Statistical Report of North Carolina Public Libraries

Report Instructions & Definitions Fiscal Year 2021

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Introduction

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

Survey items that are highlighted gray are pre-filled or auto-calculated by the survey software. Depending on the type of data, some pre-filled items are locked and can only be changed by contacting the survey administrator. Items highlighted yellow are new modifications and a response is not required, though it is encouraged to report if possible.

Unless otherwise indicated, report data for the year beginning July 1, 2020 and ending June 30, 2021.

For more information or questions, contact the survey administrator: Amanda Johnson, Amanda.johnson@ncdcr.gov.

Timeline

July 15, 2021: The survey opens in LibPAS.

September 15, 2021: The survey must be locked (submitted) in LibPAS.

September – November 2021: Review and verification by the State Library. Libraries may be asked to provide further information or verify submissions.

December 2021: Draft data tables are released on the State Library's website and data is available in the reporting module of LibPAS.

January-April 2022: Data is submitted to IMLS. Libraries may again be asked to provide further information or verify submissions.

May 2022: Final certified data is released.

Training Resources

All data is to be reported through LibPAS. An overview of how to input data into LibPAS is available on the home page after logging in.

Training and additional documentation on programming elements (section M) is available in Niche Academy.

Accessing and Using Public Library Data

State Data Products

The State Library of North Carolina makes available several resources to facilitate accessing and using the annual report data.

Resources available on our website include:

Data Tables: The State Library produces 14 data tables annually that display selected data from the annual report. The tables download in Microsoft Excel and feature sortable and filterable columns. A raw .csv export of the data is also available.

Chart Maker: The Chart Maker file downloads as a Microsoft Excel file and allows users to select a library to generate charts on key metrics including finances, staffing, collections and usage. The charts will display the selected library, peer libraries and the state average.

Quick Reports: Quick reports are available on the homepage of LibPAS including a 5-year trend report, state raking for key metrics, comparison table, as well as collections, technology, programming and services, and finance and staffing reports.

Infographics: The State Library of North Carolina has created an infographic library that features statewide infographics and downloadable templates.

NC Public Library staff also have access to current and prior years of data in the LibPAS Reporting module. Several types of reports are available including trend and comparison reports. The report module also includes access to downloadable template pamphlets and infographics. All downloads open in Microsoft Excel or Word and are fully customizable.

Data is published in Excel files on the State Library website along with the instruction manual. Infographics and templates are also available.

Federal Data Products

The Institute of Museum and Library Services (IMLS) aggregates and disseminates data from the Annual Public Libraries Survey. The Office of Research at IMLS makes available several tools to encourage use of the PLS data in their PLS Data Catalog including:

- Raw data files
- Supplementary tables with key ratios and percentages
- State profiles
- Research briefs
- Annual reports

IMLS also makes available the Library Search and Compare tool which allows libraries to find similar libraries for benchmarking.

Section A: PLSC Codes

These data elements are reported to PLSC and are used to identify characteristics of the library system for comparative analysis. These values are prefilled for you and do not usually change from year to year. If changes are needed, contact Amanda Johnson, Amanda.johnson@ncdcr.gov.

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

		library meet all the criteria of the FSCS (Federal State Cooperative System) public library definition? A public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following: 1. An organized collection of printed or other library materials, or a combination thereof; 2. Paid staff; 3. An established schedule in which services of the staff are available to the public; 4. The facilities necessary to support such a collection, staff, and schedule; and 5. Is supported in whole or in part with public funds.	
A.7.	Geographic code	This is prefilled by the State Library. Choose the code that either exactly or most nearly describes the geographic area for which the public library has been established to offer services and from which (or on behalf of which) the library derives income and any areas served under contract for which the library is the primary service provider: CI1 = City (exactly); CI2 = City (most nearly); CO1 = County (exactly); CO2 = County (most nearly); MA1 = Metropolitan Area (exactly); MA2 = Metropolitan Area (most nearly); MC1 = Multi-County (exactly); MC2 = Multi-County (most nearly); SD1 = School District (exactly); SD2 = School District (most nearly); OT = Other. NOTE: The geographic code selected should reflect the library's Legal Service Population.	
A.8.	Legal service area boundary change	This is prefilled by the State Library. Answer yes or no to the following question: Did the administrative entity's legal service area boundaries change since last year? **Note:** Changes are likely to result, for example, when a municipality annexes land or when an administrative entity contracts to provide public library service for some additional geographic area other than the geographic area for which it was established (e.g., a municipal library contracts to serve county residents).	
A.9.	Population of the legal service area	This is prefilled by the State Library. The number of people in the geographic area for which a public library has been established to offer services and from which (or on behalf of which) the library derives income, plus any areas served under contract for which the library is the primary service provider.	

		Note: The pre-filled number reflects the prior year's certified population from the NC Office of Budget and Management. The population is updated by State Library staff prior to PLSC submission once the current year's data is released.

Special Section: COVID-19 Impacts

Indicator	Definition	Internal Notes
Closed Outlets Due to COVID-19	Were any of the library's outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic? **Note:** An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building.	
Public Services During COVID-19	Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic? **Note:** Services to the public can include activities such as • answering calls, emails, or texts with answers to information requests from the public; • hosting virtual programming or recorded content; • offering "curbside," delivery (mail or drop-off), or drive-thru circulation of physical materials; • managing IT services to ensure external Wi-Fi access; and • providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).	
Electronic Library Cards Issued During COVID-19	Did the library allow users to complete registration for library cards online without having to come to the library during the Coronavirus (COVID-19) pandemic? **Note:** Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card.	
Reference Service During COVID-19	Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic? **Note:** Refer to revised definition of Patron Assistance/Reference Transactions. Include references service provided via email, chat, and text.	
Outside Service During COVID-19	Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic? **Note:** Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside,	

	vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.	
Live Virtual Programs During COVID-19	Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic? **Note:** Live, virtual programs (see the definition of library programs) are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.	
Recordings of Program Content During COVID-19	Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic? **Note:** Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.	
External Wi-Fi Access Added <u>During</u> COVID-19	Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic? **Note:** Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities.	
External Wi-Fi Access Increased During COVID-19	Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic? **Note:** Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc.	
Staff re-assigned during COVID-19	"Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic?" **Note:** Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count but volunteering off hours would not.	

Section B. General Information

Number	Indicator	Definition	Internal Notes
B.1-4.	Mailing Address	Administrative entity's mailing address. If your mailing address has changed since last year, please contact Amanda Johnson, Amanda.johnson@ncdcr.gov.	
B.5-8.	Street Address	The complete street address of the administrative entity or outlet. If your street address has changed since last year, please contact Amanda Johnson. **Note:** Do not report a post office box or general delivery.	
B.9.	Legal Name	The legal name of the administrative entity or outlet. **Note:** Do not use acronyms. Do not abbreviate the name unless it exceeds the field length of 60 characters. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.	
B.10.	Economic Tier	The 2021 Economic Tier designated by the NC Department of Commerce. Regional Libraries have been assigned a tier based on where the majority of their population lives.	
B.11.	Library type	Municipal, county, or regional library	
B.12.	County	The county in which the library is situated. For Regional Libraries, this is the county in which the Regional headquarters is located.	
B.13.	Library Director	Name of the library director.	
B.14.	Phone	The telephone number of the administrative entity, including area code. **Note:** Report telephone number without spacing or punctuation.	
B.15.	Fax Number	The fax number of the administrative entity or outlet, including area code. Note: Report telephone number without spacing or punctuation.	
B.16.	Email Address	Director's email address.	
B.17	Person Completing Form	Name of the person completing the form.	
B.18.	Title	Title of the person completing the form.	
B.19.	Phone Number	Phone number for the person completing the form.	

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

Service Outlets

Number	Indicator	Definition	Internal Notes
B.23.	Number of Central Libraries	A single outlet library, or the service outlet which is the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here. Synonymous with the main library. **Note:** Administrative centers are not counted as central libraries, i.e., offices that are separate from the direct service outlets and do not provide direct library services, but may provide staff, materials, and services to other libraries. Count these as branches.	
B.24.	Number of Branch Libraries	An auxiliary unit which has all of the following: (1) separate quarters; (2) an organized collection of library materials; (3) paid staff; and (4) regularly scheduled hours for being open to the public. County libraries of a regional system are listed here. Report all branches including those housed in the same building as the regional library.	
B.25.	Number of Bookmobiles	A traveling branch library which has all of the following: 1) a truck or van that carries an organized collection of library materials; 2) paid staff; and 3) regularly scheduled hours (bookmobile stops) for being open to the public. Count the number of vehicles in use, not the number of stops the vehicle makes.	
B.26.	Number of Other Mobile Units	Other vehicles or vans used for library programming (e. g., service to daycare centers, senior centers, etc.) that do not meet the definition of "bookmobile" above.	
B.27.	Number of Kiosks	Report the total number of kiosk locations. Kiosks are unstaffed, off-site locations where patrons can access physical or electronic library items. **Note:** Do not include free little libraries. Include only locations where items are checked-in and out	

B.28.	Total Service Outlets	This field is auto-calculated. Formula: *central libraries + branch libraries + bookmobiles + other mobile units + kiosks.*	
B.29.	Public Service Hours Per Year	This is the sum of annual public service hours for all outlets. It is automatically calculated based on the hours reported individually for the central library, branches, bookmobiles and books by mail service under Branch Information - Section M.	

Section C: Personnel

How to determine which positions to include:
Include all positions budgeted for as of the last fiscal day (June 30). This includes filled, vacant and temporary positions.

Determining how to categorize staff:
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.

Calculating the number of positions:
To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and divide it by 40.

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

Personnel Counts

Number	Indicator	Definition	Internal Notes
C.1.	FTE Librarians with MLS accredited by ALA	Paid librarians with a master's degree from programs of library and information studies accredited by ALA. Graduates whose library schools received accreditation within five years after their graduation should be included in this count ("grandfathered in").	
C.2.	FTE Librarians with MLS not accredited by ALA	Paid librarians with a master's degree from programs of library and information studies not accredited by ALA but having North Carolina Public Librarian Certification.	
C.3.	Total Librarians	This is calculated for you by the State Library. *FTE Librarians with MLS accredited by ALA + FTE Librarians with MLS not accredited by ALA.*	
C.4.	FTE all Other Paid Staff	Report all other employees paid from the reporting unit budget including plant operations, security, and maintenance staff.	
C.5	Total Paid Employees	This is calculated for you by the State Library. *Total Librarians + FTE all Other Paid Staff.*	
C.6	Volunteer hours	Report the number of hours worked by library volunteers this year.	

Salaries

Administration

Number	Indicator	Definition	Internal Notes
C.7.	Director's salary	Salary as of June 30 of the fiscal year in question.	
C.8.	Salary range of Library Director position	The minimum salary and maximum salary of this position as of June 30 of the fiscal year in question.	
C.9.	Year of appointment of Library Director	Calendar year in which the library director was employed in that position. Ex. "2014."	
C.10.	Assistant Director salary	Salary as of June 30 of the fiscal year in question.	
C.11.	Finance Officer salary	Salary as of June 30 of the fiscal year in question. Leave blank if the finance officer reports to a department outside the library.	

Management Librarians

How to determine which positions to include:
Only include professional librarians who hold a master's degree from a library and information science program. Management staff should include staff responsible for high-level decision making and may or may not have direct reports. If the position doesn't exist, leave blank.

How to report salaries:
Report the FTE minimum and maximum actual annual salaries for the following management positions as the last day of the fiscal year in question. To report average salary, average the salaries for all FTEs holding the position as of June 30.

Branch Manager				
C.12. Minimum	**C.13.** Maximum	**C.14.** Average	**C.15.** Education Requirement	Internal Notes
Youth Services Manager: Report salaries for managers whose primary responsibilities include youth services and youth programs. Include teen services managers.				
C.16. Minimum	**C.17.** Maximum	**C.18.** Average	**C.19.** Education Requirement	Internal Notes
Adult Services Manager: Report salaries for managers whose primary responsibilities include adult services and adult programs. Include reference managers.				
C.20. Minimum	**C.21.** Maximum	**C.22.** Average	**C.23.** Education Requirement	Internal Notes

Technical Services Managers: Report salaries for positions whose primary responsibilities include cataloging and acquisitions.				
C.24. Minimum	**C.25.** Maximum	**C.26.** Average	**C.27.** Education Requirement	Internal Notes
Circulation Manager: Report salaries for positions whose primary responsibilities include circulation and access services.				
C.28. Minimum	**C.29.** Maximum	**C.30.** Average	**C.31.** Education Requirement	Internal Notes
Other Managers: Report all other management positions not included above.				
C.32. Minimum	**C.33.** Maximum	**C.34.** Average		Internal Notes

Other Librarians

Youth Services Librarians: Report salaries for staff whose primary responsibilities include youth services and youth programs. Include teen services staff.				
C.35. Minimum	**C.36.** Maximum	**C.37.** Average	**C.38.** Education Requirement	Internal Notes
Adult Services Librarians: Report salaries for staff whose primary responsibilities include adult services and adult programs. Include reference staff.				
C.39. Minimum	**C.40.** Maximum	**C.41.** Average	**C.42.** Education Requirement	Internal Notes
Technical Services Librarians: Report salaries for positions whose primary responsibilities include cataloging and acquisitions.				
C.43. Minimum	**C.44.** Maximum	**C.45.** Average	**C.46.** Education Requirement	Internal Notes
Circulation Librarians: Report salaries for positions whose primary responsibilities include circulation and access services.				
C.47. Minimum	**C.48.** Maximum	**C.49.** Average	**C.50.** Education Requirement	Internal Notes
Other Librarian: Report all other librarian positions not included above.				
C.51. Minimum	**C.52.** Maximum	**C.53.** Average		Internal Notes

Other staff

Library Assistant (Supervisory): Report salaries for library assistant positions that have management or supervisory responsibilities.				
C.54. Minimum	**C.55.** Maximum	**C.56.** Average	**C.57.** Education Requirement	Internal Notes
Library Assistant: Report salaries for library assistants.				
C.58. Minimum	**C.59.** Maximum	**C.60.** Average	**C.61.** Education Requirement	Internal Notes
IT Personnel: Report salaries for IT personnel.				
C.62. Minimum	**C.63.** Maximum	**C.64.** Average		Internal Notes

Section D: Operating Income

What types of income to include:
Report income received from government sources and used for current and recurrent expenses for operating the library including wages and benefits, collections, technology, and facility maintenance. In-kind contributions can be included if a monetary value is assigned by the local government. It is recommended that reporting be consistent with what is reported on the library's State Aid application.

Grants and monetary gifts used for operating expenses should be reported. If the grant spans reporting periods, include only income received within the fiscal year.

Exclude:
Do not include income for capital expenditures, contributions to endowments, income passed through to another agency (e.g. fines), or any carryover funds.

Local Government Income

Number	Indicator	Definition	Internal Notes
D.1.	Municipal Income	Include all tax and non-tax receipts designated by municipalities and available for expenditure by the public library.	
D.2.	County Income	Include all tax and non-tax receipts designated by counties and available for expenditure by the public library.	
D.3.	Total Local Government Income	This is automatically calculated for you. *County funds + Municipal funds*	

State Government Income

Number	Indicator	Definition	Internal Notes
D.4.	Aid to Public Libraries Income	This field is pre-filled by the State Library. If you believe there is an error, please contact Amanda Johnson.	
D.5.	Other State Income	Includes all other funds distributed by State government except for federal money distributed by the State and income from the Aid to Public Libraries Fund.	
D.6.	Total State Government Income	This is automatically calculated for you. *Other state funds + Aid to Public Libraries grant*	

Federal Government Income

Number	Indicator	Definition	Internal Notes
D.7.	LSTA income	This field is pre-filled by the State Library. If you believe there is an error, please contact Amanda Johnson. **Note:** A grant award may be split between fiscal years depending on when reimbursement is processed.	
D.8.	Other federal income	Include all tax and non-tax receipts designated by grants from the state of North Carolina other than those allocated by the formula from the Aid to Public Libraries Fund. Includes all other funds distributed to public libraries by State government for expenditure by the public libraries, except for federal money distributed by the State.	
D.9.	Total federal Government Income	This is automatically calculated for you. *Other state funds + Aid to Public Libraries grant*	

All Other Income

Number	Indicator	Definition	Internal Notes
D.10.	All other funds	All operating income not previously reported. Include only those items that were added to the library's operating budget. Include, for example: • Grants from non-governmental organizations • monetary gifts and donations • interest • library fines, and fees for library services Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.	

Total Operating Income

Number	Indicator	Definition	Internal Notes
D.11.	Total operating income	This is automatically calculated for you. *Total local income + Total state funds + Total federal funds + All other funds.*	

Section E: Operating Expenditures

What types of expenditures to include:
Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available to the reporting agency.

Report actual expenditures, not budgeted amounts. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included.

Exclude:
Do not report the value of free items as expenditures.
Do not report estimated costs as expenditures.
Do not report capital expenditures under this category.

Personnel Expenditures

When reporting personnel expenditures include all staff including plant operations, security, and maintenance staff.

Number	Indicator	Definition	Internal Notes
E.1.	Salaries and wages expenditures	The salary and wages for all library staff. Include salaries and wages before deductions but exclude employee benefits.	
E.2.	Employee benefits expenditures	Benefits outside of salary and wages paid and accruing to employees, regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts spent by the library for direct, paid employee benefits including: - Social Security - Retirement - Insurance - Guaranteed disability income protection - Unemployment compensation - Workmen's compensation - Tuition - Housing benefits Only that portion of any employee benefits paid out of the library's budget should be reported.	
E.3.	Total staff expenditures	This field is auto-calculated for you. *Employee benefits expenditures + Salaries and wages expenditures*	

Collection Expenditures

This includes all operating expenditures from the library budget for materials in print, microform, electronic and other formats considered part of the collection, whether purchased, leased, or licensed. Exclude charges or fees for interlibrary loans and expenditures for document delivery.

Number	Indicator	Definition	Internal Notes
E.4.	Print materials expenditures	Report all operating expenditures for the following print materials: books, serial back files, current serial subscriptions, government documents, and any other print acquisitions.	
E.5.	Electronic materials expenditures	Report all operating expenditures for electronic (digital) materials including for items held locally and for remote materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. [Note: Based on ISO 2789 definition.] Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Note: Expenditures for computer software used to support library operations or to link to external networks, including the Internet, are reported under Other Operating Expenditures.	
E.6.	Other materials expenditures	Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD, and materials in new formats.	
E.7.	Total collection expenditures	This field is auto-calculated for you. *Other materials expenditures + Electronic materials expenditures + Print materials expenditures*	

Other Expenditures

Number	Indicator	Definition	Internal Notes
E.8.	Other operating expenditures	Include all expenditures not covered in the sections for personnel and collections. Include expenses such as computer software used to support library operations or to link to external networks, including the Internet, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of physical facilities.	

Total Operating Expenditures

Number	Indicator	Definition	Internal Notes
E.9.	Total operating expenditures	This field is auto-calculated for you. *Salaries + Benefits + Other Material expenditures + Print Material Expenditures + Electronic Material Expenditures + Other expenditures*	
E.10.	Total unencumbered operational balance	This field is auto-calculated for you. *Total Operating Income – Total Operating Expenditures*	
E.11.	Usage of State Aid Funds	Select the areas State Aid funds are expended upon salaries, collections, technology, or other	

Section F: Capital Income and Expenditures

What types of income and expenditures to include:
Report all revenue to be used for major capital expenditures. Examples include funds received for:
- site acquisition and new buildings
- additions to or renovation of library buildings
- furnishings, equipment, and initial book stock for new buildings, building additions, or building renovations
- library automation systems
- new vehicles
- other one-time major projects.

Exclude:
Exclude revenue to be used for:
- replacement and repair of existing furnishings and equipment including computers
- regular purchase of library materials
- investments for capital appreciation
- contributions to endowments, income passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover).

Any funds that there were designated for capital expenses and are re-allocated to pay for operating costs, should be reported in sections D and E.

Number	Indicator	Definition	Internal Notes
F.1.	Local capital revenue	Report all governmental funds designated by the community, district, or region and available to the library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government.	
F.2.	State capital revenue	Report all funds distributed by state government for expenditure by the library for the purpose of major capital expenditures, except for federal money distributed by the state.	
F.3.	Federal capital revenue	Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid received by the library for the purpose of major capital expenditures.	
F.4.	Other capital revenue	Report private (non-governmental) funds, including grants received by the library for the purpose of major capital expenditures	
F.5.	Total capital revenue	This is auto-calculated for you. *Government Capital Revenue + Federal Gov't Capital Revenue + Other Capital Revenue*	

Section G: Collections

> **What to include in collections:**
> This section of the survey collects data on selected types of materials. It does not cover all materials (i.e., microform, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures.
>
> Under this category report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity.
>
> Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required.
>
> Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

> **Exclude:**
> Do not include items freely available without monetary exchange.
>
> Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use.

Print Books

> Books are non-serial printed publications (including bound music scores and maps) that are bound in hard or soft covers, or in loose-leaf format. Include non-serial government documents. Report the number of physical units, including duplicates, in each category requested in these questions.
>
> **Note:** This section is pre-filled for NC Cardinal members.

Adult	Young Adult	Juvenile	Internal Notes
G. 1. Fiction	G. 2. Fiction	G. 3. Fiction	
G. 4. Non-Fiction	G. 5. Non-Fiction	G. 6. Non-Fiction	
G. 7. Total Adult Books	G. 8. Total YA Books	G. 9. Total Juvenile Books	

Number	Indicator	Definition	Internal Notes
G.10.	Other print materials	This field is auto-calculated for you. *Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction*	

Other Print Materials

Number	Indicator	Definition	Internal Notes
G.11.	Other print materials	Use this field only if necessary. Report the number of physical units for all other print materials. DO NOT track toys, puzzles, games, computer games, or other non-print materials here. These items can be tracked in "Other non-print materials." **Note:** This is pre-filled for NC Cardinal members.	
G.12.	Current print serial subscriptions	Count subscriptions purchased from the library's budget and those donated to the library as gifts. Examples of serials are periodicals (magazines), newspapers, annuals, some government documents, some reference tools, and numbered monographic series. Count titles, including duplicates, DO NOT COUNT INDIVIDUAL ISSUES. Include the total number of subscriptions for all outlets. For example, if the library has four subscriptions to *Time*, then count four. Current serial subscriptions are arrangements by which, in return for a sum paid in advance, serials are provided for a specified number of issues. **Note:** This is pre-filled for NC Cardinal members.	

Non-Print Physical Materials

Number	Indicator	Definition	Internal Notes
G.13.	Audio – Physical units	Materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audio cassettes, audio cartridges, audio discs (including audio CD ROMs), audio reels, talking books, and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two compact discs for one recorded book) and checked out as a unit are counted as one physical unit. **Note:** This is pre-filled for NC Cardinal members.	

G.14.	Video – Physical units	Materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or computer monitor. Video formats may include tape, DVD and CD ROM.	
		Report the number of units, including duplicate titles. Items packaged together as a unit (e.g. two compact discs for one recorded book) and checked out as a unit are counted as one physical unit.	
		Do not include downloadable electronic video files.	
		Note: This is pre-filled for NC Cardinal members.	
G.15.	Other non-print analog materials	Use this field only if necessary. Report the number of physical units for all other non-print materials. Microfiche, microfilms, and other microforms, puzzles, games, video games, tools, etc. can be included.	
		Note: This is pre-filled for NC Cardinal members.	

Electronic Collections (Databases)

An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third-party vendor. Other characteristics:

- Items retrieved from electronic collections do not have a circulation period and may be retained by the patron.
- Remote access to the collection may or may not require authentication.
- Unit records may or may not be included in the library's catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.
- An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library.
- Do not include electronic collections that are provided by third parties and freely linked to on the web.

Report the number of electronic collections acquired through curation, payment or formal agreement, by source of access.

Number	Indicator	Definition	Internal Notes
G.16.	Local/other cooperative agreements	Report the number of databases acquired by the library directly or through a regional or state-wide cooperative agreement. Do not count NC LIVE databases here: these are now reported in a separate question.	
G.17.	NC LIVE databases	The number of NC LIVE databases will be pre-filled by State Library staff and should not be included elsewhere.	
G.18.	Total licensed database	<u>This field is auto-calculated for you.</u> *Local/other cooperative agreements + NC LIVE*	

Electronic Materials

What to include in collections:
<u>Report the number of units, not titles</u>. Include only units that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity.

Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required.

Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

Note: For purposes of this survey, units are defined as "units of acquisition or purchase." The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units."

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units."

Exclude:
<u>Report the number of units, not titles</u>. Include only units that have been purchased, leased or donated. Do not include items freely available without monetary exchange.

Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use.

E-book Definition:

Digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). eBooks are loaned to users on portable devices (eBook readers) or by transmitting the contents to the user's personal computer for a limited time. Include eBooks held locally and remote eBooks for which permanent or temporary access rights have been acquired.

Report the number of physical or electronic units, including duplicates, for all outlets at the administrative entity level; do not duplicate unit count for each branch. eBooks packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit.

E-audio Definition:

Downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Audio – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user's personal computer for a limited time.

Include Audio – Downloadable Units held locally and remote Audio – Downloadable Units for which permanent or temporary access rights have been acquired.

E-video Definition:

Downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Video – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user's personal computer for a limited time.

Include Video – Downloadable Units held locally and remote Video – Downloadable Units for which permanent or temporary access rights have been acquired.

Do not include streaming video.

E-periodicals Definition:

Report the number of e-periodical subscriptions, including duplicates, for all outlets. If data on the number of units subscribed to is not available, the number of titles may be counted. E-periodicals packaged together as a unit (e.g., multiple titles on a single circulating tablet device) and checked out as a unit are counted as one unit.

Report only items the library has selected as a part of the collection (exclude public domain / uncopyrighted e-periodicals that have unlimited access).

Consortia Materials:

Data is pre-filled for NC Live, NC Kids, e-INC, and NCDL.

	E-books	E-Audio	E-Video	E-Periodicals	Internal Notes
NC Live	G. 19. Pre-filled	G. 20. Pre-filled	G. 21. Pre-filled	G. 22. Pre-filled	
NC Kids	G. 23. Pre-filled	G. 24. Pre-filled	G. 25. Pre-filled	G. 26. Pre-filled	
e-iNC	G. 27. Pre-filled	G. 28. Pre-filled	G. 29. Pre-filled	G. 30. Pre-filled	
NCDL	G. 31. Pre-filled	G. 32. Pre-filled	G. 33. Pre-filled	G. 34. Pre-filled	
Local	G. 35.	G. 36.	G. 37.	G. 38.	
Total	G. 39. Auto-calculated	G. 40. Auto-calculated	G. 41. Auto-calculated	G. 42. Auto-calculated	

Section H: Collection Usage

What to include in collection usage: Count annual circulation of all library materials, including renewals. Interlibrary loans checked Count annual circulation of all library materials, including renewals. Interlibrary loans checked out to users should be included.

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

Exclude:
Do not count intra-library loans (i.e. materials borrowed between branches) or items checked out to another library.

Book Usage By Age

Note: Pre-filled for NC Cardinal libraries.

Adult Books	Young Adult Books	Juvenile Books	Internal Notes
H. 1. Fiction	H. 2. Fiction	H. 3. Fiction	
H. 4. Non-Fiction	H. 5. Non-Fiction	H.6. Non-Fiction	
H. 7. Total Adult Books (Auto-calculated)	H. 8. Total YA Books (Auto-calculated)	H. 9. Total Juvenile Books (Auto-calculated)	

Usage By Format

Number	Indicator	Definition	Internal Notes
H.10.	Total book circulation	This value is auto-calculated for you. *Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction.*	
H.11.	Print periodicals circulation	If known, report the circulation of print periodicals. **Note:** This is pre-filled for NC Cardinal members.	
H.12.	Total print circulation	This value is auto-calculated for you. *Adult fiction + Adult non-fiction + Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction + Periodicals + Other print*	
H.13.	Analog audio circulation	Circulation of audio on cassettes, CDs, or other physical media.	

		Note: This is pre-filled for NC Cardinal members.	
H.14.	Analog video circulation	Circulation of video on DVDs or other media. **Note:** This is pre-filled for NC Cardinal members.	
H.15.	Other print material circulation	Use this field only if necessary. Report the circulation for all other print materials. DO NOT track toys, puzzles, games, computer games, or other non-print materials here. These items can be tracked in "Other non-print materials." **Note:** This is pre-filled for NC Cardinal members.	
H.16.	Other non-print analog circulation	Use this field only if necessary. Report the circulation of physical units for all other non-print materials. You can include microfiche, microfilms, and other microforms, puzzles, games, video games, tools, etc. **Note:** This is pre-filled for NC Cardinal members.	
H.17.	Total non-print circulation	This field is auto-calculated for you. *Analog Audio + Analog Video + Non-print materials*	
H.18.	Total physical item circulation	This value is auto-calculated for you. *Print circulation + Analog Audio + Analog Video + other print materials circulation + Other non-print analog circulation*	
H.19.	NC LIVE eBook circulation	NC LIVE e-book circulation will be entered for you by the State Library.	
H.20.	NC Kids e-book circulation	NC Kids e-book circulation will be entered for you by the State Library.	
H.21.	e-iNC e-book circulation	e-iNC e-book circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.22.	NCDL e-book circulation	NCDL e-book circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.23.	Local e-book circulation	Include all non-consortial e-book circulation. Do not include circulation from databases such as Hoopla (usage for these items should be included in local successful information retrievals)	
H.24.	Total e-book circulation	This is an automatically calculated value. *NC LIVE e-book + NC Kids e-book, e-iNC e-book + NCDL e-book + local e-book circulation.*	

H.25.	NC LIVE e-audio circulation	NCLIVE e-audio circulation will be entered for you by the State Library.	
H.26.	NC Kids e-audio circulation	NC Kids e-audio circulation will be entered for you by the State Library.	
H.27.	e-iNC e-audio circulation	e-iNC e-audio circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.28.	NCDL e-audio circulation	NCDL e-audio circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.29.	Local e-audio circulation	Include all non-consortial e-audio circulation. Do not include circulation from databases such as Hoopla (usage for these items should be included in local successful information retrievals)	
H.30.	Total e-audio circulation	This is an automatically calculated value. *NC LIVE e-audio + NC Kids e-audio, e-iNC e-audio + NCDL e-audio + local e-audio circulation.*	
H.31.	NC LIVE e-video circulation	NC LIVE e-video circulation will be entered for you by the State Library.	
H.32.	NC Kids e-video circulation	NC Kids e-video circulation will be entered for you by the State Library.	
H.33.	e-iNC e-video circulation	e-iNC e-video circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.34.	NCDL e-video circulation	NCDL e-video circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.35.	Local e-video circulation	Include all non-consortial e-video circulation. Include usage from items reported in G.40 only. Do not include circulation from databases such as Hoopla or Kanopy (usage for these items should be included in local successful information retrievals)	
H.36.	Total e-video circulation	This is an automatically calculated value. *NC LIVE e-video + NC Kids e-video, e-iNC e-video + NCDL e-video + local e-video circulation.*	
H.37.	e-iNC e-periodicals circulation	e-iNC e-periodicals circulation will be entered for you by the State Library. **Note:** If not a member, check box.	

H.38.	NCDL e-periodicals circulation	NCDL e-periodicals circulation will be entered for you by the State Library. **Note:** If not a member, check box.	
H.39.	Local e-periodicals circulation	Include all non-consortial e-periodicals circulation. Do not include circulation from databases such as Hoopla (usage for these items should be included in local successful information retrievals)	
H.40.	Total ePeriodicals circulation	<u>This is an automatically calculated value.</u> *e-iNC e-periodicals + NCDL e-periodicals + local e-periodicals circulation*	
H.41.	Use of Electronic Materials	Electronic Materials are materials that are distributed digitally and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. This field is auto-calculated for you. *NC LIVE e-book + NC Kids e-book, e-iNC e-book + NCDL e-book + local e-book circulation + NC LIVE e-audio + NC Kids e-audio, e-iNC e-audio + NCDL e-audio + local e-audio circulation + e-iNC e-periodicals + NCDL e-periodicals + local e-periodicals circulation + NC LIVE e-video + NC Kids e-video, e-iNC e-video + NCDL e-video + local e-video circulation*	
H.42.	NC LIVE Retrieval of Electronic Information	NC LIVE retrieval of electronic information will be entered for you by the State Library.	
H.43.	Local Retrieval of Electronic Information (Database usage)	The number of full-content items examined, downloaded or otherwise supplied to the user from online library resources that require user authentication but do not have a circulation period. Do not include use of the OPAC or library website.	
H.44.	Total Successful Retrieval of Electronic Information	<u>This is an automatically calculated value.</u> *NC LIVE Retrieval of Electronic Information + Local Retrieval of Electronic Information*	
H.45.	Electronic content use	<u>This is an automatically calculated value.</u>. *Use of Electronic Materials + Total Successful Retrieval of Electronic Information*	

Totals

Number	Indicator	Definition	Internal Notes
H.46.	Total audio circulation	This field is automatically calculated for you. *Total e-audio + analog audio circulation*	
H.47.	Total circulation of AV materials	This value is auto-calculated for you. *NC LIVE e-audio + NC Kids e-audio, e-iNC e-audio + NCDL e-audio + local e-audio circulation. + Analog Audio + Analog Video + NC LIVE e-video + NC Kids e-video, e-iNC e-video + NCDL e-video + local e-video circulation*	
H.48.	Total Circulation of Materials	This value is auto-calculated for you. *Total physical item circulation + Use of Electronic Materials*	
H.49.	Total collection use	This value is auto-calculated for you. *Juvenile fiction + Juvenile non-fiction + YA fiction + YA non-fiction + Adult Fiction + Adult non-fiction + Periodicals + analog audio + analog video + other non-print + other print + NC LIVE e-book + NC Kids e-book, e-iNC e-book + NCDL e-book + local e-book circulation + NC LIVE e-audio + NC Kids e-audio, e-iNC e-audio + NCDL e-audio + local e-audio circulation + e-iNC e-periodicals + NCDL e-periodicals + local e-periodicals circulation + NC LIVE e-video + NC Kids e-video, e-iNC e-video + NCDL e-video + local e-video circulation + NCLIVE Successful Electronic Retrievals + Other Successful Electronic Retrievals*	
H.50.	Circulation of children's materials	Total annual circulation of all juvenile and young adult materials in all formats to all users. Includes renewals. **Note:** Remember to include NC Kids usage.	
H.51.	Auto Renewals	Does the library automatically renew items? Yes/No	
H.52.	Adult Fines	Does the library collect late fines for adult materials? Do not include lost/damage fees. Yes/No	
H.53.	YA Fines	Does the library collect late fines for young adult materials? Do not include lost/damage fees. Yes/No	
H.54.	Juvenile Fines	Does the library collect late fines for juvenile materials? Do not include lost/damage fees. Yes/No	

H.55.	A/V Fines	Does the library collect late fines for audio-visual materials? Do not include lost/damage fees. Yes/No	

Technology Lending

Technology lending is a sub-section of circulation to capture how libraries facilitate access to technology items. Circulation reported here should also be reported in other non-print analog circulation.

Number	Indicator	Definition	Internal Notes
H.56.	Technology circulation	Report circulation, including in-house use, of technology lent by the library to patrons (not to staff). For example: e-readers, tablets, laptops, iPods. Include renewals if possible. Do not count: • circulation of non-technology items (such as gardening tools) here. • headphones or cable lending. • usage of stationary desktop public access computers in this statistic.	
H.57.	Method of data collection: tech lending	Please provide information on the data collection method you used to determine Technology Lending. Response options: Counted every transaction, all year; Sampling (counted manually for one week); Other	
H.58.	Does your library lend laptops or tablets?	Yes, in-house and outside use/Yes, in-house use only/No	
H.59.	Does your library lend Wi-Fi hotspots?	Yes/No	

Section I: Registered Users

A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials or gain access to other library resources.

If you cannot distinguish between adults and juveniles in your catalog, count all registered users in the Adults field and enter "N/A" in the Juveniles fields.

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

Number	Indicator	Definition	Internal Notes
I.1.	Adults	Number of adults (18+) in the community served who have registered as borrowers. Note: This is pre-filled for NC Cardinal members.	
I.2.	Juveniles	Number of juveniles (0-17) in the community served who have registered as borrowers. Note: This is pre-filled for NC Cardinal members.	
I.3.	Total Registered users	This is an automatically calculated value.	
I.4.	Does your library offer student cards to one or more k-12 schools in your area?	Select the response that applies: Yes, authentication by student ID or Yes, other authentication/No	

Visits

How to sample if gate counts are unavailable:
If an annual count of persons entering library is unavailable, determine an annual estimate by sampling visitation quarterly by tracking visitation during a typical week and multiplying by13.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open).

Number	Indicator	Definition	Internal Notes
I.5.	Library visits	Report the total number of persons entering the library for whatever purpose during the year. Include persons attending activities, meetings, and those persons requiring no staff services	

| I.6. | Method of data collection: library visits | Regarding the number of Library Visits entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: Annual Count Annual Estimate Based on Typical Week(s) | |

Section J: Programming

Synchronous Programs

NEW
The questions in Section J, Option A reflect the new age categories and the addition of a general interest category. If your library is unable to report using the new categories, report all programming in Section J, Option B.

Categorize programs according to the intended audience. Include all attendees regardless of age.

Note: Option B is only available for FY21. All programming in FY22 must be reported using the new age categories.

Option A
In-Person Programs Offered

	Children's (0-5)	Children's (6-11)	Young Adult (12-18)	Adult (19+)	General Interest	Internal Notes
Onsite	J.1.	J.2.	J.3.	J.4.	J.5.	
Offsite	J.6.	J.7.	J.8.	J.9.	J.10.	
Totals	J.11.	J.12.	J.13.	J.14.	J.15.	

In-Person Program Attendance

	Children's (0-5)	Children's (6-11)	Young Adult (12-18)	Adult (19+)	General Interest	Internal Notes
Onsite	J.16.	J.17.	J.18.	J.19.	J.20.	
Offsite	J.21.	J.22.	J.23.	J.24.	J.25.	
Totals	J.26.	J.27.	J.28.	J.29.	J.30.	

In-Person Program Totals

Number	Indicator	Definition	Internal Notes
J.31.	Total in-person, onsite program sessions	This is auto-calculated for you.	
J.32.	Total in-person, offsite program sessions	This is auto-calculated for you.	
J.33.	Total in-person, onsite attendance	This is auto-calculated for you.	
J.34.	Total in-person, offsite attendance	This is auto-calculated for you.	

Option B

This option is only available for FY21. All data in FY22 must be reported with new age categories

In-Person Programs Offered

	Adult (19+)	Young Adult (12-18)	Children's (0-11)	Internal Notes
Onsite				
Offsite				
Totals				

In-Person Program Attendance

	Adult (19+)	Young Adult (12-18)	Children's (0-11)	Internal Notes
Onsite				
Offsite				
Totals				

Totals

Indicator	Definition	Internal Notes
Total off-site programs	This is auto-calculated for you.	
Total program attendance	This is auto-calculated for you.	
Total program attendance outside the library	This is auto-calculated for you.	

_____End of option B_____

Virtual Programming (New)

The following guides have been created to help determine what counts as a virtual program and how to track attendance based on platform:

What counts as a program?
Platform specific guide for tracking attendance

Number	Indicator	Definition	Internal Notes
J.35.	Live Virtual Programs	A synchronous (live) virtual program session is any planned event that is streamed virtually and can be viewed live as it progresses (i.e., live-streaming). Regardless of the number of formats in which a program session is offered, each program session should only be counted once and in one format category. Include virtual program sessions that are also recorded. Include program sessions hosted on Facebook Premiere that are facilitated by a staff member. Count virtual program sessions at the administrative entity level; do not duplicate numbers at each branch. Exclude program sessions that also have an in-person component; these should be counted under Number Synchronous In-Person Onsite Program Sessions or Number of Synchronous In-Person Offsite Program Sessions. This figure is a subset of the Total Number of Synchronous Program Sessions. See Synchronous Program Session definition for more information about counting program sessions.	
J.36.	Views of Live Virtual Programs	The count of live attendance at virtual program sessions. Regardless of the number of formats in which a program session is offered, each attendee or view should only be counted once. Each attendee should be counted in the format category in which they attended or viewed the program session. Count each participant device connected to a virtual program as a single attendee. For program sessions hosted on Facebook Live, YouTube Live, or similar platforms, count peak concurrent viewers. For those hosted on videoconferencing platforms, count the maximum number of non-staff participants during the session. For virtual program sessions that are also recorded for later, on-demand, asynchronous viewing, exclude views that occur after the session has ended; these should be counted under Total Views of Asynchronous Program Presentations. For program sessions that also have an in-person component, exclude in-person attendance; this should be counted under Synchronous In-Person Onsite Program Attendance or Synchronous In-Person Offsite Program Attendance. This figure is a subset of the Total Attendance at Synchronous Programs. See Total Attendance at Synchronous Programs for more information about counting program session attendance.	

Synchronous Program Totals

Number	Indicator	Definition	Internal Notes
J.37.	Total Programs	This is auto-calculated for you.	
J.38.	Total Attendance	This is auto-calculated for you.	

Asynchronous Activities

Pre-recorded Events

Number	Indicator	Definition	Internal Notes
J.39.	Total Number of Asynchronous Program Presentations	An asynchronous program presentation is any recording of program content that cannot be viewed live as it unfolds (i.e., on-demand streaming). Only include program presentations posted during the reporting period. Regardless of the number of platforms on which a presentation is posted, count each unique presentation only once. Include program sessions hosted on Facebook Premiere that are not facilitated by a staff member. Count asynchronous program presentations at the administrative entity level; do not duplicate numbers at each branch. Include recordings of synchronous program sessions that were available for asynchronous viewing after the session ended.	
J.40.	Programs presentation views within 7 days	The count of views of asynchronous program presentations for a period of seven (7) days after the presentation was posted, even if that period extends beyond the survey reporting period (or fiscal year). For program presentations made available via Facebook, count unique 1-minute views of each video. For those made available via other platforms, count unique views of each video. For program presentations that are recordings of synchronous virtual program sessions, exclude synchronous attendance; these should be counted under Synchronous In-Person Onsite Program Attendance, Synchronous In-Person Offsite Program Attendance, or Synchronous Virtual Program Attendance.	

Programs offered by topic

Number	Indicator	Definition	Internal Notes

J.41.	Jobs/career	Does the library offer job or career related programming? Yes/No, not at this time	
J.42.	Technology	Does the library offer technology related programming? Yes/No, not at this time	
J.43.	Early Literacy	Does the library offer early literacy related programming? Yes/No, not at this time	
J.44.	Adult Literacy	Does the library offer adult literacy related programming? Yes/No, not at this time	
J.45.	STEAM	Does the library offer STEAM related programming? Yes/No, not at this time	

Consultations

Number	Indicator	Definition	Internal Notes
J.46.	Job/Career Consultations	Does your library offer one-on-one consultations with library staff for job/career assistance? Yes/No	
J.47.	Technology Consultations	Does your library offer one-on-one consultations with library staff for technology assistance? Yes/No	

Summer Learning Program (June 1 - August 31, 2021)

Number	Indicator	Definition	Internal Notes
J.48.	What methods did the library use to offer summer reading program events?	Primarily Virtual, Primarily in-person, other	
J.49.	Did the library distribute summer reading activity packets?	Activity packets are a collection of curated literacy activities for self-paced completion. Activities can include things such as reading lists, games, crafts, etc.	
J.50.	Provide a short description of how COVID-19 impacted your summer reading program.		
J.51.	Library staff did school/daycare visits to advertise the SRP		
J.52.	What is the primary method used to track summer reading participation?	Manual Tracking/Read Squared via the State Contract/Other Online Tool/Other	MOVE

Summer Learning Program Participation

	Birth – Grade 5	Grade 6-12	Internal Notes
Registrants	J. 53.	J. 54.	
Events/Programs	J.55.	J.56.	
Attendees	J.57.	J.58.	
Books Circulated	J.59.	J.60.	
Minutes Read	J.61.	J.62.	
Anecdotes	J.63.	J.64.	

Section K: Other Services

Patron Assistance

Types of assistance to include:
Include information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs.

Include Readers Advisory, information and referral service, unscheduled individual instruction, and assistance in using information sources (including websites and computer-assisted instruction).

Exclude:
Do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.

Do not include transactions that include only a directional service, such as instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include:
- "Where is the reference librarian?
- Where is Susan Smith? Where is the rest room?
- Where are the 600s?
- Can you help me make a photocopy?"

If a contact includes both reference and directional services, it should be reported as one reference transaction.

How to sample if an annual count is unavailable:
If an annual count of persons entering the library is unavailable, determine an annual estimate by sampling visitation quarterly by tracking visitation during a typical week and multiplying by13.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open).

Number	Indicator	Definition	Internal Notes
K.1.	All transactions ("reference transactions")	This is the total of information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. The request may come in person, by phone, by fax, mail, electronic mail, or through live networked electronic reference service from an adult, a young adult, or a child. Do not include transactions that include only a directional service.	

K.2.	Method of data collection	Regarding the number of Patron Assistance counts entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: • Annual Count • Annual Estimate Based on Typical Week(s)	

Meeting Room Use

Number	Indicator	Definition	Internal Notes
K.3.	Meeting room use (non-library)	Number of events held in library meeting rooms for functions not sponsored, organized or initiated by the library.	
K.4.	Meeting room attendance (non-library)	Attendance at events held in library meeting rooms for functions not sponsored, organized or initiated by the library.	

Interlibrary Loans

Library materials, or copies of the materials, provided by one library to another upon request. The libraries involved in interlibrary loans are not under the same library administration.

Do not count "branch to branch" loans as interlibrary loans.

Note: This is pre-filled for NC CARDINAL libraries.

Number	Indicator	Definition	Internal Notes
K.5.	Items loaned (items provided to)	The annual count of library materials, or copies of materials, provided by one library to another upon request. NOTE: This is pre-filled for NC Cardinal members.	
K.6.	Items borrowed (items received from)	The annual count of library materials, or copies of materials, received by one library from another upon request. NOTE: This is pre-filled for NC Cardinal members	

Partnerships

Designate which type of partnership you have with each of the listed 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.

Number	Indicator	Definition	Internal Notes
K.7.	K-12 Schools		
K.8.	Higher Education Organization(s)		
K.9.	Local Employment Office		
K.10.	Local Health and Human Services Department		
K.11.	Local Parks and Recreation Department		
K.12.	Other local governmental department(s)		
K.13.	Economic development organization(s) (i.e. Chamber of Commerce)		
K.14.	Local Private-sector Business(s)		
K.15.	Local Health Organization(s)		
K.16.	Local Faith Organization(s)		
K.17.	Local Agricultural or Environment Organization(s)		
K.18.	Other local organization(s) focused on youth		
K.19.	Other local organization(s) focused on adults		

Section L: Electronic Technology

Computers

Number	Indicator	Definition	Internal Notes
L.1.	Internet computers used by staff only	Report the number of the library's Internet computers (PCs and laptops) used by staff only. If both the public and staff use a computer, count it as a public computer.	
L.2.	Internet computers used by general public	REVISION: Report the number of the library's Internet computers [personal computers (PCs), laptops, and tablets], whether purchased, leased, or donated, used by the general public in the library. Do not include computers that connect to the Internet for a dedicated purpose (e.g., to access an OPAC or specific database, or to train the public) or purposes.	

Usage

Number	Indicator	Definition	Internal Notes
L.3.	Number of uses of public Internet computers per year	Report the total number of uses (sessions) of the library's Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions). Note: The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public internet computer(s) three times a year would count as three uses (sessions). Software such as "Historian" can also be used to track the number of uses (sessions) at each public internet computer. If the data element is collected as a weekly figure, multiply that figure by 52 to annualize it. Reminder: This count includes only the library's Internet computers. Do not include Wi-Fi access using non-library computers.	

L.4.	Method of data collection: public internet computer use	Use the drop-down menu to select the method by which you gathered data about public Internet computer use (Computer software provides the count, Sign up on paper sheets, Sampling, Other).	
L.5.	Website visits	Count the number of visits, also called "sessions," to the library's website. DO NOT REPORT the number of page hits or pageviews. A "visit" or "session" represents a person coming to your site regardless of how many pages they view while there. If you are unable to count the number of visits or sessions to your website, select "Not able to track."	
L.6.	Wireless Internet sessions	Report the number Internet sessions initiated on your library's wireless network during the fiscal year in question. It doesn't matter who is using the wireless, what time of day it is, whether it's during the library's opening hours, or what websites the user is accessing. This number can only be reported if your wireless internet provider can give you the number, or if you have staff members who know how to get the number from the router. Do not attempt to get this number by sampling observations of people in the library using their own laptops. Select "N/A" if you are not able to get the number from the router or internet provider, or if your library does not provide wireless internet.	
L.7.	Method of Collection: Wireless internet sessions		

Section M: Branch Information

COVID-19

Number	Indicator	Definition	Internal Notes
	Number of Weeks an Outlet Closed Due to COVID-19	This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed and the public could not enter, when it otherwise would have been open. **Note:** Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero. An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building.	
	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic. **Note:** Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Limited public occupancy practices can include reduced hours open, limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks or meeting rooms, etc.	

Outlet Collection

Number	Indicator	Definition	Internal Notes
M.1.	Name of branch	<u>Pre-filled.</u> Name of the branch library or outlet	
M.2.	Is this facility owned or leased?	<u>Pre-filled.</u> Specify if the facility is city owned, county owned, leased, or other.	

Contact

Number	Indicator	Definition	Internal Notes
M.3-6.	Mailing Address	Administrative entity's mailing address. If your mailing address has changed since last year, please contact Amanda Johnson, Amanda.johnson@ncdcr.gov.	
M.7-11.	Street Address	The complete street address of the administrative entity or outlet. If your street address has changed since last year, please contact Amanda Johnson. **Note:** Do not report a post office box or general delivery.	
M.12.	Phone number	Pre-filled. The telephone number of the branch, including area code. Report telephone number without spacing or punctuation.	
M.13.	Fax number	Pre-filled. The fax phone number of the branch (if available), including area code. Report fax number without spacing or punctuation.	
M.14.	Branch head	Pre-filled. The name of the person responsible for on-site management of the branch. The person who fills this role may not have the title "branch head" or "librarian". Report the name of the person who oversees staff and facilities at the branch, regardless of his or her job title.	
M.15.	Email address	Pre-filled. The complete email address of the person named above as branch head above, or the email address for the branch itself. If neither the branch nor the branch head has an email address, leave this field blank or "N/A."	

Counts

Number	Indicator	Definition	Internal Notes
M.16.	Building square footage	Pre-filled. Provide the area, in square feet, of the public library outlet (main library or branch). Report the total area in square feet for each library outlet (main library or branch) separately. This is the area on all floors enclosed by the outer walls of the library outlet. Include all area occupied by the library outlet, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area. **Note:** If the outlet is a bookmobile, select "N/A."	

| M.17. | FTE staff | Total full-time equivalents of staff assigned to this outlet. Include all positions assigned to the outlet, whether those positions are filled or not. To compute FTE, take the number of hours worked per week by all employees and divide it by 40. Example: four employees working 12 hours per week would be considered 1.2 FTE (4 x 12/ 40 = 1.2) | |

Hours

Number	Indicator	Definition	Internal Notes
M.18.	Hours of operation	Enter the library's regular weekly schedule here. You may also include summer or other special hours. Examples: M-F: 8: 00 a. m. -5: 00 p. m. or T-Th: 2-8 pm; F: noon-5 pm; Sat: 9 am-noon; Sun: 2-5 pm (Labor Day - Memorial Day). These hours of operation will display publicly on an interactive map of NC libraries produced by the new survey tool, so be sure to enter your updated hours each year.	
M.19.	Public service hours per year	This is the number of annual public service hours for outlets (reported individually by central, branch, bookmobile and Books by Mail Only). **NOTE:** Remember to subtract closures for COVID-19. See COVID-19 FAQ for more information. For each bookmobile, count only the hours during which the bookmobile is open to the public. For administrative entities that offer ONLY books by mail service, count the hours that the outlet is staffed for service. Minor variations in public service hours need not be included. Extensive hours closed to the public due to natural disasters or other events should be excluded from the count.	
M.20.	Number of weeks library outlet is open	This is the number of weeks during the year that an outlet was open to the public. **NOTE:** Remember to subtract closures for COVID-19. See COVID-19 FAQ for more information. For each bookmobile, count only the weeks during which the bookmobile is open to the public. For administrative entities that offer ONLY books by mail service, count the weeks that the outlet is staffed for service. The count should be based on the number of weeks that a library outlet was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events	

		should be excluded from the count. Do not calculate based on total number of service hours per year at the outlet level. For example, by dividing total hours by the average hours open per week. Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.	
M.21.	Was this facility closed unexpectedly for more than 1 week within the last year? If yes, please note how many weeks the closure lasted and a brief explanation of circumstances.	Select: Yes/No	

ID

Number	Indicator	Definition	Internal Notes
M.22.	Unique ID suffix assigned by WebPLUS (IMLS)	This field is prefilled for you.	
M.23.	State assigned identification number	This field is prefilled for you.	

Codes

Number	Indicator	Definition	Internal Notes
M.24.	Outlet type code	This field is prefilled for you.	
M.25.	Number of bookmobiles	This field is prefilled for you.	
M.26.	Metropolitan status code	This field is prefilled for you.	

Internet

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

Number	Indicator	Definition	Internal Notes
M.27.	Broadband speed (upload)	Report the actual speed using a public computer before the library is open to the public.	
M.28.	Number of bookmobiles	Report the actual speed using a public computer before the library is open to the public.	
M.29.	Wireless Internet provided	Does your outlet provide wireless Internet service? Select an answer, Yes or No	