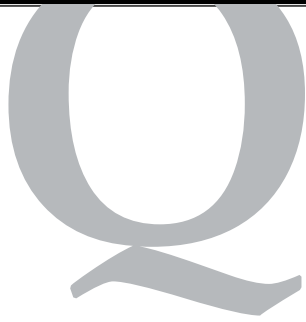# *PUBLIC LIBRARY ASSOCIATION*

PLDS   Public Library Data Service 2012

Q*uestionnaire*

worksheet

This worksheet is provided to help you complete the online form at http://pla.countingopinions.com. Login using your PLDS username and 6-digit password provided in your invitation. Please submit your completed survey by April 16, 2012, via the online web form at http://pla.countingopinions.com.

Direct questions to the PLA survey staff at either plasupport@countingopinions.com or by phone at 1-800-521-4930.

Library name: _____

Street address: _____

City: _____   State: _____   Zip Code: _____

Director's name: _____   Submitted by: _____

Library phone: _____   Extension: _____   Library Fax: _____

Contact Email address: _____   Date of submission (mm/dd/yyyy): _____

Library website: _____

Unless otherwise noted, all reported figures should be accurate as of the end of the most recently completed fiscal year. Only one survey should be completed per library system. **Please check the N/A option for answers that are unavailable or not applicable.**

A. GENERAL INFORMATION

1. **Ending date for latest completed fiscal year (mm/dd/yyyy):** _____

2. **Population of legal service area.** Report the number of people in the geographical area for which the public library has been established to offer services and from which (or on behalf of which) the library derives income, plus any areas served under contract for which this library is the primary service provider.

   a. Population of legal service area: _____

   b. Square miles in legal service area: _____

3. **Number of registered borrowers.** Report this figure only if the library purged its file at least once within the last three years. _____

4. **Holdings.** For the purpose of this data service, holdings will be defined as the number of cataloged items (number of items, *not* number of titles). Include print materials (including periodicals), electronic books, audio materials, and video materials acquired as part of the collection and cataloged, whether purchased, leased, licensed, or donated as gifts. _____

5. **Central/Main library.** A single library building or a building where the principal collections are kept and handled. A library system may or may not have a central/main library. Some systems may have an administrative center that is separate from the principal collection and is not open to the public. This

type of building should not be reported. [*Note: All libraries systems must have at least one library location, either central or branch (see question 6).*]

    a. Does your library system have a central/main library? (If no, please skip to Q6) Yes ○ No ○

    b. What is the total square footage of the central/main library? _____

6. **Branch libraries.** Report number of branches, using the following definition: Branch libraries are units that have all of the following: (1) separate quarters, (2) a permanent collection of materials, (3) a paid staff, and (4) a regular schedule for opening to the public. For square footage, provide the total area, in square feet, of all of your public library outlets. 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 other agencies if the outlet has use of that area.

    a. Number of branches (If zero, please skip to Q7): _____

    b. What is the total square footage of all your branches? _____

7. **Bookmobiles.** A bookmobile is a traveling branch library. It consists of at least the following: (1) a truck or van that carries an organized collection of library materials, (2) paid staff, and (3) regularly scheduled hours (bookmobile stops) for being open to the public. Count vehicles in use, not the number of stops the vehicle makes.

8. **Self-service kiosks.** Self-service kiosks are unstaffed electronic kiosks where patrons can borrow, pick-up, and return items. Do not include self-service kiosks within the library building.

    a. Does your library have self-service kiosks? (If no, please skip to Q9)   Yes ○   No ○

    b. How many self-service kiosks does your library have? _____

    c. Planned self-service kiosks. If your library does or does not have self-service kiosks now, are you considering adding any in the next 12 months?   Yes ○   No ○

9. **Public service hours**

    a. Per week. Report the total scheduled public service hours *in a typical week in October* for *all* service outlets (central/main library, branches, and bookmobiles). Do *not* include the kiosks in question 8 above. Maximum number of service hours per service outlet is 168 (7 days x 24 hours per day). For bookmobiles, report only hours open to the public, not time in transit.

    Total weekly public service hours: _____

    b. Per year. This is the sum of *actual* annual public service hours for outlets. Include the hours open for public service for central/main library, branches, bookmobiles, and books-by-mail only. Do not include the kiosks in question 8 above. For bookmobiles, count only the hours the bookmobile is open to the public. For administrative entities that offer *only* books-by-mail service, count the hours that the outlet is staffed for service. Minor variations in scheduled public service hours need not be considered. However, extensive hours closed to the public due to natural disasters or other events should be excluded from the count.

    Total yearly public service hours: _____

10. **Current annual salary of Director:** $ _____

11. **Salary of beginning librarian.** Report the current annual salary that would typically be paid to a beginning librarian with an MLS degree and no professional experience. $ _____

B. STAFF (FULL-TIME EQUIVALENT)

Report figures as of the last day of the fiscal year. Include all positions funded in the library's budget whether those positions are filled or not. Report full-time equivalent (FTE) in terms of your standard work week, as long as that standard week is between 35 and 40 hours. If not, please convert to 40 hours a week. 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.

Define your standard work week in terms of hours (35 hrs, 37.5 hrs, 40 hrs, etc.): _____

12. **Librarians.** Report FTE of all who are staff members doing any work that requires professional training and skill in the theoretical or scientific aspect of library work, or both, as distinct from its mechanical or clerical aspect. The usual educational requirement is a master's degree (or its historical antecedent) from a library education program. Include staff in managerial positions as well as in other positions. If MLS and non-MLS librarians are not separable, enter only a total.
    a. Number of MLS librarians (FTE): _____
    b. Number of non-MLS librarians (FTE): _____
    c. Total number of librarians (a + b): _____

13. **All other paid staff.** Include all other persons paid by the library budget including plant operations and maintenance staff, paraprofessionals, library assistants, clerks, pages, and professionals other than librarians. If staff cannot be separated from librarians, enter only the total in question 14 below.

    Number of all other paid staff (FTE): _____

14. **Total paid staff (FTE).** Total of items 12c + 13: _____

C. OPERATING FINANCES
Sources of Income

Operating finances are defined as follows: the current and recurrent income for and costs necessary to the provision of library service, such as personnel, library materials, binding supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility. [*Note: Local accounting practice shall determine whether a particular source of income or expense is an operating appropriation or expense, regardless of the examples just given. This questionnaire* does not ask for capital income or expense*, however you define it.*]

Unless otherwise noted, all figures reported on this questionnaire should be accurate as of the end of the most recently completed fiscal year. *Canadian libraries should report in Canadian dollars.*

15. **Local.** Report all tax and non-tax receipts allocated by the community, district, or region of the public library and available for expenditure by the public library. Do *not* include the value of any contributed or in-kind services or the value of any gifts, donations, fines, or fees.
    Income from local government: $ _____

16. **State/Province.** Report all revenue from funds collected by the state/province and distributed to public libraries for expenditure by the public libraries, *except* for federal monies distributed by the states/provinces.
    Income from state/provincial governments: $ _____

17. **Federal.** Report all revenue from funds collected by the federal government and distributed to public libraries for expenditure by the public libraries, including federal monies distributed by the states/provinces.
    Income from federal government: $ _____

18. Other income. Report all income other than that reported in items 15–17. Include, for example, gifts, donations, interest, fines, and fees. This amount is the difference between the sum of the income reported in items 15–17 and the total income, reported in item 19. Do *not* include the value of any contributed services or the value of in-kind gifts and donations.

    Other income: $ _____

19. Total income. Total of items 15–18:   **$** _____

Operating Expenditures

20. Salaries and wages. This amount should be the salaries and wages for the fiscal year for all staff reported in item 14. Include salaries and wages before deductions but exclude employee benefits.

    Expenditure for salaries and wages: $ _____

21. Employee benefits. These are defined as follows: The benefits outside of salary and wages paid and accruing to an employee, including plant operations and maintenance staff, even if the benefits or equivalent cash options are not available to all employees. Include amounts spent by the library for direct paid employee benefits, including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workman's compensation, tuition, and housing benefits.

    Expenditure for employee benefits: $ _____

22. Materials expenditures. Enter the expenditures for each category in 22a through 22d where possible, then the total materials expenditures in 22e. If you cannot separate values, enter the total and all available values then **please check N/A in all other fields.**

  a. Print materials expenditures. Include all operating expenditures for the following print materials: books, serial back files, current serial subscriptions, government documents, and any other print acquisitions

    Expenditure for print materials: $ _____

  b. CD/DVD materials expenditures. Include expenditures for CDs and DVDs purchased for use by patrons.

    Expenditure for CD/DVD materials: $ _____

  c. Electronic materials expenditures. Include all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, 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, including materials digitized by the library.

    i. Expenditures for e-books $ _____

    ii. Expenditures for downloadable audiobooks, music, video, and other multimedia $ _____

    iii. Other electronic materials expenditures $ _____

    Total expenditure for electronic materials $ _____

  d. Other materials expenditures. Report all operating expenditures for other materials for use by patrons.

    Expenditure for other library materials $ _____

e. Total collection expenditures. This is the sum of print materials expenditures, electronic materials expenditures, CD/DVD materials expenditures, and other materials expenditures, items 24a through 24d.

> **Total expenditure for library materials** $ _____

23. **Other operating expenditures.** Include all operating expenditures not reported in items 20–22.

> **Expenditure on all other items** $ _____

24. **Total operating expenditures (total of items 20–23)** $ _____

D. OUTPUT MEASURES

Please provide data for the latest completed fiscal year. For circulation, count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library. Make sure that if you enter values for branches and bookmobiles, you also indicate the number of each in items 6 and/or 7 above.

Annual Counts

The following data elements are either exact counts or annual figures projected from counts taken on sample days. They will be used with population of legal service area to produce per capita measures.

25. **Print materials circulation**
    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

26. **CD/DVD materials circulation**
    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

27. **All other materials circulation**
    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

28. **Total annual circulation**
    a. Central/Main library (25a + 26a +27a)   _____
    b. All branches/bookmobiles (25b + 26b + 27b)   _____
    c. Total (25c + 26c + 27c)   _____

29. **Does your library include electronic downloads in its circulation statistics?**   Yes ◯   No ◯

30. **Total circulation for e-books, downloadable audio books, music, and video:** _____

31. **Annual renewals.** Of the total annual circulation in item 28a, b, and c, how many were renewals?
    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

32. **Annual in-library materials use**
    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

33. Annual reference transactions. A reference transaction is an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. Information sources include print and non-print materials or records, and, through communication or referral, other libraries and institutions and people inside and outside the library. The request may come in person or by any other means from a person of any age. Do not count directional transactions or questions of rules or policies. [*Note: If an annual count of reference transactions is unavailable, determine an annual estimate by counting reference transactions during a typical week in October in which the library is open its regular hours. Then multiply the count by 52 for the annual number.*]

    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

34. Annual number of library visits (total number of people entering library). This is the total number of persons entering the library for whatever purpose during the year. [*Note: If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week in October and multiplying the count by 52.*]

    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

35. Annual number of programs

    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

36. Annual program attendance (total attendees in a year)

    a. Central/Main library   _____
    b. All branches/bookmobiles   _____
    c. Total   _____

37. Annual number of visits to the library's website: _____

Visits represent the number if individual sessions initiated by all visitors to your site. A visit/session ends when someone closes their browser or stops loading webpages on the website for a period of time (typically when more than 30 minutes elapses between page views, but this is arbitrary).

A visit is usually determined by each user's unique IP address, and/or their login account name when they are accessing secure parts of the website. The details for website visits/sessions are contained within the access log file for the web server(s) and may be accessible using log file analysis or web analytics reporting tools.

Virtual visits include a user's request of the library website or catalog from outside the library. A single visit to a website may involve loading of numerous webpages or gratuitous elements (images, style sheets, etc.).

E. TECHNOLOGY IN PUBLIC LIBRARIES

38. Does your library use Radio Frequency Identification (RFID) tags on library materials?
Yes ○   No ○

39. Does your library have any automated materials handling system, such as book sorters, automated check in devices, etc.?
Yes ○   No ○

40. Does your library circulate any of the following electronic equipment as part of the library collection? (Select all that apply.)

Laptops	☐
MP3 players	☐
Video game consoles	☐
E-book readers	☐
Tablets	☐
Other types of electronic equipment (please specify)	☐ _____

41. Does your library have a library website? (If no, please skip to Q43)
Yes ○   No ○

42. Which of the following features or content does your library website provide?

Programming information/events calendar	Yes ○	No ○
Community links	Yes ○	No ○
Content in languages other than English	Yes ○	No ○
Meets ADA accessibility standards	Yes ○	No ○
Library staff created content (podcasts/vodcasts, booklists, pathfinders, etc.)	Yes ○	No ○
Streaming live programs	Yes ○	No ○
Online bookclubs/discussion forums	Yes ○	No ○
Social networking such as Facebook, blogs, photo sharing	Yes ○	No ○
RSS feeds	Yes ○	No ○
OPAC/online catalog	Yes ○	No ○
Library apps for mobile devices	Yes ○	No ○
Ability for patrons to add book reviews to the catalog	Yes ○	No ○
Library-purchased online database	Yes ○	No ○
User-driven content	Yes ○	No ○
Library friends' page(s)	Yes ○	No ○
Children/young adult page(s)	Yes ○	No ○
Virtual reference services via email, chat, text messaging, etc.	Yes ○	No ○

Please indicate which of the following technologies your library offers to patrons, whether in your central/main library or in any branch libraries or other outlets. Please provide data for the latest completed fiscal year.

43. Does your library offer Wireless Internet access? (If no, please skip to Q44)
Yes ○   No ○
 a. Wireless internet access extending outside the library?
Yes ○   No ○

44. Does your library offer access to locally-produced digitized collections?
Yes ○   No ○

45. Does your library track usage of subscription databases?
Yes ○   No ○

F. INTERLIBRARY LOAN

46. Interlibrary loan. An item of library material, or a copy of the material, is made available by one library to another on request. It includes both lending and borrowing. The libraries involved in interlibrary loan are not under the same library administration. Report for the most recently completed fiscal year.

Annual number of loans provided to other libraries: _____

Annual number of loans received from other libraries: _____

G. YOUNG ADULT SERVICES

For the second time, the Public Library Data Service (PLDS) is collecting data on public library services for young adults. The PLDS Statistical Committee, with the help of Young Adult Library Services Association (YALSA), has developed the following supplemental survey in order to access the state of young adult services in the nation's public libraries.

47. Definition of "Young Adult." YALSA defines young adults as patrons age 12 up to and including age 18.

a. Does your library comply with this definition of "Young Adult"?   Yes ○   No ○

b. If no, what are the lower and upper ages of the range that your library considers to be "Young Adult"?
Lower Age _____   Upper Age _____

[*Note: For the remainder of the questions in Section G, please assume the term "Young Adult" encompasses services and materials for patrons who fit your definition of "Young Adult."*]

48. Does your library provide young adult services?   Yes ○   No ○
(If no, skip the remaining y/a questions).

49 Number of young adult registered borrowers. Report this figure only if the library purged its file at least once within the last three years. _____

50. What is the young adult population for your library's legal service area? Please use the data available in the 2010 Census or the most recent data available. _____

51. What is the full-time equivalent for librarians and/or paraprofessionals dedicated to young adult services according to their job description?

Librarians (FTE)   _____

Paraprofessionals (FTE)   _____

52. Are your young adult materials/collections maintained in a distinct area (i.e., separate from children's and adult materials)?   Yes ○   No ○

53. Total circulation (including renewals) of all young adult library materials in all formats: _____

54. Do you account for young adult materials separately in your annual materials expenditures?

Yes ○   No ○

a. Expenditures on young adult materials for the last completed fiscal year? (Please include expenditures for material in all formats, including periodicals that are purchased for use by young adult patrons):

$ _____

b. Expenditures on young adult materials for the PAST fiscal year? (Please include expenditures for materials in all formats, including periodicals that are purchased for use by young adult patrons):
   $ _____

55. **Does your library have an active teen advisory board (or boards)?**   Yes ○   No ○

56. In terms of outreach with local schools

a. Do **classes** from middle/high schools in your service area come to the public library for visits or instruction?   Yes ○   No ○

b. Do **librarians** from the public library visit middle/high schools in your service area at least once each academic year?   Yes ○   No ○

c. Are **collections** or online resources shared between school and the public library?   Yes ○   No ○

d. Do you **collaborate** with middle/high schools in your service area in other ways such as purchasing materials, assignment alerts, or special library cards for educators?   Yes ○   No ○

57. In terms of community partners

a. Do you work with **youth organizations** (for example, Scouts, 4-H Club) in planning cooperative activities/programs and/or in providing information/meeting spaces for young adults? Yes ○ No ○

b. Do you work with c**ultural organizations** (for example, museums) in planning cooperative activities/programs and/or in providing information/meeting spaces for young adults? Yes ○ No ○

c. Do you work with **recreational organizations** (for example YWCA, YMCA) in planning cooperative activities/programs and/or in providing information/meeting spaces for young adults? Yes ○ No ○

d. Do you work with **health/mental health agencies** in planning cooperative activities/programs and/or in providing information/meeting spaces for young adults?   Yes ○ No ○

58. How many young adults volunteered at your library in the past year? _____

59. In the past year, has your library offered programs geared toward young adults?

a. What was the total number of programs?   _____

b. What was the total attendance at these programs?   _____

60. Does your library webpage have a specific section for young adults?   Yes ○   No ○

61. Does your library have the following online social presence designed specifically for young adults?

a. Web?   Yes ○   No ○

b. Facebook?   Yes ○   No ○

c. Twitter?   Yes ○   No ○

d. Other?   Yes ○   No ○

If yes, please define "Other" _____