

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
Note:	Questions in Green are revisions for the 2010 Annual Survey			
Registrations				
5	Population served	LLB	Population for annual per capita operating grant purposes. Supplied by PLSB.	
520	Resident cardholder new registrations	library	Report the number of library cards issued to residents of the library service area during the year.	
526	BC OneCard new registrations from within the federation	library	Federation members only (others enter n.a.): Report the number of patrons from other libraries within your library's federation that used their card for the first time in your library in 2010. InterLINK Libraries: Report the number of new cardholders from other InterLINK libraries here. If you do not know the home library of the OneCard patron, report under question 531.	
530	Non-resident cardholder new registrations	library	Report the number of full-privilege borrower cards issued to non-residents during the year. A non-resident is a cardholder who does not live or pay taxes within the library service area. Non-residents may be charged a fee for full library service & borrowing privileges. DO NOT include cardholders from another library in the federation or BC OneCard cardholders.	
531	BC OneCard new registrations from outside the federation	library	Report the number of patrons from BC libraries outside of your library's federation that used their card for the first time in your library in 2010. InterLINK libraries: Report the number of new cardholders from BC libraries outside InterLINK here. If you do not know the home library of the OneCard patron and/or your library does not belong to a federation, include them here.	
532	Active resident cardholders at year-end	library	Report the number of active resident library cardholders at the end of the year who have used their library card during the past three (3) years.	
534	Active non-resident cardholders at year-end	library	Report the number of active non-resident cardholders at the end of the year who have used their library card during the past three (3) years. A non-resident is a cardholder who does not live or pay taxes within the library service area. Non-residents may be charged a fee for full library service & borrowing privileges. DO NOT include cardholders from another library in the federation or BC OneCard cardholders.	

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536	Active BC OneCard cardholders from within the federation, registered at year end	library	Federation members only (others enter n.a.): Report the number of cardholders from other libraries in your federation who have used their card at your library during the past three (3) years. InterLINK libraries: report the number of patrons from other InterLINK libraries that have borrowed items from your library in the past 3 years. If you do not know the home library of the borrower, please report as a BC OneCard cardholder from outside of the federation (question 537).	
537	Active BC OneCard cardholders from outside of the federation, at year-end	library	Report the number of active BC OneCard cardholders at the end of the year who have used their BC OneCard in your library during the past three (3) years. If possible (and applicable), please report borrowers from other libraries in your library's federation under "active OneCard cardholders from within the federation". If your library is not part of a library federation, report all BC OneCard cardholders here. InterLINK libraries: report the number of patrons from BC libraries outside of InterLINK who have borrowed items from your library in the past 3 years.	
538	Active BC OneCard cardholders at year-end	calculated	Calculated value. Includes OneCard borrowers from other libraries in the federation (if applicable), plus OneCard borrowers from libraries outside of the federation.	#536 + #537
540	Total active cardholders at year-end	calculated	Calculated value. Includes active resident, non-resident, federation and OneCard cardholders	#532 + #534 + #538
550	Active resident cardholders as % of population served	calculated		100 * (#532 / #5)

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Circulation and Library Use				
551	Circulation of print and other physical materials to resident cardholders	library	Number of items, in print or other physical formats, from the library's collection that have been lent to resident cardholders for use outside of the library during the year. A resident cardholder is someone who lives in a municipality or regional district that contributes funding to your library. Print and other physical formats include books, magazines, DVDs, CDs and any other formats that take up space in the library. Include: number of items checked-out and the number of items renewed; circulation for all library service points; the circulation of interlibrary loan items received from other libraries; and the initial circulation of rotating or bulk loan materials to a deposit collection. Exclude interlibrary loans to other libraries.	
552	Circulation of print and other physical materials to non-resident cardholders	library	Report the number of items in print or other physical formats lent to non-resident cardholders. Do not include items lent to OneCard or federation cardholders.	
553	Circulation of print and other physical materials to BC OneCard cardholders within the federation	library	Federation members only (others answer n.a.): Report the number of items in print or other physical formats lent to patrons from other libraries in your library's federation. Do not include items lent to resident cardholders or items lent to non-resident cardholders who have paid a fee for full-privilege membership at your library. If you do not know the home library of the borrower, please report as circulation to a BC OneCard cardholder from outside the federation (question 554). InterLINK libraries: report the number of items lent to borrowers from other InterLINK libraries.	
554	Circulation of print and other physical materials to BC OneCard cardholders outside of the federation	library	Report the number of items in print or other physical formats lent to BC OneCard cardholders. Do not include items lent to residents or non-resident cardholders. If possible please report circulation to OneCard cardholders from within your library's federation under questions 553. If you do not know the library of origin of the borrower, report here. If your library is not a member of a library federation, report all circulation to BC OneCard cardholders here. InterLINK libraries: report the number of items lent to BC library patrons from outside of InterLINK.	

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Section / Question Number	Question	To be completed by...	Instructions	Calculation
555	Total circulation to OneCard cardholders	calculated	Calculated value. Includes circulation to OneCard holders from within the federation and outside of the federation.	#553 + #554
556	Total circulation of print and other physical materials	calculated	Calculated value. Includes circulation of items to resident, non-resident, federation and OneCard cardholders	#551 + #552 + #555
558	Circulation of electronic materials	library	Report of the number of eBooks, eAudio titles or eVideos, from the library's online collection that have been lent for use during the year. Include the number of items checked-out and the number of items renewed. Include circulation from Overdrive and/or Tumblebooks here. Do not include database usage statistics.	
560	Circulation of all materials	calculated	Calculated value. Total circulation of physical materials + Total circulation of electronic materials.	#556 + #558
563	Items returned to home library from BC OneCard cardholders at the end of the year	library	Report the number of materials returned by your library to the home library under the BC OneCard program. InterLINK libraries: include items returned to other InterLINK libraries as well as those returned to BC libraries outside of InterLINK.	
565	Circulation of children's materials	library	Number of items, in all formats, of children's materials from the library's collection that have been lent during the year. Children's materials are those aimed at patrons 12 years & under. Include: number of items checked-out and the number of items renewed; circulation of interlibrary loan items received from other libraries; initial circulation of rotating or bulk loan materials to a deposit collection. Exclude interlibrary loans to other libraries.	
570	Circulation per capita	calculated	Calculated value. Total circulation of all materials divided by the service population	#560 / #5
580	Circulation per volume held	calculated	Calculated value. Total circulation of all materials divided by the total volumes held.	#560 / #490
590	Circulation per hour open	calculated	Calculated value. Total circulation of all materials divided by the annual hours open for all branches/service points.	#560 / #890
592	In-library use of materials typical week annual equivalent	calculated	Calculated value. In library use of materials reported in the Typical Week survey (question 591) multiplied by 50.	#591 * 50
594	Total circulation, including in-house use	calculated	Circulation figure including annual loans outside of the library, plus estimated in-house use	#560 + 592

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772	In-person visits. Annual equivalent based on Typical Week.	calculated	Calculated value. In person visits reported in the Typical Week Survey (question 770) multiplied by 50 weeks.	#770 * 50
775	In-person visits. Value to be published in annual statistics.	library	Give the number of persons entering the service point for whatever reason, during the year. Persons should be counted each time they enter the service point. Staff should be excluded from the total if doing so is relatively simple (people using automatic counters on turnstiles should not try to subtract staff from these totals). Enter the value that you would like published in the final version of the annual statistics. You may use figures recorded throughout the year or the annualized value from Typical Week (see question 772).	
Interlibrary Loan				
630	Interlibrary loan requests made to other libraries	LLB	Report the number of interlibrary loan requests directed to another library during the year. Value supplied by PLSB.	
635	Items borrowed from other libraries on interlibrary loan	LLB	Report the total number of items borrowed from other libraries on interlibrary loan during the year. Value supplied by PLSB.	
638	Interlibrary loan borrowing fill rate for loan requests made to other libraries	calculated	Calculated value. Items borrowed on ILL divided by the loan requests made	100 * (#635 / #630)
640	Interlibrary loan requests received from other libraries	LLB	Report the number of interlibrary loan requests received from another library during the year. Value supplied by PLSB.	
650	Items lent to other libraries on interlibrary loan	LLB	Report the number of items lent to other libraries on interlibrary loan during the year. Value supplied by PLSB.	
655	Interlibrary loan lending fill rate for requests received from other libraries	calculated	Calculated value. Items lent on ILL divided by loan requests received	100 * (#650 / #640)
670	Interlibrary loans received per 1000 circulations	calculated	Calculated value.	1,000 * (#635 / #560)

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Collections				
270	Catalogued print volumes added	library	Report the number of catalogued volumes of print materials available for public use that were added during the year. A volume is a single physical unit of library material distinguished from other physical units by a separate binding, encasement or other clear distinction. Include books, government documents, maps, etc. Each copy of a particular title counts as a separate volume. For example, 10 copies of the 2nd edition of a novel would be 10 volumes and one title.	
280	Catalogued print volumes held	library	Report the number of catalogued volumes of print materials available for public use that were held at the end of the year. A volume is publication which forms a separate bibliographic whole, whether issued in one or several volumes or parts. A 25 volume encyclopedia would be one title with 25 volumes. 10 copies of a particular edition of a novel would be one title and 10 volumes.	
290	Uncatalogued print volumes held	library	Report the number of uncatalogued volumes (i.e. uncatalogued paperbacks) available for public use held at the end of the year.	
300	Total print volumes held	calculated	Calculated value. Catalogued print volumes held + Uncatalogued print volumes held.	#280 + #290
320	Print volumes per capita	calculated	Calculated value. Total print volumes held divided by the service population	#300 / #5
325	Total print titles held	library	Report the number of titles of catalogued print materials held at the end of the year. A title is a publication which forms a separate bibliographic whole, whether issued in one or several volumes or parts. A 25 volume encyclopedia would be one title with 25 volumes. 10 copies of a particular edition of a novel would be one title and 10 volumes. The total number of titles should therefore always be less than or equal to the total number of volumes.	
330	Print titles per capita	calculated	Calculated value. Total print titles held divided by the service population	#325 / #5

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340	Print periodicals, subscriptions held	library	Report the number of periodical and newspaper subscriptions received at the end of the year. Please note that subscription does not refer to the number of issues held. Subscription refers to the number of periodical publications to which the library subscribes, including duplicate subscriptions. For example, 5 subscriptions to Time magazine would be 5 subscriptions and 1 title.	
350	Print periodicals, titles held	library	Report the number of titles of periodicals and newspapers being received at the end of the year. Please note that title does not refer to the number of issues held. Title refers to the number of distinct periodical publications to which the library subscribes. For example, 5 subscriptions to Time magazine would be 5 subscriptions and 1 title.	
360	Restricted circulation talking books, volumes held	library	A restricted circulation talking book is one that may only be lent to persons with a disability which prevents them from reading printed books. Report the number of volumes of restricted circulation talking books on cassette, CD, DAISY or other format at the end of the year. A container of eight talking book cassettes constituting one title would be reported as one volume. Do not include talking books on deposit.	
380	General circulation audio materials, volumes held	library	Report the total number of volumes of audiobooks, audio CDs, audio cassettes, and phonographic recordings. A container of 8 cassettes, CDs, etc constituting one title would be reported as one volume. Do not include restricted circulation talking books.	
420	Videos and DVDs, volumes held	library	Report the number of videos on videocassette, DVDs and films. A container of 3 DVDs constituting one title would be reported as one volume.	
430	Computer games and CD-ROMs, volumes held	library	Report the number of computer games and CD-ROMs available in your library's collection for public use. Include volumes available for loan outside the library and those available for use on library computers. Exclude music CDs (which should be reported under question 380). Include volumes acquired by purchase or subscription. Exclude CD-ROMs and software used exclusively by library staff.	

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438	Total audio-visual materials, volumes added	library	Report the number of talking books, audio materials, videos, DVDs, Computer Games, CDROM and other AV materials added to your collection during the year.	
450	Total audio-visual materials, volumes held	calculated	Calculated value. Total audio-visual materials (restricted and general circulation)	#360 + #380 + #420 + #430
454	Audio-visual materials, titles held	library	Report the number of unique or distinct titles of audio-visual materials held at the end of the year. Include restricted circulation talking books, general circulation talking books, other audio titles on cassette or compact disc [CD], videos on cassette, DVDs, computer games, CDROMS and other audio-visual materials, and microforms. 10 copies of a particular DVD edition or release constitutes one title and 10 volumes	
458	Total physical materials, volumes added	calculated	Calculated value. Total print volumes added + Total AV materials added	#270 + #438
460	Total physical materials, volumes held	calculated	Calculated value. Total print volumes held + Total AV materials held	#300 + #340 + #450
464	Total physical materials, titles held	calculated	Calculated value. Total print titles held + Total AV titles held	#310 + #350 + #454
472	Electronic collections, volumes held	library	Report the number of eBook, eAudio and eVideo volumes acquired by purchase or subscription available for use by the public at the end of the year. Include holdings in electronic products such as NetLibrary, Overdrive and Tumblebooks.	
474	Electronic collections, titles held	library	Report the number of eBook, eAudio and eVideo titles acquired by purchase or subscription and available for use by the public at the end of the year. Include holdings in electronic products such as NetLibrary, Overdrive and Tumblebooks.	
490	Total materials, volumes held	calculated	Number of volumes of any format, including print, audio-visual and electronic materials, held at the end of the year	#460 + #472
494	Total materials, titles held	calculated	Number of titles in print, audio-visual or electronic format held at the end of the year.	#464+ #474

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Website & Online Database Usage				
500	Total licensed online database subscriptions	LLB	Report the number of licensed online database subscriptions as of the end of the year. Include databases available remotely AND databases licensed for in-library use only. For a complete list of the databases included, please check the PLSB Service Centre under "Database Licensing", then "Show Products by Library"	
510	Licensed online databases with remote access	LLB	Report the number of online database subscriptions for products available outside of the library, as of the end of the year. Exclude products available for in-library use only. Please note that the value reported for this question should be less than the value reported for 500.	
735	Online database sessions	LLB	Give the total number of visits made, during the year, to licensed online subscription databases. If vendor supplied statistics are available you may use these. Do not attempt to count each search a user makes in a database.	
748	Number of patrons using public access workstations during the year	library	Give the number of people using public access workstations during the year, excluding workstations that can only be used to access the library catalogue (OPAC). Ignore the length of time of use (i.e. if the same person uses a workstation for two consecutive time periods count it as one (1) use). In cases where two or more people use the same workstation at the same time count it as one (1) use. You may use figures recorded throughout the year or the annualized value from Typical Week (see question 752).	
752	Number of patrons using public access workstations - annual estimate based on Typical Week	calculated	Annual estimate based on question #750 in Typical Week survey (weekly value multiplied by 50)	#750 * 50
763	Total website and catalogue page views	library	The number of times any page of your library's website was viewed, including the catalogue.	

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764	Total virtual visits as recorded by PLSB logger	LLB	PLSB uses the following definition for website visit: a series of page requests from the same computer with a time of no more than 30 minutes between each page request. A session is defined as a series of page requests from the same uniquely identified client with a time of no more than 30 minutes and no requests for pages from other domains intervening between page requests. In other words, a session ends when someone goes to another site, or 30 minutes elapse between pageviews, whichever comes first. A visit ends only after a 30 minute time delay. If someone leaves a site, then returns within 30 minutes, this will count as one visit but two sessions.	
766	Total virtual visits. Value to be published in annual statistics.	library	In most web analytics software a visit is defined as a series of page requests from the same computer with a time of no more than 30 minutes between each page request. A session is defined as a series of page requests from the same uniquely identified client with a time of no more than 30 minutes and no requests for pages from other domains intervening between page requests. In other words, a session ends when someone goes to another site, or 30 minutes elapse between pageviews, whichever comes first. A visit ends only after a 30 minute time delay. If someone leaves a site, then returns within 30 minutes, this will count as one visit but two sessions.	
Reference				
603	In-person reference transactions - annual estimate based on Typical Week	calculated	In-person reference transactions reported for Typical Week, multiplied by 50 to get an estimated annual equivalent	#602 * 50
604	In-person reference transactions. Value to be published in annual statistics.	library	Report the number of annual reference transactions conducted in-person during the year. A reference transaction is a request made by a library user that involves the knowledge, use, recommendation, interpretation or instruction in the use of one or more information sources or bibliographic tools by a member of the library staff. Enter the value that you would like published in the final version of the annual statistics. Use the Annualized Typical Week value given in question 603 if you do not collect this information over the entire year.	

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608	Electronic reference transactions - annual estimate based on Typical Week	calculated	Electronic reference transactions reported for Typical Week, multiplied by 50 to get an estimated annual equivalent	#607 * 50
609	Electronic reference transactions. Value to be published in annual statistics.	library	Report the number of reference requests received by library staff via email or via the library website. Enter the value that you would like published in the final version of the annual statistics. Use the "Electronic reference transaction - Typical Week Annualized" value given in question 608 if you do not collect this information over the entire year.	
610	Total reference transactions	calculated	Calculated value. Includes reference questions received in all formats: in-person, email, library website and AskAway	#604 + #609
620	Reference transactions per capita	calculated	Calculated value. Total reference transactions divided by the service population	#610 / #5
Programming				
680	Adult programs offered at the library	library	Report the number of programs held in the library for people aged 18 years & over during the year	
682	Adult outreach programs	library	Report number programs run by library staff or volunteers for people aged 18 years & over offered outside of the library.	
685	Total adult programs	calculated	Calculated value. Programs for adults held inside the library + those held outside the library.	#680 + #682
690	Total adult program attendance	library	Report the total number of persons attending adult programs in and outside the library during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
700	Children's programs offered at the library	library	Report number of children's programs, including summer reading programs, held in the library during the year. Children's programs are those aimed at children aged 12 & under.	
702	Children's outreach programs	library	Report the number of children's programs offered outside of the library, such as story times held at local StrongStart Centres or other locations. Include class visits here.	
710	Attendance at children's programs	library	Report the total number of persons of all ages attending children's programs in and outside the library during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	

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715	Young adult programs offered at the library	library	Report number of young adult programs , including summer reading programs, held in the library during the year. Young Adult (teen) programs are those aimed at persons aged 13 to 18 years.	
716	Attendance at young adult programs	library	Report the total number of persons of all ages attending young adult programs in and outside the library during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
717	Young adult outreach programs	library	Report the number of young adult programs offered outside of the library.	
718	Total children's and young adult program attendance	calculated	Calculated value. Attendance at children's programs + attendance at YA programs.	#710 + #716
719	Total library programs in library	calculated	Calculated value. In library Adult programs + Children's programs + Teen programs	#680 + #700 + #715
720	Total program attendance	calculated	Calculated value. Total adult program attendance + Total children's & YA program attendance.	#690 + #718
730	Children registered in Kids' Summer Reading Club	library	If the library conducted a summer reading program, report the number of children registered in the program. Include children aged 0-12.	
735	Young adults registered in Teen Reading Club	LLB		
740	Number of outreach activities your library has engaged in and/or attended	library	Report the number of outreach activities, beyond programs already reported above, that your library has engaged in and/or attended, including presentations, displays, meetings related to literacy, children's services, working with new community partners, etc.	
742	Total library outreach programs/activities	calculated	Calculated value. Programs held outside of the library for adults + children + teens + other outreach activities.	#682 + #702 + #717 + #740
745	Total library programs	calculated	Calculated value. Total programs held inside the library + Total programs held outside of the library	#719 + #742

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Services to Specific Populations				
355	Print materials in other languages, volumes held	library	Report the number of print volumes in languages other than English or French held at the end of the year. A volume is publication which forms a separate bibliographic whole, whether issued in one or several volumes or parts. A 25 volume encyclopedia would be one title with 25 volumes. 10 copies of a particular edition of a novel would be one title and 10 volumes. Please also count these items in print collection question in the Collections section. The questions in the Services to Specific Populations section are not included in the Total Materials, Volumes Held count (question 490 in the Collections section).	
455	Audio-visual materials in other languages, volumes held	library	Report the number of volumes of audio-visual materials in all formats in languages other than English or French.	
456	Total materials in other languages, volumes held	calculated	Calculated value. Number of items in languages other than English or French. Includes print and AV.	#355 + 455
567	Circulation of DAISY deposit collection	library	Report the number of times PLSB DAISY books on deposit at your library were lent for use during the year	
671	Newcomer/ESL programs	library	Report number of adult, child or YA programs held in the library targeted to newcomers/immigrants, as well as to ESL learners. Include those offered by the library and ones offered in partnership with other community agencies/organizations. Please also count these programs in the appropriate adult, YA or children's program question in the Programming section. The questions in the Services to Specific Populations section are not included in the "Total library programs" count (question 745 in the Programming section).	
672	Attendance at newcomer/ESL programs	library	Report the total number of persons attending newcomer/ESL programs in and outside of the library during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
673	Number of newcomer/ESL programs offered outside of the library	library	Report the total number of newcomer/ESL programs offered outside the library.	

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674	Aboriginal programs	library	Report number of adult, child or YA programs held in the library targeted to aboriginal populations in your community. Please also count these programs in the appropriate adult, YA or children's program question in the Programming section. The questions in the Services to Specific Populations section are not included in the "Total library programs" count (question 745 in the Programming section).	
675	Attendance at aboriginal programs	library	Report the total number of persons attending aboriginal programs in and outside of the library during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
676	Number of aboriginal programs offered outside of the library	library	Report the total number of aboriginal programs offered outside of the library, including those held on reserves and any other non-library locations.	
Staff				
740	Professional Librarians, hours worked	library	Report the number of hours worked during the year by full time and part-time library employees holding a master's degree (or its historical antecedent) from a library education program accredited by the American Library Association or its equivalent and who are working in a position that requires this qualification.	
741	Professional Librarians, FTE	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#740 / 1820
742	Library Technicians, hours worked	library	Report the number of hours worked during the year by full time and part-time library employees holding a technical certificate or diploma from an accredited library technician program and who are working in a position that requires this qualification.	
751	Library Technicians, FTE	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#742 / 1820
752	Community Librarians, hours worked	library	Report the number of hours worked during the year by full time and part-time library employees holding a program completion certificate from the Community Library Training Program of the Public Library Services Branch and who are working in a position that requires this qualification.	

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761	Community Librarians, FTE	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#752 / 1820
770	Other Staff, hours worked	library	Report the number of hours worked during the year by other full time and part-time library employees.	
771	Other Staff, FTE	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#770 / 1820
780	Total Employees, hours worked	calculated		#740 + #742 + #752 + #770
781	Total Employees, FTE	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#780 / 1820
782	Full time equivalent professional librarians per 1,000 population	calculated		1,000 * (#780 / #5)
790	Full time equivalent employees per 1,000 population served	calculated		1,000 * (#781 / #5)
795	Full time equivalent employees per 10,000 circulation	calculated		10,000 * (#781 / #560)
800	Full-Time Employees	library	Report the number of persons employed by the library who are working on a full-time basis, defined as working 35 hours or more per week.	
810	Part-Time Employees	library	Report the number of persons employed by the library who are working on a part-time basis, defined as working less than 35 hours per week.	
815	Total employees	calculated		#800 + #810
820	Volunteers, hours worked	library	Report the scheduled number of hours worked during the year by volunteers working for the library, excluding members of the library board.	
821	Volunteer FTEs	calculated	FTE (full time equivalent) is calculated on the basis of 1,820 hours per year.	#820 / 1820
830	Volunteers	library	Report the number of persons working as volunteers for the library, excluding members of the library board.	
IT and Computers				
930	Computers available for public use that provide access to the library catalogue only	library	Report the number of computers available for public use, as of the end of the year, that provide exclusive access to the library catalogue, that is, that can only provide access to the library catalogue.	

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940	Computers available for public use that provide access to the Internet only	library	Report number of computers available for public use as of the end of the year that provide access to the Internet only. Do not include computers available for public Internet access that also provide access to application software.	
945	Computers available for public use that provide access to the Internet and to application software	library	Report the number of computers available for public use as of the end of the year that provide access to the Internet and to application software. Application software includes one or more word processing, spreadsheet, presentation software programs (i.e. Microsoft Word, Excel or PowerPoint)	
946	Public Internet access computers	calculated		#940 + #945
947	Public Internet access computers per 1,000 service population	calculated		1,000 * (#946 / #5)
950	Other computers available for public use	library	Report the number of computers available for public use as of the end of the year that do not provide access to the library catalogue or to the Internet.	
960	Total computers available for public use	calculated		#930 + #940 + #945 + #950
970	Number of service points with wireless internet	library	Report the number of service points at which wireless internet access is available to patrons	
972	Number of times wireless Internet was used	library	Report the total number of logins through wireless connections	
Facilities				
840	Service points	library	Report the number of service points occupied by the library. Do not count locations at which there is either no permanent collection of library materials or no staff.	
850	Other occupied facilities	library	Report the number of other facilities occupied by the library but not used to provide service to the public, e.g.. Administration office, technical services warehouse.	
852	Do you have any LEED certified library buildings?	library	The LEED green building rating system stands for Leadership in Energy and Environmental Design. LEED certification is the recognized standard for measuring building sustainability. For more information, see: http://www.nrdc.org/buildinggreen/leed.asp	
860	Total square metres, all service points	library	Total area of all branches/service points in square metres. To convert square feet to square metres, multiply the number of square feet by 0.093	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
862	Public seating	library	Total of individual chairs and stools including seating capacity for benches, sofas and window-area seating.	
864	Public meeting room capacity	library	Seating capacity as determined by municipal fire code regulations or, for less structured spaces, maximum capacity use as determined by the library system.	
870	Total square metres per capita	calculated	Calculated value. Total square metres divided by the service population	#860 / #5
890	Total hours open, all service points	library	Total number of actual hours service point/branch was open during the year.	
900	Average hours open per week - all service points	calculated	Calculated value. Total hours open divided by 50	#890 / 50
920	Days open per year - all service points	library	Report the total number of actual days open of all service points, including the main library, for the year.	
New Library Buildings & Renovations				
1001	Is this a renovation or a new facility?	library	If your library did not have renovations or new building projects this year, report "No Work"	
1005	Name of facility	library	If more than one facility was built/renovated in the year, please include all facilities in each answer.	
1010	Address of facility	library		
1030	Area in square metres of new space (e.g. 444.69)	library		
1040	Description	library		
1050	Project cost	library	Include construction, site, equipment and other costs.	
1060	Method of financing	library	Indicate how the project was financed, e.g.. Borrowing, capital reserve, current operating budget, donations, fundraising etc.	
1070	Architect	library		
1075	Facility owner	library	Provide the name of the owner of the facility.	
Revenue				
6	Municipal support, operating	library	Report revenue paid directly to the library board by the municipality or municipalities served by the library for the day-to-day operations of the library. Do not include the value of in-kind services provided by a municipality or library costs paid directly by a municipality.	
8	Municipal support, capital	library	Funds from the municipality allocated to acquire or upgrade long-term assets, such as major library equipment, furniture, renovations and/or new buildings	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
10	Municipal support	calculated	Calculated value. Municipal operating support + capital support	#6 + #8
16	Regional district support, operating	library	Report revenue paid directly to the library board by the regional district(s) served by the library for the day-to-day operations of the library. Do not include the value of in-kind services provided by a regional district or library costs paid directly by a regional district.	
18	Regional district support, capital	library	Funds from the regional district(s) allocated to acquire or upgrade long-term assets, such as major library equipment, furniture, renovations and/or new buildings	
20	Regional district support	calculated	Calculated value. Regional operating support + capital support	#16 + #18
30	Total local government support	calculated	Calculated value. Municipal support + Regional district support	#10 + #20
40	Local government support per capita	calculated	Calculated value. Total local government support divided by the service population	#30 / #5
50	Provincial operating grant	LLB	Annual provincial per capita operating grant amount supplied by PLSB. Total grants issued in the 2010 calendar year.	
51	Resource sharing grant	LLB	Resource sharing grant amount supplied by PLSB. Total grants issued in the 2010 calendar year.	
56	Literacy (Equity) grant	LLB	Literacy grant amount supplied by PLSB in 2010 calendar year	
58	OneCard grant	LLB	OneCard grant amount supplied by PLSB in the 2010 calendar year.	
60	Other PLSB grants	LLB	Other grant amounts funded by Public Library Services Branch during the calendar year.	
65	Total PLSB grants	calculated	Calculated value. Sum of all grants issued by PLSB during the calendar year.	#50 + #51 + #56 + #58 + #60
70	Provincial project grants, non-PLSB	library	Report grants funded by a ministry or agency of the Province of British Columbia other than Public Library Services. Report Legal Services Society grant here.	
80	Federal project grants	library	Report grants funded by a department or agency of the Government of Canada to undertake projects. Report Industry Canada Community Access Program (CAP) grants here.	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
90	Other project grants	library	Report grants funded by other non Provincial or Federal organizations to undertake projects. Report Gates Foundation grant here.	
95	Total Project Grants (excluding PLSB grants)	calculated	Calculated value. Total grants issued in the calendar year.	#70 + #80 + #90
100	Library generated revenue	library	Report all revenue generated by the library, including overdue fines, non-resident fees, income from service contracts and reciprocal use agreements, photocopying charges, room and equipment rentals, sales of library assets and income from library programs and events, etc. Revenue from fundraising should be included at "Donations and Fundraising". InterLINK members: report compensation for net provision of library services within InterLINK here.	
110	Donations and Fundraising	library	Report solicited and unsolicited donations of money by individuals and organizations, including Friends of the Library. Include revenue from library fundraising. Do not include in-kind gifts and donations.	
130	Other revenue	library	Report any revenue that does not fall into any of the above categories. Report bank interest and income from investments here.	
140	Total revenue	calculated	Calculated value. Sum of all revenue sources listed above.	#30 + #65 + #95 + #100 + #110 + #130
150	Transfers from reserve funds	library	Report revenue received by transfers from library reserve funds (restricted accounts) established in a previous year.	
Expenditure				
150	Salaries and benefits	library	Report total expenditure on wages and benefits for all library employees, including those hired on regular, term, and project bases.	
160	Library materials	library	Report total expenditures for the purchase, lease or subscription of library materials acquired in the following categories: print, audio-visual, microform and CD-ROM. Report expenditures on cataloguing, processing or binding of library materials under "Other Expenditure".	
170	Electronic databases and subscriptions	library	Report total expenditures on licensed online electronic databases and online subscription services.	
180	Total library materials and electronic information expenditure	calculated	Calculated value. Sum of library materials and electronic databases expenditure.	#160 + #170

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
190	Library materials and electronic information expenditure per capita	calculated	Calculated value. Electronic databases expenditure divided by the service population.	#180 / #5
200	Computer systems and telecommunications	library	Report expenditures related to the operation of library computers and computer systems, provision of Internet access and the total cost of library telecommunications. Include hardware and software maintenance costs, Internet access costs and Internet service provider fees. Include the cost of all telecommunications, i.e.. Telephone (voice) and fax. Report expenditure on the acquisition of library software for public use here. Report capital costs related to the acquisition of computer systems hardware and software and telecommunications equipment under "Capital Expenditure".	
210	Library facilities	library	Report library board expenditures related to the operation and maintenance of all buildings or parts of buildings occupied by the library, including lease or rent cost and the cost to the library of heat, electricity, insurance, janitorial, repairs and maintenance.	
220	Capital expenditure	library	Report capital expenditures on buildings, library computer and telecommunications systems, furniture and equipment.	
240	Other expenditure	library	Report any expenditures that do not fall into any of the above categories. Include costs related to the acquisition, cataloguing and processing of library materials here, unless these costs cannot be separated out from the cost of library materials.	
250	Total expenditure	calculated	Calculated value. Sum of all expenditures listed above.	#150 + #180 + #200 + #210 + #220 + #240
260	Total expenditure per capita	calculated	Calculated value. Total expenditure divided by the service population	#250 / #5
270	Transfers to reserve funds	library	Report transfers to library reserve funds (restricted accounts) for expenditure in a future year.	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
Typical Week				
591	In-library use of materials during typical week	LLB	Report the number of materials used inside the library and not checked out. Count any items removed from their usual location by staff or library users. Include reference materials, circulating materials, magazines, newspapers and all other materials used in the library. Do not count audio-visual items unless they were used at viewing/listening stations available in the branch.	
602	Number of in-person reference transactions during typical week	LLB	A reference question is a request made by a library user that involves the knowledge, use, recommendation, interpretation or instruction in the use of one or more information sources or bibliographic tools by a member of the library staff. Include requests made in person, by telephone, by regular mail or by FAX. Report email reference requests under "Electronic". See "reference transaction" definition above. Report chat or email reference questions, excluding those answered through the AskAway virtual reference	
607	Number of electronic reference transactions during typical week	LLB	See "reference transaction" definition above. Report chat or email reference questions, excluding those answered through the AskAway virtual reference	
750	Number of patrons using public access workstations during typical week	LLB	Give the number of people using public access workstations excluding workstations that can only be used to access the library catalogue (OPAC). Ignore the length of time of use (i.e. if the same person uses a workstation for two consecutive time periods count it as one (1) use). In cases where two or more people use the same workstation at the same time count it as one (1) use.	
770	In-person visits during typical week	LLB	Give the number of persons entering the service point for whatever reason. Persons should be counted each time they enter the service point. Staff should be excluded from the total if doing so is relatively simple (people using automatic counters on turnstiles should not try to subtract staff from these totals).	
Branch-Level Questions				
2	Branch or Service Point Name	LLB	Name of the branch or service point	
4	Branch or Service Point Location	LLB	Community in which the branch or service point is located	
460x	Total branch materials, volumes held	library	Number of volumes of any physical format held at this branch/service point, including print and audio-visual materials held at the end of the year.	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
556x	Branch circulation of print and other physical materials	library	Number of items, in print or any other physical formats, from the branch/service point's collection that have been lent during the year. Include the number of items checked-out and the number of items renewed. Include the circulation of interlibrary loan items received from other libraries. Exclude interlibrary loans to other libraries. Include books, magazines, DVDs, CDs and any other formats that take up physical space in the library.	
565x	Branch circulation of children's materials	library	Number of items, in all formats, of children's materials from the branch/service point collection that have been lent during the year. Include: number of items checked-out and the number of items renewed; circulation of interlibrary loan items received from other libraries; initial circulation of rotating or bulk loan materials to a deposit collection. Exclude interlibrary loans to other libraries.	
610x	Branch reference transactions	library	Number of reference transactions answered at this branch/service point. Include reference requests made by any mode of communication: in-person, by telephone, by regular mail, fax, email or library website.	
775x	In person visits to this branch or service point	library	Number of persons entering the service point for whatever reason, during the year. Persons should be counted each time they enter the service point. Staff should be excluded from the total if doing so is relatively simple (people using automatic counters on turnstiles should not try to subtract staff from these totals).	
685x	Adult programs	library	Report the number of programs for people aged 18 years & over held in the branch/service point during the year	
690x	Attendance at adult programs	library	Total number of persons attending other adult programs in the branch/service point during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
700x	Children's programs	library	Number of children's programs, including summer reading programs, held in the branch/service point during the year. Children's programs are those aimed at children aged 12 & under.	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
710x	Attendance at children's programs	library	Total number of persons of all ages attending children's programs in the branch/service point during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
715x	Young adult programs	library	Number of young adult library programs, including summer reading programs, held in the branch/service point during the year. Young Adult (teen) programs are those aimed at persons aged 13 to 18 years.	
716x	Attendance at young adult programs	library	Total number of persons of all ages attending young adult programs in the branch/service point during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
671x	Branch newcomer/ESL programs, all ages	library	Number of library programs for children, teens or adults held at this branch/service point targeted to newcomers/immigrants, as well as to ESL learners. Include those offered by the library and ones offered in partnership with other community agencies/organizations.	
672x	Attendance at branch newcomer/ESL programs	library	Total number of persons attending newcomer/ESL programs in the branch/service point during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
674x	Aboriginal programs, all ages	library	Number of library programs for children, teens or adults held at this branch/service point targeted to aboriginal populations in your community.	
675x	Attendance at aboriginal programs	library	Total number of persons attending aboriginal programs in the branch/service point during the year. For a program that runs over multiple sessions, count the attendance at each session, and provide the cumulative attendance.	
740x	Professional Librarians, hours worked	library	Number of hours worked during the year at this branch/service point by full time and part-time library employees holding a master's degree (or its historical antecedent) from a library education program accredited by the American Library Association or its equivalent and who are working in a position that requires this qualification.	

2010 Survey Questions with Instructions

Section / Question Number	Question	To be completed by...	Instructions	Calculation
742x	Library Technicians, hours worked	library	Number of hours worked at this branch/service point during the year by full and part-time library employees holding a technical certificate or diploma from an accredited library technician program and who are working in a position that requires this qualification.	
752x	Community Librarians, hours worked	library	Number of hours worked at the branch/service point during the year by full and part-time library employees holding a program completion certificate from the Community Library Training Program of the Public Library Services Branch and who are working in a position that requires this qualification.	
770x	Other Staff, hours worked	library	Number of hours worked at the branch/service point during the year by other full and part-time library employees.	
852x	Is this location LEED certified?	library	The LEED green building rating system stands for Leadership in Energy and Environmental Design. LEED certification is the recognized standard for measuring building sustainability. For more information, see: http://www.nrdc.org/buildinggreen/leed.asp	
860x	Space/size, total square metres	library	Total area of service point/branch in square metres.	
890x	Hours open per year	library	Total number of actual hours service point/branch was open during the year.	
920x	Days open per year	library	Total number of days service point/branch was open during the year.	