

2008 ANNUAL SURVEY OF PUBLIC LIBRARIES DEFINITIONS AND INSTRUCTIONS

Introduction

The Annual Survey of Public Libraries provides important data on library services in Ontario. **It is one of the requirements for receiving the provincial library operating grant, and must be completed by libraries, and organizations that contract for public library service.** We appreciate your co-operation in collecting and compiling accurate statistics for this survey.

Deadlines

- The deadline for libraries and local services boards is **March 31, 2009.**
- The deadline for First Nations libraries is **June 30, 2009.**

What to Submit

- A completed copy of the survey.
- A copy of the annual audited financial statements of the library, local services board or First Nations Band.

Keep a copy of the completed survey for your records.

Questions

If you have questions or need help completing the survey, contact the Ontario Library Service Office in your area.

Ontario Library Service-North

Steven Kraus

skraus@olsn.ca

(705) 675-6467 ext. 228

1-800-461-6348 ext. 228

Southern Ontario Library Service

Hélène Golden

hgolden@sols.org

(519) 672-0663

1-877-532-2901

First Nations libraries should contact the consultant for their area.

Ontario Library Service-North

Steven Kraus

skraus@olsn.ca

(705) 675-6467 ext. 228

1-800-461-6348 ext. 228

Southern Ontario Library Service

Patty Lawlor

plawlor@sols.org

(416) 961-1669 ext. 5108

1-800-387-5765, ext. 5108

If you are encountering technical problems, please send an e-mail to: librarye-filehelp@ontario.ca and the Ministry will try and assist you. Please include a description of the problem(s) and include your contact information.

General

Please refer to the following instructions and definitions in completing the **Annual Survey of Public Libraries**. Sections in this document correspond to sections in the survey form and the **One Week Survey of Library Use** (the 'typical week' survey). Please round all dollar amounts to the nearest dollar. Please answer all questions.

SECTION A GENERAL INFORMATION

A1.0 Library Identification

- **A1.1** Legal name of library: This is the name of the library, which under the *Public Libraries Act* conforms to the following format the *(insert name of municipality or county)* Public Library/Union Public Library/or County Library. For a library established by a Local Services Board or First Nations Band, state the library's name.
- **A1.2, A1.21, A1.22, A1.3** Library mailing address and library street address: Some libraries have separate mailing and street addresses. State the street address if it is different from the mailing address.
- **A1.4** Library Web Site Address: If the library has a web site, state its address.

A2.0 Current Library CEO

- **A2.1, A2.2, A2.3, A2.4:** The *Public Libraries Act* requires public libraries to have a Chief Executive Officer. Please give the CEO's first and last name, telephone number, fax number and e-mail address.

A3.0 Contact Person

- **A3.1, A3.2, A3.3, A3.4:** Please state the name, telephone number, fax and e-mail address of the person to contact if the Ministry has any questions about information provided on the survey, if the library CEO is not the contact person.

A4.0 Ontario Library Service (OLS) Region or Toronto

- **A4.1, A4.2:** Please indicate which OLS Board provides your library with service.
- **A4.3** Toronto Public Library, indicate Toronto

A5.0 Type of Library Service

- **A5.1, A5.2, A5.3, A5.4:** Please indicate which type of library is completing the survey by checking one of the four boxes. LSB library means a library that is operated by a local services board. This question does not apply to municipalities, First Nations and Local Services Boards that contract with a neighbouring library board for library service.

A5.5 Number of Active Library Cardholders

- **A5.5:** Please state the number of library cardholders who have used their library card in the past two years.

SECTION B FINANCIAL INFORMATION

B1.0 Net Balance Brought Forward From Previous Year

- **B1.1, B1.2, B1.3:** Report, as in standard accounting audit procedures, all monies not used in the previous year. Check the appropriate box to indicate whether the amount you are reporting is a surplus, deficit, or nil.

B2.0 Operating Revenues

- **B2.1** Provincial Operating Grant: This is the annual library operating grant and pay equity funding that the library, First Nations Band Council or Local Services Board receives from the Ministry of Culture. The annual library operating grant is calculated on a per-household rate for public libraries and libraries established by Local Services Boards, and on a per capita basis for libraries established by First Nations Bands.

- **B2.2 Local Operating Grant:** This is the amount of funding the library board receives from the Local Municipal Council, First Nations Band or Local Services Board for library operations. If the municipality or county pays library related facility/utility costs, the amount of that payment must be included in the Local Operating Grant (to reflect local support); and in the facilities/utilities expenditure line (to ensure that all library related facility/utility expenditures are captured).
- **B2.3 Contract Revenue:** Some library boards have contracts with local services boards, municipalities and First Nations Bands to provide their residents with library services. If your library has such a contract, report revenue received here. Specify the names of the contracting municipalities, local services boards, or First Nations Bands and give the amounts you receive from each organization.
- **B2.4 Project Grants:** This is funding received from government or other organizations to undertake projects. For example, the Ministry of Culture administers Library Strategic Development Funding (LSDF) funding. Other examples of project funding include the First Nations Library salary supplement, ServiceOntario and special funding programs to hire summer students.
- **B2.5 Donations:** Please state the amount of money donated to the library by individuals, Trust Funds or such organizations as Friends Groups or Public Service Clubs (e.g. Rotary Club, Lions Club). Do not report value of “in kind” donations.
- **B2.6 Self-generated Revenue:** This is the amount of funding generated by the library from fees, non resident fees, fines, room rentals, photocopy or fax services, sales/fundraising, café revenue, program and events revenues etc.
- **B2.7 Debt Services and Reserve Fund Revenues:** Please report the total amount of the following:
 - debt services: receipts from the municipality/municipalities for which the library was established; and,
 - transfers from reserve funds: revenues received from reserve funds (special or restricted accounts). For the purposes of this report, the balance brought forward from the previous year is not a reserve fund and should not be reported here.
- **B2.8 Other:** Report funding under the “other” category only if it does not fall under any of the previous categories (e.g., Connectivity, interest, contracts for service with school boards)

B3.0 Capital Revenue

- **B3.1, B3.2, B3.3, B3.4:** Capital Revenue is funding that the library has received for land, building construction/renovation or furniture or new automation systems. Report the amount of capital revenue received from Provincial, Federal or Local Governments (e.g. funds from development charges) in the spaces provided. If the library has received capital revenue from a non-government source (e.g. capital funding from a friends group), please report that capital revenue under the ‘other’ category).

B4.0 Operating Expenditures

- **B4.1 Materials Expenditures** fall into two categories:
 - B4.11 General:** Report the total amount spent on the purchase of physical items for use by the public, in all formats except subscriptions to computer readable materials. Do not count payments for acquisitions, cataloguing, processing, or binding on this line, as it is included under ‘other’.

B4.12 Electronic: Report the amount spent for subscriptions to electronic materials. Electronic materials include such items as CD ROMS, electronic subscriptions and other databases, DVDs, and e-resources.

- **B4.2 Staffing:** This is the total amount spent on all staff (full-time, part-time, casual/occasional/relief and seasonal staff) employed by the library in the reporting year, including benefits.
- **B4.3 Staff Training:** Report all funds spent on staff training through courses, workshops and conferences. Include travel and accommodation expenditures.
- **B4.4 Facilities/Utilities:** State the total amount spent on library facilities during the reporting year, including rent, heat, electricity, equipment contracts/rental (e.g. photocopier), maintenance, repairs, mortgage payments and insurance. Include here any contracts for janitorial, landscaping or security guard services. Include payments for furniture and equipment only if the purchases were made as a part of the library's operating budget (e.g. replacement of broken chairs). Do not report telecommunications costs here, as they are collected under telecommunications costs. If the municipality or county pays library related facility/utility costs, the amount of this payment must be included in the overall facilities/utilities expenditure. The amount is also captured on the local operating grant line to reflect local support in the revenues subsection of the survey.
- **B4.5 Telecommunication Costs:**
 - B4.51 Phone and Fax:** state the costs incurred for library telephone and FAX services (exclude costs for dial-up telephone lines that are reported below).
 - B4.52 Dedicated Internet Connectivity Costs** and/or dial-up lines used exclusively to connect to an ISP: report here such costs as the amount spent for ISDN dedicated lines, wireless communications services and dial-up telephone lines used exclusively to connect to an ISP. If it is not possible to separate out your dial-up lines from your telephone lines, report this cost on the line for Phone and Fax (above).
- **B4.6 Computer Services:** Report the total amount spent on new automated systems, computer equipment and software, including equipment purchased through such programs as Community Access Program (CAP). Do not report telecommunications costs related to computer services here, as they are collected under telecommunication costs.
- **B4.7 Debt Charges and Transfers to Reserve Funds:** Report the payment on principal and the payment of interest on the principal (debt charges). For transfers to reserve funds, report those funds which have been moved to a reserve fund account.
- **B4.8 Funds Returned to Government Sources:** If your library board is required to return any surplus operating funding to the governing municipality, report such returns here. Include funds that have been returned to the Provincial government.
- **B4.9 Contract payments made to library boards for library service:** if your organization provides library service by contracting with a library board or boards, give the name of the library board or boards and the amount paid to each.
- **B4.10 Other:** Please review all of section B4, before reporting any expenditure under B4.10. Report other expenditures not cited above. Include such items as contracts for consulting, legal and audit services, payments for acquisitions, cataloguing, processing, binding, repairs to things other than equipment, postage or shipping related to acquiring library materials.

B6.0 Capital Expenditures

- **B6.0:** Report the total amount spent for land, building construction and renovations (e.g. new roof), and furniture. Include funds expended for the initial collection of circulating and

reference materials for a new library or library branch. Do not report funds expended to repair or replace worn or broken furniture in an existing library facility as a capital expenditure. Expenditures to replace worn and broken furnishing are reported as Operating Expenditures B4.4 Facilities Utilities.

SECTION C LIBRARY SYSTEM HOLDINGS

- **C1.0, C2.0, C3.0:** The Library System Holdings Chart collects information on all library holdings. The chart requires libraries to categorize their holdings into one of 3 categories: Reference, Circulating or Periodicals. The holdings chart also collects data on language, titles held and volumes held, and includes a special area in each category for reporting on electronic resources.

Category Descriptions

- **C1.1, C1.2, C1.3, C1.31, C1.32, C1.33** Reference: Reference materials are resources (other than periodicals) that may not be taken out of the library. Include all formats, e.g. directories, indices, vertical file materials, microfilms, maps. Count subscriptions to tools which only provide access to **abstracts** of periodical articles as reference tools. Include uncatalogued reference materials that are available for public use.
 - **C2.1, C2.2, C2.3, C2.31, C2.32** Circulating: Those materials which are loaned to library users and may be removed from the library. Include all formats, e.g. videos, talking books, compact discs and books on tape.
 - **C3.1, C3.2, C3.21, C3.22, C3.23, C3.24** Periodicals: Magazines, newspapers and other publications issued in instalments. Exclude standing orders, annuals such as almanacs and directories. Count subscriptions to tools which only provide access to **abstracts** of periodical articles as reference tools.
- Do not count a title, volume or electronic resource in more than one category (e.g. if you have counted a title in the *reference* category, you cannot count it again in the *circulating* category).
 - Exclude materials that the library accesses through a 'pool', as these items are not a part of the library's collection (e.g. OLS Pool, regional pool).
 - Count music in the language in which it was catalogued, published or issued (i.e. if a recording was catalogued in French, it is counted as part of the library's French holdings)
 - Count each microfiche title as one microfiche volume.
 - Count a multi-media kit based on its primary component. For example, a multimedia kit, whose primary component is a CD ROM should be counted as a CD ROM.
 - For bilingual materials, count titles based on how they are catalogued (e.g. if a library catalogues a bilingual publication in both languages, it counts the document once in English and once in French).

C1.1, C1.32, C2.1, C2.31, C3.1, C3.22, C3.24:

Titles Held:

A title is a unique catalogue entry, and includes books, tapes, videos, multi-media sets etc. Multiple copies of a single title count as one title.

C1.2, C2.2:

Volumes Held:

A volume is a physical unit. For example a print encyclopaedia has one title and is normally composed of many volumes.

**C1.31, C1.32, C1.33, C2.31,
C2.32, C2.33, C2.34, C3.21, C3.22,
C3.23, C3.24:**

Electronic resources:

All materials owned or licensed by the library that are only accessible in computer readable format are electronic resources. The Electronic Resources category includes subscriptions to commercial databases, CD ROMs, E-books, and non-commercial locally created databases, e.g. local history collections in digital form.

- When counting electronic resources count each database subscription as one subscription.
- For CD ROMS, and E-books, report both the number of titles, as well as the number of copies of each CD ROM title, and E-book title held.
- For electronic periodicals (i.e. periodicals that are electronic resources) report the following: the number of periodical database subscriptions, the number of CD ROM titles, the number of copies of CD ROMs, and the total number of individual electronic periodicals titles.
For example, a library with electronic subscriptions to Electric Library and C.P.I.Q would report two electronic subscriptions, and the total number of individual periodical titles available through them.

SECTION D LIBRARY SYSTEM STAFFING

This section asks for information on full time and part time library staff and volunteers organized by job class. Assign staff to job classes based on the qualifications for the job class. As many library employees work somewhat different hours in the summer months, do not use summer hours as a basis for staffing reports. Report staffing based on hours worked in a typical week in the calendar year.

- **D1.0 What constitutes a full time position:** State how many hours per-week constitutes a full time position in your library. Please note that question D1.0 must be completed with a number of 32.5 or more.

If your library does not have any job classes that work 32.5 hours or more per week, please complete Q D1.0 stating how many hours a full-time position would be if your library had full time staff, report that you have no full time job classes staff in section D1.1, and report all job classes as part-time in D1.2.

If your library does not have any full time job classes that work 32.5 hours or more per week, and you do not know how many hours a full time position would be if your library had full time staff, please complete question D1.0 using the number 32.5, as that is the figure employed by the annual survey system to calculate full time equivalents. Then report that you have no full time job classes staff in section D1.1, and report all job classes as part-time in D1.2.

- **D1.1 Full Time:** A full time job class is one where an individual works at least 35 hours per week or full time equivalent (32.5 or more). Count workers in job classes working fewer than 35 hours per week or full time equivalent (32.5 or more) as part-time. If your library does not have any job classes that work 35 hours or more or full time equivalent per week (32.5 or more) do not report any full time employees.

- **D1.2 Part Time:** A part time job class is one where an individual works fewer than 35 hours or full time equivalent (32.5) hours per week.

D1.1 Full Time Staff Table

State the number of people that work in the library in the following job classes:

- **D1.11 Librarians:** The number of full time staff holding a degree in library/information science from an accredited school e.g. MLS, MIS, MLIS
- **D1.12 Library Technicians:** The number of full time staff holding a diploma in library techniques from a community college
- **D1.13 EXCEL Graduates:** The number of full time staff holding an EXCEL certificate
- **D1.14 Other Staff:** All other full time staff not included above
- **D1.15 Volunteers:** The number of full-time library volunteers - including volunteers involved in such activities as literacy programs, book sales, story hours, shelving, book mending etc. Do not count hours that library board members spend on official duties (e.g. board meetings).

D1.2 Part Time Staff Table

State the number of people that work in the library in the following part time job classes and the total number of hours worked per week for each job class. Calculate the total hours worked per week per job class by adding the total weekly hours for all people in the job class.

For example, if a library had 3 part time staff in the Librarian job class, and each person worked 20 hours per week, the library would report a total of 60 hours per week for that job class. If a library had 4 Library Technicians, one working 5 hours per week, one working 10 hours per week, one working 15 hours per week, and one working 17 hours per week, the library would report a total of 47 hours per week for the Library Technician job class.

If the hours worked by people in a job class vary, report the total average weekly hours worked. (e.g. if there are 2 people in the librarian job class, and one normally works 8 hours per week, and the other works 10 or 12 hours per week, report 2 people in the job class working a total of 19 hours per week.)

- **D1.21 Librarians:** Part time staff holding a degree in library/information science from an accredited school e.g. MLS, MIS, MLIS
- **D1.22 Library Technicians:** Part time staff holding a diploma in library techniques from a community college
- **D1.23 EXCEL Graduates:** Part time staff holding an EXCEL certificate
- **D1.24 Other Staff:** All other part time staff not included above. Count hours worked during the reporting year by staff who are called in for shifts not regularly scheduled here.
- **D1.25 Volunteers:** Part time library volunteers, including people involved in literacy programs, book sales, story hours, shelving, book mending etc. Do not count hours that library board members spend on official duties (e.g. board meetings).

SECTION E LIBRARY SYSTEM FACILITIES

E1.0 Public Access Workstations

This section asks libraries for information on public access workstations. Public access workstations are computer workstations used by the public, including those provided through programs such as CAP, ServiceOntario and other special programs. Exclude workstations that are designated for staff use (e.g. workstations used by staff located on the information/reference desk).

E1.11, E1.12, E1.13 Public Access Workstation Table:

State the total number of public access workstations located in the library and indicate how many provide Internet access, OPAC access, and provide CD ROM access.

E2.0 Library Automation and Connectivity

E2.1, E2.2: Indicate whether the library has an automated catalogue of all holdings in the library system. If an automated catalogue of all holdings in the library system exists, specify the automation system used.

E2.3: Indicate whether or not the library provides wireless Internet connection.

E3.0 Facilities and Hours of Operation (all service points)

E3.1, E3.2, E3.3, E3.4, E3.5, E3.6: Provide information on the number of library service points and the total weekly hours of operation for each. Base your report on winter hours or hours open during a typical week.

To be considered a service point, an outlet must meet the following criteria:

- offer library service directly to the public,
- be open at regularly scheduled times,
- have a permanent collection, and
- be staffed by library personnel.

There are 5 types of library service points, they are: the main library, branches open 12 hours per week or more, branches open less than 12 hours per week, bookmobile stop locations, and deposit stations.

This section also asks for two types of information related to bookmobiles: the number of bookmobile stop locations and the number of bookmobiles owned by the library (e.g. a library could own one bookmobile with stops in four locations). For bookmobile stops, report the number of unique locations where a bookmobile stops, not the number of times a bookmobile stops at a specific location – e.g. If a bookmobile stops at 4 locations 5 times a week, it reports 4 bookmobile stops)

SECTION F LIBRARY SYSTEM ACTIVITIES

F1.0 Total Annual Circulation (Actual Annual Direct Circulation)

Report the total number of items charged out from your library's permanent or permanent deposit collections for use outside the library. Count all items charged out, whether the items are actually used inside or outside the library. Count one for each item lent directly to library users, and one for each renewal. Include in your circulation total, the circulation of items borrowed from other libraries and then provided to your library users. Also include the circulation of rotating or bulk loan collections which were provided to your library users. Exclude the actual or estimated circulation of bulk rotating collections provided from your library to other libraries or organizations.

F2.0 Programs

F2.1 Number of programs held annually: A program is a planned presentation given at a scheduled time by library staff or another resource person to a group of library users. Include children's story hour, class visits, scheduled tours of the library and talks given to classes or groups that introduce users to library materials or services. Programs can take place outside the library (e.g. book talks in a classroom). To avoid double counting, only the library in the jurisdiction where the programs are presented should report the program and its attendance.

- Include co-sponsored programs if library staff are involved in planning, implementing or presenting the programs,
- Exclude activities such as exhibits, contests, parades, or library booths at fairs,
- Exclude the use of library meeting rooms by groups other than the library itself.

F2.2 Annual Program Attendance: Report the actual audience at all programs for the entire year.

F3.0 Inter Library Loan Activity (ILLO)

Inter Library Loan (ILLO) is the loan of an item from the permanent collection of one library system to another or the supply of a substitute item (a photocopy). Do not count inter-branch loan (i.e. loans between branches of the same library system). An ILLO request is made when one library asks another library to borrow one or more items.

The VDX Monthly ILL Statistics Report provides the data required to complete this section of the annual survey. It allows you to create monthly and annual statistical reports. To view a VDX statistical report, access the SOLS or OLSN websites, and follow the links that take you to the VDX report information. To view a statistical report in the VDX system:

1. Select Reports in the left panel of VDX screen.
2. Check the radio button beside Monthly ILL Statistics.
3. Leave the Start Date and End Date boxes at the bottom of the menu blank.
4. Click Submit.
5. The report will appear on your screen. Use your browser's print command (File - Print, or the Printer icon)

F3.1 ILLO Traffic

- **F3.11** Number of items borrowed: this is the total number of items that your library borrowed on ILLO. This is called 'Requester – Received' on the VDX system. It counts the number of requests that the library received and processed for the specified year.
- **F3.12** Number of items lent: this is the total number of items that your library loaned other libraries via ILLO. This is called 'Responder-Shipped' on the VDX system. It counts the number of requests that the library processed as 'shipped' in the specified year.

F3.2 ILLO Request Activity

- **F3.21** Number of requests made to other libraries: this is the total number of ILLO requests that your library made. This is called 'Requester – Requests' on the VDX system. It counts the number of requests that the library created and sent to other libraries in the specified year.
- **F3.22** Number of requests received from other libraries: this is the total number of ILLO requests that other libraries sent to your library. This is called 'Responder – Requests' on the VDX system. It counts the number of incoming requests that the library handled in the specified year, regardless of whether the library 'shipped' them or not.

SECTION G LIBRARY SYSTEM ACTIVITIES

G1.0 Typical Week Data

Use data from the *typical week* survey to report on weekly Circulation, In Library Materials Use, Electronic Information Resources Use, Reference and Library Visits below.

G1.1 Circulation (typical week data)

G1.11: Report the total circulation of all library materials in all formats checked out from the library's permanent collection of materials directly by library users for use outside the library. Remember to:

- include renewals made in-person, by phone or electronically;
- include items borrowed on inter-library loan from other library systems that were circulated to your library users;

- include the initial circulation of rotating or bulk loan materials to a deposit collection. (e.g.. rotation of 4 times a year X 500 items = 2002 circulation), and exclude the actual or estimated subsequent circulation of bulk loans of those items to users;
- include loans of both Net Library E-books and Rocket E-Books
- exclude photocopies in lieu of loans; and
- exclude loans to another library system or branch.

G1.2 In Library Materials Use (typical week data)

G1.21: Report the number of materials used inside the library and not checked out. Count any items removed from their usual location by staff or library users. Include reference materials, circulating materials, magazines, newspapers and all other materials used in the library.

- Count a vertical file, pamphlet file, multi-media kit or language learning kit as a single item - do not count each as a separate element.
- Do not count audio-visual items unless they were used at viewing/listening stations available in the branch.
- Do not include items returned from an outside circulation.

G1.3 Electronic Information Resources and Wireless Use (typical week data)

G1.31 Number of people using library workstations: Count the number of people who use public access computer workstations in the library, either from sign-up sheets or by a manual stick count. Do not factor in the length of the session in the count (i.e. if a user is at a workstation for a long time, do not count it as more than one workstation use). Exclude public use of computer workstations that can only be used to access the library catalogue (OPAC).

G1.32 Number of times electronic databases are accessed by library users: Count the number of searches conducted in the online databases that are accessible at the library, including statistics on access to Knowledge Ontario databases. If the library cannot provide this information enter zero. When you calculate this number:

- include vendor provided statistics on the total use of all databases licensed by the library for use by library users;
- include networked CD ROM databases and locally created databases (e.g. local newspaper indexes, local history collections or community information);
- count the use of a CD-ROM or other database title as one use;
- do not count each separate record accessed within the database; and
- use a typical week count for those items for which statistics are not provided by a vendor or counted automatically.

G1.33 Number of people using public library wireless connection

For libraries that offer wireless Internet connection to enable public use of personal or library-owned laptops on library property, count the number of people who used the wireless connection during the past year. Use your wireless router's log report or appropriate software to obtain this number. If your library does not have a log report or appropriate software available, multiply your Typical Week's wireless connection head count by 50 to arrive at your number.

G1.4 Reference (typical week data)

G1.41 Number of standard reference transactions (criteria): A standard reference transaction is a request for information made directly by a library user that involves the knowledge, use, recommendation, interpretation or instruction in the use of one or more information sources or bibliographic tools by library staff. (examples of reference questions include: 'How can I find out when Andrew Wyeth was born?' or 'Can you help me to locate information on the Internet about skiing in Ontario?') Standard reference transactions include reference requests library users make in person, on the phone, by regular mail (i.e. not e-mail) or by FAX. Information sources include print and non-print materials, electronic databases, catalogues and referrals to sources outside the library. If a request is referred to another branch, only the branch where the original

request was made should count the reference request. If a library user has multiple questions, record each question as a separate transaction if it deals with a new subject.

Include:

- requests for help finding information on an electronic database or in the catalogue (other than simple checks of the library catalogue for a specific title),
- questions of fact or finding facts,
- literature searches,
- reader's advisory questions,
- requests for information and referral,
- database searches, and
- requests received in person, by telephone, mail, or fax.

Exclude:

- requests for directions, information on locations, (e.g. 'Is the library open Thursday nights?')
- interlibrary loan requests,
- questions about rules or policies, (e.g. 'What is the loan period for videotapes?')
- requests for assistance about the use of the library and its services (i.e. library policy, procedures, services, programs, equipment, and facilities),
- shelf checks and simple checks of the library catalogue for specific items, and
- advertisements, bills, personal telephone calls, public notices or solicitations received by library staff.

G1.42 Number of electronic reference transactions: An electronic reference transaction is one which follows the same criteria as a standard reference request but is received via electronic means (e.g. via email or web page).

G1.5 Library Visits (typical week data)

G1.51 Number of Visits made to the library in person: State the number of people entering the library for whatever purpose.

- count people as they are entering and re-entering the library,
- include people attending programs or making use of community meeting rooms, and
- exclude staff and service personnel.

G1.52 Number of electronic visits: State the number of visits (user sessions) made to the library website via the Internet. Use electronic counting software to generate this figure (e.g. Web Trends).