

PUBLIC LIBRARIES

AUSTRALIA

EMBARGO: 11.30AM (CANBERRA TIME) FRI 29 APR 2005

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I N Q U I R I E S

For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or William Milne on Melbourne (03) 9615 7862.

NOTES

INTRODUCTION

This publication presents results from an Australian Bureau of Statistics (ABS) survey of public library operations. The survey was conducted in respect of the 2003–04 financial year.

The 2003–04 Public Libraries Survey is the third ABS survey of public libraries. Previous collections were conducted in respect of 1999–2000 and 1996–97 financial years.

MORE INFORMATION ON ABS SERVICE INDUSTRIES STATISTICS

Information about ABS activities in the field of service industries statistics is available from the Service Industries Statistics theme page on the ABS web site <<http://www.abs.gov.au>>. To access the theme page, select 'Themes' from the menu on the home page.

COMMENTS

The ABS welcomes comments and suggestions from users regarding future surveys of Service Industries. These comments should be addressed to the Director, Service Industries Business Statistics Centre, Australian Bureau of Statistics, GPO Box 2796Y, Melbourne, Vic. 3001.

ROUNDING

Where figures have been rounded, discrepancies may occur between the sum of component items and the total.



ABBREVIATIONS

'000 thousand
\$'000 thousand dollars
\$m million dollars
ABS Australian Bureau of Statistics
RSE relative standard error
SE standard error

Dennis Trewin
Australian Statistician

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INTRODUCTION

This publication presents results of the 2003–04 Public Libraries Survey. This survey was conducted by the ABS to provide a detailed measure of the performance, structure and activity of public libraries operating in Australia. The main focus of the survey was on understanding aspects of public library operations such as: the composition of income and funding received; details of expenses incurred; characteristics of employment; and activities of public libraries.

The scope of the 2003–04 Public Libraries Survey was local government libraries, national, state and territory libraries and archival service organisations which were mainly engaged in acquiring, collecting, organising, conserving and loaning library materials such as books, manuscripts, etc. The survey excluded libraries with restricted access such as those operated by educational institutions (universities and schools), and libraries operated privately by businesses and organisations for internal reference purposes.

Chapter 1 contains summary information about local government libraries, national, state and territory libraries and archival service organisations. Chapter 2 presents statistics on public libraries operated by local government authorities or state/territory government departments, Chapter 3 presents statistics on national, state and territory public libraries, while Chapter 4 presents statistics on national, state and territory archival services organisations.

For ease of reading public libraries operated by local government authorities or individual state/territory government departments are referred to as local government libraries; national, state and territory libraries are referred to as state libraries; and national, state and territory archival organisations are referred to as state archives.

SUMMARY

At the end of June 2004, there were 548 public library and archive organisations operating through 1,754 locations. These organisations had a total of 13,282 employees at the end of June 2004. They also had 6,853 persons working as volunteers during the month of June 2004.

During 2003–04, these 548 organisations received \$948m in income with the majority (92.7% or \$879.2m) sourced from government funding. Expenses incurred for the same period were \$959.8m, with labour costs representing just over half (51.5%) of all expenses.

During 2003–04, there were 105 million visits to local government, national and state libraries, representing an average of five visits per head of population.

1.1

SUMMARY OF OPERATIONS

		<i>Local government libraries</i>	<i>National and state libraries</i>	<i>National and state archives</i>	<i>Total</i>
Organisations at end June	no.	532	8	8	548
Locations at end June	no.	1 716	17	21	1 754
Employees at end June	no.	10 606	1 865	811	13 282
Volunteers during June	no.	6 315	416	122	6 853
Volunteer hours during June	no.	55 749	3 307	1 886	60 942
Income					
Government funding(a)	\$m	521.9	259.4	97.9	879.2
Services to clients	\$m	18.3	12.0	10.4	40.8
Other	\$m	5.0	22.4	0.7	28.1
<i>Total</i>	<i>\$m</i>	<i>545.2</i>	<i>293.7</i>	<i>109.1</i>	<i>948.0</i>
Expenses					
Labour costs	\$m	340.8	106.9	46.3	494.0
Other	\$m	204.4	200.7	60.7	465.8
<i>Total</i>	<i>\$m</i>	<i>545.2</i>	<i>307.6</i>	<i>107.0</i>	<i>959.8</i>
Visits to library locations(b)	'000	99 622	5 048	..	104 670
Library holdings at end June					
Lending stock	'000	38 984.5	38 984.5
Non-lending stock	'000	2 511.8	11 276.3	..	13 788.2
<i>Total</i>	<i>'000</i>	<i>41 496.3</i>	<i>11 276.3</i>	<i>..</i>	<i>52 772.7</i>

.. not applicable

(a) Excludes capital funding.

(b) Reported for year ended 30 June.

INTRODUCTION

This chapter presents results for all public libraries excluding the national and state/territory public libraries. For ease of reading the public libraries included in this chapter are referred to as local government libraries.

The survey scope included public libraries operated by local government authorities or state/territory government departments in Australia during 2003–04. Public libraries in Tasmania and the Australian Capital Territory were operated by a single state/territory government department. Joint use public libraries (i.e. a combination of local government and school libraries) were also included in scope of the survey.

The scope excluded libraries with restricted access such as those operated by educational institutions (universities and schools), and libraries operated privately by businesses and organisations for internal reference purposes.

The structural arrangements for local government libraries differed across the states/territories in Australia and these could be broadly described as follows:

- *Centralised:* The acquisition, cataloguing and processing of all library stock were generally the responsibility of the state library or a single government department, while individual library locations were responsible for service delivery. South Australia, Western Australia, Tasmania and the Australian Capital Territory operated under this model;
- *Coordinated:* Each library location was responsible for the total provision of library services, receiving support from state and local governments in the form of subsidies, grants and materials. New South Wales and Victoria operated under this model and;
- *Centralised/Coordinated:* A combination of the above two models was utilised. Queensland and the Northern Territory operated under this model.

ORGANISATIONS

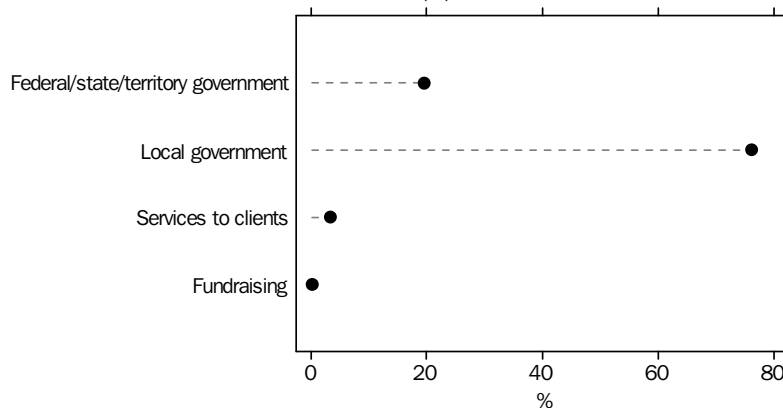
At the end of June 2004 there were 532 local government library organisations operating from 1,716 library locations throughout Australia.

INCOME

Local government libraries had a combined income of \$545.2m during 2003–04. Most of this income (95.7% or \$521.9m) came from government funding. The graph overleaf shows that 76.2% (\$415.2) of income was received from local government allocations, followed by federal/state territory government allocations (19.6% or \$106.6m), services to clients 3.4% (\$18.3m) and fundraising income 0.2% (\$1.3m).

INCOME *continued*

SELECTED SOURCES OF INCOME (a)



(a) As a percentage of total local government libraries' income.

EXPENDITURE

During 2003–04, local government libraries incurred expenses of \$545.2m. The main contributor to total expenses was labour costs at \$340.8m (62.5%). The major component of labour costs was wages and salaries (\$302.5m) which represented an average of \$28,500 per employee.

Other major expenses included current purchases (\$47.8m or 8.8%) and repair and maintenance (\$20.6m or 3.8%).

EMPLOYEES

At the end of June 2004, there were 10,606 persons employed in local government libraries. Permanent full-time employees accounted for 42.2% (4,472 persons) of all employment in local government libraries, while permanent part-time employees represented 32.5% (3,444 persons) and casuals 25.4% (2,691 persons).

There was a high concentration of females working in local government libraries accounting for 86.3% or 9,152 persons.

Local government libraries also had 6,315 volunteers working for them during June 2004. These volunteers worked 55,749 hours or 8.8 hours per person during the month of June 2004.

LIBRARY VISITS, LOANS
AND BORROWERS

At the end of June 2004 there were 10.1 million registered borrowers in Australia, however 34.9% of these registered borrowers (3.5 million) had not utilised the services of libraries during the year ended 30 June.

In 2003–04, there were 99.6 million visits to local government libraries which represented an average of 5 visits a year per head of resident population.

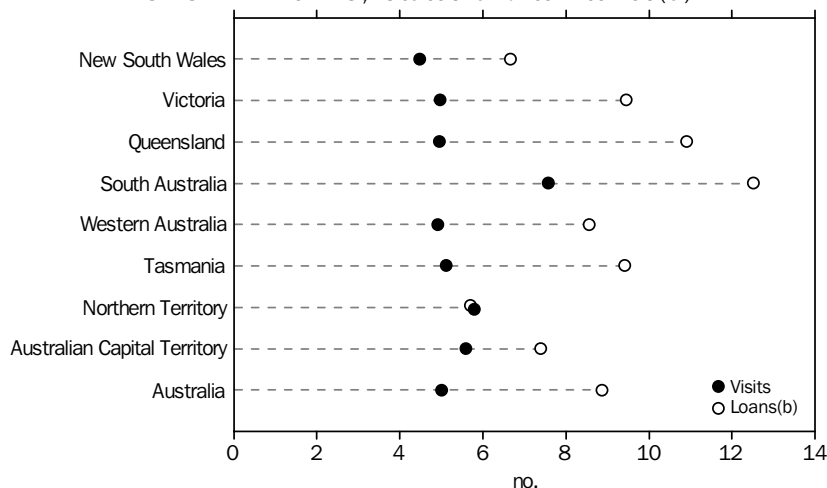
The graph overleaf shows that on a per head of population basis, South Australians visited local government libraries more often (7.6 visits) during 2003–04 than persons living in any other state or territory. The lowest average was New South Wales with 4.5 visits per head of population.

These visits resulted in 174.9 million loans of books and other library materials direct to the public during 2003–04, representing an average of 1.8 loans per visit.

LIBRARY VISITS, LOANS AND BORROWERS
continued

The graph below also shows that South Australians were more active in borrowing library material averaging 12.5 loans per head of population during 2003–04. People in the Northern Territory borrowed the least amount of library material per head of population averaging 5.7 loans per head of population.

LIBRARY VISITS AND LOANS, States and territories(a)



(a) Per head of resident population.

(b) Includes loans to other libraries.

Source: *Population by Age and Sex, Australian States and Territories (cat. no. 3201.0)* [population data]

LIBRARY STOCK

At the end of June 2004 local government libraries had holdings of 41.5 million books and other library materials comprising 39 million items of lending stock and 2.5 million items of non-lending stock.

On average, each book held by libraries as lending stock was loaned four times during 2003–04. Tasmania had the highest number of loans per book at 6.1 while the Northern Territory had the lowest with 2.5.

In addition to holdings of library stock local government libraries also held 1.2 million heritage items at the end of June 2004. This included 16,812 heritage items which were acquired through purchases, donations and bequests during 2003–04.

HISTORICAL COMPARISON

Comparisons with results from earlier surveys are useful to gauge the extent and direction of change over time. However, it is important to note that the survey was not designed to provide highly accurate estimates of change, so any comparison to results from the previous survey should be made with caution. Estimates of change can be subject to changes in methodology or concepts. Further information can be found in paragraphs 8–10 of the Explanatory Notes.

Taking into consideration these limitations, the 2003–04 survey results indicate that there had been an increase in the number of public library locations operating in Australia, rising from 1,510 locations in June 2000 to 1,716 locations in June 2004 (3.3% per annum). This increase was partly accounted for by the inclusion of Aboriginal and Torres Strait Islander 'knowledge centres' located in Queensland and the Northern Territory.

HISTORICAL COMPARISON

continued

The number of employees grew by 2.5% per annum between 1999–2000 and 2003–04 (9,592 and 10,606 respectively). The use of volunteers grew at a higher rate (8.9% per annum) for this same period increasing from 4,493 in 1999–2000 to 6,315 in 2003–04.

Both income and expenses grew between 1999–2000 and 2003–04, however, expenses grew at a slightly higher rate (4.9% per annum) than income (4.5% per annum).

Visits to local government libraries had shown a slight increase of 1.6% per annum, however, caution should be used when making comparisons as the data reported is subject to estimation as accurate records may not have been kept by some local government libraries.

Since 1999–2000, there had been strong growth in the use of information technology within public library operations. The number of organisations with a web presence increased from 46.7% (236) in 1999–2000 to 80.9% (431) in 2003–04. The availability of a local government organisation's library catalogue on a web presence had increased from 14.9% (75) in 1999–2000 to 42% (223) in 2003–04. For this same period, the number of Internet work stations available for public use had also increased from 2,832 to 4,638 (13% per annum) which represents, on average, three Internet workstations per location.

2.1 SUMMARY OF OPERATIONS, Local government libraries

		1999–2000	2003–04	Average annual percentage change 1999–2000 to 2003–04
Organisations at end June	no.	505	532	1.3
Locations at end June	no.	1 510	1 716	3.3
Employees at end June	no.	9 592	10 606	2.5
Volunteers during June	no.	4 493	6 315	8.9
Volunteer hours during June	no.	30 647	55 749	16.1
Income				
Government funding(a)	\$m	r434.9	521.9	4.7
Services to clients	\$m	17.1	18.3	1.8
Other	\$m	5.3	5.0	-1.3
<i>Total</i>	\$m	r457.2	545.2	4.5
Expenses				
Labour costs	\$m	270.2	340.8	6.0
Other	\$m	r179.8	204.4	3.3
<i>Total</i>	\$m	r450.0	545.2	4.9
Visits to library locations(b)	'000	93 335	99 622	1.6
Library holdings at end June(c)				
Lending stock	'000	36 416.4	38 984.5	1.7
Non-lending stock	'000	2 963.9	2 511.8	-4.1
<i>Total</i>	'000	39 380.3	41 496.3	1.3
Heritage items at end June	'000	na	1 241	..
Acquisition of heritage items				
Purchases(d)	\$m	na	^ 0.1	..
	no.	na	4 624	..
Donations and bequests	no.	na	12 189	..
<i>Total</i>	no.	na	16 812	..
Special exhibitions(b)	no.	na	3 434	..

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

.. not applicable

na not available

r revised

(a) Excludes capital funding.

(b) Reported for year ended 30 June.

(c) For 2003–04 estimates exclude heritage items.

(d) Includes current and capital expenditure.

2.2**INCOME AND EXPENSES, Local government libraries**

	<i>Proportion</i>	
	<i>Value</i>	<i>of total</i>
	\$m	%
Income		
Government funding(a)		
Federal and state/territory government	106.6	19.6
Local government	415.2	76.2
<i>Total</i>	521.9	95.7
Services to clients	18.3	3.4
Sales of goods	1.3	0.2
Fundraising		
Financial sponsorships	*0.2	—
In-kind sponsorships	np	np
Donations	^0.6	0.1
Bequests	*0.3	0.1
Other	np	np
<i>Total</i>	^1.3	0.2
Other	2.4	0.4
<i>Total income</i>	545.2	100.0
Expenses		
Labour costs		
Wages and salaries	302.5	55.5
Employer contributions to superannuation funds(b)	27.3	5.0
Workers' compensation costs	7.4	1.4
Fringe benefits tax	0.8	0.1
Payroll tax	2.8	0.5
<i>Total</i>	340.8	62.5
Payments to employment agencies for staff	3.0	0.5
Subscription payments for on-line products and services	3.1	0.6
Postal, mailing and courier services	3.5	0.6
Freight and cartage	1.6	0.3
Telecommunication services	10.9	2.0
Repair and maintenance	20.6	3.8
Paper, printing and stationery	7.6	1.4
Purchases(c)	47.8	8.8
Other	106.5	19.5
<i>Total expenses</i>	545.2	100.0

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Excludes capital funding.

(b) Includes salary sacrifice that was paid as employer contributions to superannuation funds. Other salary sacrifice was included with the relevant expense item.

(c) Includes current purchases only.

2.3 STATE AND TERRITORY COMPARISONS OF SELECTED INCOME AND EXPENSES, Local government libraries

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>	<i>Western Australia</i>	<i>Tasmania</i>	<i>Northern Territory</i>	<i>Australian Capital Territory</i>	<i>Australia</i>
Income										
Federal and state/territory government funding(a)	\$m	14.2	28.5	10.3	22.9	^ 5.9	11.4	3.4	9.9	106.6
	%	13.3	26.7	9.7	21.5	5.5	10.7	3.2	9.3	100.0
Local government funding(a)	\$m	155.5	74.4	91.3	39.1	52.8	..	2.2	..	415.2
	%	37.4	17.9	22.0	9.4	12.7	..	0.5	..	100.0
Services to clients	\$m	6.9	5.1	3.2	1.0	np	0.4	np	0.4	18.3
	%	37.8	27.8	17.3	5.2	np	1.9	np	2.2	100.0
Fundraising	\$m	^ 0.6	^ 0.2	0.2	*0.2	np	—	np	—	^ 1.3
	%	46.5	14.0	15.9	17.2	np	—	np	0.1	100.0
Other	\$m	1.2	1.6	0.2	^ 0.4	np	—	np	0.1	3.7
	%	31.8	42.4	5.3	11.1	np	1.2	np	2.0	100.0
Total income	\$m	178.5	109.7	105.2	63.7	60.2	11.8	5.8	10.4	545.2
	%	32.7	20.1	19.3	11.7	11.0	2.2	1.1	1.9	100.0
Expenses										
Wages and salaries	\$m	98.4	65.1	57.7	30.4	33.4	7.7	4.2	5.6	302.5
	%	32.5	21.5	19.1	10.0	11.1	2.5	1.4	1.9	100.0
Subscription payments(b)	\$m	0.9	0.5	0.9	^ 0.1	np	0.2	np	0.1	3.1
	%	30.4	16.7	29.2	3.8	np	7.9	np	2.8	100.0
Repair and maintenance	\$m	5.9	2.9	6.6	1.6	np	1.0	np	0.4	20.6
	%	28.5	14.0	32.0	7.6	np	4.7	np	2.0	100.0
Purchases(c)	\$m	16.6	9.2	7.6	9.7	2.5	1.5	0.3	0.4	47.8
	%	34.7	19.3	15.9	20.3	5.2	3.1	0.6	0.8	100.0
Other	\$m	55.3	40.0	31.3	18.1	18.1	2.6	1.3	4.4	171.2
	%	32.3	23.4	18.3	10.6	10.6	1.5	0.8	2.6	100.0
Total expenses	\$m	177.0	117.7	104.2	59.9	56.5	12.9	6.0	11.0	545.2
	%	32.5	21.6	19.1	11.0	10.4	2.4	1.1	2.0	100.0

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

.. not applicable

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Excludes capital funding.

(b) For on-line products and services.

(c) Includes current purchases only.

2.4

CHARACTERISTICS OF EMPLOYEES, Local government libraries

	<u>Males</u>		<u>Females</u>		<u>Persons</u>	
	no.	%	no.	%	no.	%
Permanent full-time						
New South Wales	334	21.1	1 246	78.9	1 580	100.0
Victoria	157	18.3	700	81.7	857	100.0
Queensland	115	12.8	783	87.2	898	100.0
South Australia	67	15.1	376	84.9	443	100.0
Western Australia	81	17.4	384	82.6	466	100.0
Tasmania	16	17.8	74	82.2	90	100.0
Northern Territory	5	9.1	50	90.9	55	100.0
Australian Capital Territory	18	22.0	64	78.0	82	100.0
<i>Australia</i>	793	17.7	3 678	82.3	4 472	100.0
Permanent part-time						
New South Wales	68	8.0	783	92.0	850	100.0
Victoria	137	12.2	992	87.8	1 129	100.0
Queensland	27	7.2	343	92.8	370	100.0
South Australia	19	5.6	325	94.4	345	100.0
Western Australia	np	np	np	np	598	100.0
Tasmania	4	6.0	63	94.0	67	100.0
Northern Territory	np	np	np	np	54	100.0
Australian Capital Territory	4	12.9	27	87.1	31	100.0
<i>Australia</i>	300	8.7	3 144	91.3	3 444	100.0
Casuals						
New South Wales	132	15.5	721	84.5	853	100.0
Victoria	82	16.3	420	83.7	501	100.0
Queensland	89	11.2	705	88.8	793	100.0
South Australia	23	11.0	188	89.0	211	100.0
Western Australia	np	np	np	np	^ 277	100.0
Tasmania	—	—	—	—	—	—
Northern Territory	np	np	np	np	41	100.0
Australian Capital Territory	2	14.3	12	85.7	14	100.0
<i>Australia</i>	360	13.4	2 330	86.6	2 691	100.0
Total						
New South Wales	534	16.3	2 750	83.7	3 283	100.0
Victoria	376	15.1	2 112	84.9	2 488	100.0
Queensland	230	11.2	1 831	88.8	2 061	100.0
South Australia	109	11.0	890	89.0	999	100.0
Western Australia	146	10.9	1 195	89.1	1 341	100.0
Tasmania	20	12.7	137	87.3	157	100.0
Northern Territory	15	9.7	135	90.3	150	100.0
Australian Capital Territory	24	18.9	103	81.1	127	100.0
<i>Australia</i>	1 454	13.7	9 152	86.3	10 606	100.0

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

2.5 SELECTED ACTIVITIES, Local government libraries

		New South Wales	Victoria	Queensland	South Australia	Western Australia
Locations at end June						
Branches	no.	372	247	328	148	233
Mobile services	no.	^ 32	27	^ 20	^ 13	np
Deposit stations	no.	^ 93	20	*11	^ 55	np
Visits(a)	'000	29 879	24 407	18 809	11 557	9 573
Memberships/registered borrowers at end						
June(b)	'000	3 217	2 435	1 849	1 085	1 101
Active registered borrowers(a)	'000	2 038	1 350	1 247	1 013	636
Library holdings at end June						
Lending stock						
Books	'000	10 380.4	7 262.9	7 188.9	4 849.5	3 154.9
Other	'000	1 354.2	922.3	840.0	863.0	571.9
Total	'000	11 734.6	8 185.2	8 028.9	5 712.4	3 726.8
Non-lending stock						
Total	'000	1 291.5	431.0	373.5	*191.3	118.5
Total	'000	13 026.1	8 616.2	8 402.4	5 903.8	3 845.3
Acquisition of library materials(a)(c)						
Purchases(d)						
	\$m	26.7	21.7	19.6	13.1	^ 13.5
	no.	1 218 380	906 195	805 087	382 016	426 974
Donations and bequests						
Total	no.	1 346 830	944 825	832 221	414 059	477 567
Loans(a)						
Books						
To public	'000	36 336.0	35 521.3	np	np	13 111.9
To other libraries	'000	51.5	14.3	np	np	323.2
Total	'000	36 387.5	35 535.7	31 828.4	14 488.4	13 435.0
Other						
To public	'000	8 172.7	10 877.2	^ 9 606.4	np	3 183.4
To other libraries	'000	4.2	^ 1.9	0.8	np	58.5
Total	'000	8 176.9	10 879.1	^ 9 607.3	4 590.9	3 241.9
Total loans						
To public	'000	44 508.7	46 398.5	np	np	16 295.3
To other libraries	'000	55.8	16.3	np	np	381.7
Total	'000	44 564.4	46 414.8	41 435.7	19 079.3	16 676.9
Organisations with a web presence at end						
June	no.	97	43	100	79	^ 84
Proportion	%	99.0	100.0	76.3	86.5	^ 61.2
Organisations with their library catalogue available on a web presence at end						
June	no.	60	42	^ 38	^ 31	^ 30
Proportion	%	61.0	97.5	^ 28.7	^ 34.6	^ 21.9
Internet workstations for public use	no.	1 567	924	813	532	^ 537
Internet workstations for public use per location(e)	no.	4	3	2	3	2

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Reported for year ended 30 June.

(b) As library patrons may hold membership at more than one library, they were counted at each library where membership was held.

(c) Excludes heritage items.

(d) Includes current and capital expenditure.

(e) Excludes deposit stations as they do not have Internet facilities.

2.5 SELECTED ACTIVITIES, Local government libraries *continued*

		Tasmania	Northern Territory	Australian Capital Territory	Australia
Locations at end June					
Branches	no.	48	33	9	1 418
Mobile services	no.	—	np	2	110
Deposit stations	no.	—	np	—	^ 189
Visits(a)	'000	2 442	1 148	1 807	99 622
Memberships/registered borrowers at end					
June(b)	'000	188	122	136	10 135
Active registered borrowers(a)	'000	119	63	130	6 595
Library holdings at end June					
Lending stock					
Books	'000	621.7	389.9	431.9	34 280.2
Other	'000	25.9	47.7	79.4	4 704.3
<i>Total</i>	'000	647.6	437.6	511.3	38 984.5
Non-lending stock					
<i>Total</i>	'000	61.2	22.4	22.4	2 511.8
<i>Total</i>	'000	708.8	460.0	533.7	41 496.3
Acquisition of library materials(a)(c)					
Purchases(d)					
	\$m	1.8	0.6	1.5	98.6
	no.	60 286	43 648	55 592	3 898 179
Donations and bequests					
	no.	11 368	4 029	2 430	294 677
<i>Total</i>	no.	71 654	47 676	58 022	4 192 855
Loans(a)					
Books					
To public	'000	3 773.6	np	1 787.1	137 030.0
To other libraries	'000	0.7	np	1.1	1 172.7
<i>Total</i>	'000	3 774.3	965.0	1 788.3	138 202.7
Other					
To public	'000	718.9	np	601.9	37 905.0
To other libraries	'000	—	np	—	76.5
<i>Total</i>	'000	718.9	164.6	601.9	37 981.5
Total loans					
To public	'000	4 492.5	1 125.9	2 389.0	174 935.0
To other libraries	'000	0.8	3.6	1.1	1 249.1
<i>Total</i>	'000	4 493.3	1 129.5	2 390.1	176 184.1
Organisations with a web presence at end					
June	no.	1	25	1	431
Proportion	%	100.0	87.6	100.0	80.9
Organisations with their library catalogue available on a web presence at end					
June	no.	1	20	1	223
Proportion	%	100.0	69.7	100.0	42.0
Internet workstations for public use	no.	105	88	73	4 638
Internet workstations for public use per location(e)	no.	2	2	7	3

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Reported for year ended 30 June.

(b) As library patrons may hold membership at more than one library, they were counted at each library where membership was held.

(c) Excludes heritage items.

(d) Includes current and capital expenditure.

(e) Excludes deposit stations as they do not have Internet facilities.

INTRODUCTION

This chapter presents results for the national, state and territory public libraries, excluding local government libraries. The primary function of these organisations is to maintain and develop major collections of library materials for reference and research. They are also the primary custodians of the documentary heritage of the Commonwealth, states and territories.

For ease of reading the national, state and territory libraries are referred to as state libraries in this chapter.

INCOME

At the end of June 2004, there were eight state libraries operating through 17 locations throughout Australia. These libraries had a combined income of \$293.7m. The majority of this income (88.3% or \$259.4m) was received from government funding. Other sources of income included services to clients, which generated \$12m (4.1%) and fundraising income with \$6.2m (2.1%).

EXPENDITURE

During 2003–04, state libraries incurred \$307.6m in expenses. The largest expense was labour costs at \$106.9m (34.8%). Wages and salaries accounted for \$90.4m. The next largest single contributor to expenses was depreciation and amortisation at \$37.1m (12.1%). 'Other' expenses comprised \$125.1m (40.7%) of total expenses. Capital asset realisation charges and grants to state libraries were the major contributors to 'other' expenses.

EMPLOYEES

At the end of June 2004, state libraries employed 1,865 persons. Most of the employees (75.9% or 1,417 persons) were permanent full-time. Permanent part-time employees comprised 15.8% of all employees (295 persons) and casuals 8.2% (153 persons).

Females accounted for 68.2% (1,272 persons) of all employees in state libraries.

State libraries also had 416 volunteers during June 2004 and these volunteers worked 3,307 hours or 7.9 hours per person for this same period.

LIBRARY VISITS

Caution should be used when making comparisons of library visits between the 2003–04 and 1999–2000 data. The quality of the data for the 1999–2000 survey was affected by estimation in some instances, while other libraries were able to report using actual counts. Data for 2003–04 data were more accurate as all libraries had used actual counts.

The number of visits to state libraries had declined since 1999–2000, dropping from 6.1 million visits to 5 million visits during 2003–04.

All of the state libraries had a web presence at the end of June 2004. Access to the Internet through these libraries was more prevalent since 1999–2000, increasing from 173 Internet workstations to 426 in 2003–04.

LIBRARY STOCK

Library holdings at the end of June 2004 totalled 11.3 million items. Since June 2000, state libraries increased their archival holdings by 2.7% per annum, rising from 33,100 metres to 36,800 metres in June 2004.

At the end of June 2004, heritage items held in state libraries totalled 7.6 million items, which included 106,390 additional items acquired through purchases, donations and bequests during 2003–04.

3.1 SUMMARY OF OPERATIONS, National and state libraries

		1999–2000	2003–04	Average annual percentage change 1999–2000 to 2003–04
Organisations at end June	no.	8	8	—
Locations at end June	no.	26	(a) 17	-10.1
Employees at end June	no.	2 248	1 865	-4.6
Income				
Government funding(b)	\$m	190.9	259.4	8.0
Services to clients	\$m	11.4	12.0	1.3
Other	\$m	24.7	22.4	-2.4
<i>Total</i>	\$m	227.0	293.7	6.7
Expenses				
Labour costs	\$m	97.2	106.9	2.4
Other	\$m	134.9	200.7	10.4
<i>Total</i>	\$m	232.1	307.6	7.3
Visits to library locations	'000	6 064	5 048	-4.5
Library holdings at end June(c)	'000	14 925	11 276	-6.8
Acquisition of library materials(c)(d)				
Purchases(e)	\$m	31.5	22.6	-7.9
	no.	na	332 789	..
Donations and bequests	no.	na	57 453	..
<i>Total</i>	no.	na	390 242	..
Heritage items at end June	'000	na	7 599	..
Acquisition of heritage items				
Purchases(e)	\$m	na	4.2	..
	no.	na	72 995	..
Donations and bequests	no.	na	33 395	..
<i>Total</i>	no.	na	106 390	..
Special exhibitions(d)	no.	na	58	..
Archival holdings at end June	'000 metres	33.1	36.8	2.7
Recorded archival enquiries(f)	'000	r24.3	30.5	5.8
Organisations with web presence at end June	no.	7	8	3.4
Internet workstations for public use	no.	173	426	25.3
Internet workstations for public use per location	no.	7	25	39.1

.. not applicable

— nil or rounded to zero (including null cells)

na not available

r revised

(a) Excludes storage facilities.

(b) Excludes capital funding.

(c) Excludes heritage items for 2003–04.

(d) Reported for year ended 30 June.

(e) Includes current and capital expenditure.

(f) Figures for archival enquiries are approximations only. State libraries do not keep separate counts of archival and general enquiries.

3.2

INCOME AND EXPENSES, National and state libraries

	Proportion	
	Value	of total
	\$m	%
Income		
Government funding(a)		
Federal government	51.3	17.5
State/territory government	208.0	70.8
Total	259.4	88.3
Services to clients	12.0	4.1
Sales of goods	4.1	1.4
Fundraising		
Financial sponsorships	2.3	0.8
Donations, bequests and in-kind sponsorships	3.9	1.3
Total	6.2	2.1
Interest	4.4	1.5
Other	7.7	2.6
Total income	293.7	100.0
Expenses		
Labour costs		
Wages and salaries	90.4	29.4
Employer contributions to superannuation funds(b)	11.2	3.6
Workers' compensation costs	1.5	0.5
Fringe benefits tax	0.2	0.1
Payroll tax	3.6	1.2
Total	106.9	34.8
Payments to employment agencies for staff	np	np
Telecommunication services	4.0	1.3
Repair and maintenance	9.5	3.0
Purchases(c)	8.2	2.7
Subscription payments for on-line products and services	1.4	0.5
Freight and cartage	0.2	0.1
Postal, mailing and courier services	1.0	0.3
Paper, printing and stationery	1.7	0.5
Insurance premiums	3.2	1.1
Interest	np	np
Rent, leasing and hiring	5.8	1.8
Depreciation and amortisation	37.1	12.1
Other	125.1	40.7
Total expenses	307.6	100.0

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Excludes capital funding.

(b) Includes salary sacrifice that was paid as employer contributions to superannuation funds. Other salary sacrifice was included with the relevant expense item.

(c) Includes current purchases only.

3.3 CHARACTERISTICS OF EMPLOYEES, National and state libraries

	<u>Males</u>		<u>Females</u>		<u>Persons</u>	
	no.	%	no.	%	no.	%
Employees at end June						
Permanent full-time	480	33.9	937	66.1	1 417	100.0
Permanent part-time	53	18.0	242	82.0	295	100.0
Casuals	60	39.2	93	60.8	153	100.0
Total	593	31.8	1 272	68.2	1 865	100.0

CHAPTER 4

NATIONAL AND STATE ARCHIVES

INTRODUCTION

This chapter presents results for the national, state and territory archival services organisations. For ease of reading these organisations are referred to as state archives in this chapter.

The primary function of the national, state and territory archival services organisations is the preservation of unique public records. They also provide services which include description and preservation of archival material and the provision of archival research and reference facilities.

INCOME

At the end of June 2004, there were eight public archive organisations. These organisations received a total income of \$109.1m during 2003–04. The majority of this income (89.7% or \$97.9m) was sourced from government funding. Services to clients generated \$10.4m (9.5%) of income.

EXPENDITURE

During 2003–04, state archives incurred expenses of \$107m. The largest expense was labour costs at \$46.3m (43.3%), of which wages and salaries contributed \$39.2m (36.6%). Other large contributors to expenses were depreciation and amortisation (\$20m or 18.7%), and rent, leasing and hiring (\$10.8m or 10.1%).

EMPLOYEES

At the end June 2004, state archives employed 811 persons. Females accounted for 58.1% (471 persons) of total employees.

State archives also had 122 volunteers during the month of June 2004. These volunteers worked 1,886 hours or 15.5 hours per person.

ACTIVITY

At the end June 2004, state archives had 629,100 metres of archival holdings.

During 2003–04, there were 137,000 visits to the search rooms of these archives, an increase of 43,000 since June 2000. For the same period, the number of recorded archival enquires increased by 27,000 from 218,000 to 245,000 enquiries.

There were 10 special exhibitions held at state archives premises during 2003–04.

4.1 SUMMARY OF OPERATIONS, National and state archives

		1999–2000	2003–04	Average annual percentage change 1999–2000 to 2003–04
Organisations at end June	no.	8	8	—
Employees at end June				
Males	no.	317	340	1.8
Females	no.	439	471	1.8
Total	no.	756	811	1.8
Income				
Government funding(a)	\$m	78.2	97.9	5.8
Services to clients	\$m	8.2	10.4	6.2
Other	\$m	0.8	0.7	-2.1
Total	\$m	87.2	109.1	5.8
Expenses				
Labour costs				
Wages and salaries	\$m	30.1	39.2	6.8
Employer contributions to superannuation funds including salary sacrifice(b)	\$m	3.5	5.5	12.2
Workers' compensation costs	\$m	0.5	0.6	2.7
Fringe benefits tax	\$m	0.2	0.1	-8.0
Payroll tax	\$m	na	0.9	. .
Total	\$m	34.3	46.3	7.8
Purchases(c)	\$m	0.2	np	np
Repair and maintenance	\$m	2.2	2.2	-0.5
Rent, leasing and hiring	\$m	6.8	10.8	12.3
Telecommunication services	\$m	0.7	0.9	7.1
Insurance premiums	\$m	0.3	np	np
Depreciation and amortisation	\$m	11.8	20.0	14.1
Other	\$m	22.0	24.9	3.1
Total	\$m	78.3	107.0	8.1
Holdings, visits and enquiries				
Archival holdings at end June	'000 metres	r688.0	629.1	-2.2
Visits to search rooms	'000	94	137	9.9
Recorded archival enquiries	'000	218	245	2.9
Special exhibitions(d)	no.	na	10	. .

. . not applicable
 — nil or rounded to zero (including null cells)
 na not available
 np not available for publication but included in totals where applicable,
 unless otherwise indicated
 r revised

(a) Excludes capital funding.
 (b) Includes salary sacrifice that is paid as employer contributions to
 superannuation funds. Other salary sacrifice is included with the
 relevant expense item.
 (c) Includes current purchases only.
 (d) Reported for year ended 30 June.

HISTORICAL COMPARISONS

continued

- Archival holdings are subject to disposal of records that are no longer required for public use or are records of temporary value. This can also impact on point-in-time estimates.

RELIABILITY OF THE DATA

11 When interpreting the results of a survey it is important to take into account factors that may affect the reliability of estimates. Such factors can be classified as either sampling or non-sampling error.

12 The estimates for state libraries and state archives in this publication were based on a census of all organisations while estimates for local government libraries were based on information obtained from a partial census. Specifically, a census was used for local government public library organisations in Victoria, Tasmania, Northern Territory and the Australian Capital Territory. For the remaining states, a sample of organisations was used. Consequently, the estimates for local government libraries in this publication were subject to sampling variability, that is, they may have differed from the figures that would have been obtained if all units had been included in the survey. One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample of units was included.

13 There are about two chances in three that a sample estimate will differ by less than one SE from the figure that would have been obtained if all public libraries in Australia had been surveyed, and approximately 19 chances in 20 that the difference will be less than two SEs.

14 Sampling variability can also be measured by the relative standard error (RSE), which is obtained by expressing the SE as a percentage of the estimate to which it refers. The RSE is a useful measure in that it provides an immediate indication of the percentage errors likely to have occurred due to the effects of random sampling, and this avoids the need to refer also to the size of the estimate. The following table contains estimates of RSEs for a selection of the statistics presented in this publication.

RELIABILITY OF THE DATA

continued

RELATIVE STANDARD ERRORS FOR TABLE 1.1 SUMMARY OF OPERATIONS

	<i>Local government libraries</i>	<i>National and state libraries</i>	<i>National and state archives</i>	<i>Total</i>
	%	%	%	%
Organisations at end June	—	—	—	—
Locations at end June	2.9	—	—	2.9
Employees at end June	1.3	—	—	1.0
Volunteers during June	5.1	—	—	4.7
Volunteer hours during June	9.0	—	—	8.3
Income				
Government funding	1.6	—	—	0.9
Services to clients	2.9	—	—	1.3
Other	4.7	—	—	0.8
<i>Total</i>	1.6	—	—	0.9
Expenses				
Labour costs	1.4	—	—	1.0
Other	2.2	—	—	1.0
<i>Total</i>	1.6	—	—	0.9
Visits to library locations	1.6	—	..	1.5
Library holdings at end June				
Lending stock	1.2	1.2
Non-lending stock	3.5	—	..	3.5
<i>Total</i>	1.2	—	..	0.9

.. not applicable

— nil or rounded to zero (including null cells)

15 As an example of the above, the estimate of total income for local government public libraries in 2003–04 was \$545.2m and the RSE was estimated to be 1.6%, giving a SE of approximately \$8.7m. Therefore, there would be two chances in three that, if all units had been included in the survey, a figure in the range of \$536.5m to \$553.9m would have been obtained, and 19 chances in 20 (i.e. a confidence interval of 95%) that the figure would have been within the range of \$527.8m to \$562.6m.

16 The sampling variability for local government library estimates at the state/territory level was generally higher than the Australian level aggregates. In particular, estimates for New South Wales, Victoria, Queensland, South Australia and Western Australia should be viewed with more caution than those for other states. RSEs for New South Wales, Victoria and Queensland were typically 1 to 2 times greater than the corresponding national figure for employees and financial estimates. RSEs for the Northern Territory were typically up to 3 times greater; RSEs for Western Australia were typically up to 5 times greater; and South Australia up to 6 times greater than the corresponding national figure for employees and financial estimates.

17 Estimates that have an estimated relative standard error between 10% and 25% are annotated with the symbol '^'. These estimates should be used with caution as they are subject to sampling variability too high for some purposes. Estimates with an RSE between 25% and 50% are annotated with the symbol '*', indicating that the estimate should be used with caution as it is subject to sampling variability too high for most practical purposes. Estimates with an RSE greater than 50% are annotated with the symbol '**' indicating that the sampling variability causes the estimates to be considered too unreliable for general use.

RELIABILITY OF THE DATA

continued

18 Errors other than those due to sampling may occur in any type of collection and are referred to as non-sampling error. For this survey, non-sampling error may result from such things as deficiencies in the lists of local government public libraries from which the sample was drawn, non-response, imperfections in reporting and/or errors made in compiling results. The extent to which non-sampling error affects the results of the survey is not precisely quantifiable. Every effort was made to minimise non-sampling error by careful design and testing of the questionnaire, efficient operating procedures and systems and the use of appropriate methodology. Survey estimates subject to a high level of non-sampling error have been suppressed or provided with relevant cautions.

ROUNDING

19 Where figures have been rounded, discrepancies may occur between the sum of the components and the total. Similar discrepancies may occur between a proportion or ratio, and the ratio of the separate components.

REFERENCE PERIOD

20 Data contained in the tables in this publication related to public library services in Australia during the year ended June 2004. Financial estimates included the activity of any public library that ceased or commenced operations during the year. Counts of locations included only those that were operating at 30 June 2004. Employment included only those persons working for a public library during the last pay period ending in June 2004.

ACKNOWLEDGMENT

21 ABS publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated; without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the *Census and Statistics Act 1905*.

DATA AVAILABLE ON
REQUEST

22 Inquiries about these statistics and more detailed statistics than those presented in this publication should be made by telephoning the contact shown on the front page.

GLOSSARY

Acquisitions	This item refers to the value of library materials and heritage items purchased, either expensed or capitalised. This item also includes counts of library items donated and/or bequeathed.
Active registered borrowers	This item represents the number of members/registered borrowers who, during the reporting period, utilised the services of a public library.
Archival holdings at end June	This item refers to the number of archival holdings including semi-current records and manuscript material.
Average annual percentage change	<p>A percentage change, p, from 1999–2000 to 2003–04 is converted into an average annual change, a, as follows:</p> $a = (1 + p)^{1/4} - 1$ <p>The average annual percentage change is not an arithmetic average of the actual percentage changes from year to year. It is labelled the 'average' change because if any value increases by $a\%$ every year for four years, then at the end of the four years it will have grown by a total $p\%$.</p>
Bequests	Bequests are legal dispositions which represent either personal property or monetary amounts.
Branches (Local government libraries)	This is the number of physical locations of library operations, including joint use libraries, but excluding mobile library services and deposit stations.
Casual employees	Casual/temporary employees are those persons employed by the organisation who are not entitled to paid leave.
Deposit stations (Local government libraries)	Deposit stations are remote library locations affiliated with a library branch. Deposit stations provide only limited library services.
Depreciation and amortisation	This item refers to regularly recurring financial charges made in the accounts to reflect that part of the value of the asset which may be regarded as having been used up in producing revenue in a particular accounting period. Depreciation generally refers to physical (tangible) non-current assets, and amortisation generally refers to intangible non-current assets.
Donations	This item represents voluntary transfers of cash, goods or other services which do not normally form part of commercial operations.
Employees at end June	This item represents all employees on the payroll for the last pay period ending in June 2004. Employees absent on paid or prepaid leave are included. Subcontractors and persons solely paid by commission without a retainer are excluded.
Employer contributions to superannuation funds	This item represents the cost of the employer's contributions during the reference period, made on behalf of employees, including salary sacrificed amounts.
Financial sponsorship	This item refers to income received from organisations involved in the public support and/or promotion of libraries. Sponsorships are transactions which result in advertising and/or other benefits to the sponsoring organisation.
Freight and cartage expenses	This item includes the costs charged to an organisation for the transport and delivery of goods by rail, air, road and sea.

Fringe benefits tax	Fringe benefits tax is payable by employers when certain benefits in excess of normal wages or salaries (e.g. free or discounted goods or services) are received by their employees (or associates of employees) in connection with their employment.
Fundraising income	This item includes income from fundraising, financial sponsorship, in-kind sponsorship, donations, bequests and other fundraising income.
Government funding	This item refers to project or program payments made by federal, state/territory, and local government in the form of operational funds for ongoing operations.
Heritage items held at end June 2004	This represents the number of heritage items. Heritage items are tangible items relating to natural history, important historical events and everyday lives, such as specimens, manuscripts, machinery and equipment. Heritage items also include original items which document or record traditions, customs and habits, such as photographs, films, tape recordings and digital images.
Income from services to clients	This item refers to income generated through the provision of services to library clients and includes membership fees, charges for photocopying, fines and overdue charges.
In-kind sponsorship	This item represents non-monetary sponsorship which is valued in the statement of financial performance of the public library organisation.
Insurance premiums	These are expenses incurred by an organisation in respect of different types of insurance policies, but excluding workers' compensation and compulsory third party motor vehicle insurance.
Interest expenses	These are outflows of funds related to the cost of borrowing money.
Interest income	This item represents income earned through the lending out of funds owned by the organisation.
Internet workstations for public use	This item refers to the number of Internet workstations available for use by the public within library locations including branches and mobile services.
Labour costs	These include staff-related costs such as wages and salaries (including monies paid directly to freelancers via the payroll), fringe benefits tax and payroll tax, employer contributions to superannuation funds, workers' compensation premiums, and provision expenses for employee entitlements.
Lending stock	This item refers to those library books, journals, periodicals, audio-visual materials, etc., which are available for loan to the public.
Library holdings at end June	This item refers to the number of library holdings as at 30 June 2004, and includes lending and non-lending stock of books, journals, periodicals, audio-visual materials, games, etc.
Loans to other libraries	This item indicates the volume of inter-library loan activity of lending stock of books and other library materials during the financial year.
Loans to public	This item indicates the usage of the lending stock of books and other library materials during the financial year.
Locations at end June	This is the total number of physical locations of library operations and includes library branches, mobile services and deposit stations.
Memberships/registered borrowers at the end of June	This item refers to the number of people registered to use the library services at the end of June 2004.
Mobile services	A mobile service is a vehicle specially equipped to provide a limited range of library services.
Non-lending stock	This item refers to all library materials in the collection not available for loan to the public, i.e. reference material.
On-line subscription payments	This item refers to on-line subscription payments for products and services e.g. periodicals, newspapers and access to on-line web sites.

Organisations with a web presence at end June	This item refers to public library organisations with a website, home page or presence on another entity's website.
Organisations with library's catalogue available via a web presence at end June	This item refers to local government public library organisations providing access to their own library catalogues via a web presence.
Paper, printing and stationery expenses	This item refers to paper, printing and stationery expenses for office supplies and printing carried out by or for the organisation.
Payments to employment agencies for staff	These are payments made to an employment agency for the supply or recruitment of staff.
Payroll tax	This is a tax levied by state and territory governments upon the amount of wages and salaries paid by an organisation.
Permanent full-time employees	This item refers to permanent employees who work 35 hours per week or more and were entitled to paid leave.
Permanent part-time employees	This item refers to permanent employees who work less than 35 hours per week and were entitled to paid leave.
Postal, mailing and courier services	This item refers to expenses incurred for the picking up, transport and delivery (domestic and international) of addressed and unaddressed mail packages and parcels.
Purchases of library materials	This item includes current expenditure on materials (such as books, journals, periodicals, audio-visual materials, etc.) for library operations.
Recorded archival enquiries	This item provides a count of enquiries/requests for information at national and state libraries and archives.
Rent, leasing and hiring expenses	These represent the costs for the rent, leasing (excluding finance leases) and hiring of vehicles, land, buildings, machinery, equipment and any other property from other businesses or individuals.
Repair and maintenance expenses	This item includes costs associated with work undertaken on property, plant and machinery etc., to maintain normal business operations.
Sales of goods	This item refers to revenue received from the sales of goods and equipment in the ordinary course of library operations, including the sale of books, and income from merchandising activities. It also includes sales or transfers to related organisations, delivery charges where not separately invoiced, export sales (free on board) and for long term contracts, progress payments billed.
Special exhibitions	This item refers to special or temporary exhibitions which are generally exhibited for less than three months.
Telecommunication services	Telecommunication services are all payments (of a non-capital nature) for telecommunication services which engage wire, cable or radio transmission. They include the costs of fixed and mobile phones, facsimiles, Internet services and leased lines for computers, etc.
Visits to library locations	This item refers to the number of visits to library locations including branches, mobile services and deposit stations during the financial year.
Visits to search rooms	This item refers to archive visits for the purpose of archival enquiries/research during the financial year.
Volunteer hours during June	This item refers to the total number of hours worked by volunteers during the month of June 2004.
Volunteers during June	This item refers to the number of volunteers who worked during the month of June 2004. Included are volunteer members of boards of management, fundraising committees and auxiliaries.

Wages and salaries This item refers to the gross wages and salaries (including capitalised wages and salaries) of all employees of the organisation. The item includes severance, termination and redundancy payments, salaries and fees of directors and executives, retainers and commissions of persons who received a retainer, bonuses, and annual and other types of leave. Provision expenses for employee entitlements (e.g. provisions for annual leave and leave bonus, long service leave, sick leave, and severance, termination and redundancy payments) are also included. Payments related to salary sacrifice and payments to self-employed persons such as consultants, contractors and persons paid solely by commission without a retainer, are excluded.

Workers' compensation premiums/costs Workers' compensation is a compulsory insurance cover taken out by all employers, except for self-insured workers, according to legislative schemes to cover employees suffering injury or disease in the course of, or arising out of, employment.

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