

SOUTH CAROLINA PUBLIC LIBRARY

ANNUAL STATISTICAL SUMMARY

FY 02



2003

Memo To: County and Regional Libraries and Trustees
From: James B. Johnson, Jr., Director
Subject: Public Library Annual Statistical Summary, FY 02
Date: March 2003

The development and implementation of a 3-5 year plan for providing quality library service to the community is essential if libraries are to succeed in the future. South Carolina Public Library Annual Statistical Summary, 2002, is one of several tools that can provide valuable information needed for the development of a successful plan.

It includes information about each library, with sums, averages and/or medians indicated where applicable. Comparisons with measures from SOUTH CAROLINA PUBLIC LIBRARY STANDARDS, 1998 have been included. Data from the Summary can be useful to public library directors, staff and board members in assessing the quality and effectiveness of library services, determining areas for improvement, and serving as a basis for planning for the future.

The 2000 Census populations are used to compute per capita figures in this publication. The 1990 Census population was used for prior years (FY 90 – FY 2000).

Primary information, as submitted by each public library in the FY 02 annual statistical reports, is used in all computations. Beginning with the FY 93 data, FTE staff computations are based on a 40-hour workweek.

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PUBLIC LIBRARY STAFFING

Public Libraries	Total FTE Staff				Total ALA/MLS Staff			
	Basic 8/25,000*	Full 12/25,000*	Comp 16/25,000*	FY2002 FTE Staff	Basic 2.5/25,000*	Full 4.5/25,000*	Comp 6.5/25,000*	FTE Prof. Staff
ABBE	66.33	99.50	132.66	49.64	20.73	37.31	53.89	11.00
AG	29.58	44.37	59.16	26.13	9.24	16.64	24.03	6.57
AHJ	17.05	25.57	34.10	9.94	5.33	9.59	13.85	0.88
Anderson	53.04	79.56	106.07	72.30	16.57	29.83	43.09	14.50
Beaufort	38.70	58.05	77.40	48.60	12.09	21.77	31.44	13.00
Berkeley	45.65	68.47	91.30	35.00	14.27	25.68	37.09	7.00
Calhoun	4.86	7.29	9.72	4.20	1.52	2.73	3.95	0.00
Chapin	7.28	10.92	14.57	12.00	2.28	4.10	5.92	3.00
Charleston	99.19	148.79	198.38	232.75	31.00	55.79	80.59	61.00
Cherokee	16.81	25.22	33.62	13.01	5.25	9.46	13.66	0.88
Chester	10.90	16.35	21.80	15.19	3.41	6.13	8.86	3.38
Chesterfield	13.69	20.53	27.37	9.79	4.28	7.70	11.12	0.94
Clarendon	10.40	15.60	20.80	6.95	3.25	5.85	8.45	1.88
Colleton	12.24	18.37	24.49	10.25	3.83	6.89	9.95	2.00
Darlington	21.57	32.35	43.13	16.80	6.74	12.13	17.52	3.75
Dillon	9.83	14.75	19.66	8.83	3.07	5.53	7.99	1.88
Dorchester	30.85	46.28	61.70	29.00	9.64	17.35	25.07	6.00
Fairfield	7.51	11.26	15.01	7.42	2.35	4.22	6.10	0.90
Florence	40.24	60.37	80.49	39.17	12.58	22.64	32.70	8.69
Georgetown	17.86	26.78	35.71	19.95	5.58	10.04	14.51	1.88
Greenville	121.48	182.22	242.95	148.00	37.96	68.33	98.70	38.81
Horry	62.92	94.38	125.84	42.00	19.66	35.39	51.12	9.00
Kershaw	16.85	25.27	33.69	16.10	5.26	9.48	13.69	3.75
Lancaster	19.63	29.45	39.26	12.87	6.14	11.04	15.95	2.81
Laurens	22.26	33.39	44.52	15.80	6.96	12.52	18.09	4.00
Lee	6.44	9.66	12.88	4.75	2.01	3.62	5.23	0.00
Lexington	69.12	103.69	138.25	92.00	21.60	38.88	56.16	21.00
Marion	11.35	17.02	22.70	10.65	3.55	6.38	9.22	2.82
Marlboro	9.22	13.83	18.44	5.24	2.88	5.19	7.49	0.87
McCormick	3.19	4.78	6.37	2.88	1.00	1.79	2.59	0.00
Newberry	11.55	17.33	23.11	5.80	3.61	6.50	9.39	1.00
Oconee	21.19	31.78	42.38	23.40	6.62	11.92	17.22	5.60
Orangeburg	29.31	43.96	58.61	18.45	9.16	16.48	23.81	4.69
Pickens	35.44	53.16	70.88	31.24	11.08	19.94	28.80	7.69
Richland	102.62	153.92	205.23	247.28	32.07	57.72	83.38	69.85
Saluda	6.14	9.21	12.28	3.30	1.92	3.45	4.99	0.94
Spartanburg	81.21	121.82	162.43	123.00	25.38	45.68	65.99	29.00
Sumter	33.49	50.23	66.97	22.93	10.46	18.84	27.21	2.85
Union	9.56	14.34	19.12	6.56	2.99	5.38	7.77	2.00
Williamsburg	11.91	17.86	23.82	9.51	3.72	6.70	9.68	0.94
York	52.68	79.01	105.35	51.78	16.46	29.63	42.80	11.75
Total	1,283.84	1,925.77	2,567.69	1,560.46	401.20	722.16	1,043.12	368.50

Based on Census 2000 Population

* S.C. Public Library Standards

COLLECTION

Public Libraries	Volumes (Books)				FY2002 Volumes Per Capita	Volumes (Books)		
	Basic 2.5/cap*	Comp Full 3.5/cap*	Comp 4.5/cap*	FY2002 Total Volumes		If 5% of collection weeded*	FY2002 Total Vols Weeded	FY2002 % Vols Weeded
ABBE	518,208	725,491	932,774	190,781	0.92	10,958	41,164	21.58%
AG	231,095	323,533	415,971	144,840	1.57	7,333	16,799	11.60%
AHJ	133,188	186,463	239,738	63,473	1.19	2,718	6,247	9.84%
Anderson	414,350	580,090	745,830	340,735	2.06	16,503	5,396	1.58%
Beaufort	302,343	423,280	544,217	163,514	1.35	8,310	18,935	11.58%
Berkeley	356,628	499,279	641,930	132,916	0.93	7,017	22,181	16.69%
Calhoun	37,963	53,148	68,333	26,962	1.78	1,374	3,009	11.16%
Chapin	56,898	79,657	102,416	79,190	3.48	4,515	14,535	18.35%
Charleston	774,923	1,084,892	1,394,861	1,084,483	3.50	51,949	51,442	4.74%
Cherokee	131,343	183,880	236,417	101,481	1.93	5,052	2,467	2.43%
Chester	85,170	119,238	153,306	78,240	2.30	3,691	630	0.81%
Chesterfield	106,920	149,688	192,456	72,936	1.71	3,457	200	0.27%
Clarendon	81,255	113,757	146,259	35,014	1.08	1,719	1,411	4.03%
Colleton	95,660	133,924	172,188	93,512	2.44	4,461	1,459	1.56%
Darlington	168,485	235,879	303,273	148,737	2.21	6,912	1,545	1.04%
Dillon	76,805	107,527	138,249	78,823	2.57	3,468	5,396	6.85%
Dorchester	241,033	337,446	433,859	125,727	1.30	6,043	8,627	6.86%
Fairfield	58,635	82,089	105,543	75,438	3.22	3,651	2,126	2.82%
Florence	314,403	440,164	565,925	243,291	1.93	11,787	16,541	6.80%
Georgetown	139,493	195,290	251,087	124,752	2.24	5,881	2,859	2.29%
Greenville	949,040	1,328,656	1,708,272	783,492	2.06	40,014	81,731	10.43%
Horry	491,573	688,202	884,831	252,119	1.28	13,134	32,463	12.88%
Kershaw	131,618	184,265	236,912	125,037	2.38	6,178	8,367	6.69%
Lancaster	153,378	214,729	276,080	123,958	2.02	6,065	4,267	3.44%
Laurens	173,918	243,485	313,052	109,590	1.58	5,476	6,101	5.57%
Lee	50,298	70,417	90,536	28,793	1.43	1,431	1,100	3.82%
Lexington	540,035	756,049	972,063	437,429	2.03	22,318	15,510	3.55%
Marion	88,665	124,131	159,597	72,582	2.05	3,556	2,556	3.52%
Marlboro	72,045	100,863	129,681	54,440	1.89	2,614	71	0.13%
McCormick	24,895	34,853	44,811	27,840	2.80	1,293	4	0.01%
Newberry	90,270	126,378	162,486	57,876	1.60	2,795	317	0.55%
Oconee	165,538	231,753	297,968	193,283	2.92	7,810	NR	NR
Orangeburg	228,955	320,537	412,119	112,507	1.23	5,371	7,475	6.64%
Pickens	276,893	387,650	498,407	119,308	1.08	6,119	14,525	12.17%
Richland	801,693	1,122,370	1,443,047	1,160,111	3.62	56,740	90,865	7.83%
Saluda	47,953	67,134	86,315	19,947	1.04	923	512	2.57%
Spartanburg	634,478	888,269	1,142,060	782,736	3.08	38,863	64,385	8.23%
Sumter	261,615	366,261	470,907	165,722	1.58	7,962	1,051	0.63%
Union	74,703	104,584	134,465	54,080	1.81	2,650	1,002	1.85%
Williamsburg	93,043	130,260	167,477	45,877	1.23	2,498	150	0.33%
York	411,535	576,149	740,763	247,235	1.50	12,419	22,583	9.13%
Total	10,030,030	14,042,042	18,054,054	8,378,807	2.09	413,024	22,583	0.27%

Based on Census 2000 Population

* S.C. Public Library Standards

COLLECTION EXPENDITURE

Public Libraries	Expended for Collection			Collection Expenditure for AV		
	If 18%*	If 20%*	FY2002 % Exp for Collection	If 10%*	FY2002 Expended	FY2002 % Expended
ABBE	\$ 385,149	\$ 427,943	11.96%	\$ 25,591	\$ 47,235	18.46%
AG	\$ 249,132	\$ 276,813	14.41%	\$ 19,949	\$ 9,114	4.57%
AHJ	\$ 80,988	\$ 89,986	13.33%	\$ 5,996	\$ 1,276	2.13%
Anderson	\$ 553,596	\$ 615,107	13.73%	\$ 42,242	\$ 2,892	0.68%
Beaufort	\$ 439,304	\$ 488,116	17.64%	\$ 43,044	\$ 64,038	14.88%
Berkeley	\$ 294,957	\$ 327,730	17.69%	\$ 28,993	\$ 13,000	4.48%
Calhoun	\$ 35,078	\$ 38,976	19.08%	\$ 3,719	\$ 2,000	5.38%
Chapin	\$ 154,632	\$ 171,813	22.70%	\$ 19,500	\$ 10,000	5.13%
Charleston	\$ 2,083,413	\$ 2,314,903	20.54%	\$ 237,717	\$ 415,997	17.50%
Cherokee	\$ 107,427	\$ 119,363	18.26%	\$ 10,899	\$ 7,253	6.65%
Chester	\$ 108,275	\$ 120,306	11.21%	\$ 6,744	\$ 578	0.86%
Chesterfield	\$ 58,513	\$ 65,015	16.38%	\$ 5,324	\$ 3,146	5.91%
Clarendon	\$ 67,622	\$ 75,136	13.60%	\$ 5,110	\$ 7,254	14.20%
Colleton	\$ 100,375	\$ 111,528	16.30%	\$ 9,088	\$ 11,719	12.90%
Darlington	\$ 118,643	\$ 131,825	17.22%	\$ 11,351	\$ 10,100	8.90%
Dillon	\$ 69,198	\$ 76,887	17.73%	\$ 6,818	\$ 1,500	2.20%
Dorchester	\$ 262,150	\$ 291,277	18.84%	\$ 27,444	\$ 54,208	19.75%
Fairfield	\$ 72,151	\$ 80,167	20.31%	\$ 8,140	\$ 6,543	8.04%
Florence	\$ 261,398	\$ 290,442	12.90%	\$ 18,736	\$ 26,513	14.15%
Georgetown	\$ 173,614	\$ 192,904	13.39%	\$ 12,916	\$ 11,500	8.90%
Greenville	\$ 1,581,316	\$ 1,757,018	17.91%	\$ 157,355	\$ 316,533	20.12%
Horry	\$ 442,098	\$ 491,220	18.73%	\$ 46,002	\$ 58,464	12.71%
Kershaw	\$ 118,186	\$ 131,318	18.07%	\$ 11,866	\$ 2,223	1.87%
Lancaster	\$ 128,269	\$ 142,521	14.88%	\$ 10,605	\$ 4,137	3.90%
Laurens	\$ 132,236	\$ 146,929	18.12%	\$ 13,314	\$ 12,045	9.05%
Lee	\$ 34,332	\$ 38,146	12.53%	\$ 2,391	\$ 1,748	7.31%
Lexington	\$ 729,038	\$ 810,043	17.18%	\$ 69,589	\$ 54,863	7.88%
Marion	\$ 103,135	\$ 114,594	13.15%	\$ 7,534	\$ 4,550	6.04%
Marlboro	\$ 40,694	\$ 45,216	23.12%	\$ 5,227	\$ 6,024	11.53%
McCormick	\$ 19,524	\$ 21,693	17.02%	\$ 1,846	\$ 2,299	12.46%
Newberry	\$ 60,754	\$ 67,504	16.84%	\$ 5,685	\$ 2,062	3.63%
Oconee	\$ 220,494	\$ 244,993	14.65%	\$ 17,949	\$ 17,464	9.73%
Orangeburg	\$ 164,723	\$ 183,025	15.15%	\$ 13,863	\$ 5,885	4.25%
Pickens	\$ 261,642	\$ 290,713	15.02%	\$ 21,834	\$ 12,392	5.68%
Richland	\$ 2,398,439	\$ 2,664,932	20.68%	\$ 275,606	\$ 184,978	6.71%
Saluda	\$ 24,200	\$ 26,889	24.45%	\$ 3,287	\$ 2,230	6.78%
Spartanburg	\$ 1,174,213	\$ 1,304,681	16.19%	\$ 105,623	\$ -	0.00%
Sumter	\$ 181,948	\$ 202,165	18.57%	\$ 18,772	\$ 19,563	10.42%
Union	\$ 43,736	\$ 48,596	15.40%	\$ 3,742	\$ 3,635	9.71%
Williamsburg	\$ 72,242	\$ 80,269	9.29%	\$ 3,729	\$ 1,984	5.32%
York	\$ 562,982	\$ 625,535	16.77%	\$ 52,450	\$ 53,853	10.27%
Total	\$ 14,169,814	\$ 15,744,238	17.75%	\$ 1,397,586	\$ 2,795,172	20.00%

Based on Census 2000 Population

* S.C. Public Library Standards

HOURS OF SERVICE

Public Libraries	Weekend & Evening Hours					
	Standard Basic 15%*	Standard 30%*	Full Standard Comp. 40%*	FY2002 Public Annual Service Hrs	FY2002 Weekend & Evening Hrs.	FY2002 % Hrs Weekend & Evening
ABBE	60.24	120.48	160.65	401.62	108.44	27.00%
AG	41.03	82.05	109.40	273.50	42.00	15.36%
AHJ	26.55	53.10	70.80	177.00	12.00	6.78%
Anderson	71.85	143.71	191.61	479.02	139.90	29.21%
Beaufort	26.97	53.94	71.92	179.81	62.50	34.76%
Berkeley	31.88	63.75	85.00	212.50	45.67	21.49%
Calhoun	7.50	15.00	20.00	50.00	8.00	16.00%
Chapin	10.32	20.63	27.51	68.77	12.77	18.57%
Charleston	96.42	192.83	257.11	642.77	214.23	33.33%
Cherokee	16.20	32.40	43.20	108.00	20.00	18.52%
Chester	24.20	48.40	64.53	161.33	25.71	15.94%
Chesterfield	27.77	55.55	74.06	185.15	40.38	21.81%
Clarendon	8.48	16.95	22.60	56.50	12.50	22.12%
Colleton	13.80	27.60	36.80	92.00	25.50	27.72%
Darlington	22.65	45.30	60.40	151.00	31.50	20.86%
Dillon	22.65	45.30	60.40	151.00	21.00	13.91%
Dorchester	21.20	42.40	56.54	141.35	22.46	15.89%
Fairfield	12.71	25.42	33.89	84.73	16.00	18.88%
Florence	41.83	83.66	111.55	278.87	59.62	21.38%
Georgetown	25.92	51.83	69.11	172.77	45.23	26.18%
Greenville	109.88	219.77	293.02	732.56	255.15	34.83%
Horry	67.80	135.60	180.80	452.00	135.00	29.87%
Kershaw	20.33	40.65	54.20	135.50	48.00	35.42%
Lancaster	17.78	35.55	47.40	118.50	25.00	21.10%
Laurens	19.68	39.36	52.48	131.21	27.50	20.96%
Lee	8.10	16.20	21.60	54.00	14.00	25.93%
Lexington	67.95	135.90	181.20	453.00	128.00	28.26%
Marion	17.55	35.10	46.80	117.00	26.50	22.65%
Marlboro	10.44	20.88	27.85	69.62	7.00	10.06%
McCormick	7.45	14.90	19.86	49.65	9.00	18.13%
Newberry	14.10	28.20	37.60	94.00	9.00	9.57%
Oconee	32.33	64.67	86.22	215.56	51.56	23.92%
Orangeburg	17.30	34.61	46.15	115.37	19.65	17.04%
Pickens	34.35	68.70	91.60	229.00	79.00	34.50%
Richland	95.13	190.25	253.67	634.17	243.00	38.32%
Saluda	6.45	12.90	17.20	43.00	7.00	16.28%
Spartanburg	89.15	178.30	237.74	594.35	152.02	25.58%
Sumter	24.90	49.80	66.40	166.00	43.00	25.90%
Union	8.10	16.19	21.59	53.98	12.23	22.66%
Williamsburg	13.27	26.54	35.38	88.46	28.38	32.09%
York	43.26	86.52	115.35	288.38	94.13	32.64%
Total	1,335.45	2,670.89	3,561.19	8,902.98	2,379.56	26.73%

Based on Census 2000 Population

* S.C. Public Library Standards

Output Measures for Public Libraries

The challenge facing South Carolina public libraries is to achieve excellence in a rapidly changing environment. The analysis of organized data collected over time is an effective method to use for evaluating current public library services and for planning future services to meet the needs of library users.

There are several publications available to assist libraries with planning, measurement, and evaluation.

MANAGING FOR RESULTS, EFFECTIVE RESOURCE ALLOCATION FOR PUBLIC LIBRARIES.

PLANNING FOR RESULTS, A PUBLIC LIBRARY TRANSFORMATION PROCESS.

PLANNING AND ROLE SETTING FOR PUBLIC LIBRARIES.

OUTPUT MEASURES FOR PUBLIC LIBRARIES, second edition.

OUTPUT MEASURES FOR PUBLIC LIBRARY SERVICE TO CHILDREN by Virginia A Walter.

SOUTH CAROLINA PUBLIC LIBRARY STANDARDS, 1998.

Output Measures included in the Annual Statistical Summary are:

Library Use Measures

Annual library visits per capita – the average number of library visits during the year per person in the area served

Registration as a percentage of population – the proportion of the people in the area served who are currently registered as library users

Materials Use Measures

Circulation per capita – the annual circulation outside the library of materials of all types per person in the area served

In-library materials use per capita – the annual number of materials of all types used within the library per person in the area served

Turnover rate – the average annual circulation per physical item in the library collection

Reference Services Measures

Reference transactions per capita – the annual number of reference questions asked per person in the area served

Program attendance per capita – the annual number of people attending programs per person in the area served

The following recommended output measures were not reported by South Carolina libraries and are therefore not available in the Annual Statistical Summary:

Materials Access Measures

Title fill rate – the proportion of specific titles sought that were found during the user's visit

Subject and author fill rate – the proportion of searches for materials on a subject or by an author that were found during the user's visit

Browser's fill rate – the proportion of users who were browsing, rather than looking for something specific, who found something useful

Document delivery – the time that a user waits for materials not immediately available

Reference Service Measures

Reference completion rate – the staff's estimate of the proportion of reference questions asked that were completed on the day they were asked

As librarians and trustees use these measures, a number of points should be kept in mind:

Libraries, even in communities of similar size, have varying funding patterns and community expectations for service, therefore the data should be analyzed in terms of the library's mission, goals, and objectives.

There are no "right" or "wrong" scores for output measures. One performance measure alone cannot tell a complete story. Output measure scores should be interpreted in context with each other and with the library's overall service program and budget.

Changing a library's output measure scores are usually not done overnight. Changes usually require work over an extended period of time.

All population figures used in computing the output measures were based on the 1990 census.

CIRCULATION PER CAPITA

Circulation Per Capita represents the use of library materials outside the library. It relates the number of items a library circulates to the population of the community served. It can be thought of as representing the average number of items checked out in a year by a member of the community. **Circulation Per Capita** is calculated by dividing the library's total annual circulation by the community population.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Library circulation or acquisitions policies, loan period, fines
- + Special programs – prizes, reading programs, etc.
- + Community awareness of library services
- + Library hours of service
- + Number of library users
- + Age, condition and breadth of the library's collection
- + Physical arrangement and convenience of the library facility

INTERPRETATION AND USE:

Circulation Per Capita is one measure of the community's use of the library. A high score on this measure indicates heavy use of the library's circulation materials. A low score may indicate several things: For example, (1) the library's collection may not meet the community needs or interests; (2) community residents may be unaware of the library's resources; or (3) the library may have an extensive collection of non-circulating materials.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

- Popular Materials Library
- Preschooler's Door to Learning

CIRCULATION PER CAPITA

	Median	SC Average	National Average (1)
FY 94	3.15 *	4.47 *	6.40
FY 95	3.03 *	4.48 *	6.40
FY 96	3.21 *	4.62 *	6.50
FY 97	3.26 *	4.82 *	6.60
FY 98	3.34 *	4.90 *	6.60
FY 99	3.24 *	5.13 *	6.45
FY 00	3.15 *	5.01 *	6.44
FY 01	3.12	3.36	
FY 02	3.02	3.44	

(1) Data is from Public Libraries in the U.S. National Center for Education Statistics, U.S. Department of Education.

* Per capita calculations were based on the 1990 decennial census.

IN-LIBRARY MATERIAL USE PER CAPITA

In-Library Material Use Per Capita relates the number of materials used in the library to the population of the community served. Use of this measure creates a more complete picture of services to the public than using circulation information alone.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Increase or decrease in the number of reference questions
- + Increase or decrease in seating and study space
- + Number and arrangement of hours of service
- + Library acquisitions and collection development policies
- + Number of library users
- + Physical arrangement of the library facility

INTERPRETATION AND USE:

In-Library Material Use is one measure of the community's use of the library. A high score on this measure may be associated with a high reference use and may indicate that users tend to spend time in the library using non-circulating materials. A low score on this may indicate a library where people stop to pick up materials to take home and do not stay long.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

Formal Education Support Center
Independent Learning Center
Reference Library
Research Center

IN-LIBRARY MATERIALS USE PER CAPITA

	Median	SC Average
FY 94 *	0.71	1.96
FY 95 *	0.86	2.13
FY 96 *	0.97	2.34
FY 97 *	1.03	3.44
FY 98 *	1.97	1.88
FY 99 *	0.81	2.41
FY 00 *	0.83	2.72
FY 01	0.73	1.40
FY 02	0.51	1.21

* Per capita calculations were based on the 1990 decennial census.

LIBRARY VISITS PER CAPITA

Library Visits Per Capita relates the number of people visiting the library to the population of the community served. It can be thought of as representing the average number of times a member of the community visits the library. **Library Visits Per Capita** is calculated by dividing the number of library visitors during the year by the population of the service area.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Library hours of service
- + Community awareness of library service
- + Availability of library parking
- + Special library programming
- + Library acquisition and collection development policies
- + Convenience of location of library facilities

INTERPRETATION AND USE:

Library Visits Per Capita is often closely related to circulation, in-library use of material, and program attendance.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

- Community Activities Center
- Community Information Center
- Preschooler's Door to Learning

LIBRARY VISITS PER CAPITA

	Median	SC Average	National Average (1)
FY 94	1.90 *	2.95 *	4.06
FY 95	2.03 *	3.06 *	4.10
FY 96	2.05 *	2.75 *	4.00
FY 97	2.02 *	2.93 *	4.20
FY 98	2.24 *	3.30 *	4.20
FY 99	2.26 *	3.76 *	4.26
FY 00	2.35 *	3.73 *	4.31
FY 01	2.35	2.82	
FY 02	2.33	2.73	

(1) Data from Public Libraries in the United States. National Center for Education. U.S. Department of Education.

* Per capita calculations were based on the 1990 decennial census.

PROGRAM ATTENDANCE PER CAPITA

Program Attendance Per Capita relates the annual number of people attending programs to the population of the community served. It is calculated by dividing the number of people in the audience at all programs held during the entire year by the population of the service area.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Number and type of programs offered
- + Community awareness of library service
- + Involvement of community members in program planning
- + Physical arrangement and convenience of library facilities

INTERPRETATION AND USE:

Program Attendance Per Capita measures use of library services not reflected by other measures. Some libraries rely heavily on programming to attract certain user groups.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

Community Activities Center
Community Information Center
Preschooler's Door to Learning

PROGRAM ATTENDANCE PER CAPITA

	Median	SC Average
FY 94 *	0.13	0.16
FY 95 *	0.14	0.15
FY 96 *	0.16	0.17
FY 97 *	0.14	0.16
FY 98 *	0.14	0.16
FY 99 *	0.13	0.15
FY 00 *	0.13	0.17
FY 01	0.13	0.17
FY 02	0.13	0.16

* Per capita calculations were based on the 1990 decennial census.

REFERENCE TRANSACTIONS PER CAPITA

Reference Transactions Per Capita relates the number of information contacts (a staff member uses information sources) to the population of the community served. This measure indicates the average number of times someone seeks library staff assistance in using library information sources.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Community awareness of library services
- + Physical arrangement and convenience of the library facilities
- + Training and scheduling of library staff
- + Age, condition and breadth of the library's collection
- + Library hours of service
- + Library acquisition and collection development policies

INTERPRETATION AND USE:

This measure relates strongly to the goals each library has set for meeting the service needs of its community. A low **Reference Transactions Per Capita** with a high **Circulation Per Capita** may indicate a library used mostly for borrowing materials. A low **Reference Transactions Per Capita** with a low **Circulation Per Capita** may mean a low level of overall library use by the community. A high **Reference Transactions Per Capita** and a low **Library Visits Per Capita** may mean that a large proportion of library users are asking reference questions.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

Community Information Center
Reference Library

REFERENCE TRANSACTIONS PER CAPITA

	Median	SC Average	National Average (1)
FY 94	0.33 *	1.20 *	1.10
FY 95	0.34 *	1.13 *	1.10
FY 96	0.35 *	1.12 *	1.10
FY 97	0.37 *	1.28 *	1.10
FY 98	0.36 *	1.27 *	1.10
FY 99	0.36 *	1.23 *	1.12
FY 00	0.38 *	1.19 *	1.10
FY 01	0.31	0.62	
DY 02	0.34	0.64	

(1) Data from Public Libraries in the United States. National Center for Education. U.S. Department of Education.

* Per capita calculations were based on the 1990 decennial census.

REGISTRATION PER CAPITA

Registration Per Capita relates the number of persons registered as borrowers to the population of the community served. **Registration Per Capita** is calculated by dividing the number of registered borrowers by the total population of the library's legal service area. An accurate count of registered borrowers should be maintained by removing inactive borrowers from the registered count. A registered borrower count is considered invalid if this has not been done in the last three years.

FACTORS THAT INFLUENCE THIS MEASURE:

- + Convenience and location of library facilities
- + Community awareness of library services
- + Library acquisition and collection development policies
- + Library hours of service

INTERPRETATION AND USE:

Registration Per Capita indicates the percentage of the library's potential users who have demonstrated an intent to borrow materials from the library by registering for a card. If the library has not updated its registration figures within the last 3 years this measure is of questionable value.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

Popular Materials Library

REGISTRATION PER CAPITA

	Median	SC Average
FY 94 *	0.34	0.43
FY 95 *	0.34	0.44
FY 96 *	0.37	0.47
FY 97 *	0.40	0.48
FY 98 *	0.44	0.52
FY 99 *	0.45	0.56
FY 00 *	0.42	0.54
FY 01	0.38	0.45
FY 02	0.43	0.49

* Per capita calculations were based on the 1990 decennial census.

TURNOVER RATE

Turnover Rate measures the activity of a library's collection, indicating the number of times each unit of library material would have circulated during the year if circulation had been spread evenly throughout the collection. It is calculated by dividing the library's total annual circulation by total library holdings (book and audio-visual).

FACTORS THAT INFLUENCE THIS MEASURE:

- + Circulation policies – loan period, fines
- + Library acquisitions and collection development policies
- + Special programs – prizes, reading programs, etc.
- + Community awareness of library service
- + Library hours of service
- + Number of library users
- + Age, condition and breadth of the library's collection
- + Physical arrangement and convenience of the library facilities

INTERPRETATION AND USE:

This measure relates strongly to the goals each library has set for meeting the service needs of its community. A library which emphasizes the circulation of popular reading materials will have a higher **Turnover Rate** than a library which emphasizes subject breadth in its collection and has an extensive reference collection.

RELATES TO THE FOLLOWING BASIC SERVICE ROLES:

Popular Materials Library
Preschooler's Door to Learning

TURNOVER RATE

	Median	SC Average
FY 94 *	1.92	2.37
FY 95 *	1.88	2.26
FY 96 *	1.77	2.14
FY 97 *	2.05	2.37
FY 98 *	1.68	2.06
FY 99 *	1.52	1.58
FY 00 *	1.40	1.78
FY 01	1.43	1.54
FY 02	1.36	1.51

* Per capita calculations were based on the 1990 decennial census.