State Library of North Carolina

Public Library Statistical Report
Instructions and Data Definitions
July 1, 2013 – June 30, 2014

The statistics collected on this form are used to compile the annual Statistics and Directory of North Carolina Public Libraries. Selected data are also reported to the Public Library Statistics Cooperative (PLSC) to be used in the creation of a composite report on public libraries in the United States by the Institute of Museum and Library Services. Definitions ensure comparability of data from different libraries and different states.

Unless otherwise indicated, report data for the year beginning July 1, 2013 and ending June 30, 2014. The FY2013 survey will open on July 15 2014 and close on September 15 2014.

Questions?
Contact Joyce Chapman (survey administrator) 919-807-7421

Or call the state Library at 919-807-7400 and ask to speak with:
- Jennifer Pratt, Chief of Library Development
  - Or your library's liaison consultant

Thank you for your cooperation!

PLSC CODES

These data elements are reported to PLSC and are used to identify characteristics of the library system for comparative analysis. These values do not usually change from year to year. If changes are needed, please contact Joyce Chapman, State Data Coordinator, at 919-807-7421.

1.	PLSC ID	This is the identification code assigned by PLSC. Outlets are assigned the same ID as the administrative entity to which they belong, with a unique suffix added to distinguish each outlet.
2.	LIB ID	This is the state-assigned identification code for the administrative entity or outlet.
3.	Interlibrary relationship code	Select one of the following: HQ = Headquarters of a System, Federation, or Cooperative Service; ME = Member of a System, Federation, or Cooperative Service, but not the headquarters; NO = Not a Member of a System, Federation, or Cooperative Service. NOTE: North Carolina libraries are all "NO".
4.	Legal basis code	The legal basis is the type of local government structure within which the entity functions. It reflects the state or local law which authorizes the library. Select one of the following: CI = Municipal Government (city, town or village); CO = County; CC = City/County; MJ = Multi-jurisdictional; NL = Native American Tribal Government; NP = Non-profit Association or Agency; SC = School District; SD = Special Library District (authority, board, commission); OT = Other. Note: Put city/county combinations under 'CC', rather than under Multi-jurisdictional.
5.	Administrative structure code	This code identifies an autonomous library entity that has its own governance and funding. Select one of the following: MA = Administrative entity with multiple direct service outlets where administrative offices are separate; MO = Administrative entity with multiple direct service outlets where administrative offices are not separate; SO = Administrative entity with a single direct service outlet.
6.	FSCS public library definition	Answer yes or no to the following question: Does this public library meet all the criteria of the FSCS (Federal State Cooperative System) public library definition? A public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following: 1. An organized

collection of printed or other library materials, or a combination thereof; 2. Paid staff; 3. An established schedule in which services of the staff are available to the public; 4. The facilities necessary to support such a collection, staff, and schedule; and 5. Is supported in whole or in part with public funds.

7. Geographic code

Choose the code that either exactly or most nearly describes the geographic area for which the public library has been established to offer services and from which (or on behalf of which) the library derives income and any areas served under contract for which the library is the primary service provider: CI1 = City (exactly); CI2 = City (most nearly); CO1 = County (exactly); CO2 = County (most nearly); MA1 = Metropolitan Area (exactly); MA2 = Metropolitan Area (most nearly); MC1 = Multi-County (exactly); MC2 = Multi-County (most nearly); SD1 = School District (exactly); SD2 = School District (most nearly); OT = Other. NOTE: The geographic code selected should reflect the library's Legal Service Population.

8. Legal service area boundary change

Answer yes or no to the following question: Did the administrative entity's legal service area boundaries change since last year?

Note: Changes are likely to result, for example, when a municipality annexes land or when an administrative entity contracts to provide public library service for some additional geographic area other than the geographic area for which it was established (e.g., a municipal library contracts to serve county residents).

9. Population of the legal service area

The number of people in the geographic area for which a 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 the library is the primary service provider.

Note: This data is updated by State Library staff prior to PLSC submission. You do not need to enter this information.

SUMMER READING PROGRAM

For all libraries using the online Summer Reading software made available by the State Library, <u>we will</u>

fill in a number of the fields in this section for you at the end of the summer.

Birth to grade 5

10.	Library staff did school/daycare visits to advertise the SRP	Yes / No.
11.	Number of birth to grade 5 registered participants	The number of participants in the Summer Reading Program that you registered this year who are ages zero through 5th grade.
12.	Total SRP/SRC events/programs held for birth to grade 5	The number of events or programs you held as a part of Summer Reading Program this year targeted at people age zero through 5th grade.
13.	Total attendees at events for birth to grade 5 programs	Include attendees of all ages, not just attendees who are age birth to 5th grade.
14.	Total juvenile books circulated, June 1 – August 31	Report the number of juvenile books circulated, regardless of whether you are sure they are associated with SRP.
15.	Total minutes read, birth to grade 5	Report the total number of minutes read for SRP participants ages birth through grade 5. This number can be extracted from the Summer Reading Club App software provided free of charge by the State Library to all NC libraries.
16.	Anecdote, age birth to grade 5	Include a story that shows how your program helped a child or family. Details or quotes are helpful. The State Library uses anecdotes for statewide advocacy purposes .

Grade 6 through 12

17.	Number of grade 6 through grade 12 registered participants	The number of participants in the Summer Reading Program that you registered this year who are in grades 6 through 12.
18.	Total SRP/SRC events/programs held for grade 6 through grade 12	The number of events or programs you held as a part of Summer Reading Program this year targeted at people in grade 6 through grade 12.
19.	Total attendees at events for grade 6 through grade 12	Include attendees of all ages, not just attendees who are grade 6 through grade 12.
20.	Total young adult books	Report the number of young adult books circulated,

	circulated, June 1 – August 31	regardless of whether you are sure they are associated with SRP.
21.	Total minutes read, grade 6-12	Report the total number of minutes read for SRP participants grades 6-12. This number can be extracted from the Summer Reading Club App software provided free of charge by the State Library to all NC libraries.
22.	Anecdote, grade 5 through grade 12	Include a story that shows how your program helped a child or family. Details or quotes are helpful. The State Library uses anecdotes for statewide advocacy purposes .

ADDRESSES

23-26.	Mailing address	The library's mailing address. This is prefilled by the State Library. If your mailing address has changed since last year, please contact joyce.chapman@ncdcr.gov.
27-30.	Street address	The library's physical street address. This is prefilled by the State Library. If your physical street address has changed since last year, please contact joyce.chapman@ncdcr.gov.

IDENTIFICATION

31.	Legal name	This is prefilled by the State Library.
32.	Economic tier	This is prefilled by the State Library. It is the 2014 Economic Tier designated by the NC Department of Commerce: http://www.nccommerce.com/research-publications/incentive-reports/county-tier-designations. Regional Libraries have been assigned a tier based on the where the majority of their population lives.
33.	Library type	Regional, County, or Municipal.
34.	County	The county in which the library is situated. For Regional Libraries, this is the county in which the Regional headquarters is located.

Contact

35-38.	Director's contact	Name, phone number, fax number, and email address of the library director.

39-43.	Contact for the person filling out the survey form	Name, title, phone number, fax number, and email address of the person filling out the annual survey form.
44.	Web address	The website address of the library.

LIBRARY PROFILE

45.	Number of central libraries	A single outlet library, or the service outlet which is the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here. Synonymous with the main library. Note: Administrative centers are not counted as central libraries, i. e., offices that are separate from the direct service outlets and do not provide direct library services, but may provide staff, materials, and services to other libraries. Count these as branches.
46.	Number of branch libraries	An auxiliary unit 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. County libraries of a regional system are listed here. Report all branches including those housed in the same building as the regional library.
47.	Number of bookmobiles	A traveling branch library which has all of 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.
48.	Number of other mobile units	Other vehicles or vans used for library programming (e. g., service to daycare centers, senior centers, etc.) that do not meet the definition of "bookmobile" above.
49.	Public service hours per year	This is the sum of annual public service hours for all outlets. It is automatically calculated based on the hours reported individually for the central library, branches, bookmobiles.

LIBRARY STAFF

Report all personnel figures in FTEs as of June 30, 2013. 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 employment (FTE). To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and

divide it by 40. Example: Two employees working 38 hours per week would be considered 1.9 FTE. (2 x 38/40 = 1.9)

Personnel

50.	FTE Librarians with MLS accredited by ALA	Paid librarians with a master's degree from programs of library and information studies accredited by ALA. Graduates whose library schools received accreditation within five years after their graduation should be included in this count ("grandfathered in").
51.	FTE Librarians with MLS not accredited by ALA	Paid librarians with a master's degree from programs of library and information studies not accredited by ALA but having North Carolina Public Librarian Certification.
52.	Total Librarians	This is calculated for you by the State Library.
53.	FTE all Other Paid Staff	Includes all other employees paid from the reporting unit budget including plant operations, security, and maintenance staff.
54.	Total Paid Employees	This is calculated for you by the State Library.
55.	Volunteer hours	**New question.** Report the number of hours worked by library volunteers this year.

Salaries

56.	Director's salary	Salary as of July 1 of the fiscal year in question.
57.	Salary range of Library Director position	The minimum salary and maximum salary of this position as of July 1 of the fiscal year in question.
58.	Year of appointment of Library Director	Calendar year in which the library director was employed in that position. Ex. "2013."
59.	Minimum MLS librarian salary	Minimum salary paid to a beginning MLS librarian as of July 1 of the fiscal year in question. Enter as an annual salary not as an hourly rate.
60.	Minimum paraprofessional hourly rate - with high school diploma	Minimum hourly rate paid to a beginning paraprofessional position requiring listed educational level.
61.	Minimum paraprofessional	Minimum hourly rate paid to a beginning paraprofessional

hourly rate - with 2 years of college | position requiring listed educational level.

62. Minimum paraprofessional hourly rate - with 4 year degree | Minimum hourly rate paid to a beginning paraprofessional position requiring listed educational level.

OPERATING INCOME

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

63. Total operating income | This is automatically calculated for you by combining Total local income + Total state funds + Total federal funds + All other funds.

Local Government Funds

64. Municipal funds | Includes all tax and non-tax receipts designated by municipalities and available for expenditure by the public library.

65. County funds | County funds include all tax and non-tax receipts designated by counties and available for expenditure by the public library.

66. Total Local Income | County funds + Municipal funds (this field is automatically calculated for you).

State Funds

67. Aid to Public Libraries grant | Report total amount received in State Aid from the Aid to Public Libraries Fund.

68. Other state funds | Grants from the state of North Carolina other than those allocated by the formula from the Aid to Public Libraries Fund. Includes all other funds distributed to public libraries by State government for expenditure by the public libraries, except for federal money distributed by the State.

69. Total state funds | Other state funds + Aid to Public Libraries grant (this field is automatically calculated for you).

Federal Funds

70.	LSTA funds	Report all LSTA grants distributed by the State Library to the public library for expenditure.
71.	Other federal funds	Enter federal grants distributed directly to the public library, such as National Endowment for the Humanities (NEH) grants, Higher Education Act (HEA) grants, etc.
72.	Total federal funds	Other federal funds + LSTA funds (this field is automatically calculated for you).

Other Funds

73.	All other funds	All operating income other than that reported as local, state and federal funds in questions 67-75. Include only those items that were added to the library's operating budget. Include, for example, monetary gifts and donations received in the current year, interest, library fines, and fees for library services. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.

OPERATING EXPENDITURES

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.

Personnel

74.	Salaries and wages expenditures	The salary and wages for all library staff (including plant operations, security, and maintenance staff). Include salaries and wages before deductions but exclude employee benefits.
75.	Employee benefits expenditures	Benefits outside of salary and wages paid and accruing to employees (including plant operations, security, and maintenance staff), regardless of whether the benefits or

equivalent cash options are available to all employees. Include amounts spent by the library 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. Only that portion of any employee benefits paid out of the library's budget should be reported.

76.	Total staff expenditures	Employee benefits expenditures + Salaries and wages (this field is automatically calculated for you).expenditures

Collection

This includes all operating expenditures from the library budget for materials in print, microform, 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.

77.	Print materials expenditures	Report all operating expenditures for the following print materials: books, serial back files, current serial subscriptions, government documents, and any other print acquisitions.
78.	Electronic materials expenditures	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, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. [Note: Based on ISO 2789 definition.]

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. |
| 79. | Other materials expenditures | Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD, and |

materials in new formats.

| 80. | Total collection expenditures | Other materials expenditures + Electronic materials expenditures + Print materials expenditures (this field is automatically calculated for you). |

Other

| 81. | Other operating expenditures | Include all expenditures not covered in the sections for personnel and collections. Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of physical facilities. |

| 82. | Total operating expenditures | This field is auto-calculated for you. |

Unencumbered Operational Balance

| 83. | Total unencumbered operational balance | Report operational funds that are unencumbered as of June 30 of the fiscal year in question. |

Capital Revenue and Expenditures

Report all revenue to be used for major capital expenditures. Examples include funds received for (a) site acquisition; (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, and other revenue to be used for major capital expenditures. 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 contributions to endowments, income passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover).

| 84. | Local capital revenue | Report all governmental funds designated by the community, district, or region and available to the library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government. |

| 85. | State capital revenue | Report all funds distributed by state government for expenditure by the library for the purpose of major capital expenditures, except for federal money distributed by the state. |

| 86. | Federal capital revenue | Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid received by the library for the purpose of major capital expenditures. |

87.	Other capital revenue	Report private (non-governmental) funds, including grants received by the library for the purpose of major capital expenditures.
88.	Total capital revenue	This is the sum of Local Government Capital Revenue + State Government Capital Revenue + Federal Government Capital Revenue + Other Capital Revenue.
		Note: The amounts reported for Total Capital Revenue and Total Capital Expenditures are not expected to be equal.
89.	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.
		Only funds that are supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included.
		Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude contributions to endowments, or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.

LIBRARY COLLECTIONS

Under this category, report only items the library has acquired as part of the collection, whether purchased, leased, licensed, or donated as gifts. Count the total library collection, not just items added during the fiscal year in question.

Print Materials (books)

90-98.	Books	Books are non-serial printed publications (including music and maps) that are bound in hard or soft covers, or in loose-leaf format. Include non-serial government documents. Report the number of physical units, including duplicates, in

each category requested in these questions.

Print Materials (totals and other)

99.   Total book volumes   Tally the three totals from question 93 (this field is automatically calculated for you).

100.   Other print materials   Use this field only if necessary. Report the number of physical units for all other print materials. DO NOT track toys, puzzles, games, computer games, or other non-print materials here. These items can be tracked in "Other non-print materials."

101.   Current print serial subscriptions   Count subscriptions purchased from the library's budget and those donated to the library as gifts. <u>Count titles, including duplicates, DO NOT COUNT INDIVIDUAL ISSUES.</u> Include the total number of subscriptions for all outlets. For example, if the library has four subscriptions to *Time*, then count four. Current serial subscriptions are arrangements by which, in return for a sum paid in advance, serials are provided for a specified number of issues. Examples of serials are periodicals (magazines), newspapers, annuals, some government documents, some reference tools, and numbered monographic series.

Non-print analog materials

102.   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.

103.   Video – Physical units   These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or 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 duplicate titles. 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.

104.	Other non-print analog materials	Use this field only if necessary. Report the number of physical units for all other non-print materials. You can include microfiche, microfilms, and other microforms, puzzles, games, video games, tools, etc.

Licenses databases

Report the number of licensed databases (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired through payment by the library (directly or through a cooperative agreement within the state or region), or acquired by formal agreement with the State Library. A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common user interface and software for the retrieval and manipulation of the data.

Notes: Each database is counted individually even if access to several databases is supported through the same vendor interface. Do not count something as a database here if you will report the items inside the database *as individual units* somewhere else: for example, don't count Zinio as a single database if your e-periodical subscriptions meet the #98 definition and can be counted individually in question #98 "E-periodical subscriptions."

105.	Local/other cooperative agreements	Report the number of databases acquired by the library directly or through a regional or state-wide cooperative agreement. Do not count NC LIVE databases here: these are now reported in a separate question.
106.	NC LIVE	The number of NC LIVE databases will be pre-filled by State Library staff and should not be included elsewhere.
107.	Total licensed database	Local/other cooperative agreements + NC LIVE (this field is automatically calculated for you).

Electronic Materials

108.	E-periodical subscriptions	Report the number of e-periodical subscriptions, including duplicates, for all outlets. If data on the number of units subscribed to is not available, the number of titles may be counted. E-periodicals packaged together as a unit (e.g.,

multiple titles on a single circulating tablet device) and checked out as a unit are counted as one unit. Report only items the library has selected as a part of the collection (exclude public domain / uncopyrighted e-periodicals that have unlimited access).

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."

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."

eBooks

Report the number of units, not titles. Report only items the library has selected as a part of the collection (exclude public domain / uncopyrighted e-books that have unlimited access (e.g., Project Gutenberg)).

eBook definition: Ebooks are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). Include non-serial government documents. E-books are loaned to users on portable devices (e-book readers) or by transmitting the contents to the user's personal computer for a limited time. Include e-books held locally and remote e-books for which permanent or temporary access rights have been acquired. Report the number of physical or electronic units, including duplicates, for all outlets. For smaller libraries, if volume data are not available, the number of titles may be counted. E-books packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit.

109.   NC LIVE eBooks   NCLIVE ebook counts will be entered for you by the State Library. You only have to report your local ebooks in the "Local ebooks" field.

110.	e-iNC shared consortial eBooks	Shared consortial eBook counts will be entered for you by the State Library. You only have to report your local eBooks in the "Local eBooks" field.
111.	NCDL shared consortial eBooks	Shared consortial eBook counts will be entered for you by the State Library. You only have to report your local eBooks in the "Local eBooks" field.
112.	Local eBooks	Report the number of local eBooks: these should not be part of NCLIVE, e-iNC shared consortial ebooks, or NCDL shared consortial ebooks.
113.	Total eBooks	This field is automatically calculated for you by summing the numbers entered in four other fields: NCLIVE eBooks, e-iNC shared consortial eBooks, NCDL shared consortial eBooks, and local eBooks.

eAudio

Report the number of units, not titles. Report only items the library has selected as a part of the collection (exclude public domain / uncopyrighted eAudio that have unlimited access).

114.	NC LIVE eAudio	NCLIVE eAudio counts will be entered for you by the State Library. You only have to report your local eAudio in the "Local eAudio" field.
115.	e-iNC shared consortial eAudio	Shared consortial eAudio counts will be entered for you by the State Library. You only have to report your local eAudio in the "Local eAudio" field.
116.	NCDL shared consortial eAudio	Shared consortial eAudio counts will be entered for you by the State Library. You only have to report your local eAudio in the "Local eAudio" field.
117.	Local eAudio	Report the number of local eAudio: these should not be part of NCLIVE, e-iNC shared consortial eAudio, or NCDL shared consortial eAudio.

118. Total eAudio

This field is automatically calculated for you by summing the numbers entered in four other fields: NCLIVE eAudio, e-iNC shared consortial eAudio, NCDL shared consortial eAudio, and local eAudio.

eVideo

Report the number of units, not titles. Report only items the library has selected as a part of the collection (exclude public domain / uncopyrighted eVideos that have unlimited access).

119. NC LIVE eVideo

NCLIVE eVideo counts will be entered for you by the State Library. You only have to report your local eVideo in the "Local eVideo" field.

120. e-iNC shared consortial eVideo

Shared consortial eVideo counts will be entered for you by the State Library. You only have to report your local eVideo in the "Local eVideo" field.

121. NCDL shared consortial eVideo

Shared consortial eVideo counts will be entered for you by the State Library. You only have to report your local eVideo in the "Local eVideo" field.

122. Local eVideo

Report the number of local eVideo: these should not be part of NCLIVE, e-iNC shared consortial eVideo, or NCDL shared consortial eVideo.

123. Total eVideo

This field is automatically calculated for you by summing the numbers entered in four other fields: NCLIVE eVideo, e-iNC shared consortial eVideo, NCDL shared consortial eVideo, and local eVideo.

SERVICE MEASURES

124. Number of agencies partnered with to provide programs and services

This question is not meant to be used to compare libraries to each other; rather to provide an advocacy data point for each library and a statewide total for the State Library to use in advocacy efforts. To determine the number of agencies partnered with to provide programs and services, count the number of organizations that you partnered with in ongoing

or one-time capacity to offer services or programs. If you partnered with schools, count a school system as a single organization instead of counting every single school in the system. Examples of agencies you may have partnered with include schools, DSS, JobLink, museums, Head Start, elderly care facilities, parks and rec, other libraries not in your library system, prisons, homeless shelters, ESL groups, domestic violence centers, etc. Do NOT count every public library in the state as a partner for ILL.

Circulation

For questions related to circulation (115-148) count annual circulation of all library materials, including renewals. Count all materials in all formats that are charged out for use outside the library. Interlibrary loans checked out to users should be counted. Do not count intra-library loans (i.e. materials borrowed between branches) or items checked out to another library. Include NC CARDINAL ILLs.

For questions 120-122 related to **young adult** books, if you do not identify young adult books separately in cataloging, leave this blank, select "ILS cannot provide this data," and report circulation numbers in the category in which young adult books are cataloged.

125.	Total circulation	This number is <u>calculated for you by summing *only* circulation by location data.</u> Make sure you included all electronic materials in your circulation by location data!
126.	Circulation of children's materials	Total annual circulation of all juvenile and young adult materials in all formats to all users. Includes renewals. Total young adult circulation + Total juvenile circulation; if you have data available for circulation of juvenile and young adult materials in other formats (such as audiobooks or eBooks) please include these numbers as well here.

Circulation by age

127.	Adult fiction books	Number of circulations, including renewals, of books in any format classified as adult fiction.
128.	Adult non-fiction books	Number of circulations, including renewals, of books in any format classified as adult non-fiction.
129.	Total adult books	127 + 128
130.	Young adult fiction books	Number of circulations, including renewals, of books in any

format classified as young adult fiction.

131.	Young adult non-fiction books	Number of circulations, including renewals, of books in any format classified as young adult non-fiction.
132.	Total young adult books	130 + 131
133.	Juvenile fiction books	Number of circulations, including renewals, of books in any format classified as juvenile fiction.
134.	Juvenile non-fiction books	Number of circulations, including renewals, of books in any format classified as juvenile non-fiction.
135.	Total juvenile books	133 + 134

Circulation by format

136.	Total book circulation	129 + 132 + 135
137.	Total circulation of AV materials	This value is auto-calculated for you.
138.	Print periodicals circulation	If known, report the circulation of print periodicals.
139.	Total print circulation	This value is auto-calculated for you.
140.	Analog audio circulation	Circulation of audio on cassettes, CDs, or other physical media.
141.	Analog video circulation	Circulation of video on DVDs or other media.
142.	Total non-print circulation	This field is auto-calculated for you. It is a combination of circulation of analog audio, analog video, and other non-print materials.
143.	NCLIVE eBook circulation	NCLIVE e-book circulation will be entered for you by the State Library.
144.	Local and other eBook circulation	Report circulation of all non-NCLIVE eBooks here. Include your library's circulation of e-iNC or NCDL eBooks.
145.	Total eBook circulation	This is an automatically calculated value: NCLIVE eBooks + local and other eBook circulation.
146.	NCLIVE eAudio circulation	NCLIVE eAudio circulation will be entered for you by the

147.	Local and other eAudio circulation	Report circulation of all non-NCLIVE eAudio here. Include your library's circulation of e-iNC or NCDL eAudio.
148.	Total eAudio circulation	This is an automatically calculated value: NCLIVE eAudio + local and other eAudio circulation.
149.	NCLIVE eVideo circulation	NCLIVE eVideo circulation will be entered for you by the State Library.
150.	Local and other eVideo circulation	Report circulation of all non-NCLIVE eVideo here. Include your library's circulation of e-iNC or NCDL eVideo.
151.	Total eVideo circulation	This is an automatically calculated value: NCLIVE eVideo + local and other eVideo circulation.
152.	ePeriodicals circulation	Circulation of electronic periodicals, for example, Zinio.
153.	Total electronic materials circulation	This question is automatically calculated from 145 + 148 + 151 + 152.
		Electronic Materials are materials that are distributed digitally 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 unit.
		Note: Do not include databases.
154.	Total audio circulation	This field is automatically calculated for you. It is a summation of eAudio and analog audio circulation.

Circulation by location

Please remember to include circulation of electronic materials in the circulation count for your Central library (or a branch library if you do not have a Central library). Your total circulation will be calculated by summing the four fields below; if electronic materials are not included here, they will not be included in your total circulation numbers.

155.	Central library	All circulation in all formats at the central library. Enter "N/A" if you do not have a central library.

156.	Branches	All circulation in all formats at branch libraries. Enter "N/A" if you do not have branch libraries.
157.	Bookmobiles	All circulation in all formats out of bookmobiles. Only select "N/A" if you do not have bookmobiles.
158.	Other	Other circulation that is not from branch libraries, the central library, or bookmobiles. Include here circulation from vehicles or vans used for library programming (e. g., service to daycare centers, senior centers, etc.) that do not meet the definition of "bookmobile." Enter "N/A" if you do not have other circulation.

OTHER SERVICE MEASURES

Technology Lending

Technology lending is a service by which libraries lend technology (laptops, tablets, Playaways, cameras, MP3 players, etc.) to patrons for either in-house or out of library use.

159.	Technology lending circulation	Circulation -- including in-house circulation and renewals -- of technology lent by the library to patrons (not to staff). Do not count circulation of non-technology items (such as gardening tools) here.
160.	Method of data collection: technology lending	Use the drop down menu to select the method by which you gathered data about technology lending (Counted every transaction all year, Sampling, or Other).

Registered Users

A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials or gain access to other library resources. If you cannot distinguish between adults and juveniles in your catalog, count all registered users in the Adults field and enter "N/A" in the Juveniles fields.

Note: Reported data must be based off files from which inactive users have been purged within the past three (3) years.

161.	Adults	Number of adults (18+) in the community served who have

		registered as borrowers.
162.	Juveniles	Number of juveniles (0-17) in the community served who have registered as borrowers.
163.	Total registered users	This field is automatically calculated for you. Adult registered users + Juvenile registered users.

Library visits

If an annual count of persons entering library is unavailable, determine an annual estimate by counting during a typical week in October and multiply the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, 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).

164.	Library visits	Report the total number of persons entering the library for whatever purpose during the year. Include persons attending activities, meetings, and those persons requiring no staff services.
165.	Method of data collection: library visits	Use the drop down menu to select the method by which you gathered data about library visits (Gate counters, Sampling, mix of gate counters and other, Other, Guesstimate).

Programs

A program is any planned event which introduces those 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, and library tours, or provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include book clubs and summer reading events.

Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include 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 book club offered every two weeks, 24 weeks a year, should be counted as 24 programs. 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, homework assistance, and mentoring activities. One-on-one activities should be counted in the Patron Assistance category (#174-176).

166.	Adult programs - in library	The number of programs for which the primary intended audience is persons age 18 and older AND which are held within a library building or on library grounds.

167.	Adult programs - outside library	The number of programs for which the primary intended audience is persons age 18 and older AND which are held outside a library building or grounds.
168.	Children's programs - in library	The number of programs for which the primary intended audience is persons age 11 and younger AND which are held within a library building or on library grounds.
169.	Children's programs - outside library	The number of programs for which the primary intended audience is persons age 11 and younger AND which are held outside a library building or grounds.
170.	Young adult programs – in library	The number of programs for which the primary intended audience is young adults 12 to 17 years AND which are held within a library building or on library grounds.
171.	Young adult programs – outside library	The number of programs for which the primary intended audience is young adults 12 to 17 years AND which are held outside a library building or grounds.
172.	Total programs offered inside and outside library	This field is automatically calculated for you.
173.	Adult program attendance - in library	Attendance by ALL ages at programs for which the primary intended audience is persons age 18 and older AND which are held within a library building or on library grounds.
174.	Adult program attendance - outside library	Attendance by ALL ages at programs for which the primary intended audience is persons age 18 and older AND which are held outside a library building or grounds.
175.	Total adult program attendance	173 + 174
176.	Children's program attendance - in library	Attendance by ALL ages at programs for which the primary intended audience is persons age 11 and younger AND which are held within a library building or on library grounds. Includes adults who attend programs intended primarily for children.
177.	Children's program attendance - outside library	Attendance by ALL ages at programs for which the primary intended audience is persons age 11 and younger AND which are held outside a library building or grounds. Includes adults who attend programs intended primarily for children.
178.	Total children's program	176 + 177

attendance

179.	Young adult program attendance – in library	Attendance by ALL ages at programs for which the primary intended audience is persons age 12 to 17 and under AND which are held within a library building or on library grounds. Includes adults who attend programs intended primarily for children.
180.	Young adult program attendance – outside library	Attendance by ALL ages at programs for which the primary intended audience is persons age 12 to 17 and under AND which are held outside a library building or grounds. Includes adults who attend programs intended primarily for children.
181.	Total young adult program attendance	179 + 180
182.	Grand total attendance	This field is automatically calculated for you.

Programs by topic

This field is not used to calculate total program offerings -- programs counted here should also be counted in programs by age group. It is fine to count a single program multiple topical categories (for example, if a program relates to both workforce development and technology, count the program and attendance in both categories).

183.	Jobs/career programs (offered)	The number of programs offered for which the primary program subject matter is related jobs, careers, resumes, etc.
184.	Jobs/career programs (attendance)	Attendance by all ages at programs for which the primary program subject matter is related jobs, careers, resumes, etc.
185.	Technology programs (offered)	The number of programs offered for which the primary program subject matter is related technology, software, computing.
186.	Technology programs (attendance)	Attendance by all ages at programs for which the primary program subject matter is related to technology, software, computing.

Patron assistance

"Patron assistance" (formerly called "reference") comprises one-on-one staff interactions with patrons, including both spontaneous and pre-planned assistance. A patron assistance

transaction is an information contact involving knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. If an annual count of patron assistance transactions is unavailable, determine an annual estimate by counting transactions during a typical week in October and multiply the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, 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).

187.	Technology transactions	Count transactions in which library staff assists individuals with information needs related to understanding and using software, computers, and any other kind of technology. Example queries include, "Can you show me how to use my Kindle?" "Can you help me set up an email account?" The request may come in person, by phone, email, etc.
		Transactions may be double-counted in various Patron Assistance categories if appropriate: for example, if staff help a patron learn how to use Microsoft Word and create a resume at the same time, it should be counted in both 174 and 175.
188.	Jobs/career transactions	Count transactions in which library staff assists individuals with information needs related to careers, resumes, or other job skills. Example queries include, "What job-finding resources do you have?" "Can you show me how to fill out an online job application?" The request may come in person, by phone, email, etc.
		Transactions may be double-counted in various Patron Assistance categories if appropriate: for example, if staff help a patron learn how to use Microsoft Word and create a resume at the same time, it should be counted in 174 and 175.
189.	All transactions ("reference transactions")	This is the total of all one-on-one transactions. It includes informational and referral services. The request may come in person, by phone, by fax, mail, electronic mail, or through live or networked electronic reference service from an adult, a young adult, or a child. Do **not** count directional transactions or questions of rules or policies. Examples of directional transactions are "Where are the children's books?" and "I'm looking for a book with the call number 811.2G." An example of a question of rules or policies is "Are you open until 9:00 tonight?"

Do include:
- Readers Advisory
- Technology assistance
- Jobs/career assistance

| 190. | Method of data collection | Use the drop down menu to select the method by which you gathered data about patron assistance transactions (Counted every transaction all year, Sampling, Other). |

Program totals

191.	Total children's programs	This is auto-calculated for you.
192.	Total young adult programs	This is auto-calculated for you.
193.	Total adult programs	This is auto-calculated for you.

Meeting room use

| 194. | Meeting room use (non-library) | Number of events held in library meeting rooms for functions not sponsored, organized or initiated by the library. |
| 195. | Meeting room attendance (non-library) | Attendance at events held in library meeting rooms for functions not sponsored, organized or initiated by the library. |

Interlibrary Loans

Library materials, or copies of the materials, provided by one library to another upon request. The libraries involved in interlibrary loans are not under the same library administration; do not count "branch to branch" loans as interlibrary loans. You should count NC CARDINAL transactions.

| 196. | Items loaned (items provided to) | The annual count of library materials, or copies of materials, provided by one library to another upon request. |
| 197. | Items borrowed (items received from) | The annual count of library materials, or copies of materials, received by one library from another upon request. |

ELECTRONIC TECHNOLOGY

Computers

| 198. | Internet computers used by staff | Report the number of the library's Internet computers (PCs |

	only	and laptops) used by staff only. If both the public and staff use a computer, count it as a public computer.
199.	Internet computers used by general public	Report the number of the library's Internet computers (PCs and laptops), whether purchased, leased or donated, used by the general public in the library.

Users

200.	Number of uses of public Internet computers per year	Report the total number of uses (sessions) of the library's Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions).
		Note: The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public internet computer(s) three times a year would count as three uses (sessions). Software such as "Historian" can also be used to track the number of uses (sessions) at each public internet computer. If the data element is collected as a weekly figure, multiply that figure by 52 to annualize it.
		Reminder: This count includes only the library's Internet computers. Do not include Wi-Fi access using non-library computers.
201.	Method of data collection: public Internet computer use	Use the drop down menu to select the method by which you gathered data about public Internet computer use (Computer software provides the count, Sign up on paper sheets, Sampling, Other).
202.	Website visits	Count the number of visits, also called "sessions," to the library's website. DO NOT REPORT the number of page hits or page views. A "visit" or "session" represents a person coming to your site regardless of how many pages they view while there. If you are unable to count the number of visits or sessions to your website, select "Not able to track."
203.	Wireless Internet sessions	If possible, report the number Internet sessions initiated on your library's wireless network during the fiscal year in

question. It doesn't matter who is using the wireless, what time of day it is, whether it's during the library's opening hours, or what websites the user is accessing. This number can only be reported if your wireless internet provider can give you the number, or if you have staff members who know how to get the number from the router. Do not attempt to get this number by sampling observations of people in the library using their own laptops. Select "N/A" if you are not able to get the number from the router or internet provider, or if your library does not provide wireless internet.

Digital content creation

204.   Is the library contributing to digital content creation?

This is a new question that is being piloted by the IMLS. Is the library contributing to digital content creation projects(s) that are systematically organized within a database management system and are accessible to the public via the library's website? (Yes/No).

Definition: Digital resource creation includes the selection, indexing, preservation and maintenance of information (audio, visual or text-based materials) in a digital format that is freely accessible on-line. To meet this definition the material must be organized in a searchable digital format and supplemented on an ongoing basis. Contributions may include: selecting content, providing resources that you own or maintain, collecting and creating digital content, hosting and providing access to the collected content. A database management system is a system that is specially designed to allow user (and other applications) to define, create, query, update and/or administer a database.

204 a.   Number of digital content creation projects

How many digital content creation projects is your library involved with on an ONGOING basis?

Answer this question only if you answered "YES" to the previous question.

204 b.   For how many of the digital content creation projects identified above did your library serve as the lead agency?

For how many of the digital content creation projects identified above did your library serve as the lead agency?

Answer only if library enters a value of 1 or > in prior question.

Definition: To be considered a lead agency for the digital

content creation project the library must either serve as a fiscal sponsor; serve as the host of the files/databases of digital resource.

BRANCH INFORMATION

Several of the following items will be pre-filled in the online form, using data from last year's entries. Answer this section for each service outlet, including the central library, branches and bookmobiles. To add a new library outlet or change the name of an existing outlet, contact Joyce Chapman, State Data Coordinator, at 919-807-7421.

205.	Name of branch	Name of the branch library or outlet.
206. to 209.	Mailing address	The address for mail delivery via US Postal Service.
210. to 214.	Street address	The complete street address of the branch or outlet. Note: Do not report a post office box address. For a bookmobile that operates from a central office or branch, report the address of the office or branch.
215.	Phone number	The telephone number of the branch, including area code. Report telephone number without spacing or punctuation.
216.	Fax number	The fax phone number of the branch (if available), including area code. Report fax number without spacing or punctuation.
217.	Name of librarian or branch head	The name of the person responsible for on-site management of the branch. The person who fills this role may not have the title "branch head" or "librarian". Report the name of the person who oversees staff and facilities at the branch, regardless of his or her job title.
218.	Email address	The complete email address of the person named above as branch head above, or the email address for the branch itself. If neither the branch nor the branch head has an email address, leave this field blank or "N/A."
219.	Building square feet	Provide the area, in square feet, of the public library outlet (main library or branch). Report the total area in square feet

for each library outlet (main library or branch) separately. This is the area on all floors enclosed by the outer walls of the library outlet. Include all area 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 of that area.

If the outlet is a bookmobile, select "N/A."

220.	FTE staff	Total full-time equivalents of staff assigned to this outlet. Include all positions assigned to the outlet, whether those positions are filled or not. To compute FTE, take the number of hours worked per week by all employees and divide it by 40. Example: four employees working 12 hours per week would be considered 1.2 FTE (4 x 12/ 40 = 1.2)
221.	Hours of operation	Enter the library's regular weekly schedule here. You may also include summer or other special hours. Examples: M-F: 8: 00 a. m. -5: 00 p. m. or T-Th: 2-8 pm; F: noon-5 pm; Sat: 9 am-noon; Sun: 2-5 pm (Labor Day -Memorial Day). These hours of operation will display publically on an interactive map of NC libraries produced by the new survey tool, so be sure to enter your updated hours each year!
222.	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). 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 in public service hours need not be included. Extensive hours closed to the public due to natural disasters or other events should be excluded from the count.
223.	Number of weeks library outlet is open	This is the number of weeks during the year that an outlet was open to the public. 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.

224.	Unique ID suffix assigned by WebPLUS (IMLS)	This field is prefilled for you.
225.	State assigned identification number	This field is prefilled for you.
226.	Outlet type code	This field is prefilled for you.
227.	Number of bookmobiles	This field is auto-calculated for you.
228.	Metropolitan status code	This field is prefilled for you.
229.	Broadband speed (download)	Choose a time of day at which your public computers are at "average use" (not highest use, not empty). From one of the computers within the library, go to this URL: http://www.speedtest.net/. Wait a few seconds for the site to load then click "BEGIN TEST," which will appear inside the image of the laptop. Don't click "Start now"; that does something else. After clicking BEGIN test, wait a minute while it runs. It will return both a download and an upload speed to you. Use these numbers to respond to questions 210 and 211.
230.	Broadband speed (upload)	Choose a time of day at which your public computers are at "average use" (not highest use, not empty). From one of the computers within the library, go to this URL: http://www.speedtest.net/. Wait a few seconds for the site to load then click "BEGIN TEST," which will appear inside the image of the laptop. Don't click "Start now"; that does something else. After clicking BEGIN test, wait a minute while it runs. It will return both a download and an upload speed to you. Use these numbers to respond to questions 210 and 211.

231.   Wireless Internet provided   Does your outlet provide wireless Internet service? Select an answer, Yes or No.