

Complete one "Typical Week Survey" form for each service point in your system.

NAME OF SERVICE POINT: _____

ADDRESS: _____

ONE WEEK SURVEY OF PUBLIC LIBRARY USE (TYPICAL WEEK)

Week chosen: From: _____ To: _____

Total hours open during week: _____

Circulation

Total circulation of all library materials _____

In Library Materials Use

Total In Library Materials Use _____

Electronic Information Resources Use

Mandatory:

No. of people using public library computer workstations _____
(excluding those that only provide OPAC access)

Please provide data if available:

No. of times electronic databases
are accessed by library users _____

Reference

No. of standard reference transactions _____

No. of electronic reference transactions _____

Library Visits

No. of visits made to the library in person _____

No. of electronic visits to the library _____

**ONE WEEK SURVEY OF PUBLIC LIBRARY USE
TYPICAL WEEK DATA COLLECTION**

**IMPORTANT NOTICE:
PLEASE FILE THIS COMPLETED FORM FOR USE IN COMPLETING THE
2004 ANNUAL SURVEY OF PUBLIC LIBRARIES FORM.
DO NOT RETURN THE ONE-WEEK SURVEY OF PUBLIC LIBRARY USE
FORM TO THE HERITAGE AND LIBRARIES BRANCH**

DEFINITIONS & INSTRUCTIONS

Complete one "Typical Week Survey" form for each service point in your system. To be considered a service point, a library 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.

Circulation

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 = 2000 circulation), and exclude the actual or estimated subsequent circulation of bulk loans 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.

In Library Materials Use

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.

Electronic Information Resources Use (typical week data)

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).

Number of times electronic databases are accessed by library users: If the library cannot provide this information enter NA. 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.

Reference

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.

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).

Library Visits

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.

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).