

Public Library Statistical Report

Instructions & Definitions

Reporting Period: July 1, 2018 - June 30, 2019



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, 2018 and ending June 30, 2019. The survey will open on July 15, 2019 and close on September 18, 2019 (due date modified, 8/19/19). All data is to be reported through [LibPAS](#).

For more information or questions, contact [Amanda Johnson](#) (919.814.6795), State Data Coordinator.

A. PLSC Codes

These data elements are reported to PLSC and are used to identify characteristics of the library system for comparative analysis. These values are prefilled for you and do not usually change from year to year. If changes are needed, please contact [Amanda Johnson](#), State Data Coordinator, at 919-814-6795.

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| A.1. | PLSC ID | <u>This is prefilled by the State Library.</u> 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. |
| A.2. | LIB ID | <u>This is prefilled by the State Library.</u> This is the state-assigned identification code for the administrative entity or outlet. |
| A.3. | Interlibrary relationship code | <u>This is prefilled by the State Library.</u> 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". |
| A.4. | Legal basis code | <u>This is prefilled by the State Library.</u> 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. |
| A.5. | Administrative structure code | <u>This is prefilled by the State Library.</u> 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. |

- A.6. FSCS public library definition This is prefilled by the State Library. 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.
- A.7. Geographic code This is prefilled by the State Library. 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.
- A.8. Legal service area boundary change This is prefilled by the State Library. 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).
- A.9. Population of the legal service area This is prefilled by the State Library. 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: Population of the legal service area is updated by State Library staff prior to PLSC submission. You do not need to enter this information.

B. General Information

B.1-4	Mailing Address	Your mailing address. If your mailing address has changed since last year, please contact amanda.johnson@ncdcr.gov .
B.5-8	Street Address	The complete street address of the administrative entity or outlet. Note: Do not report a post office box or general delivery. If your street address has changed since last year, please contact amanda.johnson@ncdcr.gov .
B.9.	Legal Name	The legal name of the administrative entity or outlet. Note: Do not use acronyms. Do not abbreviate the name unless it exceeds the field length of 60 characters. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.
B.10.	Economic Tier	It is the 2019 Economic Tier designated by the NC Department of Commerce. Regional Libraries have been assigned a tier based on the where the majority of their population lives. These can change on an annual basis. Numbers are 1, 2, or 3 with three being the most economically robust. 20 counties are assigned tier 3 status, and 40 are assigned tier 1 and tier 2 respectively. Regional libraries' tier is determined based on the designation of the majority of their member counties.
B.11.	Library type	Municipal, county, or regional library
B.12.	County	The county in which the library is situated. For Regional Libraries, this is the county in which the Regional headquarters is located.
B.13.	Library Director	Name of the library director.
B.14.	Phone	The telephone number of the administrative entity or outlet, including area code. Note: Report telephone number without spacing or punctuation.
B.15.	Fax Number	The fax number of the administrative entity or outlet, including area code. Note: Report telephone number without spacing or punctuation.
B.16.	Email Address	Director's email address
B.17.	Person Completing Form	Name of the person completing the form.
B.18.	Title	Title of the person completing the form.
B.19.	Phone Number	Phone number for the person completing the form.

B.20.	Fax Number	Fax number for the person completing the form.
B.21.	Email Address	Email address for the person completing the form.
B.22.	Web Address	The Web Address of the administrative entity starting with http://

Service Outlets

B.23.	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.
B.24.	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.
B.25.	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. Count the number of vehicles in use, not the number of stops the vehicle makes.
B.26.	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.
B.27.	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 and books by mail service under Branch Information.

C. Library Staff

Report all personnel figures in Full-Time Employment (FTE) equivalents 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. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment. 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

For these data elements, the IMLS says that educational degree is tied to the requirements of the position not to the person occupying it. Therefore, if an individual who holds an MLS is working in a job that is not classified as such, they are supposed to be counted in FTE all Other Paid Staff. Similarly, if someone without an MLS is working in a job classified to require an MLS, they would be counted in FTE Librarians with MLS accredited by ALA or FTE Librarians with MLS not accredited by ALA.

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| C.1. | 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"). For these data elements, the educational degree is tied to the requirements of the position not to the person occupying it. Therefore, if an individual who holds an MLS is working in a job that is not classified as such, they must be counted as FTE all other paid staff. Similarly, if someone without an MLS is working in a job classified to require an MLS, they would be counted as FTE Librarians with MLS not accredited by ALA. |
| C.2. | 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. For these data elements, the educational degree is tied to the requirements of the position not to the person occupying it. Therefore, if an individual who holds an MLS is working in a job that is not classified as such, they must be counted as 2FTE all other paid staff. Similarly, if someone without an MLS is working in a job classified to require an MLS, they would be counted as FTE Librarians with MLS not accredited by ALA. |
| C.3. | Total Librarians | This is calculated for you by the State Library.
<i>FTE Librarians with MLS accredited by ALA + FTE Librarians with MLS not accredited by ALA</i> |
| C.4. | FTE all Other Paid Staff | Includes all other employees paid from the reporting unit budget including plant operations, security, and maintenance staff. |
| C.5. | Total Paid Employees | This is calculated for you by the State Library.
<i>Total Librarians + FTE all Other Paid Staff</i> |
| C.6. | Volunteer hours | Report the number of hours worked by library volunteers this year. |

Salaries

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| C.7. | Director's salary | Salary as of July 1 of the fiscal year in question. |
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C.8.	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.
C.9.	Year of appointment of Library Director	Calendar year in which the library director was employed in that position. Ex. "2014."
C.10.	Assistant Director salary	Salary as of July 1 of the fiscal year in question.

Management Librarians Salaries

Report the minimum and maximum actual salaries for the following management positions as of July 1 of the fiscal year in question. Management staff should include staff responsible for high-level decision making and may or may not have direct reports. To report average salary, average the salaries for all FTEs holding the position as of July 1. Report the educational attainment required for the position. If the position doesn't exist, leave blank.

C.11-14	Branch Manager	Salary as of July 1 of the fiscal year in question.
C.15-18	Youth Services Librarian	Report salaries for librarians whose primary responsibilities include youth services and youth programs. Include teen librarians.
C.19-22	Adult Services Librarian	Report salaries for librarians whose primary responsibilities include adult services and adult programs. Include reference librarians.
C.23-26	Technical Services Librarian	Report salaries for positions primary responsibilities include cataloging and acquisitions.
C.27-30	Circulation Librarian	Report salaries for positions whose primary responsibilities include circulation services.
C.31-33	Other Librarian	Report all professional other positions not included above.

Other Librarian Salaries

Report the minimum and maximum actual salaries for the following positions as of July 1 of the fiscal year in question. To report average salary, average the salaries for all FTEs holding the position as of July 1. Report the educational attainment required for the position.

C.34-37	Youth Services Librarian	Report salaries for librarians whose primary responsibilities include youth services and youth programs. Include teen librarians.
C.38-41	Adult Services Librarian	Report salaries for librarians whose primary responsibilities include adult services and adult programs. Include reference librarians.
C.42-45	Technical Services Librarian	Report salaries for positions primary responsibilities include cataloging and acquisitions.

C.46-49	Circulation Librarian	Report salaries for positions whose primary responsibilities include circulation services.
C.50-52	Other Librarian	Report all other professional positions not included above.

Other Staff Salaries

Report the minimum and maximum actual salaries for the following positions as of July 1 of the fiscal year in question. To report average salary, average the salaries for all FTEs holding the position as of July 1. Report the educational attainment required for the position.

C.53-56	Library Assistant (Supervisory)	Report salaries for library assistant positions that have management or supervisory responsibilities.
C.57-60	Library Assistant	Report salaries for library assistants.
C.61-63	IT Personnel	Report salaries for IT personnel.

D. 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).

Local Government Funds

D.1.	Municipal funds	Includes all tax and non-tax receipts designated by municipalities and available for expenditure by the public library.
D.2.	County funds	County funds include all tax and non-tax receipts designated by counties and available for expenditure by the public library.
D.3.	Total Local Income	This is automatically calculated for you. <i>County funds + Municipal funds</i>

State Funds

D.4.	Aid to Public Libraries grant	<u>This field is pre-filled by the State Library.</u> If you believe there is an error, please contact amanda.johnson@ncdcr.gov .
D.5.	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.

D.6. Total state funds This is automatically calculated for you.
Other state funds + Aid to Public Libraries grant

Federal Funds

D.7. LSTA funds This field is pre-filled by the State Library. Report all LSTA grants distributed by the State Library to the public library for expenditure. Funds must be received within the fiscal year.

D.8. 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.

D.9. Total federal funds This is automatically calculated for you.
Other federal funds + LSTA funds

Other Funds

D.10. All other funds All operating income other than that reported as local, state and federal funds. 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.

Total Operating Income

D.11. Total operating income This is automatically calculated for you.
Total local income + Total state funds + Total federal funds + All other funds.

E. 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

E.1. 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.

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| E.2. | 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. |
| E.3. | Total staff expenditures | This field is auto-calculated for you.
<i>Employee benefits expenditures + Salaries and wages expenditures</i> |

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.

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| E.4. | 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. |
| E.5. | 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. |
| E.6. | Other materials expenditures | Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD, and materials in new formats. |

E.7.	Total collection expenditures	This field is auto-calculated for you. <i>Other materials expenditures + Electronic materials expenditures + Print materials expenditures</i>
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Other Expenditures

E.8.	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.
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Total Operating Expenditures

E.9.	Total operating expenditures	This field is auto-calculated for you. <i>Salaries + Benefits + Other Material expenditures + Print Material Expenditures + Electronic Material Expenditures + Other expenditures</i>
E.10.	Total unencumbered operational balance	This field is auto-calculated for you. <i>Total Operating Income – Total Operating Expenditures</i>
E.11.	Usage of State Funds	Check which areas State Aid funds are expended upon: salaries, collections, technology, other

F. 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).

F.1.	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.
F.2.	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.

F.3.	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.
F.4.	Other capital revenue	Report private (non-governmental) funds, including grants received by the library for the purpose of major capital expenditures.
F.5.	Total capital revenue	This is auto-calculated for you. Note: The amounts reported for Total Capital Revenue and Total Capital Expenditures are not expected to be equal. <i>Government Capital Revenue + Federal Government Capital Revenue + Other Capital Revenue.</i>
F.6.	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.

G. Collection

This section of the survey collects data on selected types of materials.

It does not cover all materials (i.e., microform, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures (data elements 86, 87, and 88). 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.

Analog

Print Materials (books)

- G.1-9 Books Books are non-serial printed publications (including bound music scores 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.

Other Print Materials

- G.10. Total book volumes This field is auto-calculated for you.
Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction.
- G.11. 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."
- G.12. Current print serial subscriptions Count subscriptions purchased from the library's budget and those donated to the library as gifts. Count titles, including duplicates, DO NOT COUNT INDIVIDUAL ISSUES. 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

- G.13. 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, audio cassettes, 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.

- G.14. 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.
- G.15. 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.

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.

Items retrieved from 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's 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:

- G.16. 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.
- G.17. NC LIVE databases The number of NC LIVE databases will be pre-filled by State Library staff and should not be included elsewhere.
- G.18. Total licensed database This field is auto-calculated for you.
Local/other cooperative agreements + NC LIVE

Electronic Materials

Report the number of units, not titles. Include only units 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.”

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.”

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). eBooks are loaned to users on portable devices (eBook readers) or by transmitting the contents to the user’s personal computer for a limited time. Include eBooks held locally and remote eBooks for which permanent or temporary access rights have been acquired. Report the number of physical or electronic units, including duplicates, for all outlets at the administrative entity level; do not duplicate unit count for each branch. eBooks packaged together as a unit (e.g., multiple titles on a single ebook reader) and checked out as a unit are counted as one unit.

eAudio definition: 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.

eVideo definition: 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.

ePeriodicals definition: 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).

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| G.19. | NC LIVE eBooks | <u>NC LIVE eBook counts will be entered for you by the State Library.</u> You only have to report your local eBooks in the "Local eBooks" field. |
| G.20. | NC LIVE eAudio | <u>NC LIVE eAudio counts will be entered for you by the State Library.</u> You only have to report your local eAudio in the "Local eAudio" field. |
| G.21. | NC LIVE eVideo | <u>NC LIVE eVideo counts will be entered for you by the State Library.</u> You only have to report your local eVideo in the "Local eVideo" field. |
| G.22. | NC LIVE ePeriodical subscriptions | <u>NC LIVE ePeriodicals counts will be entered for you by the State Library.</u> You only have to report your local ePeriodicals in the "Local ePeriodicals" field. |
| G.23. | NC Kids eBooks | <u>NC Kids eBook counts will be entered for you by the State Library.</u> You only have to report your local eBooks in the "Local eBooks" field. |
| G.24. | NC Kids eAudio | <u>NC Kids eAudio counts will be entered for you by the State Library.</u> You only have to report your local eAudio in the "Local eAudio" field. |
| G.25. | NC Kids eVideo | <u>NC Kids eVideo counts will be entered for you by the State Library.</u> You only have to report your local eVideo in the "Local eVideo" field. |
| G.26. | NC Kids ePeriodical subscriptions | <u>NC Kids ePeriodicals counts will be entered for you by the State Library.</u> You only have to report your local ePeriodicals in the "Local ePeriodicals" field. |
| G.27. | e-iNC shared consortial eBooks | <u>Shared consortial eBook counts will be entered for you by the State Library.</u> You only have to report your local eBooks in the "Local eBooks" field. |
| G.28. | e-iNC shared consortial eAudio | <u>Shared consortial eAudio counts will be entered for you by the State Library.</u> You only have to report your local eAudio in the "Local eAudio" field. |
| G.29. | e-iNC shared consortial eVideo | <u>Shared consortial eVideo counts will be entered for you by the State Library.</u> You only have to report your local eVideo in the "Local eVideo" field. |
| G.30. | e-iNC ePeriodical subscriptions | <u>Shared consortial ePeriodicals counts will be entered for you by the State Library.</u> You only have to report your local ePeriodicals in the "Local ePeriodicals" field. |

G.31.	NCDL shared consortial eBooks	<u>Shared consortial eBook counts will be entered for you by the State Library.</u> You only have to report your local eBooks in the "Local eBooks" field.
G.32.	NCDL shared consortial eAudio	<u>Shared consortial eAudio counts will be entered for you by the State Library.</u> You only have to report your local eAudio in the "Local eAudio" field.
G.33.	NCDL shared consortial eVideo	<u>Shared consortial eVideo counts will be entered for you by the State Library.</u> You only have to report your local eVideo in the "Local eVideo" field.
G.34.	NCDL ePeriodical subscriptions	<u>Shared consortial ePeriodicals counts will be entered for you by the State Library.</u> You only have to report your local eBooks in the "Local ePeriodicals" field.
G.35.	Local eBooks	Report the number of local eBooks: these should not be part of a shared consortial collection.
G.36.	Local eAudio	Report the number of local eAudio: these should not be part of a shared consortial collection.
G.37.	Local eVideo	Report the number of local eVideo: these should not be part of a shared consortial collection.
G.38.	Local ePeriodical subscriptions	Report the number of local e-Periodicals: these should not be part of a shared consortial collection..
G.39.	Total eBooks	This field is automatically calculated for you. <i>NCLIVE eBooks + NC Kids eBooks + e-iNC shared consortial eBooks + NCDL shared consortial eBooks + local eBooks</i>
G.40.	Total eAudio	This field is automatically calculated for you. <i>NC LIVE eAudio + NC Kids eAudio + e-iNC shared consortial eAudio + NCDL shared consortial eAudio + local eAudio.</i>
G.41.	Total eVideo	This field is automatically calculated for you. <i>NC LIVE eVideo +NC Kids eVideo+ e-iNC shared consortial eVideo + NCDL shared consortial eVideo + local eVideo</i>
G.42.	Total ePeriodical Subscriptions	This field is automatically calculated for you. <i>NC LIVE ePeriodicals +NC Kids ePeriodicals + e-iNC shared consortial ePeriodicals + NCDL shared consortial ePeriodicals + local ePeriodicals</i>

H. Circulation

For questions related to circulation, count annual circulation of all library materials, including renewals. 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 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.

Print Book Circulation by age

H.1.	Adult fiction books	Number of circulations, including renewals, of print books classified as adult fiction.
H.2.	Young adult fiction books	Number of circulations, including renewals, of print books classified as young adult fiction.
H.3.	Juvenile fiction books	Number of circulations, including renewals, of print books classified as juvenile fiction.
H.4.	Adult non-fiction books	Number of circulations, including renewals, of print books classified as adult non-fiction.
H.5.	Young adult non-fiction books	Number of circulations, including renewals, of print books classified as young adult non-fiction.
H.6.	Juvenile non-fiction books	Number of circulations, including renewals, of print books classified as juvenile non-fiction.
H.7.	Total adult books	This value is auto-calculated for you. <i>Adult Fiction + Adult non-fiction</i>
H.8.	Total young adult books	This value is auto-calculated for you. <i>YA fiction + YA non-fiction</i>
H.9.	Total juvenile books	This value is auto-calculated for you. <i>Juvenile fiction + Juvenile non-fiction</i>

Circulation by format

H.10.	Total book circulation	This value is auto-calculated for you. <i>Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction.</i>
H.11.	Print periodicals circulation	If known, report the circulation of print periodicals.

H.12.	Total print circulation	This value is auto-calculated for you. <i>Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction + Periodicals + Other print</i>
H.13.	Analog audio circulation	Circulation of audio on cassettes, CDs, or other physical media.
H.14.	Analog video circulation	Circulation of video on DVDs or other media.
H.15.	Other print material circulation	Use this field only if necessary. Report the circulation 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."
H.16.	Other non-print analog circulation	Use this field only if necessary. Report the circulation of physical units for all other non-print materials. You can include microfiche, microfilms, and other microforms, puzzles, games, video games, tools, etc.
H.17.	Total non-print circulation	This field is auto-calculated for you. <i>Analog Audio + Analog Video + Non-print materials</i>
H.18.	Total physical item circulation	This value is auto-calculated for you. <i>Print circulation + Analog Audio + Analog Video + other print materials circulation + Other non-print analog circulation</i>
H.19.	NC LIVE eBook circulation	<u>NC LIVE e-book circulation will be entered for you by the State Library.</u>
H.20.	Local and other eBook circulation	Report circulation of all non-NCLIVE eBooks here. Circulation of consortial NC Kids, e-iNC or NCDL eAudio is pre-fill, however, if you have an Advantage account you must add that circulation to the pre-filled number.
H.21.	Total eBook circulation	This is an automatically calculated value: <i>NC LIVE eBooks + local and other eBook circulation.</i>
H.22.	NC LIVE eAudio circulation	<u>NCLIVE eAudio circulation will be entered for you by the State Library.</u>
H.23.	Local and other eAudio circulation	Report circulation of all non-NC LIVE eAudio here. Circulation of consortial NC Kids, e-iNC or NCDL eAudio is pre-fill, however, if you have an Advantage account you must add that circulation to the pre-filled number.
H.24.	Total eAudio circulation	This is an automatically calculated value: <i>NC LIVE eAudio + local and other eAudio circulation.</i>
H.25.	NC LIVE eVideo circulation	<u>NC LIVE eVideo circulation will be entered for you by the State Library.</u>

H.26.	Local and other eVideo circulation	Report circulation of all non-NCLIVE eVideo here. Circulation of consortial NC Kids, e-iNC or NCDL eAudio is pre-fill, however, if you have an Advantage account you must add that circulation to the pre-filled number.
H.27.	Total eVideo circulation	This is an automatically calculated value: <i>NCLIVE eVideo + local and other eVideo circulation.</i>
H.28.	ePeriodicals circulation	Circulation of electronic periodicals, for example, Zinio. Circulation of consortial NC Kids, e-iNC, NCDL ePeriodicals is pre-filled, however, if you have additional ePeriodicals you must add that circulation to the pre-filled number.
H.29.	Use of Electronic Materials	This field is auto-calculated for you. 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. Include circulation only for items that require user authentication, and have a limited period of use. <i>NCLIVE eBooks + Other eBooks + NCLIVE eAudio + Other eAudio + ePeriodicals + NCLIVE eVideo + Other eVideo</i>
H.30.	NC LIVE Retrieval of Electronic Information	NC LIVE retrieval of electronic information will be entered for you by the State Library.
H.31.	Local Retrieval of Electronic Information	The number of full-content items examined, downloaded or otherwise supplied to the user from online library resources that require user authentication but do not have a circulation period. Do not include use of the OPAC or library website.
H.32.	Total Successful Retrieval of Electronic Information	This value is auto-calculated for you. <i>NC LIVE Retrieval of Electronic Information + Local Retrieval of Electronic Information</i>
H.33.	Electronic content use	This value is auto-calculated for you. <i>Use of Electronic Materials + Total Successful Retrieval of Electronic Information</i>
H.34.	Total audio circulation	This field is automatically calculated for you. <i>Total eAudio + analog audio circulation</i>
H.35.	Total circulation of AV materials	This value is auto-calculated for you. <i>NCLive eAudio + Other eAudio + Analog Audio + Analog Video + NCLive eVideo + Other eVideo</i>

Total Circulation

H.36.	Total Circulation of Materials	This value is auto-calculated for you. <i>Total physical item circulation + Use of Electronic Materials CIRC_PRINT + CIRC_AUD_AN + CIRC_VID + CIRC_OTH_NPRNT + ELMATCIR</i>
H.37.	Total collection use	This value is auto-calculated for you. <i>Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction + Adult Fiction + Adult non-fiction + Periodicals + analog audio + analog video + other non-print + other print + NCLIVE ebooks + other eBooks + NCLIVE eAudio + other eAudio + ePeriodicals + NCLIVE eVideo + Other eVideo + NCLIVE Successful Electronic Retrievals + Other Successful Electronic Retrievals</i>
H.38.	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.
H.39.	Auto Renewals	Does your library automatically renew items? Yes/No
H.40.	Adult Fines	Does your library collect late fines for adult materials? Do not include lost/damage fees. Yes/No
H.41.	YA Fines	Does your library collect late fines for young adult materials? Do not include lost/damage fees. Yes/No
H.42.	Juvenile Fines	Does your library collect late fines for juvenile materials? Do not include lost/damage fees. Yes/No
H.43.	A/V Fines	Does your library collect late fines for audio-visual materials? Do not include lost/damage fees. Yes/No

Technology Lending

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

H.44.	Technology lending circulation	Report circulation -- including in-house circulation -- of technology lent by the library to patrons (not to staff). For example: ereaders, tablets, laptops, iPods. Include renewals if possible. Do not count circulation of non technology items (such as gardening tools) here. Do not count headphones or cable lending. Do not count usage of stationary desktop public access computers in this
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statistic (this number should instead be reported in #802. Usage of Public Internet Computers).

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| H.45. | Method of data collection: tech lending | Please provide information on the data collection method you used to determine Technology Lending. |
| H.46. | Does your library lend laptops or tablets? | Yes, in-house and outside use/Yes, in-house use only/No |
| H.47. | Does your library lend WiFi hotspots? | Yes/No |

I. 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.

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| I.1. | Adults | Number of adults (18+) in the community served who have registered as borrowers. |
| I.2. | Juveniles | Number of juveniles (0-17) in the community served who have registered as borrowers. |
| I.3. | Does your library offer student cards to one or more k-12 schools in your area? | Yes, authentication by student ID/Yes, other authentication/No |

Visits

If an annual count of persons entering library is unavailable, determine an annual estimate by sampling visitation annually, biannually, or quarterly by tracking visitation during a typical week and multiplying by 52, 26 or 13. 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).

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| I.4. | 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. |
| I.5. | 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, Main library gate counters and branches other, Other, Guesstimate). |

J. Programming

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.

J.1.	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.
J.2.	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.
J.3.	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.
J.4.	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.
J.5.	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.
J.6.	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.
J.7.	Total adult programs	This is auto-calculated for you.
J.8.	Total young adult programs	This is auto-calculated for you.
J.9.	Total Children's programs	This is auto-calculated for you.

Programs Offered Totals

J.10.	Total Programs Offered	This is auto-calculated for you.
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J.11. Total programs offered i outside library This is auto-calculated for you.

All Program Attendance

J.12. 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.

J.13. 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.

J.14. 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.

J.15. 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.

J.16. 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.

J.17. 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.

J.18. Total adult program attendance This is auto-calculated for you.

J.19. Total young adult program attendance This is auto-calculated for you.

J.20. Total children's program attendance This is auto-calculated for you.

Library Program Rations and Totals

J.21. Grand total attendance This field is automatically calculated for you.

J.22. Total program attendance outside the library This field is automatically calculated for you.

Programs offered 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).

J.23.	Jobs/career programs (offered)	The number of programs offered for which the primary program subject matter is related jobs, careers, resumes, etc.
J.24.	Jobs/career programs (attendance)	Attendance by all ages at programs for which the primary program subject matter is related jobs, careers, resumes, etc.
J.25.	Technology programs (offered)	The number of programs offered for which the primary program subject matter is related to using digital information, technology, software, computing.
J.26.	Technology programs (attendance)	Attendance by all ages at programs for which the primary program subject matter is related to using digital information, technology, software, computing.
J.27.	Early Literacy programs (offered)	The number of programs offered for which the primary program subject matter is related to early literacy skills (ages 0-5).
J.28.	Early Literacy programs (attendance)	The number of attendees at programs for which the primary program subject matter is related to early literacy skills (ages 0-5).
J.29.	Adult Literacy programs (offered)	The number of programs offered for which the primary program subject matter is related to adult (over 18) literacy skills.
J.30.	Adult Literacy programs (attendance)	The number of attendees at programs for which the primary program subject matter is related to adult (over 18) literacy skills.
J.31.	STEAM programs (offered)	The number of programs offered for which the primary program subject matter is related to science, technology, engineering, art and math.
J.32.	STEAM programs (attendance)	The number of attendees at programs for which the primary program subject matter is related to science, technology, engineering, art and math.

Consultations

J.33.	Job/Career Consultations	Does your library offer one-on-one consultations with library staff for job/career assistance? Yes/No
J.34.	Technology Consultations	Does your library offer one-on-one consultations with library staff for technology assistance? Yes/No

SUMMER READING PROGRAM (current summer)

J.35.	Library staff did school/daycare visits to advertise the SRP	Yes/No
J.36.	Number of birth to grade 5 registrants	The number of registrants in the Summer Reading Program this year who are ages zero through 5 th grade.
J.37.	Number of grade 6 through grade 12 registrants	The number of registrants in the Summer Reading Program this year who are in grades 6 through 12.
J.38.	Total SRP/SRC events/programs held for birth through grade 5	The number of events or programs held as part of the Summer Reading Program this year targeted at people age zero through 5 th grade.
J.39.	Total SRP/SRC events/programs held for grade 6 through grade 12	The number of events or programs held as part of the Summer Reading Program this year targeted at people grade 6 through 12.
J.40.	Total attendees at events for birth to grade 5 programs	Include attendees of all ages, <u>not</u> just attendees who are age birth to 5 th grade.
J.41.	Total attendees at events for grade 6 through 12	Include attendees of all ages, not just attendees who are grade 6 through 12.
J.42.	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.
J.43.	Total young adult books circulated June 1-August 31	Report the number of young adult books circulated, regardless of whether you are sure they are associated with SRP
J.44.	Total minutes read, birth to grade 5	Report the total number of minutes read for SRP participants ages birth through grade 5.
J.45.	Total minutes read, grade 6 through 12	Report the total number of minutes read for SRP participants grades 6 through 12.
J.46.	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 advocacy purposes.
J.47.	Anecdote, grade 6 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.

J.48. What is the primary method used to track summer reading participation? Manual/Tracking/Online Tool/Other

K. Other Service Metrics

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 biannually, quarterly or monthly and multiply the count by 26, 13, or 4.3. 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).

K.1. 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

K.2. 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).

Meeting room use

K.3. Meeting room use (non-library) Number of events held in library meeting rooms for functions not sponsored, organized or initiated by the library.

K.4. 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.

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| K.5. | Items loaned (items provided to) | The annual count of library materials, or copies of materials, provided by one library to another upon request. |
| K.6. | Items borrowed (items received from) | The annual count of library materials, or copies of materials, received by one library from another upon request. |

Partnerships

Please designate which type of partnership you have with each of the following types of organizations.

Communicative: Library and partners communicate information about each other's programs, services, and/or resources by distributing promotional materials, giving referrals, setting up displays, making presentations, etc.

Cooperative: Library and partners provide mutual assistance in working toward a common goal by sponsoring activities, donating incentives, recruiting volunteers, etc.

Collaborative: Library and partners work together by sharing staff, resources, and/or costs.

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| K.7. | K-12 Schools |
| K.8. | Higher Education Organization(s) |
| K.9. | Local Employment Office |
| K.10. | Local Health and Human Services Department |
| K.11. | Local Parks and Recreation Department |
| K.12. | Other local governmental department(s) |
| K.13. | Economic development organization(s) (i.e. Chamber of Commerce) |
| K.14. | Local Business(s) |
| K.15. | Local Health Organization(s) |

- K.16. Local Faith Organization(s)
- K.17. Local Agricultural or Environment Organization(s)
- K.18. Other local organization(s) focused on youth
- K.19. Other local organization(s) focused on adults

L. Electronic Technology

Computers

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|------|---|---|
| L.1. | Internet computers used by staff only | Report the number of the library's Internet computers (PCs and laptops) used by staff only. If both the public and staff use a computer, count it as a public computer. |
| L.2. | 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

- | | | |
|------|--|--|
| L.3. | 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). |
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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.

- L.4. 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).
- L.5. Website visits Count the number of visits, also called "sessions," to the library's website. DO NOT REPORT the number of page hits or pageviews. 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."
- L.6. Wireless Internet sessions 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.

M. 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 [Amanda Johnson](#), State Data Coordinator, at 919-814-6795.

Outlet Collection

- M.1. Name of branch Name of the branch library or outlet.
- M.2. Is this facility owned or leased? Specify if the facility is city owned, county owned, leased, or other.

Mailing Address

- M.5-8 Mailing address The address for mail delivery via US Postal Service.

Street Address

- M.9-13 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.

Phone/Fax

- M.14. Phone number
- The telephone number of the branch, including area code. Report telephone number without spacing or punctuation.
- M.15. Fax number
- The fax phone number of the branch (if available), including area code. Report fax number without spacing or punctuation.

Contact

- M.16. 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.
- M.17. 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."

Counts

- M.18. 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."
- M.19. 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 ($4 \times 12 / 40 = 1.2$)

Hours

- M.20. 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 publicly on an interactive map of NC libraries produced by the new survey tool, so be sure to enter your updated hours each year!
- M.21. 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.
- M.22. 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.

M.23. Was this facility closed unexpectedly for more than 1 week within the last year? If yes, please note how many weeks the closure lasted and a brief explanation of circumstances. Yes/No

ID

M.24. Unique ID suffix assigned by WebPLUS (IMLS) This field is prefilled for you.

M.25. State assigned identification number This field is prefilled for you.

Codes

M.26. Outlet type code This field is prefilled for you.

M.27. Number of bookmobiles This field is auto-calculated for you.

M.28. Metropolitan status code This field is prefilled for you.

Internet

M.29. Broadband speed (upload) Follow these steps at each library location from a public computer before the library is open to the public.

1. From a public computer in the library, open a web browser and go to <http://speedtest.net>
2. Wait a few seconds for the site to load then click on the link to Begin Test. Don't click "Start now"; that does something else.
3. The test will begin and will take approximately 20 seconds to complete
4. It will return both a download and an upload speed to you. Use these numbers to respond to questions survey questions about Download and Upload speed.

Please report the actual speed in mbps.

- M.30. Broadband speed (download) Follow these steps at each library location from a public computer before the library is open to the public.
1. From a public computer in the library, open a web browser and go to <http://speedtest.net>
 2. Wait a few seconds for the site to load then click on the link to Begin Test. Don't click "Start now"; that does something else.
 3. The test will begin and will take approximately 20 seconds to complete
 4. It will return both a download and an upload speed to you. Use these numbers to respond to questions survey questions about Download and Upload speed.
- Please report the actual speed in mbps.
- M.31. Wireless Internet provided Does your outlet provide wireless Internet service? Select an answer, Yes or No.