Annual Report Instructions and Definitions

CONNECTICUT PUBLIC LIBRARY ANNUAL REPORT FY2019

INSTRUCTIONS
(These Instructions and Definitions will print in 7 pages )

WHAT'S NEW?
Circulation numbers for researchIT CT ebooks and audio downloadables are no longer pre-filled. Get the numbers for your library from the pdf titled "2019 researchIT CT ebooks and downloadable audio" at http://libguides.ctstatelibrary.org/dld/stats/annreport.

Read this before you begin:
1. **Deadline:** Completed and sent by 4:00 p.m. on Friday, November 15, 2019. No extensions.
2. All questions must be answered – Use N/A (not applicable, not available) where appropriate.
3. Pre-filled answers are done for your convenience – change if necessary.
4. Some pre-filled answers (in blue) cannot be changed such as those used in calculations.
5. Type size too small? Use the "zoom" feature of Excel (lower right - increase to 120% or more)
6. Definitions/Help – read them by viewing the pop-up boxes.
7. Certification appears at the end of the survey - please read this information carefully.
8. Comment boxes obscuring answer column? Go to "Review", click on "Show All Comments" to undo.

Questions? Problems? Contact Maria Bernier, State Library Data Coordinator, 860-704-2204, Maria.Bernier@ct.gov
Definitions and Help Screens for Connecticut Public Library Annual Report

Annual Public Service Hours (2.1, 2.2a) - Include the actual hours open for public service. For each bookmobile, count only the hours during which the bookmobile is open to the public. Minor variations in public service hours need not be included. Extensive hours closed to the public due to natural disasters or other events should be excluded from the count.

Audio, Downloadable (3.13) - These are downloadable electronic files (made accessible specifically to library patrons by the library or consortium) on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically.

Audio, Physical (3.5) - These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs (including audio-CD-ROMs), audio-reels, talking books, and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audiocassettes for one recorded book) and checked out as a unit are counted as one physical unit.

Bookmobile (1.24) - A bookmobile is a traveling branch library. It consists of at least all of the following: 1. A truck or van that carries an organized collection of library materials; 2. Paid staff; and 3. Regularly scheduled hours (bookmobile stops) for being open to the public. Note: Count the number of vehicles in use, not the number of stops the vehicle makes.

Books in print or microform (3.1, 3.2, 3.3) - Books are non-serial printed publications (including music and maps) that are (a) bound in hard or soft covers, or in loose-leaf format, or (b) produced on microform. Include non-serial government documents. Report the number of physical units, including duplicates. For smaller libraries, if volume data are not available, count the number of titles. Books packaged together as a unit (e.g., a 2 volume set) and checked out as a unit are counted as one physical unit.

Branch Library (1.13) - A branch library is an auxiliary unit which has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.

Circulation, Total (Section 4) - The total annual circulation of all library materials of all types, including renewals. Note: Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library. Do not count items owned by the library that are checked out at another library.
**Databases and Electronic Collections** (3.18) - Licensed databases (often for journals, magazines, newspapers) including locally mounted or remote, full-text or not which temporary or permanent access rights have been acquired through payment or creation by the library. A database is a collection of electronically stored data or unit records with a common user interface and software for the retrieval and manipulation of the data. A subscription to a collection of electronic books or serials is a database when the library does not pick individual serial titles but users choose from a vendor’s collection of books or serials. Each database is counted individually even if access to several databases is supported through the same vendor interface. Electronic collections are those like Freading, Freegal, Hoopla, Indieflix where collections of e-books and other electronic content are packaged together and the library (or consortium) does not choose specific titles to be included.

**Databases, Successful Retrieval From** (3.20 & 3.21) - The number of full-content units (e.g. full-text articles) or descriptive records examined, downloaded, or otherwise supplied to user, from online licensed databases that require library user authentication. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not require downloading as simply viewing documents is normally sufficient for user needs.

**Electronic Books** (3.12) - E-books are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). Include non-serial government documents. E-books are loaned to users on portable devices (e-book readers) or by transmitting the contents to the user’s personal computer for a limited time. E-books can be held locally or accessed remotely and for which permanent or temporary access rights have been acquired. Vendors such as Overdrive and Hoopla provide e-books.

**Electronic Circulation** (4.41) Types of electronic materials that can be circulated include e-books, e-magazines, and downloadable electronic video and audio files. Electronic Materials are distributed digitally and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Electronic Materials packaged together as a unit and checked out as a unit are counted as one unit. Do not include article downloads from databases in electronic circulation.

**Electronic Collections** (see Database and Electronic Collections)

**Electronic Serials or Magazines** (3.15) Electronic serial subscriptions are those serial titles specifically chosen and purchased by the library or consortium and provided to library users for the download of issues to computer or other reading device. Currently, Zinio provides this type of service. Do not count downloads from services where users pick from a general collection or when they search for and download specific articles (i.e. from databases).

**Employees, General** (5.7) - This includes all other Full Time Equivalent employees (not counted as Professional Librarians) paid from the reporting unit budget, including plant operations, security, and maintenance staff.
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Expenditures, Capital (9.16) - Report major capital expenditures. Examples include site acquisition, new buildings; additions or renovations; furnishings, equipment and initial book stock for new buildings; library automation systems; Exclude expenditures for replacement and repair of existing furnishings and equipment. Exclude contributions to endowments or revenue passed through to another agency.

Expenditures, Computer Hardware, Software, Systems & Telecommunications (9.10) - Includes all the electronic expenditures including computer hardware and software, telecommunications, integrated library systems (through networks, consortia, “software as a service or application service providers), other library utilities costs. Includes maintenance and repair of this equipment/service. Do not include products such as databases (included as collections expenditures). Do not include special purchases to begin or expand service if this can be deemed a capital expenditure.

Expenditures, Electronic Materials (9.5) - Report expenditures for electronic (digital) materials. Types of electronic materials include e-books, e-serials, electronic government documents, databases, downloadable audio/video. Materials can be distributed on disks, or other portable digital carrier, and can be accessed via a computer, via the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote materials which permanent or temporary access rights have been acquired. Include expenditures for database licenses.

Expenditures, Employee Benefits (9.2) - These are the benefits outside of salaries and wages paid and accruing to employees (including plant operations, security, and maintenance staff), regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts for direct paid employee benefits such as employer-paid FICA (Social Security, Medicare), retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workers compensation, tuition, and housing benefits. Also include those benefit amounts paid for directly by the town.

Expenditures, Other Materials (9.6) - Expenditures for all other materials, such as microform, books on CD, videos, DVDs, and all other materials not in physical print or downloadable electronic format.

Expenditures, Physical Print Materials (9.4) - Report all operating expenditures for print books, serials, current serial subscriptions, government documents, and any other print acquisitions in physical form.

Expenditures, Salaries and Wages (9.1) - This includes salaries and wages for all library staff (including plant operations, security, and maintenance staff). Include salaries and wages before deductions but exclude employee benefits. Also include those salaries and wages paid for directly by the town.

Income, Capital (8.22) - Funds received for the purpose of major capital expenditures.

Income, Contract Services (8.2) - Use this for income from services provided directly to other organizations or to other town departments. DO NOT include fees for acting as the principal public library for a neighboring town.
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**Income, Federal (8.6)** - This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the State (e.g. LSTA grants). Federal Capital Revenue should not be reported here.

**Income, State (8.9)** - These are all funds distributed to public libraries by State government for expenditure by public libraries, except for federal money distributed by the State. State Capital Revenue should not be reported here.

**Interlibrary Loan (4.50, 4.51)** - An interlibrary loan occurs when an item of library material, or a copy of the material, is made available by one library to another upon request. The item itself does not subsequently need to have been checked out or used by a library patron. The libraries involved must not be under the same administration. Do not include borrowIT CT, SWAP, or Service Center loans. You should include patron placed holds if your library provides that service.

**Internet Connection (2.13, 2.14)** - Libraries can check your service contracts to see what speed you’re paying for, or you can test your speeds at http://www.speedtest.net/.

**Internet Sessions (2.14)** - Report the total number of uses (sessions) for Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions). This number does not count remote users or those using the library’s wireless network with their own devices.

**Library Board (1.22b)** - A governing board is directly responsible for policy making, funding and budgeting, selecting and evaluating a director, and planning library services. An advisory board assists another governing authority (like a First Selectman or Town Manager) with these responsibilities.

**MLS/MLIS Librarians (5.6)** - Librarians with master's degrees from programs of library and information studies accredited by the American Library Association or equivalent.

**Municipal Appropriation, Reporting Year (7.2)** - This is the actual amount of municipal appropriation received during the last fiscal year for operating expenditures. If a town pays library salaries, benefits, plant maintenance, or other significant services separately from the library budget, you should include these amounts in the Municipal Appropriation figures only if accurate figures are available. Do not report capital appropriations.

**Professional Librarians (5.5)** - Staff doing professional work are persons with the title of librarian who do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. This number includes the number for ALA-MLS.

**Program Attendance, Children's (2.21)** - Count the audience of all programs for which the primary audience is children up to 11 years of age. Include adults who attend programs intended primarily for children.
Program Attendance, Young Adult (2.23) - Count the audience of all programs for which the primary audience is Young Adults or Teens, ages 12 to 18. Include adults who attend programs intended primarily for Young Adults.

Program Expenditure (2.30, 2.31) - Include all expenditures on library sponsored programs. Include direct costs of programs and events only. Do not include ancillary costs such as printing or staff time.

Programs (2.28) - Count all programs, whether held on or off site, that are sponsored or co-sponsored by the library. Do not include programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in that series. A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Exclude library activities delivered on a one-to-one basis rather than to a group, such as one-to-one literacy tutoring, book-a-librarian sessions, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

Public Library, Federal Definition of (1.25) - A public library is an entity that is established under state or local laws, and provides the following: 1. An organized collection of printed or other library materials. 2. An established schedule in which services of the staff are available to the public. 3. Has paid staff. 4. Has a facility necessary to support a collection, staff and schedule. 5. Is supported in whole or part with public funds.

Reference Transaction (2.16) - Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. A reference transaction includes information and referral service as well as unscheduled individual instruction and assistance in using information sources (including web sites and computer-assisted instruction). Count Readers Advisory questions as reference transactions. Do not count directional transactions or questions of rules or policies. If an annual count of reference questions is unavailable, determine an annual estimate by counting transactions during a typical week and multiply the count by 52.

Registered Resident Library User (2.8) - A registered resident library user is a resident of the town who has been issued a library card and/or ID number by the library. Files should have been purged within the past year.

Serial Subscriptions (3.4) - Serials include periodicals (magazines), newspapers, annual reports, year books, journals, memoirs, proceedings and transactions of societies, and numbered monographic series. Government documents and reference tools are often issued as serials.

State Aid Grant, Unexpended (7.1) - State Aid Grant, Unexpended (7.1) - CT Section 11-24b(a)5 of the Regulations of the State Statutes requires that state grant funds be expended within two years of receipt. If the funds were not expended within two (2) years of receipt of payment, a letter or email must be sent to the State Data Coordinator detailing how these funds will be used and a proposed timetable for their expenditure.
Video, Downloadable (3.14) - These are downloadable electronic files (made accessible specifically to library patrons by the library or consortium) on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device.

Video, Physical (3.6) - These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or computer monitor. Video formats may include tape, DVD and CD-ROM. Do not include downloadable electronic video files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audiocassettes for one recorded book) and checked out as a unit are counted as one physical unit.

Volunteers (5.1) - Count only volunteers working in the library. If the numbers vary, use numbers from a typical week.

Website Visits (or Sessions) (4.52) - Visits represent the annual number of sessions initiated by all users from inside or outside the library to the library website. A website “visit” or “session” occurs when a user connects to the library’s website for any length of time or purpose, regardless of the number of pages or elements viewed. For libraries using Google Analytics, see Audience / Overview / Sessions. Usage of library social media accounts (e.g., Facebook, Twitter, etc.) should not be reported here.

Wireless Sessions (2.15) - Report the number of wireless logins to the library wireless service annually. Count the number of unique wi-fi users each day and sum these totals for an annual figure. This data is usually available from wireless service providers, software, hardware, or wifi splash page analytics. If an annual count is unavailable, determine an annual estimate by counting transactions during a typical week and multiply the count by 52.

Division of Library Development, Connecticut State Library, 2019