital expenditures. This may include revenue from LSTA grants.

403 Other Capital Revenue

Report private (non-governmental funds), including grants received by the library for the purpose of major capital expenditures.

404 Total Capital Revenue

This number is automatically calculated by adding reported figures in questions 400, 401, 402, and 403. This is the sum of Local Capital Revenue, State Capital Revenue, Federal Capital Revenue, and Other Capital Revenue.

CAPITAL EXPENDITURES

405 Total Capital Expenditures

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 building renovations; (e) library automation systems; (f) new 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. Local accounting practices shall determine whether a specific item is a capital expense or an operating expense regardless of the examples in this definition.

COLLECTIONS

This section of the survey (450-460) collects data on selected types of materials. It does not cover all materials (i.e., microforms, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures (353-355). Under this category report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

450 Print Materials

Report a single figure that includes the following:

Books in print. Books are non-serial printed publications (including music scores or other bound forms of printed music, and maps) that are bound in hard or soft covers, or in loose-leaf format. Do not include unbound sheet music. Include non-serial government documents. Report the number of physical units, including duplicates. For small 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.

451 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). 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 electronic units, including duplicates, at the administrative entity level; do not duplicate unit count for each branch. 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.

Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

NOTE: For purposes of this survey, units are defined as "units of acquisition or purchase." The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit;" if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units." For smaller libraries, if volume data are not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”

452 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 compact discs for one recorded book) and checked out as a unit are counted as one physical unit.

453 Audio – Downloadable Units

These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Audio – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include Audio – Downloadable Units held locally and remote Audio – Downloadable Units for which permanent or temporary access rights have been acquired. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

NOTE: For purposes of this survey, units are defined as “units of acquisition or purchase.” The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit;” if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units.” For smaller libraries, if volume data are not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”

454 Video – Physical Units

These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Playback reproduces pictures, with or 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. four DVDs for one full season of a TV show) and checked out as a unit are counted as one physical unit.

455 Video – Downloadable Units

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. Video – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include Video – Downloadable Units held locally and remote Video – Downloadable Units for which permanent or temporary access rights have been acquired. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

NOTE: For purposes of this survey, units are defined as “units of acquisition or purchase.” The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit;” if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units.” For smaller libraries, if volume data are not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units.”

455.1 Other Materials

Report a single figure for all physical materials not reported in 450, 452, and 454.

455.3 Total Library Collection – Physical Items

This number is automatically calculated by adding reported figures in 450, 452, 454, and 455.1.

455.4 Total Library Collection – Downloadable Items

This number is automatically calculated by adding reported figures in 451, 453, and 455.

Electronic Collections (456-458):

Report the number of electronic collections. An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third party vendor. An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the web. **Electronic Collections do not have a circulation period**, and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.

NOTE: The data or records are usually collected with a particular intent and relate to a defined topic. Report the number of electronic collections acquired through curation, payment or formal agreement, by source of access:

456 Local/Other cooperative agreements

457 State (state government or state library)

458 Total Electronic Collections (This is the sum of 456 Local/Other cooperative agreements and 457 State)

Current Serial Subscriptions

~~**460 — Number of Current Print Serial Subscriptions**~~

~~Report the number of current print serial subscriptions, including duplicates, for all outlets. Examples of serials are magazines, journals, newspapers, annuals, some government documents, some reference tools, and numbered monographic series.~~

SERVICES

~~**500 — Public Service Hours Per Year (all outlets)**~~

~~This is the sum of hours all outlets were open to the public for the entire year. This is calculated by adding up the service hours per week for all outlets for the entire fiscal year and subtracting the number of hours any outlet was closed for holidays or other major reasons (remodeling, inventory, etc.). Note for bookmobiles: Count only the hours the vehicle was open to the public (i.e. the number of hours open at a stop). Do not include travel time.~~

~~**500.1 — Weekly Scheduled Public Service Hours (all outlets)**~~

~~The total number of hours per week that all outlets within the jurisdiction are open, based on a published schedule. If the schedule changed during the year, the reported data should be an average. Note for bookmobiles: Count only the hours the vehicle was open to the public (i.e. the number of hours open at a stop). Do not include travel time.~~

501 Library Visits

This is the total number of people entering the library for whatever purpose during the reporting year. Include persons attending activities, meetings, and those persons requiring no direct staff services. Note: If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week and multiplying the count by 52. A typical week is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday, or whenever the library is usually open.

501a Library Visits Reporting Method

Regarding the number of Library Visits (data element 501) entered, is this an annual count or an annual estimate based on a typical week or weeks?

502 Reference Transactions

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular

information needs. **Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.** A reference transaction includes information and referral service, unscheduled individual instruction and assistance in using information sources (including web sites and computer-assisted instruction). Count Readers Advisory questions as reference transactions. Information sources include (a) printed and non-printed material; (b) machine-readable databases (including computer-assisted instruction); (c) the library's own catalogs and other holdings records; (d) other libraries and institutions through communication or referral; and (e) persons both inside and outside the library. When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again. If a contact includes both reference and directional services, it should be reported as one reference transaction. Duration should not be an element in determining whether a transaction is a reference transaction.

NOTE: It is essential that libraries do not include directional transactions in the report of reference transactions. Directional transactions include giving instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian? Where is Susan Smith? Where is the rest room? Where are the 600s?"

If an actual count of reference transactions is unavailable, determine an annual estimate by counting visits during a typical week and multiplying the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday, or whenever the library is usually open. **Example: if there are four weeks sampled, multiply the totals for those four weeks by 13 to get an estimate for the full year. If the sample is down twice a year (one week at each time, two weeks total) multiple the count by 26 to get the estimated annual count**

502a Reference Transactions Reporting Method

Regarding the number of Reference Transactions (data element 502) entered, is this an annual count or an annual estimate based on a typical week or weeks?

503 Number of Registered User

This is the total number people who have applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources. Files should have been purged within the past three (3) years.

510 Outlet Closed Due to Covid-19

Answer <Y> or <N> to the following question: "Were any of the library's outlets physically closed to the public for and period of time due to the Covid-19 Pandemic?"

NOTE: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building.

511 Public Services During Covid-19

Answer <Y> or <N> to the following question: “Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Covid-19 Pandemic?”

NOTE: Services to the public can include activities such as

- Answering calls, emails, or texts with answers to information requests from the public;
- Hosting virtual programming or recorded content;
- Offering curbside service, delivery (mail or drop-off), or drive-thru circulation of physical materials;
- Managing IT services to ensure external Wi-Fi access; and
- Providing other types of online and electronic services

Regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).

512 Electronic Materials Added Due to Covid-19

Answer <Y> or <N> to the following question: “Did the library add or increase access to electronic collection materials due to the Covid-19 Pandemic?”

NOTE: Adding or increasing materials can include

- Increasing the concurrent or monthly borrowing limits for electronic materials
- Increasing the number of electronic materials and holdings, or
- Otherwise augmenting the public’s ability to use electronic materials

These materials can include those the library did not pay for itself, such as those provided through the State Library, library consortium, or vendor at no cost in response to the pandemic.

Types of electronic materials include e-books, audio and video downloadables, e-series (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized in the library.

513 Electronic Library Cards Issued Before Covid-19

Answer <Y> or <N> to the following question: “Did the library allow users to complete registration for library cards online without having to come to the library before the Covid-19 Pandemic?”

NOTE: Online library cards provide users access to electronic databases without having to be physically present at a library outlet to register for the card. Refer to definition of Number of Registered Users (data element 503).

514 Electronic Library Cards Issued During Covid-19

Answer <Y> or <N> to the following question: “Did the library allow users to complete registration for library cards online without having to come to the library during the Covid-19 Pandemic?”

NOTE: Online library cards provide users access to electronic databases without having to be physically present at a library outlet to register for the card. Refer to definition of Number of Registered Users (data element 503).

515 Reference Service During Covid-19

Answer <Y> or <N> to the following question: “Did the library provide reference service via Internet or telephone when the building was physically closed to the public during the Covid-19 Pandemic?”

NOTE: Refer to the definition of Reference Transactions (data element 502). Include reference services provided via email, chat, and text.

516 Outside Service During Covid-19

Answer <Y> or <N> to the following question: “Did the library provide ‘outside’ service for circulation of physical materials at one or more outlets during the Covid-19 Pandemic?”

NOTE: Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.

517 Live Virtual Programs During Covid-19

Answer <Y> or <N> to the following question: “Did the library provide live, virtual programs via the Internet during the Covid-19 Pandemic?”

NOTE: Live, virtual programs (see definition of Total Number of Library Programs, data element 600) are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

518 Recordings of Program Content During Covid-19

Answer <Y> or <N> to the following question: “Did the library create and provide recordings of program content via the Internet during the Covid-19 Pandemic?”

NOTE: Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

519 External WiFi Access Before Covid-19

Answer <Y> or <N> to the following question: “Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Covid-19 Pandemic?”

NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

520 External WiFi Access Added During Covid-19

Answer <Y> or <N> to the following question: “Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Covid-19 pandemic?”

NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

521 External WiFi Increased During Covid-19

Answer <Y> or <N> to the following question: “Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Covid-19 Pandemic?”

NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expander router reach, leaving Wi-Fi- service on 24 hours, installing or moving access points to promote or improve external access, etc.

522 Staff Re-Assigned During Covid-19

Answer <Y> or <N> to the following question: “Did library staff work for to other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Covid-19 Pandemic?”

NOTE: Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count, but volunteering off hours would not.

Circulation

550 Total Circulation of Materials (total of 552 & 553)

This is the sum of 552 Use of Electronic Materials and 553 Physical Item Circulation.

551 Circulation of Children’s Materials

This is the total annual circulation of all children’s materials in all formats to all users, including renewals.

552 Electronic Materials Circulation

Electronic Materials Circulation = Use of Electronic Materials. Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one circulation (i.e. one use). Include circulation only for items that require a user authentication, and have a limited period of use.

553 Physical Item Circulation

This is the total annual circulation of all physical library materials of all types, including renewals.

NOTE: Count all physical 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.

554 Successful Retrieval of Electronic Information

The number of full-content units or descriptive records examined, downloaded, or otherwise supplied to user, from online library resources that require user authentication but do not have a circulation period. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not require downloading as simply viewing documents is normally sufficient for user needs. Include use both inside and outside the library. Do not include use of the OPAC or website.

555 Electronic Content Use (total of 552 & 554)

This is the sum of 552 Electronic Materials Circulation (i.e. Use of Electronic Materials) and 554 Successful Retrieval of Electronic Information.

556 Total Collection Use (total of 552, 553 & 554)

This is the sum of 552 Electronic Materials Circulation (i.e. Use of Electronic Materials), 553 Physical Item Circulation, and 554 Successful Retrieval of Electronic Information.

Interlibrary Loan

575 Number of Items Provided To Other Libraries

This is the total number of library materials, or copies of the materials, provided by one autonomous library to another upon request. The libraries involved in interlibrary loans are not under the same library administration. “Library administration” means Administrative Entity. Do not include items loaned between outlets within the same library administrative entity.

576 Number of Items Received From Other Libraries

This is the total number of library materials, or copies of the materials, received by one autonomous library from another upon request. The libraries involved in interlibrary loans are not under the same library administration. “Library administration” means Administrative Entity. Do not include items loaned between outlets within the same library administrative entity.

PROGRAMS

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 educational 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 Summer Reading Program 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.

600 Total Number of Library Programs

This is the total number of programs sponsored or co-sponsored by the library, whether held on- or off-site. Exclude programs sponsored by other groups that use library facilities.

601 Number of Children’s Programs

This is the total number of programs for which the primary audience is children. Children are defined as persons age 11 and under, outlined in *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]. This figure is a subset of the Total Number of Library Programs (600).

602 Number of Young Adult Programs

This is the total number of programs for which the primary audience is young adults. Young adults are defined as persons age 12-18, outlined in *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]. Also, the Young Adult Library Services

Association (YALSA) defines young adults as age 12-18. This figure is a subset of the Total Number of Library Programs (600).

603 Total Attendance at Library Programs

This is the total count of the audience at all library programs during the reporting period.

604 Attendance at Children’s Programs

This is the count of the audience at all programs for which the primary audience is children 11 years and younger. Count all patrons that attend the children’s program regardless of age.

Note: Do not count attendance at library activities for children that are delivered on a one-to-one basis, rather than as a group, such as one-to-one literacy tutoring, services to the homebound, homework assistance, and mentoring activities.

605 Attendance at Young Adult Programs

This is the count of the audience at all programs for which the primary audience is young adults 12 to 18 years. Count all patrons that attend the young adult program regardless of age. Note: Do not count attendance at library activities for young adults that are delivered on a one-to-one basis, rather than as a group, such as one-to-one literacy tutoring, services to the homebound, homework assistance, and mentoring activities.

Virtual Programming

600.1 Total Number of Live Virtual Programs

This is the total number of live virtual programs sponsored or co-sponsored by the library. Exclude programs sponsored by other groups.

600.2 Total Number of Live Virtual Children’s Programs

This is the total number of live virtual programs for which the primary audience is children. Children are defined as persons age 11 and under, outlined in *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]. This figure is a subset of the Total Number of Live Virtual Programs (600.1).

600.3 Total Number of Live Virtual Young Adult Programs

This is the total number of programs for which the primary audience is young adults. Young adults are defined as persons age 12-18, outlined in *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]. Also, the Young Adult Library Services Association (YALSA) defines young adults as age 12-18. This figure is a subset of the Total Number of Live Virtual Programs (600.1).

600.4 Total Live Virtual Attendance

This is the total count of attendance at all virtual library programs during the reporting period.

Note: For events made available via Facebook, report one minute views. For other platforms, report unique views.

600.5 Attendance at Live Virtual Children’s programs.

This is a count of unique or peak views during the live broadcast of all virtual programs for which the primary audience is children 11 years or younger.

Note: For events made available via Facebook, report one minute views. For other platforms, report unique views.

600.6 Attendance at Live Virtual Young Adult Programs

This is a count of unique or peak views during the live broadcast of all virtual programs for which the primary audience is young adults 12 to 18 years.

Note: For events made available via Facebook, report one minute views. For other platforms, report unique views.

600.7 Total Recordings of Program Content

This is the number of programs that were made available only as a recording during the reporting period.

600.8 Total Views of Recorded Program Content.

This is the views that were only made available as a recording. Count total views of recorded program content for the reporting period.

Note: For events made available via Facebook, report one minute views. For other platforms, report unique views.

600.9 Total On-Demand View of Live Virtual Programs

This is the views for live-streamed events made available for later viewing. Count the total on-demand views for the reporting period. Do not include views of the live broadcast (these will be reported under attendance).

Note: For events made available via Facebook, report one minute views. For other platforms, report unique views.

INTERNET ACCESS

650 Number of Internet Computers for the General Public

This is the number of library computers connected to the Internet and used by the general public.

651 Number of Uses (sessions) of Public Internet Computers

This is the total number of uses (sessions) of the library's Internet computers in the library during the reporting period. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage.

Note: This count includes only the library's Internet computers. Do not include wifi access using non-library computers. Count each use (session) for public internet computers, regardless of the amount of time spent on the computer. For example, a user who uses the library's public Internet computers three times a year would count as three uses (sessions). A typical week or other reliable estimate may be used to determine the annual number.

652 Number of Times (sessions) Patrons Used the Wireless Network

This is the total number of times (sessions) users have connected to the Internet using the library's wireless network.

652.1 Public Wi-Fi Network Availability Hours

Indicate the hours of operation for any outdoor public Wi-Fi network (e.g. M-F 8a-10p)

652.2 Guest Wi-Fi Network SSID

Network name for any outdoor public Wi-Fi network (e.g. LibraryPublic10)

653 Website Visits

“Website Visits” represent the annual number of sessions initiated by all users from inside or outside the library to the library website. The library website consists of all webpages under the library’s domain. A website “visit” or “session” occurs when a user connects to the library's website for any length of time or purpose, regardless of the number of pages or elements viewed. Usage of library social media accounts (e.g., Facebook, Twitter, etc.) should not be reported here.

OUTLET

700 WebPLUS Identification Number

This is the identification code assigned by PLS Web Portal. Outlets are assigned the same FSCS ID as the administrative entity to which they belong, with a unique three-digit suffix added to distinguish each outlet.

701 State Assigned Identification Number

This is the state-assigned identification code for the outlet.

702 Legal Name

This is the legal name of the outlet.

Note: Provide the legal name of the outlet. Do not use acronyms. Do not abbreviate the name unless it exceeds the PLS Web Portal field length of 60 characters. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.

703 Physical Street Address

This is the complete address of the outlet.

Note: Do not report a post office box or general delivery. 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. For a bookmobile that is itself the administrative entity, report the address where the bookmobile is parked at night.

704 City

This is the city or town in which the outlet is located.

705 Zip Code

This is the standard five-digit postal ZIP code for the street address of the outlet.

707 County of the Outlet

This is the county in which the outlet is physically located.

708 Phone Number

This is the telephone number of the outlet, including area code.

709 Outlet Type Code

An outlet is a unit of an administrative entity that provides direct public library service. Select one of the following: BM—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 coded here. BR—Branch Library. A branch library is an auxiliary unit of an administrative entity which has at least all of the following: separate quarters; an organized collection of library materials; paid staff; and regularly scheduled hours for being open to the public. BS—Bookmobile(s). A bookmobile is a traveling branch library. It consists of at least all of the following: a truck or van that carries an organized collection of library materials; paid staff; and regularly schedule hours (bookmobile stops) for being open to the public.

Note: Each administrative entity may report either not 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, identify the library with the largest collection as the central library for FSCS purposes, and report all others as branches. Where there are several coequal outlets and no principal collection, report all such outlets as branches, not central libraries.

711 Square Footage of Outlet

Provide the area, in square feet, of the public library outlet (central library or branch). Report the total area in square feet for each outlet (central library or branch) separately, This is the area on all floors enclosed by the outer walls of the library outlet. Include all areas occupied by 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 at that area.

712 Number of Bookmobiles

The number of bookmobiles in the bookmobile outlet record.

Note: A bookmobile outlet record may include one or more bookmobiles. Complete this data element only if the record is of the type BS – Bookmobile(s) (see outlet data element #709). A bookmobile is a traveling branch library. It consists of at least the following: A truck or van that carries an organized collection of library materials; a paid staff; and regularly scheduled hours (bookmobile stops) for being open to the public. Count vehicles in use, not the number of stops the vehicle makes.

713 Public Service Hours Per Year

This is the number of annual public service hours for outlets (reported individually by central, branch, bookmobile and Books-by-Mail only).

Note: Include the **ACTUAL** hours open for public service for centrals (element #209), branches (element #211), and Books-by-Mail Only. For each bookmobile, count only the hours 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 on 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.

714 Number of Weeks Open

This is the number of weeks during the year that an outlet was open to the public.

Note: Include the number of weeks open for public service for centrals (element #209), branches (element #211), and Books-by-Mail Only. 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. For example, by dividing total hours by the average hours open per week. 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.

715 Number of Weeks an Outlet Closed Due to Covid-19

This is the number of weeks during the year that due to the Coronavirus (Covid-19) pandemic, an outlet building was physically closed and the public could not enter, when it otherwise would have been open.

Note: Round to the nearest whole number. If building did not close to the public due to pandemic, enter zero. The sum of data elements #715 and #715 should equal or be fewer than 52 weeks.

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or other “curbside” services outside the building.

716 Number of Weeks an Outlet Had Limited Occupancy Due to Covid-19

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (Covid-19) pandemic.

Note: Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements #714 and #716 (that is, a library was open to the public and implementing limited occupancy practices in the same week). Data element #716 should not be greater than data element #714.

Limited public occupancy practices can include reduced hours open, limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks or meeting rooms, etc.