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# LIBRARIES AND MUSEUMS

AUSTRALIA

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- For more information about these and related statistics, contact Graham Boxsell on Canberra 02 6252 5633, or refer to the back cover of this publication.

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## NOTES

### INTRODUCTION

This publication presents results, in respect of the 1996–97 financial year, from the first survey of libraries and museums conducted by the Australian Bureau of Statistics (ABS). The publication is one of a series to be issued in respect of 1996–97 covering cultural industries, which were partially funded by the Cultural Ministers' Council. Other publications in this series are:

- *Motion Picture Exhibition, Australia, 1996–97* (Cat. no. 8654.0);
- *Film and Video Production and Distribution, Australia, 1996–97* (Cat. no. 8679.0);
- *Radio and Television Services, Australia, 1996–97* (Cat. no. 8680.0);
- *Zoos, Parks and Gardens, Australia, 1996–97* (Cat. no. 8699.0);
- *Performing Arts Industry, Australia, 1996–97* (Cat. no. 8697.0);
- *Commercial Art Galleries, Australia, 1996–97* (Cat. no. 8651.0); and
- *Sound Recording Studios, Australia, 1996–97* (Cat. no. 8555.0).

### COMMENTS ABOUT THIS PUBLICATION

The ABS welcomes comments and suggestions from users recommending industries and data items for inclusion in future service industries surveys. These comments should be addressed to the Director, Service Industries Surveys, PO Box 10, Belconnen, ACT, 2616.

### SYMBOLS AND OTHER USAGES

ABS	Australian Bureau of Statistics
ANZSIC	Australian and New Zealand Standard Industrial Classification
IGP	Industry gross product
n.p.	not available for publication but included in totals where applicable
OPAC	On-line public access catalogue workstations
. .	not applicable
—	nil or rounded to zero

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

W. McLennan  
Australian Statistician

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# SECTION 1

## LIBRARIES

### INTRODUCTION

Libraries are defined in the Australian and New Zealand Standard Industry Classification (ANZSIC) as businesses and organisations whose main activity is the acquisition, collection, organisation, conservation and loan of library materials such as books, magazines, manuscripts, musical scores, maps or prints. Archival services activities are also included.

In addition, the library activities of local government authorities were included in the survey, even though local government authorities are defined to another class in ANZSIC. However, libraries with restricted access such as those operated by educational institutions (universities and schools) and libraries operated by businesses and organisations for internal reference purposes were excluded from this survey.

In summary, the types of organisations included in this survey were grouped as follows:

- Public libraries
  - ◆ National and State libraries
  - ◆ Local government authority libraries
  - ◆ Regional libraries
- National and State archives
- Toy, film, music, genealogy and other libraries.

### SUMMARY INFORMATION

There were 564 organisations providing library or archive services at the end of June 1997. These 564 organisations operated from 1,468 locations. The great majority (93%) of these organisations were public libraries, which operated from 1,427 locations at the end of June 1997.

#### 1.1 LIBRARIES, By Type

<i>Type of organisation</i>	<i>Organisations</i>	<i>Locations</i>
	no.	no.
Public libraries		
National and State libraries	8	17
Local government authority libraries	492	1 231
Regional libraries	27	179
<i>Total</i>	<i>527</i>	<i>1 427</i>
National and State archives	9	11
Toy, film, music, genealogy and other libraries	28	30
<b>Total</b>	<b>564</b>	<b>1 468</b>

SUMMARY INFORMATION *continued*

Organisations providing library or archival services employed 11,877 persons, consisting of 6,969 (59%) persons working on a full-time basis and 4,908 on a part-time basis. Total income of these organisations in 1996–97 was \$667 million, of which \$597 million (90%) was from government funding. The major expense item was wages and salaries of \$327 million which represented 52% of the total expenses of \$631 million. The industry gross product (IGP) of libraries in 1996–97 was \$406 million.

**1.2 KEY AGGREGATES, Libraries**

	Public libraries	Archival service organisations	Other libraries	Total
Organisations at end June 1997 (no.)	527	9	28	564
Locations at end June 1997 (no.)	1 427	11	30	1 468
Employment at end June 1997				
Full-time (no.)	5 940	763	266	6 969
Part-time (no.)	4 722	122	64	4 908
Total (no.)	10 662	885	330	11 877
Income				
Government funding (\$m)	506.9	73.5	16.2	596.7
Income from services to clients (\$m)	28.0	6.6	9.5	44.1
Other income (\$m)	23.5	0.4	1.9	25.8
Total (\$m)	558.4	80.6	27.7	666.6
Expenses				
Wages and salaries (\$m)	282.6	32.2	12.0	326.8
Other expenses (\$m)	246.5	44.6	12.6	303.7
Total (\$m)	529.1	76.8	24.6	630.5
Industry gross product (\$m)	343.3	42.8	20.4	406.4

## PUBLIC LIBRARIES

## Introduction

There are three broad models for the operation of public libraries in Australia:

- A centralised model, which operates in South Australia, Western Australia, Tasmania and the Australian Capital Territory, where the acquisition, cataloguing and processing of all library stock are generally the responsibility of the State library or a single government department, with the individual locations being responsible for the service delivery.
- A coordinated model, which operates in New South Wales and Victoria, where each library location is responsible for the total provision of public library services, receiving support from the State and local government in the form of subsidies, grants or materials, and
- A combination of these two models, which operates in Queensland and the Northern Territory.

There are also a number of joint use library locations (e.g. combined public and school libraries) in South Australia, Western Australia and the Australian Capital Territory which have been included in the scope of the survey.

Introduction *continued*

Therefore, care should be taken in comparing State and Territory data as the allocation of income, expenses and employment may be treated differently according to the mode of operations.

In order to show, for the Australian Capital Territory, statistics comparable with other States and Territories, statistics for the National Library have been produced separately in this publication.

## Income and expenditure

Public libraries were heavily reliant on government funding in all States and Territories with government funding ranging from 89% of total income in Victoria to 98% in Tasmania and the Northern Territory. The National Library received 75% of its income from government funding. The other major source of income was services to clients (e.g. photocopy charges, binding, search charges) which accounted for \$28 million of income for public libraries.

The major expense item for public libraries was labour costs of \$317 million which represented 60% of total expenses. Labour costs per employee in public libraries, which averaged \$29,700, varied from \$25,200 in Tasmania to \$35,600 in the Australian Capital Territory, reflecting, in part, the relative mix of part and full-time employees in the States and Territories.

**1.3 INCOME AND EXPENSES, Public Libraries**

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	National Library	Aust.
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
<b>Income</b>										
Government funding	146.2	101.1	89.9	44.9	58.7	13.7	9.9	6.9	35.6	506.9
Income from services to clients	8.4	5.7	1.9	1.3	1.2	0.2	0.1	0.3	8.9	28.0
Other income	6.4	6.8	3.6	2.1	1.5	0.1	0.2	0.1	2.8	23.5
<b>Total</b>	<b>161.0</b>	<b>113.5</b>	<b>95.4</b>	<b>48.3</b>	<b>61.3</b>	<b>14.0</b>	<b>10.2</b>	<b>7.2</b>	<b>47.4</b>	<b>558.4</b>
<b>Expenses</b>										
<b>Labour costs</b>										
Wages and salaries	90.2	59.6	42.9	24.6	26.9	7.8	5.4	3.8	21.4	282.6
Employer contributions to superannuation funds	7.4	5.5	4.4	2.2	2.4	0.7	0.4	0.7	3.5	27.2
Workers' compensation costs	2.7	0.6	1.1	0.9	0.6	0.4	0.1	0.1	0.4	6.9
<b>Total</b>	<b>100.4</b>	<b>65.7</b>	<b>48.4</b>	<b>27.6</b>	<b>29.8</b>	<b>9.0</b>	<b>5.9</b>	<b>4.6</b>	<b>25.3</b>	<b>316.7</b>
Purchases of library materials	6.7	4.9	3.5	3.5	9.2	0.9	2.3	0.1	5.1	36.1
Telecommunication services	2.5	1.5	1.0	1.2	0.7	0.1	0.2	0.1	1.0	8.2
Paper, printing and stationery	2.0	1.1	1.0	0.9	0.8	0.1	0.1	0.1	0.4	6.6
Other expenses	45.3	39.4	27.5	11.6	12.7	4.9	1.5	1.3	17.4	161.6
<b>Total</b>	<b>156.8</b>	<b>112.5</b>	<b>81.3</b>	<b>44.9</b>	<b>53.2</b>	<b>15.0</b>	<b>10.0</b>	<b>6.3</b>	<b>49.1</b>	<b>529.1</b>
Industry gross product	102.9	77.2	51.9	28.5	30.5	11.6	5.9	4.7	30.2	343.3



Income and expenditure *continued*

Total expenditure on the acquisition of library materials in 1996–97 was \$89 million. Of this amount, \$36 million was current expenditure (i.e. expensed in the year of purchase) while \$53 million was for capitalised purchases (i.e. treated as the purchase of an asset to be depreciated/amortised over a number of years). The accounting treatment (i.e. as current or capital expenditure) for the acquisition of library materials and hence the expenses profile, varied between States and Territories.

**1.4 ACQUISITION OF LIBRARY MATERIALS, Public Libraries**

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	National Library	Aust.
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Capital expenditure	19.8	13.1	13.9	2.9	0.7	1.6	—	0.8	—	53.0
Current expenditure	6.7	4.9	3.5	3.5	9.2	0.9	2.3	5.2	5.1	36.1
<b>Total</b>	<b>26.5</b>	<b>18.0</b>	<b>17.4</b>	<b>6.5</b>	<b>9.9</b>	<b>2.5</b>	<b>2.3</b>	<b>6.0</b>	<b>5.1</b>	<b>89.0</b>

## Employment

There were 10,662 persons working in public libraries at 30 June 1997. Of the 10,662 persons working, 56% (5,940 persons) were working on a full-time basis with the remainder working on a part-time basis.

Female employees accounted for 83% (8,817 persons) of employment. The proportion of females was higher (88%) for part-time employment than full-time employment.

Of the total public libraries' employees, 43% (4,636 persons) were qualified either as librarians (3,076) or library technicians (1,560). These categories of employment had a higher level of full-time employment, with 72% of librarians and 61% of library technicians being employed on a full-time basis. In contrast, only 46% of other library staff were employed on a full-time basis. The proportion of librarians to total employees was highest in New South Wales (32% of employees), Victoria (30%) and the Northern Territory (30%), with South Australia having the lowest at 22% of employees.

Library assistants make up the majority of the other 6,025 persons working in public libraries.

## 1.5 CHARACTERISTICS OF EMPLOYMENT, Public Libraries

	FULL-TIME.....			PART-TIME.....			TOTAL.....		
	<i>Males</i>	<i>Females</i>	<i>Persons</i>	<i>Males</i>	<i>Females</i>	<i>Persons</i>	<i>Males</i>	<i>Females</i>	<i>Persons</i>
	no.	no.	no.	no.	no.	no.	no.	no.	no.
LIBRARIANS									
NSW	186	624	810	70	184	254	256	808	1 064
Vic.	109	353	462	26	199	225	135	552	687
Qld	38	290	328	6	112	118	44	402	446
SA	30	123	153	5	69	74	35	192	227
WA	35	162	197	6	131	137	41	293	334
Tas.	20	47	67	1	14	15	21	61	82
NT	8	30	38	2	15	17	10	46	56
ACT	4	25	29	—	3	3	4	28	32
National Library	33	99	132	2	14	16	35	113	148
<b>Aust.</b>	<b>463</b>	<b>1 753</b>	<b>2 216</b>	<b>118</b>	<b>741</b>	<b>859</b>	<b>581</b>	<b>2 495</b>	<b>3 076</b>
LIBRARY TECHNICIANS									
NSW	54	297	351	6	237	243	60	534	594
Vic.	31	177	208	7	101	108	38	278	316
Qld	11	103	114	3	28	31	14	131	145
SA	4	64	68	1	29	30	5	93	98
WA	3	26	29	—	14	14	3	40	43
Tas.	8	75	83	2	156	158	10	231	241
NT	6	29	35	—	9	9	6	38	44
ACT	—	—	—	—	—	—	—	—	—
National Library	11	60	71	—	8	8	11	68	79
<b>Aust.</b>	<b>128</b>	<b>831</b>	<b>959</b>	<b>19</b>	<b>582</b>	<b>601</b>	<b>147</b>	<b>1 413</b>	<b>1 560</b>
OTHER LIBRARY STAFF									
NSW	174	561	735	107	868	975	281	1 429	1 710
Vic.	128	354	482	154	670	824	282	1 024	1 306
Qld	104	431	535	75	461	536	179	892	1 071
SA	71	234	305	44	338	382	115	572	687
WA	68	277	345	34	388	422	102	665	767
Tas.	n.p.	7	15	n.p.	15	17	10	22	32
NT	n.p.	34	46	n.p.	34	37	15	68	83
ACT	10	41	51	1	46	47	11	87	98
National Library	118	132	250	3	18	21	121	150	271
<b>Aust.</b>	<b>693</b>	<b>2 071</b>	<b>2 764</b>	<b>423</b>	<b>2 838</b>	<b>3 261</b>	<b>1 116</b>	<b>4 909</b>	<b>6 025</b>
TOTAL									
NSW	414	1 482	1 896	183	1 289	1 472	597	2 771	3 368
Vic.	268	884	1 152	187	970	1 157	455	1 854	2 309
Qld	153	824	977	84	601	685	237	1 425	1 662
SA	105	421	526	50	436	486	155	857	1 012
WA	106	465	571	40	533	573	146	998	1 144
Tas.	36	129	165	5	185	190	41	314	355
NT	26	94	120	5	58	64	31	152	184
ACT	14	66	80	1	49	50	15	115	130
National Library	162	291	453	5	40	45	167	331	498
<b>Aust.</b>	<b>1 284</b>	<b>4 656</b>	<b>5 940</b>	<b>560</b>	<b>4 161</b>	<b>4 722</b>	<b>1 844</b>	<b>8 817</b>	<b>10 662</b>

## Clients and library stock

In 1996–97, there were 89.6 million visits to public libraries which represented nearly 5 visits per person for the year. These visits resulted in public library loans of 153.9 million books and other materials, representing a ratio of 1.7 loans per visit. There was an average of 4.1 book loans per lending book stock for 1996–97.

The number of public library visits and loans for each State and Territory were generally of similar proportions. However, public libraries in New South Wales, which had 34% of public library visits, consistent with their share of the Australian population, accounted for only 29% of library loans. In contrast, public libraries in Queensland accounted for only 15% of public library visits, which is less than its share (18%) of the Australian population, yet accounted for 22% of library loans.

Public libraries had holding stock of 52.4 million books and other library materials at the end of June 1997, of which 35.5 million was available as lending stock. The National Library accounted for 30% of the non-lending stock in Australia.

**1.6 LOCATIONS, Clients and Library Stock—Public libraries**

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	National Library	Aust.
Locations at end June 1997 (no.)	406	238	298	159	227	56	34	8	1	1 427
Mobile services at end June 1997 (no.)	27	32	22	27	4	3	—	1	—	116
Visits during 1996–97 ('000)	30 545.3	21 213.4	13 755.1	10 251.7	7 293.9	2 971.4	1 099.1	2 086.0	348.7	89 564.6
Memberships at end June 1997 ('000)(a)	3 014.8	2 308.8	1 379.0	892.3	993.1	321.7	91.1	125.5	—	9 126.3
Holdings at end June 1997										
Lending stock										
Books ('000)	10 574.4	7 514.2	5 656.6	3 767.4	2 661.0	729.9	359.7	567.8	—	31 830.9
Other ('000)	1 149.7	907.2	473.2	578.9	353.9	82.9	36.5	76.0	—	3 658.4
Total ('000)	11 724.1	8 421.4	6 129.9	4 346.3	3 014.9	812.8	396.2	643.8	—	35 489.3
Total non-lending stock ('000)	5 644.4	2 464.5	1 122.8	1 088.0	769.4	444.2	241.8	42.0	5 053.4	16 870.6
Total ('000)	17 368.5	10 885.8	7 252.7	5 434.3	3 784.2	1 257.0	638.0	685.8	5 053.4	52 359.9
Loans during 1996–97										
Books ('000)	38 675.0	31 095.0	27 610.2	13 287.4	12 416.2	3 749.4	862.6	2 225.5	—	129 921.2
Other ('000)	6 191.1	4 613.6	6 016.0	3 887.8	2 003.8	693.0	304.0	263.4	—	23 972.7
Total ('000)	44 866.1	35 708.5	33 626.2	17 175.2	14 420.0	4 442.4	1 166.5	2 488.8	—	153 893.9

(a) Library patrons may hold a membership at more than one library, hence they will be counted at each library where a membership is held.

## Technology facilities

At 30 June 1997, there were 2,944 OPAC (On-line public access catalogue) workstations available in public libraries. This represented an average of nearly two workstations per library. The Australian Capital Territory, with an average of four workstations per library, had the highest penetration of OPACs, while Western Australia and the Northern Territory, with 1.1 and 1.2 workstations per library, had the lowest.

Public libraries had 827 internet workstations available for public use at the end of June 1997. The 827 internet workstations equated to one workstation for every two public libraries. Victoria and the Australian Capital Territory, with an average of 0.9 workstations per library, were the only States and Territories that approached a penetration level of one internet workstation for each library.

**1.7 TECHNOLOGY FACILITIES, Public Libraries**

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	National Library	Aust.
OPAC workstations (no.)(a)	925	635	584	325	249	83	42	36	65	2 944
OPAC workstations (no. per location)	2.1	2.4	1.8	1.8	1.1	1.4	1.2	4.0	65.0	1.9
Internet workstations (no.)(a)	196	239	133	128	73	19	19	8	12	827
Internet workstations (no. per location)	0.5	0.9	0.4	0.7	0.3	0.3	0.6	0.9	12.0	0.5
CD-ROM workstations (no.)(a)	463	177	173	247	102	23	49	12	18	1 264
CD-ROM workstations (no. per location)	1.1	0.7	0.5	1.3	0.4	0.4	1.4	1.3	18.0	0.8
Other PC workstations (no.)(a)	403	202	132	263	80	5	26	8	3	1 122
Other PC workstations (no. per location)	0.9	0.8	0.4	1.4	0.4	0.1	0.8	0.9	3.0	0.7
Photocopiers (no.)	466	259	239	120	164	61	27	15	16	1 367
Photocopiers (no. per location)	1.1	1.0	0.8	0.7	0.7	1.0	0.8	1.7	16.0	0.9
Other technology facilities (no.)(b)	995	469	549	654	452	111	91	11	55	3 387
Other technology facilities (no. per location)	2.3	1.7	1.7	3.5	2.0	1.9	2.7	1.2	55.0	2.2

(a) Where a workstation is used for more than one function, that workstation will be counted once for each function.

(b) Includes facsimile machines, microfiche readers, video recorders, tape players, etc.

## Performance ratios

The different models of library operations influence the performance ratios in respect of visits, loans and holdings. For example, the comparatively high ratio in South Australia for library visits per head of population (6.9) and library loans per head of population (11.7) may have resulted from the presence of joint use (public and schools) libraries in South Australia.

In terms of financial ratios, labour costs represented 60% of all expenses, with public libraries in the Australian Capital Territory (74%) having the highest proportion. In contrast, labour costs accounted for only 56% of expenses in Western Australia, reflecting the lower labour costs per employee and the higher current expenditure on library acquisitions.

**1.8** SELECTED PERFORMANCE RATIOS, Public Libraries

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	National Library	Aust.
Labour costs per employee (\$'000)	29.8	28.5	29.1	27.3	26.1	25.2	32.0	35.6	50.8	29.7
Labour costs to total expenses (%)	64.0	58.4	59.5	61.4	56.2	59.7	58.9	74.0	51.6	59.9
Government funding to total income (%)	90.8	89.1	94.3	93.0	95.7	97.8	97.1	95.4	75.3	90.8
Library visits per head of population (no.)	4.9	4.6	4.0	6.9	4.1	6.3	5.9	6.7	..	4.8
Library holdings per head of population (no.)	2.8	2.4	2.1	3.7	2.1	2.7	3.4	2.2	..	2.8
Library loans per head of population (no.)	7.2	7.8	9.9	11.7	8.1	9.4	6.3	8.0	..	8.3
Book loans per book stock (no.)	3.7	4.1	4.9	3.5	4.7	5.1	2.4	3.9	..	4.1

## ARCHIVAL SERVICE ORGANISATIONS

There were nine organisations in Australia at the end of June 1997, whose main activity was the provision of archival services. These nine organisations accrued \$81 million of income in 1996–97 of which 91% (\$74 million) was provided from government funding. At the end of June 1997, these organisations employed 885 persons, 324 of whom were archivists. Full-time employees accounted for 86% of total persons working for these organisations.

Archival services are undertaken as a secondary activity by the National and State libraries. At the end of June 1997, the National and State libraries had holdings of 215,500 metres of archival material, which was 23% of the total holdings of 952,500 metres. However, during 1996–97, 87% (648,300) of all visits were made to the archival search rooms of the National and State libraries.

**1.9 KEY AGGREGATES, Archival Service Organisations**

	<i>Value</i>
Organisations at end June 1997 (no.)	9
Income	
Government funding (\$m)	73.5
Income from services to clients (\$m)	6.6
Other income (\$m)	0.4
<i>Total (\$m)</i>	<i>80.6</i>
Expenses	
Labour costs	
Wages and salaries (\$m)	32.2
Employer contributions to superannuation funds (\$m)	4.4
Workers' compensation costs (\$m)	0.4
<i>Total (\$m)</i>	<i>37.0</i>
Current expenditure on acquisitions/purchases (\$m)	1.2
Repair and maintenance expenses (\$m)	0.8
Telecommunication services (\$m)	1.2
Rent, leasing and hiring expenses (\$m)	10.6
Paper, printing and stationery (\$m)	0.6
Other expenses (\$m)	25.3
<i>Total (\$m)</i>	<i>76.8</i>

## 1.10 CHARACTERISTICS OF EMPLOYMENT, Archival Service Organisations

	FULL-TIME.....			PART-TIME.....			TOTAL.....		
	<i>Males</i>	<i>Females</i>	<i>Persons</i>	<i>Males</i>	<i>Females</i>	<i>Persons</i>	<i>Males</i>	<i>Females</i>	<i>Persons</i>
	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>
Archivists	n.p.	n.p.	299	n.p.	n.p.	25	147	177	324
Other employees	n.p.	n.p.	464	n.p.	n.p.	97	240	321	561
<b>Total</b>	<b>361</b>	<b>402</b>	<b>763</b>	<b>26</b>	<b>96</b>	<b>122</b>	<b>387</b>	<b>498</b>	<b>885</b>

## 1.11 TOTAL ARCHIVAL HOLDINGS

	<i>Archival service organisations</i>	<i>National/ State libraries</i>	<i>Total</i>
Holdings at end June 1997 ('000 metres)	737.0	215.5	952.5
Visits to search rooms during 1996-97 ('000)	94.3	648.3	742.6
Recorded archival enquiries during 1996-97 ('000)	215.3	134.3	349.6

## SECTION 2

## MUSEUMS

### INTRODUCTION

Museums are defined in the Australian and New Zealand Standard Industry Classification (ANZSIC) as businesses and organisations whose main activity is the operation of art museums, museums and historic houses. In addition, museum activities of local government authorities, where their operations had paid staff, were included in the survey, even though local government authorities are defined to another class in ANZSIC.

There are many smaller museums operated by local historical societies and other not-for-profit organisations which are run by volunteers and do not employ any staff. These non-employing museums were not included in this survey. However, the ABS intends to conduct a survey of non-employing museums in respect of 1997–98.

### SUMMARY INFORMATION

There were 224 employing organisations providing museum services at the end of June 1997. These organisations operated from 352 locations.

#### 2.1 MUSEUMS, By Type

Type of organisation	Organisations	Locations
	no.	no.
Art museums	32	32
Museums	102	111
Local government authority museums and art museums	69	92
Historic houses	21	117
<b>Total</b>	<b>224</b>	<b>352</b>

Organisations providing museum services employed 5,636 persons at the end of June 1997 and a further 8,443 persons worked on a voluntary basis in June 1997. Total income for these organisations was \$425 million, of which \$271 million (64%) was from government funding. The major expense item was labour costs of \$181 million which represented 45% of total expenses. The industry gross product of museums in 1996–97 was \$199 million.

In 1996–97, there were almost 17 million admissions to museum locations, 51% of which were paid admissions.



## 2.2 KEY AGGREGATES

	PRIVATE, NATIONAL AND STATE.....				
	<i>Art museums</i>	<i>Museums</i>	<i>Local government authority museums/ art museums</i>	<i>Historic houses</i>	<i>Total</i>
Organisations at end June 1997 (no.)	32	102	69	21	224
Locations at end June 1997 (no.)	32	111	92	117	352
Admissions					
Paid admissions ('000)	1 599.1	5 324.6	398.0	1 160.8	8 482.5
Free admissions ('000)	3 162.4	3 351.2	1 598.7	191.9	8 304.3
<b>Total ('000)</b>	<b>4 761.6</b>	<b>8 675.8</b>	<b>1 996.6</b>	<b>1 352.7</b>	<b>16 786.8</b>
Employees at end June 1997					
Full-time (no.)	941	2 203	176	347	3 666
Part-time (no.)	289	1 038	268	375	1 969
<b>Total (no.)</b>	<b>1 230</b>	<b>3 240</b>	<b>444</b>	<b>722</b>	<b>5 636</b>
Volunteers for the month of June 1997 (no.)	1 654	4 300	1 745	744	8 443
Income					
Government funding (\$m)	80.7	157.5	18.4	14.0	270.6
Admissions income (\$m)	9.1	22.8	1.0	8.2	41.0
Other income (\$m)	40.5	54.3	2.7	16.1	113.5
<b>Total (\$m)</b>	<b>130.3</b>	<b>234.6</b>	<b>22.0</b>	<b>38.3</b>	<b>425.2</b>
Expenses					
Labour costs (\$m)	48.3	106.6	9.7	16.2	180.8
Other expenses (\$m)	61.1	128.8	9.5	21.5	221.0
<b>Total (\$m)</b>	<b>109.4</b>	<b>235.3</b>	<b>19.2</b>	<b>37.8</b>	<b>401.7</b>
Industry gross product (\$m)	50.4	123.5	9.7	15.5	199.1

## Sources of income

During 1996–97, museums accrued a total of \$425 million in income. The main source of income was government funding of \$271 million (64%), which was received by 175 of the 224 organisations.

Other major sources of income were admissions (\$41 million), sales of goods (\$34 million) and funding from non-government organisations and individuals (\$35 million), the latter being income from donations, bequests and sponsorships. Membership and subscription income was received by 85 organisations and totalled \$4.4 million, which represented an average of \$52,000 per organisation.

### 2.3 SOURCES OF INCOME

<i>Item</i>	<i>Organisations at end June</i>	<i>Value</i>	<i>Percentage contribution</i>
	no.	\$m	%
Government funding	175	270.6	63.6
Funding from non-government organisations and/or individuals	156	34.6	8.1
Admissions income	181	41.0	9.6
Membership/subscription income	85	4.4	1.0
Sales of goods	140	34.3	8.1
Rent, leasing and hiring income	90	9.6	2.3
Interest income	119	8.2	1.9
Other	162	22.4	5.3
<b>Total</b>	<b>224</b>	<b>425.2</b>	<b>100.0</b>

## Expenses

During 1996–97, museums incurred a total of \$402 million in expenses. Labour costs represented 45% (\$181 million) of these expenses, resulting in an average labour cost per employee of \$32,100.

Other major expenses were depreciation and amortisation (\$30 million), repair and maintenance (\$24 million), purchases of goods for resale (\$20 million) and rent, leasing and hiring expenses (\$13 million). Other operating expenses were \$80 million and included expenses such as printing and stationery costs, accounting fees, staff training expenses and payments to external consultants.

#### 2.4 ITEMS OF EXPENDITURE

	<i>Value</i>	<i>Percentage contribution</i>
	\$m	%
<b>Labour costs</b>		
Wages and salaries	164.1	40.9
Employer contributions to superannuation funds	14.2	3.5
Workers' compensation costs	2.5	0.6
<b>Total</b>	<b>180.8</b>	<b>45.0</b>
<b>Selected expenses</b>		
Freight and cartage expenses	4.4	1.1
Telecommunication expenses	4.6	1.1
Repair and maintenance expenses	23.7	5.9
Rent, leasing and hiring expenses	13.0	3.2
Advertising expenses	10.7	2.7
Marketing and promotional expenses	5.6	1.4
Travelling, accommodation and entertainment expenses	5.8	1.4
Electricity, gas and water charges	11.6	2.9
Security services provided by other businesses	3.1	0.8
Other operating expenses	80.4	20.0
<b>Total</b>	<b>163.0</b>	<b>40.6</b>
<b>Other costs</b>		
Acquisitions/purchases		
Artefacts and art works	1.3	0.3
Purchases of goods for resale	20.2	5.0
<b>Total</b>	<b>21.5</b>	<b>5.4</b>
Depreciation and amortisation	30.2	7.5
Insurance premiums	5.2	1.3
Other non-operating expenses	1.1	0.3
<b>Total</b>	<b>58.0</b>	<b>14.4</b>
<b>Total</b>	<b>401.7</b>	<b>100.0</b>

Expenses *continued*

During 1996–97, museums spent \$17 million in the acquisition of artefacts and artworks, 92% of which was in the form of capitalised purchases and hence are excluded from the current expenses mentioned above.

**2.5 ACQUISITIONS OF ARTEFACTS AND ARTWORKS**

	Percentage	
	Value	contribution
	\$m	%
Capital expenditure	15.3	92.2
Current expenditure	1.3	7.8
<b>Total</b>	<b>16.6</b>	<b>100.0</b>

## Employment

At the end of June 1997, there were 5,636 persons employed by museums. Of the 5,636 persons working, 65% (3,666) worked on a full-time basis with the remainder on a part-time basis.

Managerial/administrative staff (1,150), curatorial/research staff (1,194) and security and front-of-house staff (934) were the largest identified employment groups. Full-time employment was the major form of employment in the first two groupings, with 79% and 76% respectively being employed on such a basis. In contrast, only 53% of employees in the security and front-of-house grouping were employed on a full-time basis.

**2.6 CHARACTERISTICS OF EMPLOYMENT**

	FULL-TIME.....			PART-TIME.....			TOTAL.....		
	Males	Females	Persons	Males	Females	Persons	Males	Females	Persons
	no.	no.	no.	no.	no.	no.	no.	no.	no.
Managerial/administrative	337	570	907	44	199	244	382	769	1 150
Curatorial and research	429	481	909	80	204	284	509	685	1 194
Exhibition display/design	244	127	371	60	55	115	304	182	487
Education	77	144	221	47	128	175	124	272	396
Promotions and marketing	50	131	182	20	58	78	70	190	260
Security and front-of-house	336	154	491	141	303	443	477	457	934
Building and property maintenance	203	20	223	36	18	54	239	38	277
Other employees	204	158	362	175	400	576	379	559	938
<b>Total</b>	<b>1 880</b>	<b>1 786</b>	<b>3 666</b>	<b>604</b>	<b>1 366</b>	<b>1 969</b>	<b>2 484</b>	<b>3 152</b>	<b>5 636</b>
	%	%	%	%	%	%	%	%	%
Proportion of total	33.4	31.7	65.0	10.7	24.2	34.9	44.1	55.9	100.0

## State and Territory comparisons

Museums located in New South Wales and Victoria accounted for 49% (8.3 million) of admissions during 1996–97. These two States accounted for 56% (3,143 persons) of employees and 55% (\$110 million) of IGP. The Australian Capital Territory had 10% (1.6 million) of the admissions, 12% (656 persons) of employees and 17% (\$35 million) of IGP. However, the presence of the National Gallery and the Australian War Memorial in the Australian Capital Territory had a significant affect on the Territory's contribution relative to its share of population.

There were more paid admissions than free admissions in most States. However, in South Australia and Western Australia, free admissions were 78% and 63% respectively of total admissions.

The main source of income for museums was government funding, of which \$191 million (70%) was concentrated in New South Wales, Victoria and the Australian Capital Territory.

**2.7 KEY AGGREGATES, By States And Territories**

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
Organisations at end June 1997 (no.)	66	49	37	16	21	22	5	8	224
Locations at end June 1997 (no.)	119	75	46	21	46	31	6	8	352
<b>Admissions</b>									
Paid admissions ('000)	2 608.0	2 177.9	1 275.3	361.8	701.4	516.0	201.2	641.0	8 482.5
Free admissions ('000)	1 760.9	1 762.0	838.8	1 289.7	1 201.3	250.3	218.3	983.1	8 304.3
<b>Total ('000)</b>	<b>4 368.9</b>	<b>3 940.0</b>	<b>2 114.1</b>	<b>1 651.4</b>	<b>1 902.6</b>	<b>766.2</b>	<b>419.4</b>	<b>1 624.1</b>	<b>16 786.8</b>
Employment at end June 1997 (no.)	1 810	1 333	616	309	461	339	112	656	5 636
Volunteers for the month of June 1997 (no.)	3 252	1 946	918	849	580	370	71	456	8 443
<b>Income</b>									
Government funding (\$m)	96.2	44.3	23.7	16.6	25.7	7.4	6.6	50.1	270.6
Admissions income (\$m)	11.6	15.5	2.0	2.0	2.8	3.6	0.5	3.0	41.0
Other income (\$m)	48.2	27.6	5.2	7.1	6.9	4.3	1.1	13.1	113.5
<b>Total (\$m)</b>	<b>156.1</b>	<b>87.4</b>	<b>30.9</b>	<b>25.7</b>	<b>35.4</b>	<b>15.4</b>	<b>8.2</b>	<b>66.2</b>	<b>425.2</b>
<b>Expenses</b>									
Labour costs (\$m)	63.8	36.2	15.4	10.1	14.2	6.9	4.4	29.8	180.8
Other expenses (\$m)	90.5	44.1	15.6	13.9	15.5	6.8	3.7	30.9	221.0
<b>Total (\$m)</b>	<b>154.3</b>	<b>80.4</b>	<b>30.9</b>	<b>24.0</b>	<b>29.7</b>	<b>13.7</b>	<b>8.1</b>	<b>60.7</b>	<b>401.7</b>
Industry gross product (\$m)	71.7	38.6	15.5	12.1	14.2	7.6	4.4	34.8	199.1
Special exhibitions (no.)	702	633	317	90	183	106	17	85	2 133

## Size of organisation

There were 15 organisations providing museum services with employment of 100 or more persons. These 15 organisations were dominant, accounting for 65% of the employment, 66% of the total income and 51% of admissions.

Of the 224 organisations providing museum services, 119 (53%) had employment of less than five persons. Although these smaller organisations dominated in terms of numbers, their contributions to total employment of 242 persons (4%), total income of \$15 million (4%) and admissions of 1.5 million persons (9%) were relatively low.

**2.8 ORGANISATION SIZE**

Employment size	Organisations at end June		Employment at end June.....		Wages and salaries.....		Total income.....		Total expenses.		Total admissions....	
	no.	no.	%	\$m	%	\$m	%	\$m	%	'000	%	
0-4 persons	119	242	4.3	5.1	3.1	15.1	3.6	12.9	3.2	1 530.9	9.1	
5-19 persons	68	585	10.4	10.6	6.5	30.8	7.2	29.1	7.2	2 255.8	13.4	
20-99 persons	22	1 157	20.5	36.3	22.1	98.4	23.1	98.6	24.5	4 460.8	26.6	
100 or more persons	15	3 652	64.8	112.1	68.3	280.9	66.1	261.2	65.0	8 539.1	50.9	
<b>Total</b>	<b>224</b>	<b>5 636</b>	<b>100.0</b>	<b>164.1</b>	<b>100.0</b>	<b>425.2</b>	<b>100.0</b>	<b>401.7</b>	<b>100.0</b>	<b>16 786.8</b>	<b>100.0</b>	

## Performance ratios

The average admission price to museums was \$4.80 during 1996–97. Larger organisations (those with 100 or more employees) had an average price of \$5.50 compared with \$2.70 for small organisations.

The average labour cost per employee for museums was \$32,100, with the larger organisations (those with 100 or more employees) having the highest average labour cost of \$34,000 per employee.

Smaller organisations (those with less than five employees) were heavily reliant on volunteers with 92% of their workforce being volunteers, compared to the overall average of 60%.

All museums were reliant on government funding, with the larger organisations receiving 68% of their income from this source compared with the smaller organisations' ratio of 47%.

**2.9 PERFORMANCE RATIOS**

	EMPLOYMENT SIZE .....				Total
	0–4 persons	5–19 persons	20–99 persons	100 or more persons	
Labour costs per employee (\$'000)	22.6	19.9	34.3	34.0	32.1
Labour costs to total expenses (%)	42.5	40.0	40.2	47.5	45.0
Volunteers to total workforce (%)	91.8	77.3	57.9	37.1	60.0
Government funding to total income (%)	47.4	39.5	62.8	67.5	63.6
Admissions per person employed (no.)	6 318.3	3 857.7	3 856.2	2 338.2	2 978.6
Admissions income per paid admission (\$)	2.7	4.1	4.9	5.5	4.8
Paid admissions to total admissions (%)	62.8	50.6	40.4	53.6	50.5

## Special exhibitions

Of the 224 organisations providing museum services, 143 were involved in the presentation of 2,133 special exhibitions during 1996–97. It should be noted that individual exhibitions can be shown by more than one organisation. During 1996–97, 131 organisations curated a total of 1,177 in-house special exhibitions, 101 organisations were involved in 513 separate showings of Australian touring exhibitions and 31 organisations were involved in 55 separate showings of imported overseas exhibitions.

**2.10 SPECIAL EXHIBITIONS, By Employment Size**

	0–4 PERSONS.....		5–19 PERSONS.....		20–99 PERSONS.....		100 OR MORE PERSONS.....		TOTAL.....	
	Organisa- tions	Showings	Organisa- tions	Showings	Organisa- tions	Showings	Organisa- tions	Showings	Organisa- tions	Showings
<i>Special exhibitions</i>	no.	no.	no.	no.	no.	no.	no.	no.	no.	no.
Special exhibitions curated in-house(a)	56	399	47	428	15	150	13	200	131	1 177
Touring exhibitions—Australian(a)	41	176	35	219	14	77	12	40	101	513
Imported overseas exhibitions(a)	6	6	14	24	5	10	6	15	31	55
Other special exhibitions(a)	28	146	23	216	7	12	4	16	62	390
<b>Total(a)</b>	<b>64</b>	<b>727</b>	<b>49</b>	<b>886</b>	<b>16</b>	<b>249</b>	<b>14</b>	<b>271</b>	<b>143</b>	<b>2 133</b>

(a) Special exhibitions, other than those curated in-house, are counted by each organisation which held the exhibition on its premises.

## Artworks and artefacts

At the end of June 1997, there were 28.7 million artefacts/artworks held by museums. Large organisations (i.e. those with 100 or more employees) accounted for 77% (22.1 million) of the artefacts/artworks holdings. Only 4.3% of the artefacts/artworks holdings were on display at the end of June 1997. This was mainly influenced by the large organisations which only displayed 3% of their artefacts/artworks holdings compared with 56% for the organisations with less than five employees.

**2.11 ARTWORKS AND ARTEFACTS, By Employment Size**

	0–4 PERSONS.....		5–19 PERSONS.....		20–99 PERSONS.....		100 OR MORE PERSONS.....		TOTAL.....	
	Organisa- tions	Objects	Organisa- tions	Objects	Organisa- tions	Objects	Organisa- tions	Objects	Organisa- tions	Objects
	no.	'000	no.	'000	no.	'000	no.	'000	no.	'000
Artefacts/art works/museum objects at end June 1997	115	551.8	63	376.3	22	5 676.1	15	22 133.4	215	28 737.6
Donated artefacts/artworks/museum objects received during 1996–97	80	5.7	47	3.9	18	4.7	13	125.3	158	139.7
	%	%	%	%	%	%	%	%	%	%
Artefacts/art works/museum objects on display at end June 1997	..	55.5	..	29.4	..	3.1	..	3.0	..	4.3



## EXPLANATORY NOTES .....

**1** This publication presents results in respect of the 1996–97 financial year, from a census of employing organisations involved in the provision of library and museum services.

### SCOPE

**2** The scope of the library census was:

- employing organisations classified to Class 9210 (Libraries) of the Australian and New Zealand Standard Industry Classification (ANZSIC) (which also includes organisations providing archival services), and
- library operations of local government authorities.

The survey did not cover non-employing libraries or libraries operated by educational institutions.

**3** It should be noted that there are three broad models of public library organisations. A centralised model exists in South Australia, Western Australia, Tasmania and the Australian Capital Territory where the acquisition, cataloguing and processing of library stock are generally the responsibility of the State library or a government department, with the individual locations being responsible for provision of service delivery. A coordinated model exists in New South Wales and Victoria, where each library location is responsible for the total provision of public library services, receiving support from the State and local government in the form of subsidies, grants or materials. Public libraries in Queensland and the Northern Territory have combinations of these two models.

**4** There are a number of joint use library locations (e.g. public and school libraries) in South Australia, Western Australia and the Australian Capital Territory which have been included in the scope of the survey.

**5** The scope of the museums census was:

- employing organisations classified to Class 9220 (Museums) of the Australian and New Zealand Standard Industry Classification (ANZSIC) (which also includes historic house organisations), and
- employing museums and art museums of local government authorities.

### STATISTICAL UNIT

**6** The statistical unit for the survey was the management unit. The management unit is the highest-level accounting unit within a business or organisation, having regard for industry homogeneity, for which accounts are maintained. In nearly all cases it coincides with the legal entity owning the business (i.e. company, partnership, trust, sole operator, etc.). In the case of large diversified businesses, however, there may be more than one management unit, each coinciding with a 'division' or 'line of business'. A division or line of business is recognised where separate and comprehensive accounts are compiled for it.

**7** For Commonwealth and State Government organisations the statistical unit generally equated to the relevant department, i.e. those departments whose main responsibility was the provision of library or museum services. Where a department had responsibility for other activities, the unit was defined to be only those activities associated with the provision of library or museum services. For local government authorities, the unit was defined to be those activities associated with the provision of library or museum services.

## RELIABILITY OF DATA

**8** Because the collection was a census, the data are not subject to sampling variability. However, other inaccuracies collectively referred to as non-sampling error may affect the data. These non-sampling errors may arise from a number of sources, including:

- errors in the reporting of data by respondents;
- errors in the capturing or processing of data;
- estimation for missing or misreported data; and
- definition and classification errors.

**9** Every effort has been made to reduce non-sampling error to a minimum by careful design and testing of questionnaires, efficient operating procedures and systems, and appropriate methodology.

## IMPROVEMENTS TO COVERAGE

**10** Museum data in this publication have been adjusted to allow for lags in processing new businesses to the ABS business register, and the omission of some businesses from the business register. The majority of businesses affected and to which the adjustments apply are small in size.

**11** Adjustments have been made to include new businesses in the estimates in the periods in which they commenced operations, rather than when they were processed to the business register. Adjustments of this type will continue to be applied in future periods.

**12** Further adjustments have been made for businesses which had been in existence for several years, but, for various reasons, were not previously added to the ABS register. The ABS is remedying these omissions.

**13** For more information on these adjustments, please refer to *ABS Information Paper: Improvements to ABS Economic Statistics, 1997* (Cat. no. 1357.0).

## REFERENCE PERIOD

**14** Data contained in the tables in this publication relate to all libraries and museums businesses and organisations within the survey scope (see paragraphs 2–5) which operated in Australia at any time during the year ended June 1997. Counts of businesses and organisations include only those that were operating at 30 June 1997.

## BUSINESSES CEASED DURING THE YEAR

**15** A very small number of organisations ceased operations during the 1996–97 reference period. As is normal ABS procedure, the contributions of these organisations were included in the survey output.

## GLOSSARY .....

<b>Acquisitions</b>	This is the value of goods purchased, either expensed or capitalised.
<b>Admissions</b>	This is the number of people visiting museums during 1996–97, including paid and free admissions.
<b>Admissions income</b>	This item includes the amount received from admissions to regular and special events of museums, art museums or historic houses.
<b>Advertising expenses</b>	This item includes advertising payments to print and electronic media as well as payments to advertising agencies.
<b>Archival service organisations</b>	These are organisations whose primary function is the permanent preservation of unique records. They provide services which include description and preservation of archival material and the provision of archival research and reference facilities.
<b>Art museums</b>	These are businesses/organisations which are involved in the collection, acquisition, research into conservation, communication and exhibition of art works.
<b>Artefacts and art works expense</b>	This item is the current expenditure on the acquisitions of artefacts/artworks/museum objects during 1996–97.
<b>Artefacts/art works/museum objects</b>	This item is the total number of individual artefacts/art works/museum objects held by a business/organisation as at 30 June 1997.
<b>Book loans per book stock</b>	This is the number of loans of books during 1996–97 as a proportion of the number of books available for lending.
<b>Curatorial and research staff</b>	These are staff who are involved in the research, development and promotion of exhibitions.
<b>Depreciation and amortisation</b>	This item represents the financial charges made to 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.
<b>Education staff</b>	These are staff involved in the development and presentation of public museum programs.
<b>Employer contributions to superannuation funds</b>	These are the contributions made by the employer to superannuation funds, (including employer productivity contributions).
<b>Employment</b>	This item includes working proprietors and partners, working directors, and other employees working for the organisation during the last pay period in June 1997. It includes employees absent on paid or unpaid leave. This item excludes non-salaried directors, sub-contractors, persons paid solely by commission without a retainer and volunteers.
<b>Exhibition display/design staff</b>	These are staff involved in the design, preparation and layout, etc. of exhibitions.
<b>Freight and cartage expenses</b>	These are costs charged to a business for the transport and delivery of goods by rail, road, air and/or sea.

<b>Full-time employees</b>	Full-time employees are those working 35 hours or more per week.
<b>Funding from non-government organisations</b>	This item includes funding from corporations, philanthropic trusts and 'friends' groups in the form of donations, bequests, and sponsorships.
<b>Government funding</b>	This item consists of project or program payments made by Commonwealth, State and local government in the form of operational funds for ongoing operations and funding provided for specific capital items.
<b>Historic houses</b>	These are businesses/organisations which are mainly engaged in the management/preservation of buildings/structures recorded due to their importance to the nation's cultural heritage and their historic, scientific, aesthetic, social or architectural value.
<b>Holdings</b>	This is the number of library holdings as at 30 June 1997, and includes books, journals, periodicals, audio-visual materials, toys, games, etc.
<b>Income from services to clients</b>	This item is income generated through the provision of services to library clients and includes membership fees, charges for photocopying, and fines and overdue charges.
<b>Industry gross product (IGP)</b>	This item is a measure of the value of unduplicated gross product of businesses. For 'market' units it is generally defined as sales of goods and services plus government subsidies plus closing stocks minus opening stocks minus purchases and selected expenses. For 'non-market' units such as 'not for profit' organisations predominantly funded by government, it is defined as the sum of labour costs and depreciation.
<b>Interest expenses</b>	These expenses include all forms of interest related to the cost of borrowing money, other than that capitalised as an acquisition cost.
<b>Interest income</b>	Interest income is income earned through the lending out of funds owned by the entity.
<b>Labour costs</b>	This item includes wages and salaries, provision expenses for employee entitlements, employer contributions to superannuation funds and workers' compensation costs.
<b>Library holdings per head of population</b>	This item is the total library stock held (including lending and non-lending stock) divided by the estimated total population at 30 June 1997.
<b>Library loans per head of population</b>	This item is the number of loans of library materials during 1996–97 divided by the estimated total population of the relevant State or Territory at 30 June 1997.
<b>Library technicians</b>	These staff hold the relevant qualifications to perform the duties of the position.
<b>Library visits per head of population</b>	This is the total number of visits to library locations during 1996–97 divided by the estimated total population at 30 June 1997.
<b>Loans during the financial year</b>	This item indicates the usage of the stock of books and other library materials during the financial year.
<b>Local government authority museums/art museums</b>	These are local government authorities which operated an employing museum or art museum. Museums or art museums operated by volunteers only are excluded.

<b>Marketing and promotional expenses</b>	This item covers costs incurred in the promotion of a business and its goods and services and includes expenses incurred by staging special events held to promote the business/organisation.
<b>Memberships/registered borrowers</b>	The number of people registered to use the library services.
<b>Museums</b>	These are organisations mainly engaged in the provision of museum services, including collection, acquisition, research into, conservation, communication and exhibition of the material evidence of people, their culture and their environment, for the purposes of study, education and enjoyment by the general public and/or specialists.
<b>OPAC workstations</b>	These are on-line public access catalogue workstations.
<b>Other costs</b>	This item includes acquisitions and other purchases, depreciation and amortisation, insurance premiums, interest expenses, bad and doubtful debts and other non-operating expenses.
<b>Other expenses</b>	This item includes selected expenses and other costs. For libraries it also includes employer contributions to superannuation funds and workers' compensation costs.
<b>Other income</b>	This item includes net profit/loss on the sale of fixed tangible assets; donations, bequests, sponsorships, interest, advertising and fundraising income; sale of goods, rent, leasing and hiring income; and subscription and membership income for museums and historic houses.
<b>Other non-operating expenses</b>	This item includes interest expenses and bad and doubtful debts.
<b>Other operating expenses</b>	This item includes land tax and land rates; motor vehicle running expenses; freight and cartage expenses; postal, mailing and courier services; legal, audit and other accounting expenses; paper, printing and stationery expenses; cleaning services provided by other businesses; training services provided by other businesses; contract, sub-contract and commission expenses; fringe benefits tax and payroll tax; and other management and administrative services.
<b>Other technology facilities</b>	This item includes all other technology available for public use, e.g. facsimile machines, microfiche readers, video recorders, CD players and tape players, etc.
<b>Paper, printing and stationery expenses</b>	Paper, printing and stationery expenses are costs incurred for office supplies and printing carried out by or for the business.
<b>Part-time employees</b>	Part-time employees are those who work less than 35 hours per week.
<b>Public libraries</b>	This includes National, State and local government library services and regional libraries.
<b>Recorded archival enquiries</b>	This item includes enquiries/requests from the owner/creators of records and general requests for information. This item refers only to those organisations who indicated that they were an archival service or National/State library.
<b>Regional libraries</b>	Regional libraries are library services operated by more than one local government authority. Some Regional libraries may be incorporated.
<b>Rent, leasing and hiring expenses</b>	These are the costs for the rent, leasing and hiring of vehicles, land, buildings, machinery, equipment and any other property to other businesses or individuals.

<b>Rent, leasing and hiring income</b>	This is revenue derived from the rent, leasing or hiring of assets such as land, buildings, vehicles or equipment to other businesses or individuals.
<b>Repair and maintenance expenses</b>	These are costs associated with work, including conservation and preservation work, undertaken on assets to maintain normal business operations.
<b>Sale of goods</b>	These are derived from the sale of goods in the ordinary course of business operations, including the sales of books, and income from merchandising activities.
<b>Security and front-of-house staff</b>	These are staff whose duties are substantially involved in direct contact with the public, e.g. security, attendance, information and directory services.
<b>Security services expenses</b>	Security services expenses are costs incurred when a business engages another business to provide security services, including on-site security personnel, 24-hour patrols, monitoring and response services.
<b>Selected expenses</b>	This item includes repair and maintenance expenses; electricity expenses; motor vehicle expenses; freight expenses; postal expenses; telecommunication expenses; rent, leasing and hiring expenses; advertising expenses; marketing expenses; paper and stationery expenses; travelling, accommodation and entertainment expenses; cleaning services and security services provided by other businesses; waste management expenses; and other operating expenses not included elsewhere.
<b>Special exhibitions</b>	These are generally temporary exhibitions exhibited for no longer than ten weeks.
<b>Telecommunication expenses</b>	This item includes charges on fixed and mobile phones, facsimiles and leased lines for computers.
<b>Total lending stock</b>	This represents all library materials in the collection available for loan to the public.
<b>Total non-lending stock</b>	This represents all library materials in the collection not available for loan to the public, that is, reference material only.
<b>Travelling, accommodation and entertainment expenses</b>	This item includes travel allowances and accommodation costs incurred in providing accommodation to staff when business activities occur away from the normal place of business. Entertainment costs are those expenses incurred in connection with business activities.
<b>Visits to library locations</b>	This is the number of visits to library locations (branches and mobile services), during the financial year.
<b>Volunteers</b>	Volunteers provide assistance in the forms of time, labour and/or skills, and receive no payment, either monetary or in kind, in return.
<b>Wages and salaries</b>	This item includes severance, termination and redundancy payments, and provision expenses for employee entitlements. It excludes drawings of working principals and partners of unincorporated businesses/organisations.
<b>Workers' compensation costs</b>	These include insurance premiums/levies and non-payroll costs incurred by a business and not reimbursed by an insurance company.



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