

THE PUBLIC LIBRARIES SURVEY

Overview fiscal year 2024-2025

Welcome!

Please introduce yourself in the chat:

- Name
- Library
- Years invovled with survey

Hello!



Amanda Johnson

Data Analysis & Communication Consultant

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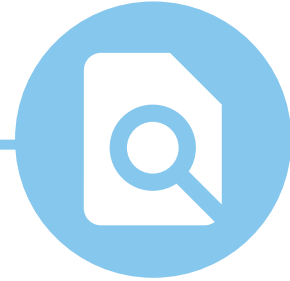
[SLNC Data Webpage](#)

How can I help you?



Public Libraries Survey

- Manage Public Library Survey collection in North Carolina
- ✱ • Aggregate, analyze and disseminate data to IMLS, local libraries, and other stakeholders.
- Create tools and resources to help libraries use survey data to plan, advocate and support local services.



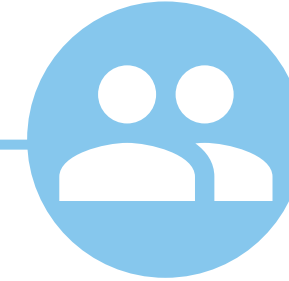
Evaluation Plans

- Developing evaluation plans for specific services or projects including grant applications
- Advise on methodologies, design of collection tools (surveys, focus groups, interviews, etc), and analysis



Communicating Data

- Trainings on communicating data
- Statewide publications on the impact of libraries
- Templates for local use:
 - General Infographics
 - Day in the District handouts
 - Library Week Social Media templates



Data tools:

PLA Benchmark (Opt-in)

Public Libraries Survey

aka: Annual Statistical Report

Part 1: Structure and People

Federal Cooperative System
Authorization and management

Part 2: The PLS in North Carolina

FY24 Timeline

LibPAS & Instructions

The PLS section by section

Modifications

Common Mistakes

INSTITUTE of Museum and Library SERVICES | Public Libraries Survey Web Portal | Fiscal Year 2022 | OMB No. 3137-0074 Expires 11/30/2024

Input Data: State Char page | Home | Survey Status | Tools | Reports | Help

SUB MENU | USER OPTIONS | DATA ELEMENT DEFINITIONS: STATE CHAR

State Characteristics			
ITEM #	ITEM	CURRENT YEAR	PRIOR YEAR
100	Reporting Period Start Date (MM/YYYY)	07/2021	07/2020
101	Reporting Period End Date (MM/YYYY)	06/2022	06/2021
102	State Total Population Estimate	10,487,088	10,487,088
103	Total Unduplicated Population of Legal Service Areas	10,487,088	10,487,088

PRINT PAGE | SAVE



Welcome State Library of North Carolina

Public Library Survey | Standards Survey (OPTIONAL) | Non-recurring SFRF State Aid

Public Library Statistics (click here to view past submissions)

FY 22 Public Library Survey Documentation

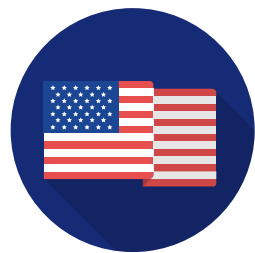
Instructions

- FY22 Instructions
- FY22 Excel file
- Determining how to count virtual programs guide
- Platform specific guide for virtual programming

PART 1: **STRUCTURE & PEOPLE**

The PLS is a federal-state cooperative data collection

Agencies and organizations "with similar strong interests in producing accurate, reliable, annual state and national public library statistics"*



National Level
Institute of Museum and
Library Services



State Level
State Library Agencies in
all 50 states, D.C., and
territories



Local Level
~9,300 Public Libraries

*An Action Plan for a Federal State Cooperative System for Public Library Data: FSCS. United States, Task Force, 1989.

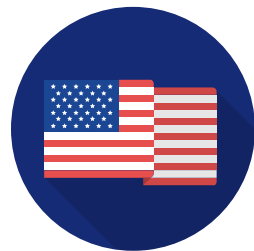
Federal-State Cooperative System



Local Level

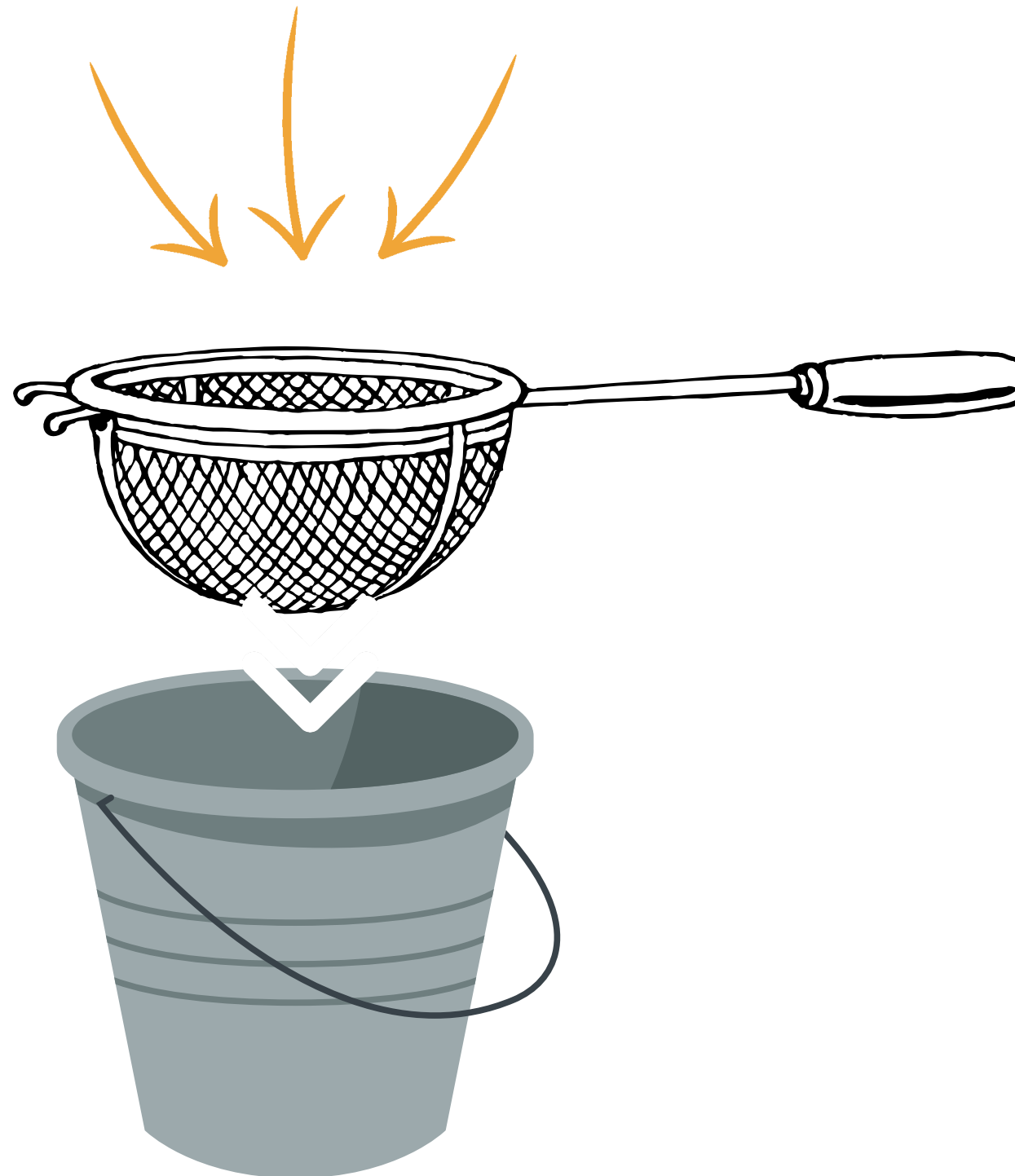


State Level






Federal Level

DATA



It takes many people to pull off the PLS....


National Level

-  Institute of Museum & Library Services (IMLS)
-  Technical Contractors
-  Library Statistics Working Group (advise IMLS)

State Level

-  State Data Coordinators
-  State Data Coordinator Mentors (Advise other SDCs)
-  Chief Officers of State Library Agencies
-  Software Vendors

Local Level

-  Staff from ~9,300 local libraries collecting & submitting data



Why is this important?

How is PLS data used?

General

- ✱ • IMLS research briefs
- ✱ • IMLS search & compare tools
- PLA, ALA, 3rd party tools
- Gregory Gilpin - Return on investment research
- NYPL - Diversity initiative
- AARP Livability Index

North Carolina

- Strategic Planning
- Grant writing
- NC PL Standards Development
- NC DIT Digital Resource Finder
- Local government benchmarking
 - Catawba outcome based budgeting
 - Burke KPI development

Part 2: **The Public Libraries Survey in North Carolina**

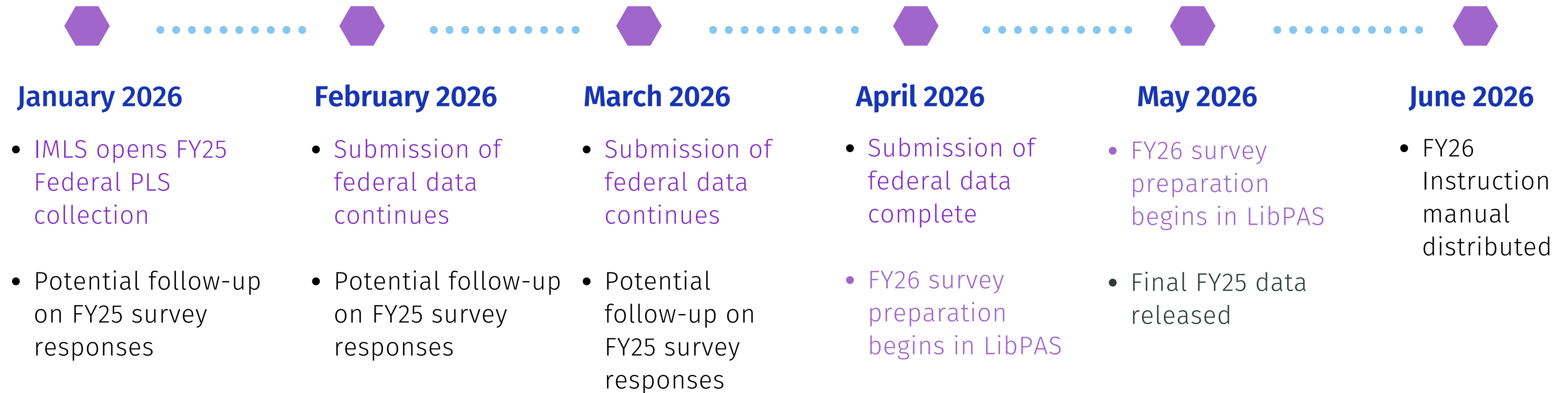
a.k.a. Annual Statistical Report



Yearly Cycle



Yearly Cycle



LibPAS

- Username and password is specific to library
- Find resources and status updates on the homepage
- All data must be submitted through LibPAS
 - Some verification throughout input process and you must resolve errors before you can submit
 - Lock = submit

LibPAS input training will be on July 22 at 11am. Register:



Welcome State Library of North Carolina

Public Libraries Survey Standards Self-Assessment (OPTIONAL)

Non-recurring SFRF State Aid

Public Libraries Statistics
(click above to enter and submit data)

FY25 Public Libraries Survey Documentation

New! Check out the [PLS Report Data webpage](#). These materials are publicly available and include the updated instruction guide and information on training sessions.

Pre-fill/After-fill Data Status:
State Income (State Aid, SFRF):
LSTA Grant Income:
NC Live:
e-iNC:
NC Kids:
NC Cardinal:
NCDL:

Additional Resources:
[FY23 Primary Peer Groups](#)

Instruction Guide

Draft instructions are available. A final version will be available when the survey opens on July 15, 2025.

The instruction guide includes:

- Survey overview + dates
- Section overview and guidance
- Full data element definitions
- What to include or exclude for specific elements
- Auto-calculated field formulas
- Notes on pre-filled data
- Formatted to be printed and shared - sections separated by page breaks

Excel Workbook

- Resource to gather data from staff all in one place before entering into LibPAS
- First tab in workbook is for library system data.
- Separate tabs for each location to enter outlet data

	A	B	C	D	E	F
			Field Type: pf = pre-filled for all plc = pre-for consortia members cal = auto-calculated value	Non-editable Email: amanda.johnson@ncslr.nc.gov with updates		
1	Indicator	Definition			Statewide Notes	Local Notes
2	A.1. FSCS KEY (WebPLUS Identification Number)	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.	pf	x		
3	A.2. LIB ID (State Assigned Identification Number)	This is the state-assigned identification code for the administrative entity or outlet.	pf	x		
4	A.3. Interlibrary Relationship Code	Select one of the following: HQ = Headquarters of a System, Federation, or Cooperative Service; ME = Member of a System, Federation, or Cooperative Service, but not the headquarters; NO = Not a Member of a System, Federation, or Cooperative Service. NOTE: North Carolina libraries are all "NO".	pf	x		
5	A.4. Legal Basis Code	The legal basis is the type of local government structure within which the entity functions. It reflects the state or local law which authorizes the library. Select one of the following: CI = Municipal Government (city, town or village); CO = County; CC = City/County; MJ = Multi-jurisdictional; NL = Native American Tribal Government; NP = Non-profit Association or Agency; SC = School District; SD = Special Library District (authority, board, commission); OT = Other. Note: Put city/county combinations under "CC", rather than under Multi-jurisdictional.	pf	x		
6	A.5. Administrative Structure Code	This code identifies an autonomous library entity that has its own governance and funding. Select one of the following: MA = Administrative entity with multiple direct service outlets where administrative offices are separate; MO = Administrative entity with multiple direct service outlets where administrative offices are not separate; SO = Administrative entity with a single direct service outlet.	pf	x		
7	A.6. FSCS Public Library Definition	Answer yes or no to the following question: Does this public library meet all the criteria of the PLSC 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.	pf	x		
8	A.7. Geographic Code	The Geographic Code should represent the basis for the Population of Legal Service Area (data element #208), including areas served under contract, and as such should be determined by the state library agency. Each geography type has at least two subtypes: "entirety" and "overlap." If the LSA is not coterminous with one of the geography types, select the "overlap" option for the geography type that most overlaps the LSA. For "County or Equivalent" and "Multi-County" geographies, a third subtype, "remainder excluding AEs of contained geographies," exists specifically for AEs that serve the areas of counties outside of municipalities with separate AEs.	pf	x		
9	A.8. Legal Service Area Boundary Change	Answer yes or no to the following question: Did the administrative entity's legal service area boundaries change since last year? Note: Changes are likely to result, for example, when a municipality annexes land or when an administrative entity contracts to provide public library service for some additional geographic area other than the geographic area for which it was established (e.g., a municipal library contracts to serve county residents).	pf	x		
	A.9. Population of the Legal Service Area	The number of people in the geographic area for which a public library has been established to offer services and from which (or on behalf of which) the library derives revenue, plus any areas served under contract for which the library is the primary service provider. Note: The determination of this population figure shall be the responsibility of the state library agency. This population figure should be based on the most recent state population figures for jurisdictions in your state available from the State Data Center. The State Data Coordinator should obtain these figures annually from the State Data Center or other state source.	pf	x	Pre-filled and locked with certified estimates from the State Demographer's Office. Data will be updated to most current available prior to MLS submission.	
	FY25 PLS workbook					
	Outlet 1 Outlet 2 Outlet 3 Outlet 4 Outlet 5 Outlet 6 Outlet 7 Outlet 8 Outlet 9 Outlet 10 Outlet 11 Outlet 12 +					
	Ready Accessibility: Investigate					

Survey Sections

- A. PLSC Code**
- B. General Information**
- C. Library Staff**
- D. Operating Income**
- E. Operating Expenditures**
- F. Capital Revenue & Expenditures**

- G. Collection**
- H. Circulation***
- I. Registered Users & Visits***
- J. Programming**
- K. Other Service Metrics**
- L. Technology**
- M. Outlet Information**

* Denotes the section has modifications for FY25

Summary of Modifications

- Auto-renewals
- Student card program reporting
- Certifications

Update! Outlet (Location) Specific Data

Background:

- IMLS pilot for eventual national roll-out
- Applies to limited data elements that are likely to vary by location
- Anticipated benefits:
 - Better integration with other data sets (American Community Survey, National Center for Education Statistics, etc)
 - Increased understanding of service availability and level
 - Quicker identification of possible errors

Sections affected:

G. Collection
H. Circulation
I. Registered Users & Visits
L. Technology

If data is not available for a particular location enter a -1.

A. PLSC Code

A. PLSC CODE

These data elements are reported to PLSC and are used to identify characteristics of the library system for comparative analysis. These values are prefill change from year to year. If changes are needed, please contact Amanda Johnson, amanda.johnson@ncdcr.gov.

<input type="checkbox"/>	A.1. FSCS KEY (WebPLUS Identification Number)	NC0103
<input type="checkbox"/>	A.2. LIB ID (State Assigned Identification Number)	C-ALAMANCE
<input type="checkbox"/>	A.3. Interlibrary Relationship Code	Not a Member of a System, Federation or Cooperative Service. ▾
<input type="checkbox"/>	A.4. Legal Basis Code	County/Parish ▾
<input type="checkbox"/>	A.5. Administrative Structure Code	Administrative entity with Multiple Direct Service Outlets where ▾
<input type="checkbox"/>	A.6. FSCS Public Library Definition	Yes ▾
<input type="checkbox"/>	A.7. Geographic Code	County (exactly) ▾
<input type="checkbox"/>	A.8. Legal Service Area Boundary Change	No ▾
<input type="checkbox"/>	A.9. Population of the Legal Service Area	169,813

Notes:

- This section is prefilled and locked.
- When the survey opens, the population (A.9.) displayed is the prior year data. The population is updated in the fall when the certified estimates are released by OSMB. The population on the PLS matches the population used for the State Aid formula.

B. General Information

B. GENERAL INFORMATION

Mailing Address

If the mailing address has changed since last year, contact Amanda Johnson, Amanda.johnson@dnc.nc.gov.

B.1. Mailing Address	B.2. Mailing City	B.3. Mailing ZIP Code	B.4. Mailing ZIP+4 Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> N/A

Street Address

If the physical street address has changed since last year, contact Amanda Johnson, amanda.johnson@dnc.ncgov.

B.5. Physical Street Address	B.6. City	B.7. ZIP Code	B.8. ZIP+4 Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> N/A

Contact

B.9. Legal Name	<input type="text"/>
B.10. Economic tier	<input type="text"/> 2
B.11. Library type	<input type="text"/>
B.12. County	<input type="text"/>
B.13. Library Director	<input type="text"/>
B.14. Phone	<input type="text"/>
B.15. Email Address	<input type="text"/>
B.16. Data Coordinator (staff completing the form)	<input type="text"/>
B.17. Title	<input type="text"/>
B.18. Phone Number	<input type="text"/>
B.19. Email Address	<input type="text"/>
B.20. Web Address	<input type="text"/>
B.21. Does the library have a Foundation that supports systemwide operations?	<input type="radio"/> Yes, a 501c3 registered Foundation <input type="radio"/> Yes, a Foundation that is not a registered 501c3 <input type="radio"/> No, the library system does not have a Foundation
B.22. Does the library have a friends group that supports systemwide operations?	<input type="radio"/> Yes, a 501c3 registered Friends Group <input type="radio"/> Yes, a Friends Group that is not a registered 501c3 <input type="radio"/> No, the library system does not have a systemwide Friends Group

Service Outlets

B.23. Number of Central Libraries	B.24. Number of Branch Libraries	B.25. Number of Bookmobiles	B.26. Number of Other Mobile Units	B.27. Number of Kiosks	Total # of Service Outlets
<input type="text"/> 73	<input type="text"/> 321	<input type="text"/> 26	<input type="text"/> 59	<input type="text"/> 20	<input type="text"/> 420 499

Service Hours

Public Service hours are calculated automatically from the hours entered for each outlet in Section M.

B.28. Public Service Hours Per Year	<input type="text"/> 0 985,303
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General Notes:

- Addresses and service outlets are prefilled and locked.
- Director contact information is prefilled but not locked
- B.28 Hours is auto-calculated using the hours input for branch in section M. Outlets

C. Library Staff

Personnel Counts

Include all positions budgeted for as of the last fiscal day (June 30). This includes filled, vacant and temporary positions.

Count only positions requiring a master's degree from library and information sciences programs as librarians. DO NOT include individuals employed in positions that do not require a master's degree in the librarian count. Non-librarian positions should be reported as All Other Staff.

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. ($2 \times 38/40 = 1.9$)

<input type="checkbox"/>	C.1. FTE Librarians with MLS accredited by ALA	<input type="text"/>	839.23
<input type="checkbox"/>	C.2. FTE Librarians with MLS not accredited by ALA	<input type="text"/>	46.11
<input type="checkbox"/>	C.3. Total Librarians	<input type="text"/>	0.00 885.34
<input type="checkbox"/>	C.4. FTE all other paid staff	<input type="text"/>	2,424.18
<input type="checkbox"/>	C.5. Total Paid Employees	<input type="text"/>	0.00 3,309.52
<input type="checkbox"/>	C.6. Volunteer hours	<input type="text"/>	153,235 <input type="checkbox"/> Unknown

Salaries

C.7. Director's Salary	C.8. Director's Salary Range	C.9. Year of Appointment of Library Director	C.10. Assistant Director Salary	C.11. Finance Officer Salary
<input type="text"/> \$89,346	<input type="text"/> N/A	<input type="text"/> N/A	<input type="text"/> 2,515,365 <input type="checkbox"/> Not applicable	<input type="text"/> \$1,525,286

Notes:

- Report all budgeted positions, even if the position is vacant
- FTE- full-time equivalent staff determined as 40hrs per week
 - Formula:
 - 2 staff members who work 35hrs
 - $(2 \times 35)/40 = 1.75$ FTE

Pop Quiz!

Example:

- 1 staff member works 10 hrs
- 2 staff members work 20hrs
- 1 staff member 2 works 40hrs

How many FTEs work at this library location?

Pop Quiz!

Correct Answer is 2.25 FTEs

Formula: $(1 \times 10) + (2 \times 20) + (1 \times 40) = 2.25 \text{ FTEs}$

Money (sections D-F)

General Notes:

- **The actual income and expenditures should be reported, only include funds received and expended during the reporting period.**
- Pay special attention when reporting income to ensure the correct year's data is input.
- LSTA, State Aid and other state grants are pre-filled
- Capital funds are short term or one-time allocations for major expenses i.e. renovations, buildings, ILS migration, etc.
 - If funds are allocated for a capital project and then reallocated to operational expenses, do not report them as capital.

G. Collections

Physical Collections

Fiction

Location		G.1. Cataloged Adult Fiction Books	G.2. Cataloged Young Adult Fiction Books	G.3. Cataloged Juvenile Fiction Books
MOBILE LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MAY MEMORIAL LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MEBANE PUBLIC LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>

Non-Fiction

Location		G.4. Cataloged Adult Non-fiction Books	G.5. Cataloged Young Adult Non-fiction Books	G.6. Cataloged Juvenile Non-fiction Books
MOBILE LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MAY MEMORIAL LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MEBANE PUBLIC LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>

Total Cataloged

Location		G.7. Total Cataloged Adult Books	G.8. Total Cataloged Young Adult Books	G.9. Total Cataloged Juvenile Books	G.10. Total Book Volumes
MOBILE LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAY MEMORIAL LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEBANE PUBLIC LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Non-print analog materials

Location	G.11. Other Print Materials	G.12. Current Print Serial Subscriptions	G.13. Audio - Physical Units	G.14. Video - Physical Units	G.15. Other non-print analog materials
MOBILE LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAY MEMORIAL LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
GRAHAM PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEBANE PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



G. Collections

Electronic Collections

General Notes:

- NCDL & eINC:
 - Consortial titles will be pre-filled
 - Add unshared advantage titles to collection counts
- For resources that use a patron driven purchasing model (i.e. Hoopla, RB Digital) as the primary subscription model, the collection count should match the usage count.
 - Assists with consistency and accuracy between electronic materials expenditures and collection counts
 - Accounts for budget limits

H. Circulation

Physical Circulation

H. CIRCULATION

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

Fiction

Location		H.1. Adult Fiction Book Circulation	H.2. Young Adult Fiction Book Circulation	H.3. Juvenile Fiction Book Circulation
MOBILE LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MAY MEMORIAL LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MEBANE PUBLIC LIBRARY	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>

Non-Fiction

Location		H.4. Adult Non-fiction Book Circulation	H.5. Young Adult Non-fiction Book Circulation	H.6. Juvenile Non-fiction Book Circulation
MOBILE LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MAY MEMORIAL LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
MEBANE PUBLIC LIBRARY	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Non-Fiction	<input type="text"/>	<input type="text"/> <input type="checkbox"/> ILS cannot provide this data	<input type="text"/>

Total

Location		H.7. Total Adult Book Circulation	H.8. Total Young Adult Book Circulation	H.9. Total Juvenile Book Circulation
MOBILE LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAY MEMORIAL LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>
GRAHAM PUBLIC LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEBANE PUBLIC LIBRARY	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	Total	<input type="text"/>	<input type="text"/>	<input type="text"/>



H. Circulation

Electronic Circulation

Consortial Circulation:

- Pre-filled NCDL & eINC usage includes ALL usage including unshared Advantage titles
- Usage of NC Live homegrown materials will appear in both NC Live and local Overdrive reports. I will subtract the duplication after the report closes.



I. Registered Users & Visits

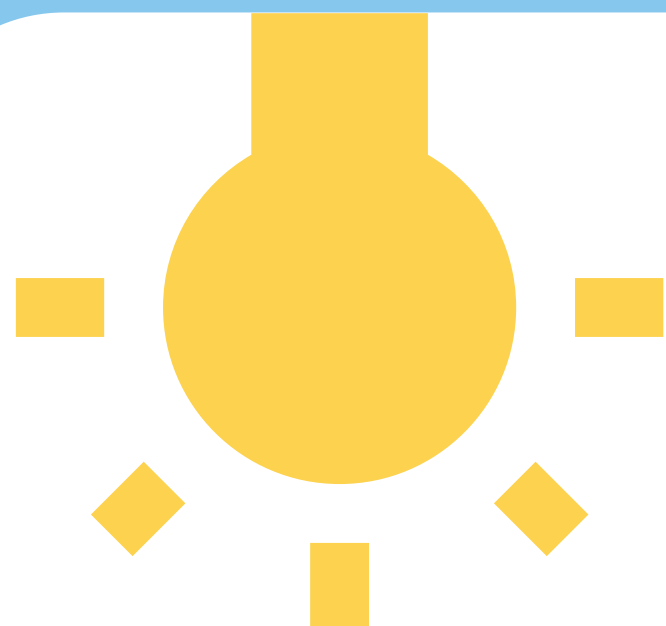
General Notes:

- Registered users have to be cardholders who have used their cards within the past three years.

What's changing:

- Juvenile:** Do not include student program cards. Report student cards in I.4.

I. REGISTERED USERS & VISITS			
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.			
<input type="checkbox"/> I.1. Adults		<input type="text" value="3,219,209"/>	
<input type="checkbox"/> I.2. Juveniles (non-student cards)		<input type="text" value="1,875,640"/> ILS cannot provide this data	
<input type="checkbox"/> Total Registered Users (non-student)		<input type="text" value="5,094,849"/>	
<input type="checkbox"/> I.3. Does your library offer student cards to one or more k-12 schools in your area?		<input type="text" value=""/>	
<input type="checkbox"/> I.4. Student Cards		<input type="text" value="1,484,864"/> ILS cannot provide this data	
<input type="checkbox"/> Total registered users incl. student cards		<input type="text" value=""/>	
<input type="checkbox"/> Registered User Certification		<input type="checkbox"/> I certify that registered users have been limited to those with activity within the past three fiscal years..	
Library Visits			
Location	I.5. Library Visits	I.6. Method of data collection: visits	Visits per open hour
State Library of North Carolina	<input type="text" value=""/> <input type="checkbox"/> Bookmobile	<input type="text" value=""/>	<input type="text" value=""/>
Total Visits			
<input type="checkbox"/> Library Visits		<input type="text" value="0"/> 21,288,197 Unavailable	



J. Programming

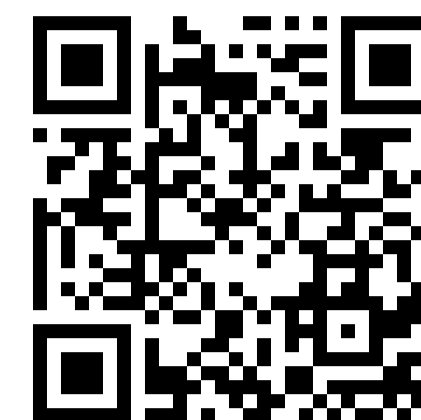
What is a program?

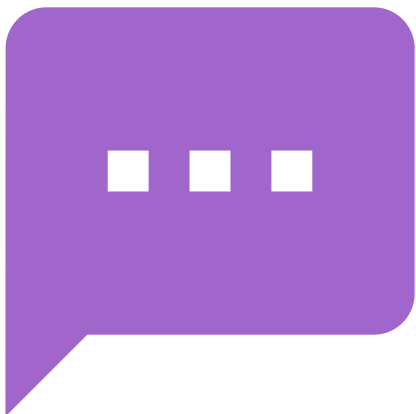
- Planned event
- Intended for group participation
- Sponsored or led by the library
- Program sessions may cover use of the library, library services, or library tours. Program sessions may also provide cultural, recreational, or educational information. Examples of these types of program sessions include, but are not limited to, film showings, lectures, story hours, literacy programs, citizenship classes, and book discussions.

What is NOT a program?

- A booth at a festival
- A library card sign-up table
- *Self-directed activities
- An event hosted and planned by another organization using a library meeting room
- One-on-one consultations
- Recorded presentations

Sample form:
<https://forms.gle/XiFfD7CpuAL5M47R9>





K. Other Service Metrics

<input type="checkbox"/>	K.1. All transactions (reference transactions)	<input type="text" value="29,362"/> <input type="checkbox"/> N/A
<input type="checkbox"/>	K.2. Method of data collection	<input type="text" value=""/>

Meeting room use

<input type="checkbox"/>	K.3. Meeting Room Use	<input type="text" value="172"/> <input type="checkbox"/> N/A
<input type="checkbox"/>	K.4. Meeting Room Attendance	<input type="text" value="1,860"/> <input type="checkbox"/> Unable to track

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.

<input type="checkbox"/>	K.5. Interlibrary Loans Provided To	<input type="text" value="170"/>
<input type="checkbox"/>	K.6. Interlibrary Loans Received From	<input type="text" value="552"/>

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.

K.7. K-12 Schools	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.8. Higher Education Organization(s)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.9. Local Employment Office	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.10. Local Health & Human Services Department	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.11. Local Parks & Recreation Department	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.12. Other Local Government Department(s)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.13. Economic Department Organization(s) (i.e. Chamber of Commerce)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.14. Local Business(es)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.15. Local Health Organization(s)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.16. Local Faith Organization(s)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.17. Local Agricultural or Environmental Organization(s)	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.18. Other local organization(s) focused on youth	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A
K.19. Other local organization(s) focused on adults	<input type="checkbox"/> Communicative <input type="checkbox"/> Cooperative <input type="checkbox"/> Collaborative <input type="checkbox"/> N/A

L. Technology

L. ELECTRONIC TECHNOLOGY

Computers

Location	L.1. Internet terminals used by staff only	L.2. Internet Computers Used by General Public
MOBILE LIBRARY	<input type="text"/>	<input type="text"/>
MAY MEMORIAL LIBRARY	<input type="text"/>	<input type="text"/>
GRAHAM PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>
MEBANE PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	<input type="text"/>	<input type="text"/>

Users

Location	L.3. Uses of Public Internet Computers Per Year	L.4. Reporting Method for Number of Uses of Public Internet Computers Per Year
MOBILE LIBRARY	<input type="text"/>	<input type="text" value="181,911"/>
MAY MEMORIAL LIBRARY	<input type="text"/>	<input type="text" value="24,382"/>
GRAHAM PUBLIC LIBRARY	<input type="text"/>	<input type="text" value=""/>
MEBANE PUBLIC LIBRARY	<input type="text"/>	<input type="text" value=""/>
NORTH PARK LIBRARY/COMMUNITY CENTER	<input type="text"/>	<input type="text" value=""/>

Users

<input type="checkbox"/>	L.5. Website Visits	<input type="text" value="181,911"/>	--Select--
<input type="checkbox"/>	L.6. Wireless Internet Sessions	<input type="text" value="24,382"/>	<input type="checkbox"/> Unable to track
<input type="checkbox"/>	L.7. Reporting Method for Wireless Sessions	<input type="text" value=""/>	Annual Count



M. Outlets



Notes:


- Information in the outlet section is used for the North Carolina Public Library Directory
- More pre-filled data
- Bookmobiles need a square footage of -3
- M.32. Unexpected closures should be used for natural disasters, emergency repairs, etc.

Examples of Certifications & Check values

Check Values:

Key ratios that help identify outlier data. Examples:

- Circulation per cardholder
- Attendance per program
- Computer use per open hour



Location	I.5. Library Visits	I.6. Method of data collection: visits	Visits per open hour
MOBILE LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAY MEMORIAL LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>
GRAHAM PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEBANE PUBLIC LIBRARY	<input type="text"/>	<input type="text"/>	<input type="text"/>
NORTH PARK LIBRARY/COMMUNITY CENTER	<input type="text"/>	<input type="text"/>	<input type="text"/>

Certifications:

Check boxes certifying data has been accurately report. For example:

- I certify that the income reported reflects funds received by the library during the time period of July 1, 2024- June 30, 2025.
- I certify that personnel have been reported using the full-time equivalency formula and includes all budgeted positions that are filled, vacant or temporary.

Tracking PLS Metrics

Sampling:

Aim for a quarterly sample, choosing a typical week*. Sum the total of the four weeks and multiple by 13 to get the 52 week total.

*A “typical week” is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours.

Sampling is appropriate for:

- Reference Transactions
- Library Visits
- Computer usage

General Reminders

-1 or 0: -1 denotes that data exists but is unknown; 0 means the service wasn't offered or there were no users

June 30: All point in time data should be as of June 30. Examples include collection counts, personnel counts, cardholders.

Leave annotations: If anything unusual happened (i.e. receiving a large donation, having multiple staff on leave, natural disaster) leave notes about the impact. If an edit is flagged do not write "Correct".

Ask Questions and be curious!

Announcements

PLA Benchmark

- Includes PLS, NCES, PLA and community data
- Must commit to participating in 2025 PLA Topical Survey
- Access expected to be available in late summer/early fall 2025



Analyze trends in expenditures, staffing, collections, services, and other data.



Illustrate ongoing activities and usage in a compelling fashion for different audiences.



Generate key metrics for strategic planning, budget justifications, annual reports, fundraising, and more.

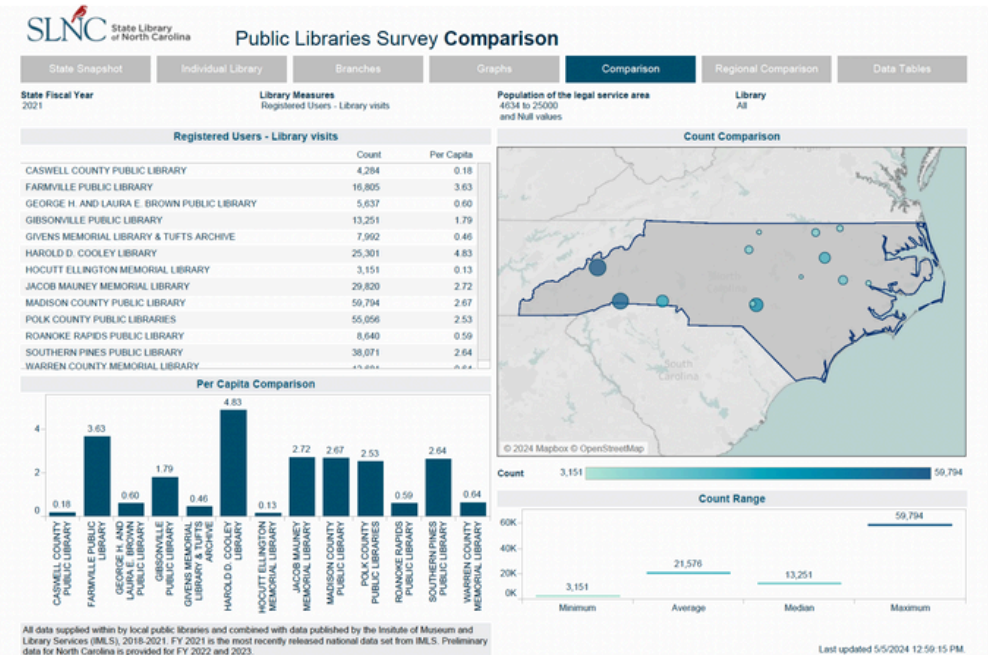
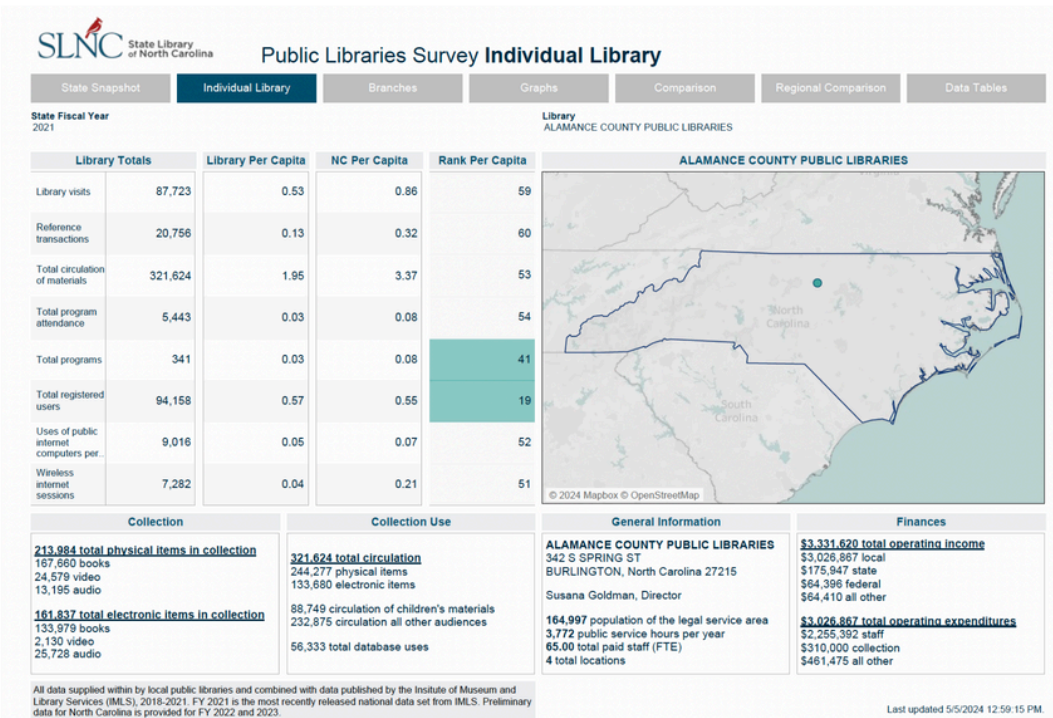
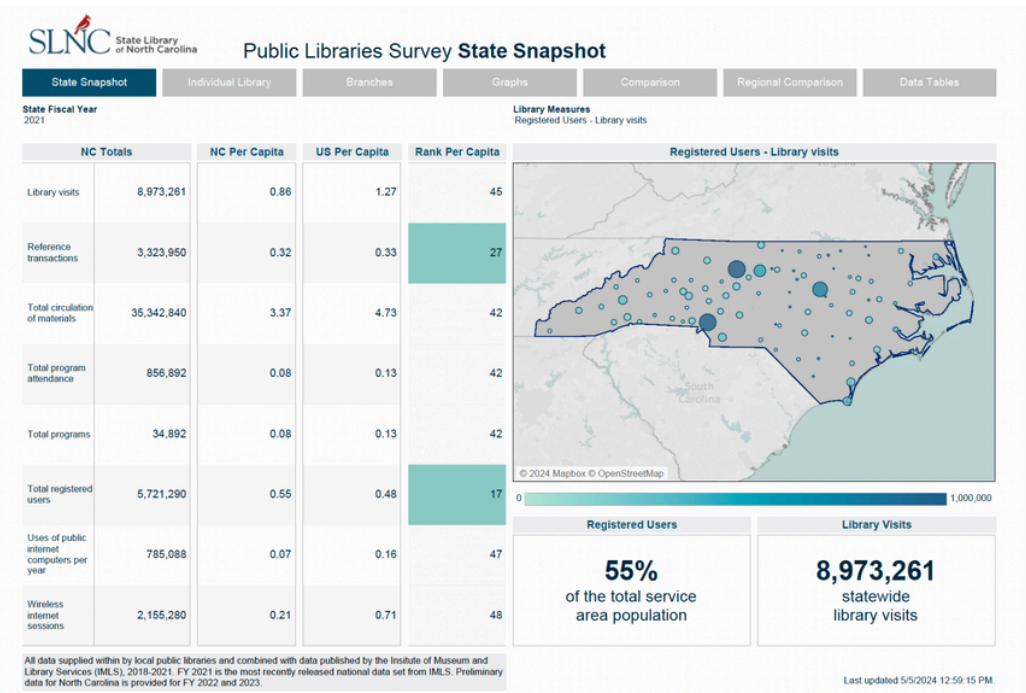


Contribute your library's data to national surveys to further research and advocacy.

Announcements

Dashboards

Coming fall 2025





QUESTIONS

Contact me:

amanda.johnson@dn-cr.nc.gov

Book a virtual meeting:

