



IFLA Metropolitan Libraries Section

# Statistical Survey

## 2011 results



# Annual Survey

- Helsinki City Library has compiled the data after Toronto
- Web-based survey tool (LibPAS) service by Counting Opinions
- Further information
- Jouni Juntumaa
- ifla.metlib ( at ) hel.fi



# Performance Indicators

- Access
- Collection
- Use and usage
- Financial
- Staffing
- "Hot topics": electronic services, library programs, social networking



# Key Indicators and Ratios

- Circulation Turnover Rate
- Per Capita / Percent of Population rates
- Per Staff FTE
- Per Registered Borrower
- Other Percentages
- Etc.



# Participation

	2007	2008	2009	2010	2011
Amsterdam Public Library	X	X	X	X	X
Auckland Libraries					X
Barcelona Libraries Consortium		X	X	X	X
Berlin Public Library		X	X	X	X
Boston Public Library (The)		X	X	X	
Bremen Public Library	X	X	X	X	X
Brisbane City Council Library Services		X	X	X	X
Brooklyn Public Library	X	X	X	X	
Bucharest, Metropolitan Library of		X	X	X	X
Budapest, Metropolitan Ervin Szabó Library	X	X	X	X	
Charlotte Mecklenburg Library			X	X	X
Chicago Public Library					X
Cleveland Public Library	X	X	X	X	X
Columbus Metropolitan Library		X	X	X	X
Copenhagen Public Libraries	X	X	X	X	X
Dresden Public Libraries	X	X	X	X	X
Dublin City Libraries			X	X	X
Düsseldorf Public Libraries	X	X	X	X	X
Edmonton Public Library			X	X	X
Free Library Of Philadelphia		X	X	X	X
Gold Coast City Council Library Services	X	X	X	X	X
Halifax Public Libraries		X	X	X	X
Hannover Public Library		X	X	X	X
Harris County Public Library			X	X	
Helsinki City Library	X	X	X	X	X
Hong Kong Public Libraries	X	X	X	X	X
Houston Public Library					X
Indianapolis-Marion County Public Library			X	X	X
Jacksonville Public Library	X	X	X	X	X
Las Vegas-Clark County Library District			X	X	
Los Angeles Public Library			X	X	X
Lyons Public Library	X	X	X	X	
Manchester City Council Libraries			X	X	X



# Participation (cont'd)

	2007	2008	2009	2010	2011
Memphis Public Library & Information Center		X	X	X	X
Miami-Dade Public Library System					X
Milwaukee Public Library			X	X	X
Montréal Public Library	X	X	X	X	X
New York Public Library	X	X	X	X	X
Oklahoma Metropolitan Library System			X	X	X
Oslo Public Library		X	X	X	X
Ottawa Public Library	X	X	X	X	X
City of Paris' Libraries		X	X		
Pima County Public Library					X
The Municipal Library of Prague (MLP)	X	X	X	X	
Queens Borough Public Library	X	X	X	X	X
Riga Central Library	X	X	X	X	X
Rotterdam Library	X		X	X	X
Sacramento Public Library					X
San Diego Public Library			X	X	
San Francisco Public Library			X	X	X
San Jose Public Library		X	X	X	X
Seattle Public Library	X	X	X	X	X
Shanghai Library	X	X	X	X	X
Singapore, The National Library Board of	X	X	X	X	X
State Library of Queensland	X	X	X	X	X
Stockholm Public Library		X	X	X	X
Tallinn Central Library	X	X	X	X	X
Toledo-Lucas County Public Library	X	X	X	X	X
Toronto Public Library	X	X	X	X	X
Public Library of Toulouse	X	X	X	X	
Public Library of Utrecht		X	X	X	
Vancouver Public Library		X	X	X	X
Vienna Public Library	X	X	X	X	X
Vilnius City Library	X	X	X	X	X
Yarra Plenty Regional Library Service	X	X	X	X	X
Zagreb City Libraries	X	X	X	X	X
Zürich Pestalozzi Library	X	X	X	X	X
	33	48	61	60	56



# Reporting

- Reporting tool available for customized reports
- <https://ifla.countingopinions.com/>
- Published reports (see later)



# The MetLib Trends 2007-2011

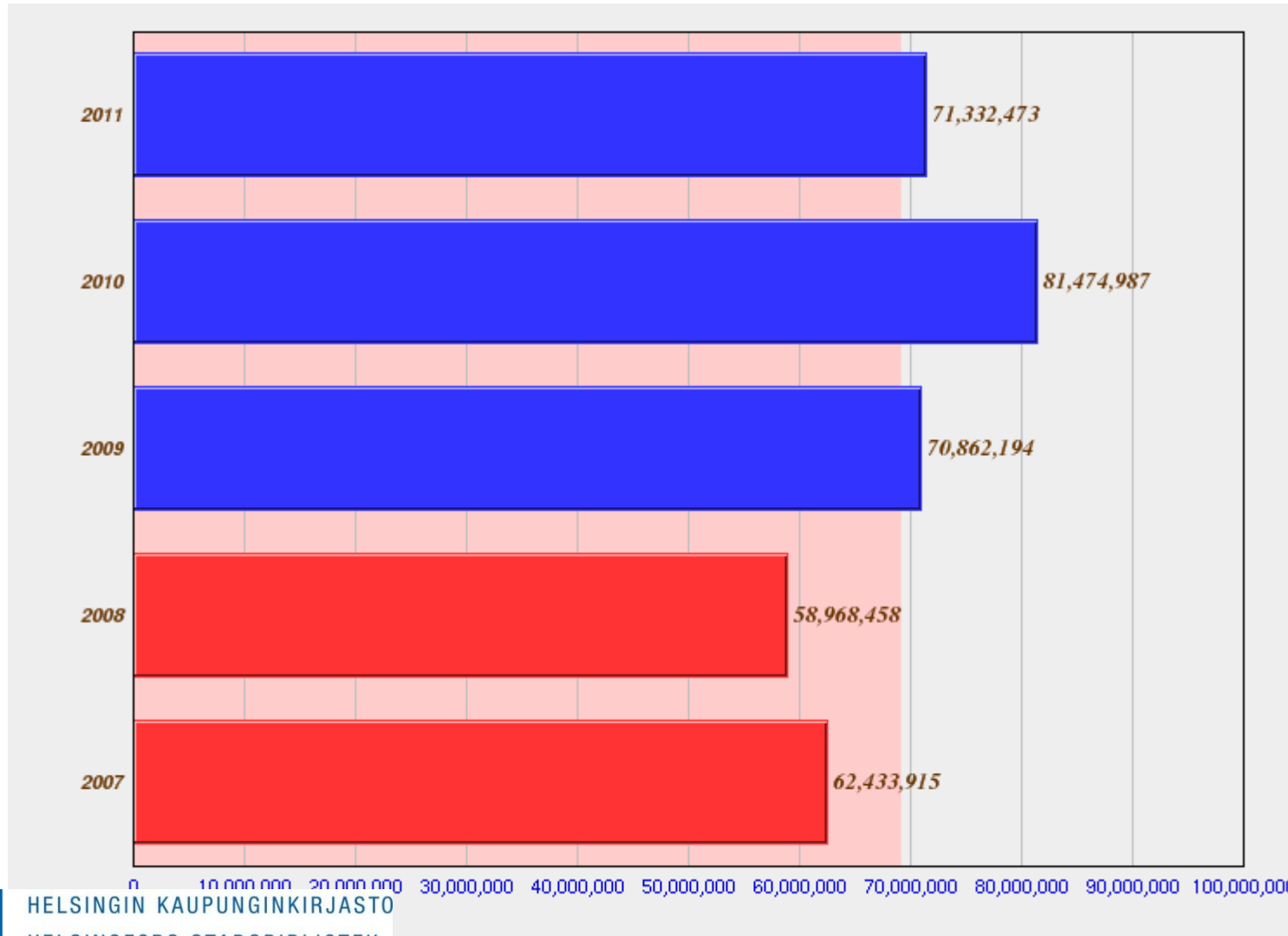


HELSINGIN KAUPUNGINKIRJASTO  
HELSINGFORS STADSBIBLIOTEK  
HELSINKI CITY LIBRARY





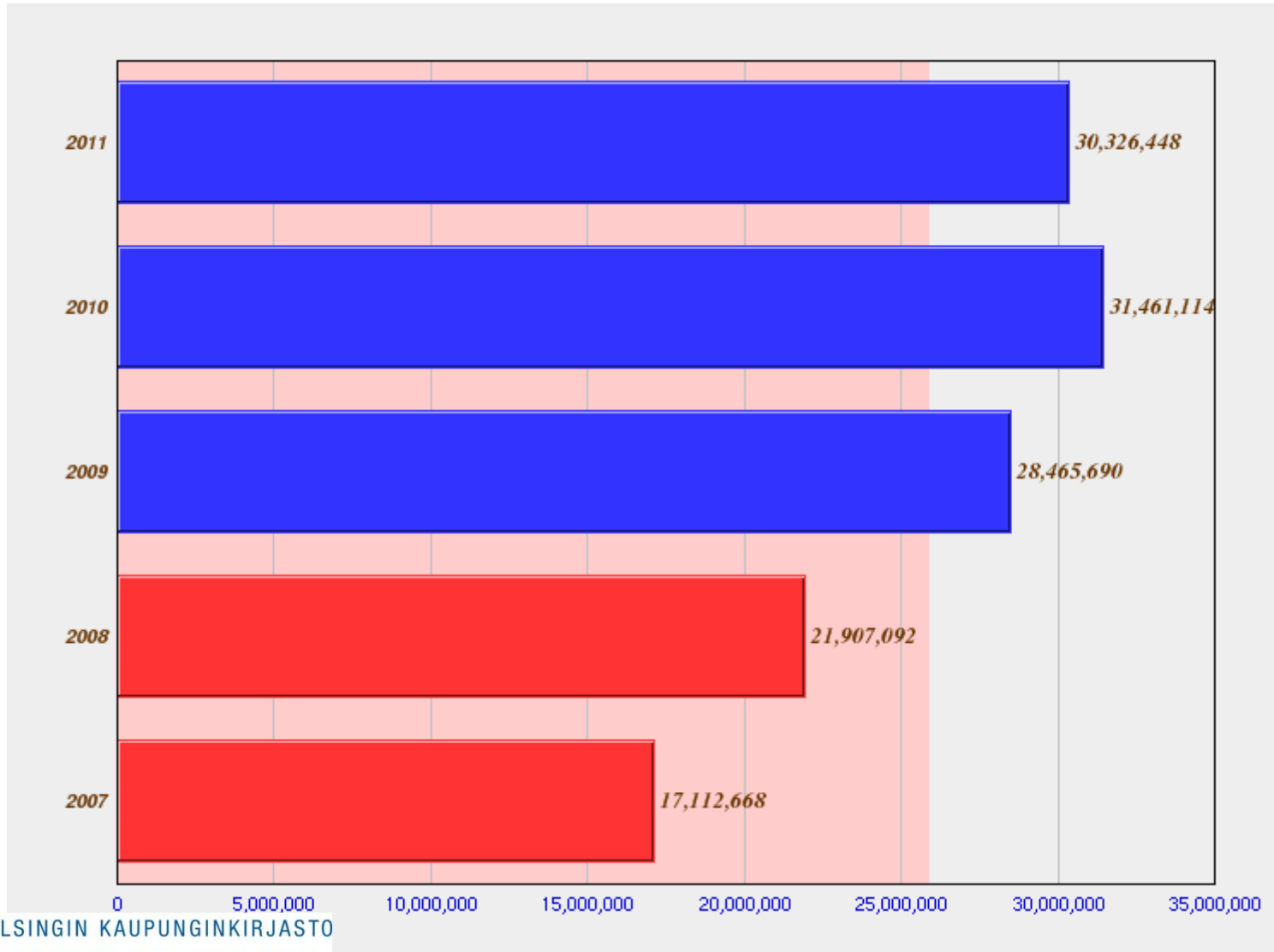
# Population served by participating libraries



HELSINGIN KAUPUNGINKIRJASTO  
HELSINGFORS STADSBIOTEK  
HELSINKI CITY LIBRARY



# Total Registered Borrowers



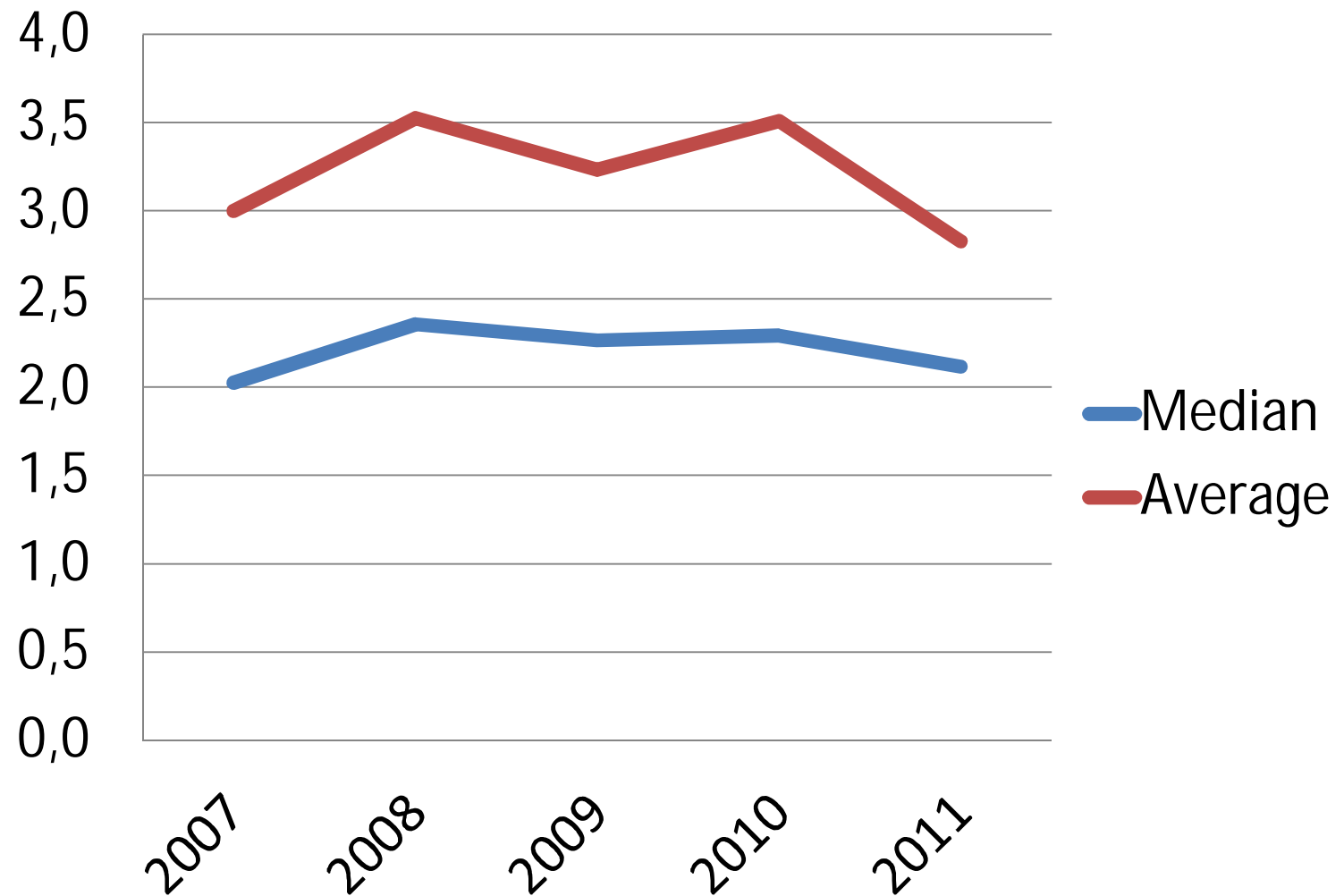
HELSINGIN KAUPUNGINKIRJASTO  
HELSINGFORS STADSBIOTEK  
HELSINKI CITY LIBRARY



# Input Measures and Access

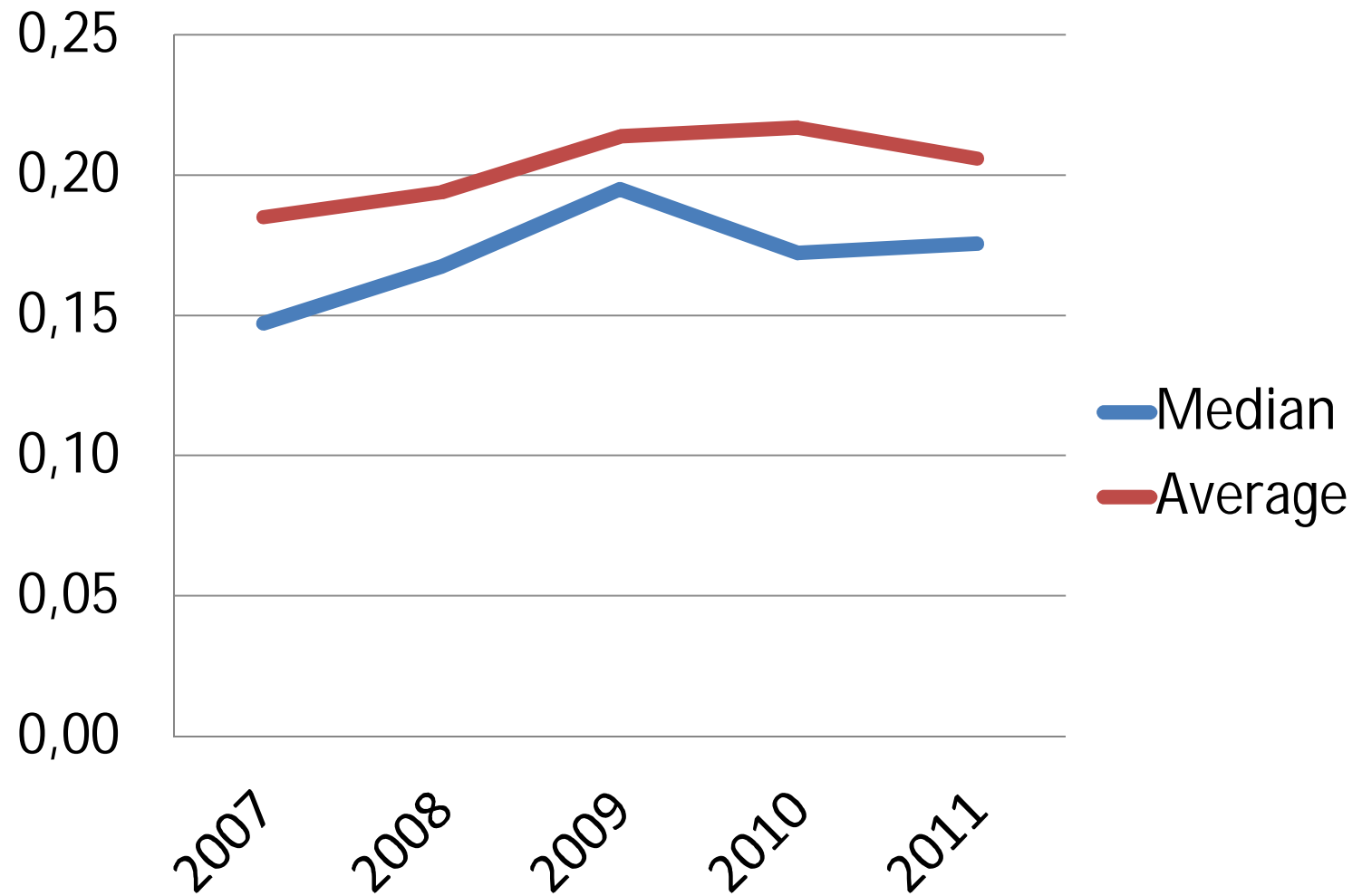


## IFLA MetLib Statistical Survey Collection Per Capita



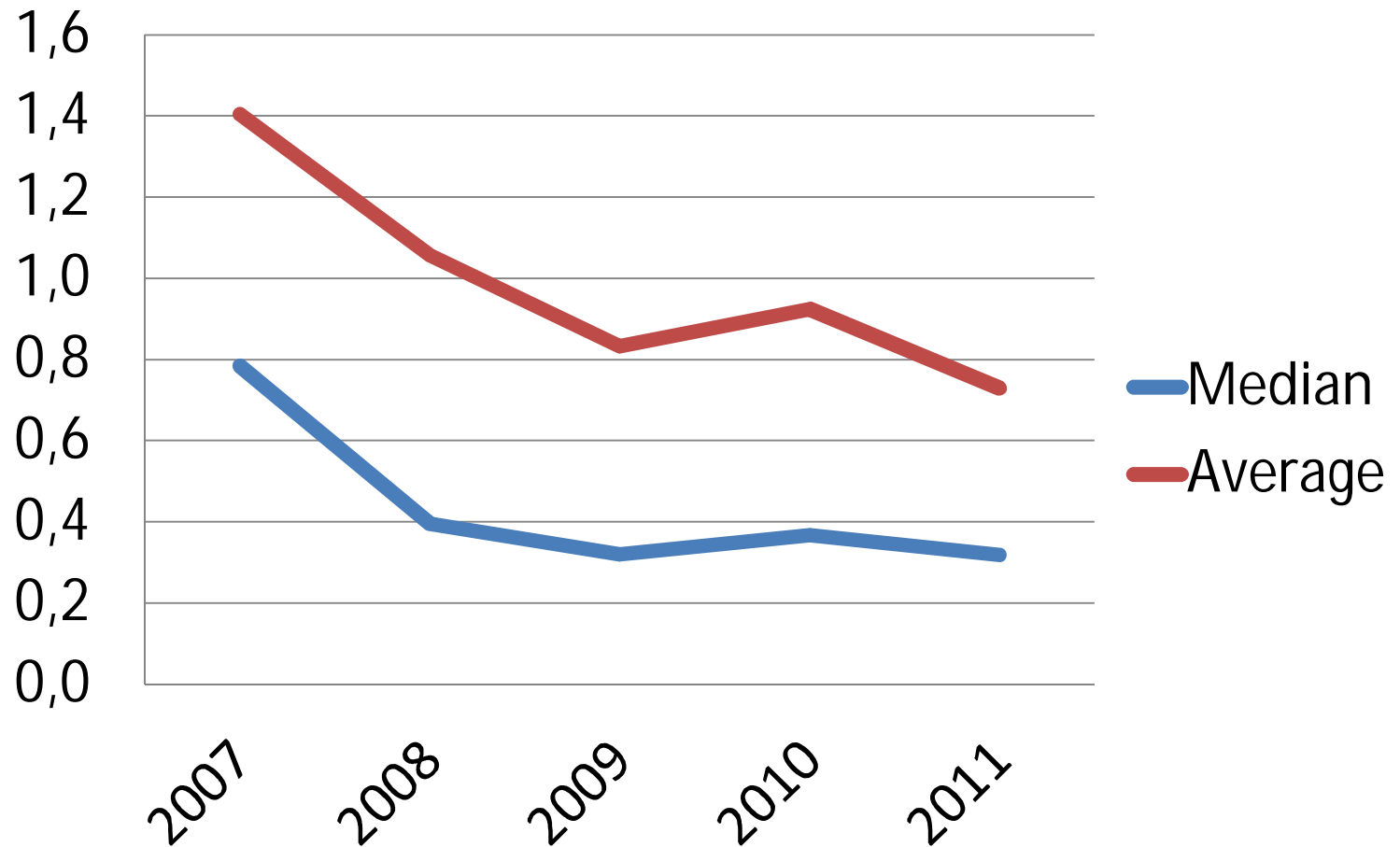


## IFLA MetLib Statistical Survey Additions Per Capita





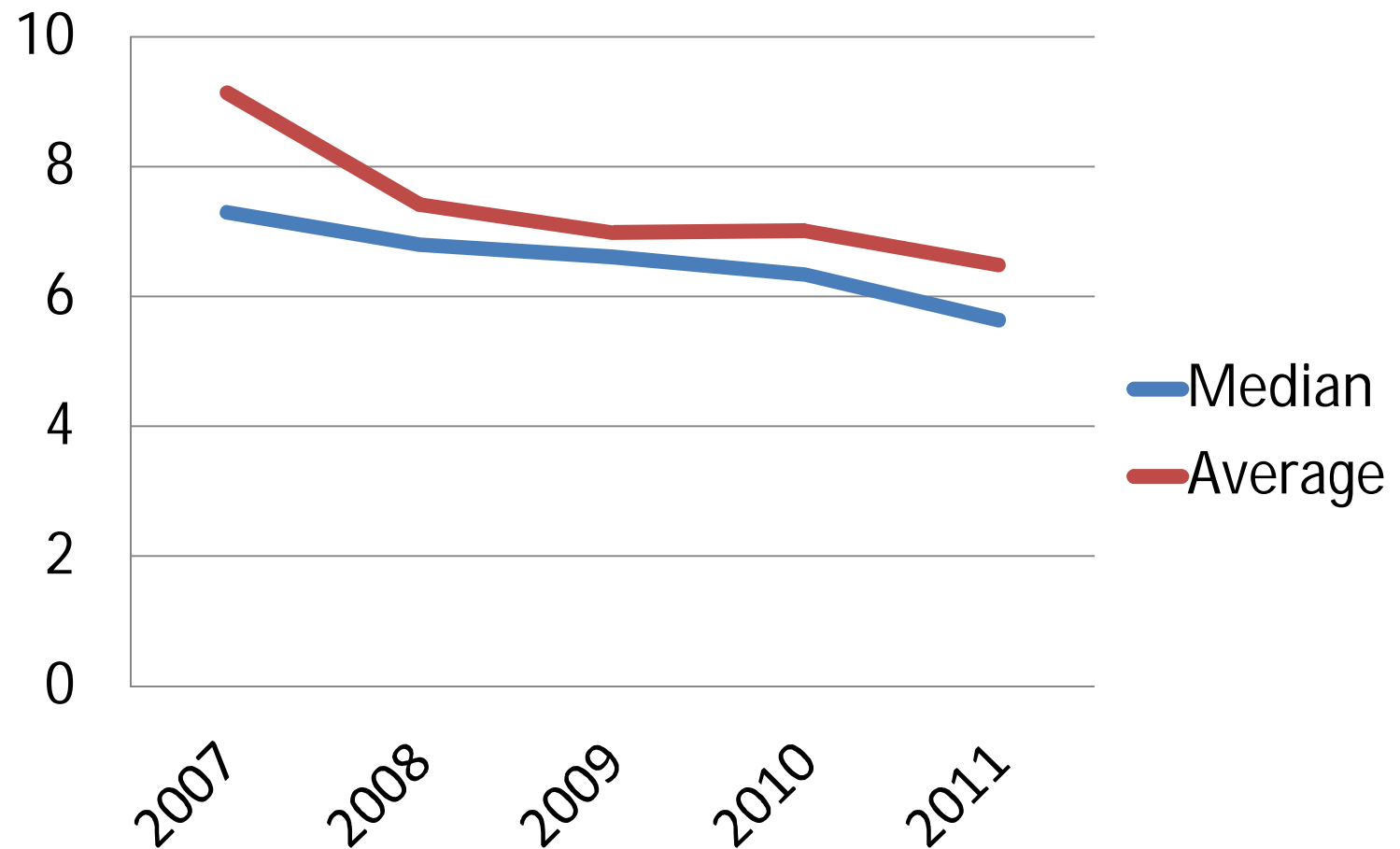
IFLA MetLib Statistical Survey  
Professional Staff Per 1000  
Registered Borrowers





IFLA MetLib Statistical Survey

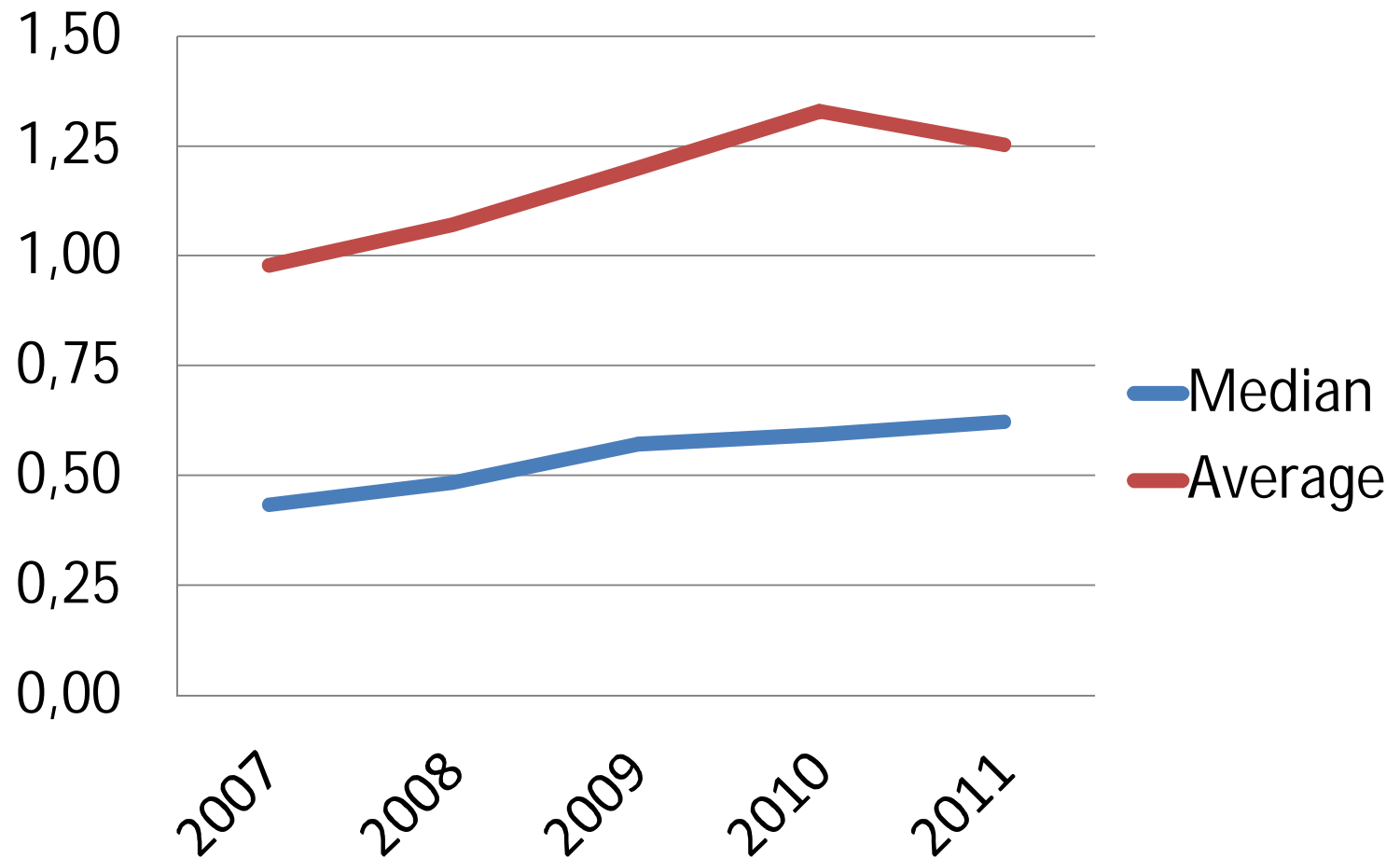
# Print Materials Per Registered Borrower





IFLA MetLib Statistical Survey

# Internet Workstations Per Capita \* 1000

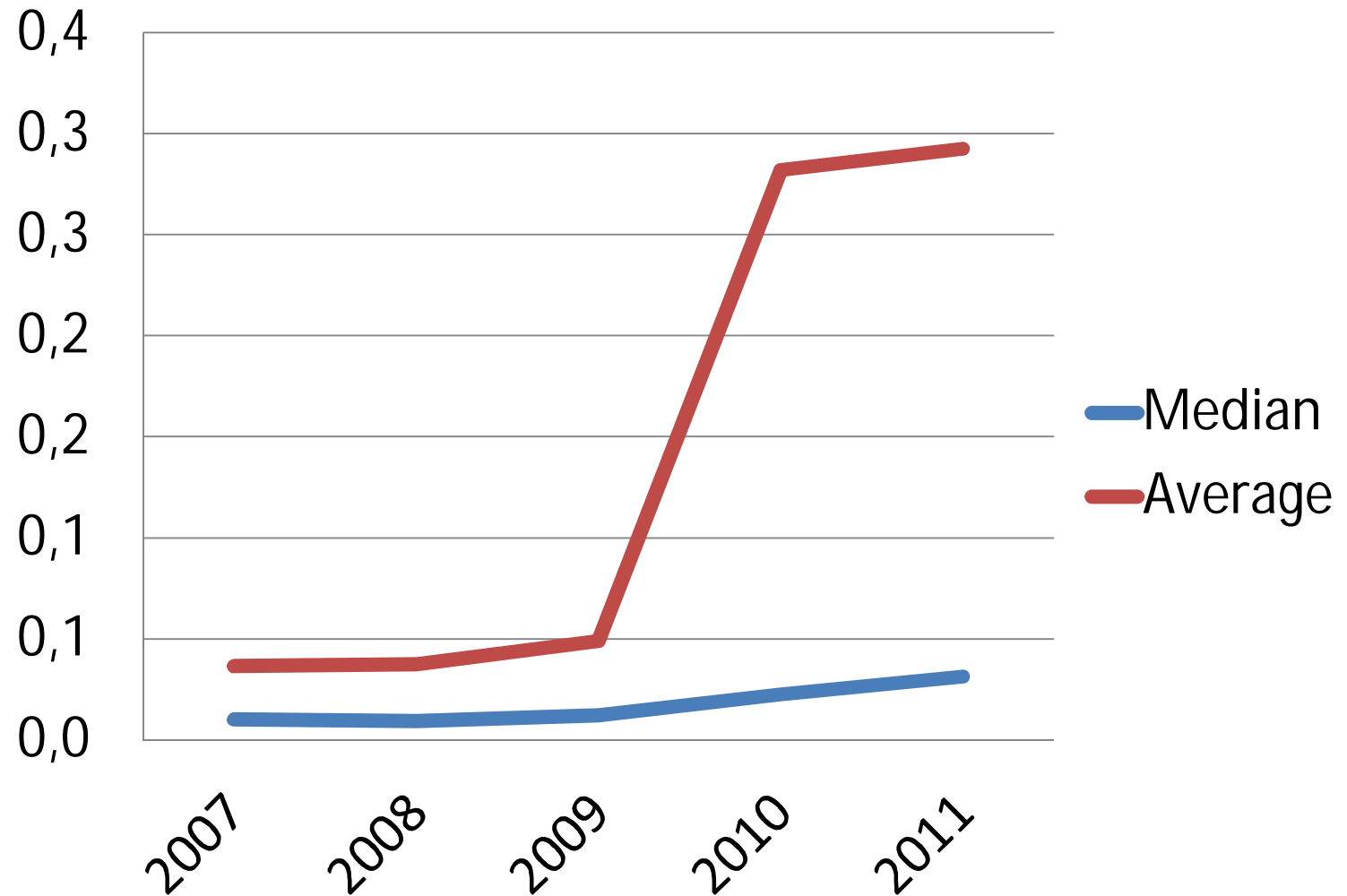






IFLA MetLib Statistical Survey

# Electronic Collection Per Capita

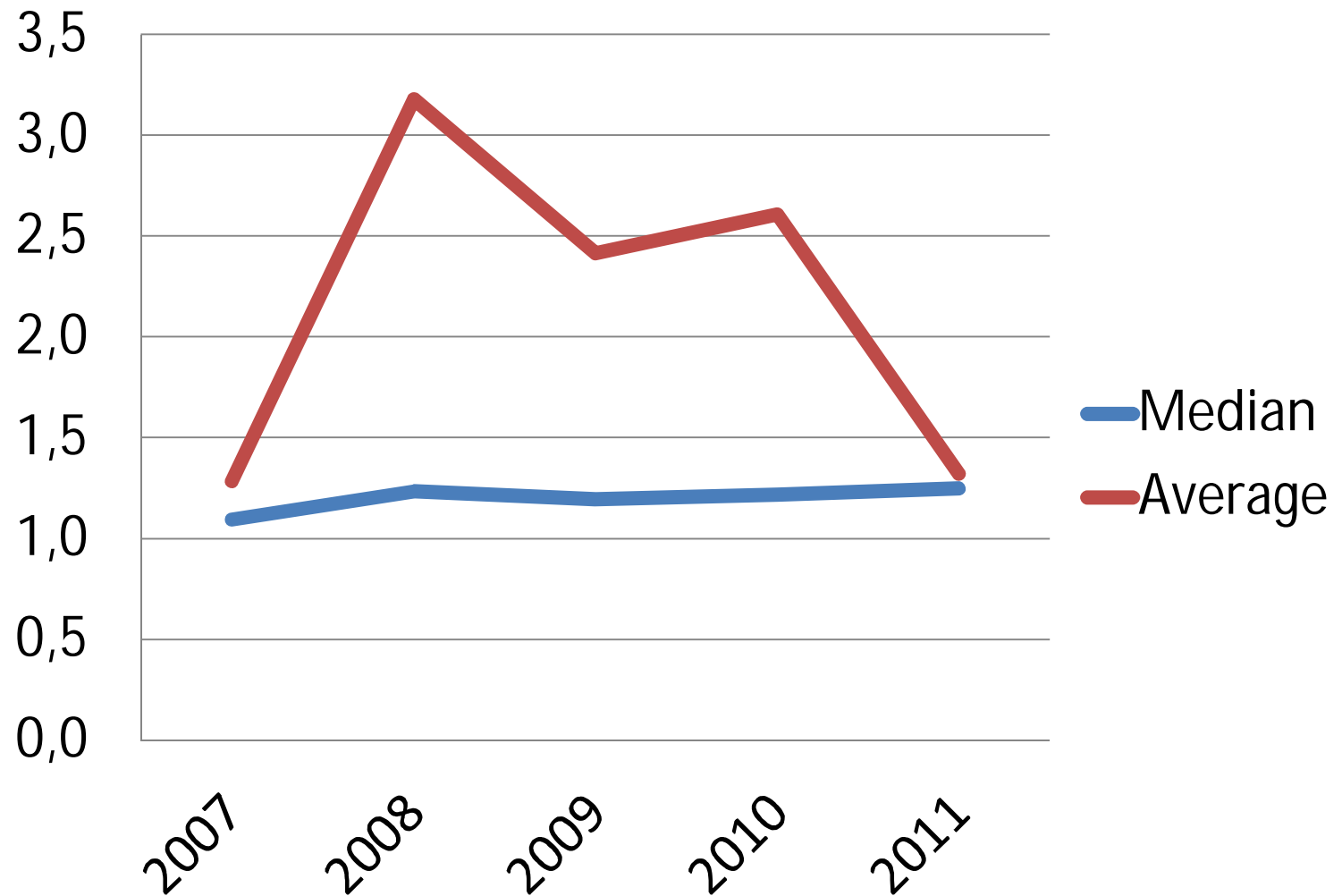


HELSINGIN KAUPUNGINKIRJASTO  
HELSINGFORS STADSBIOTEK  
HELSINKI CITY LIBRARY



IFLA MetLib Statistical Survey

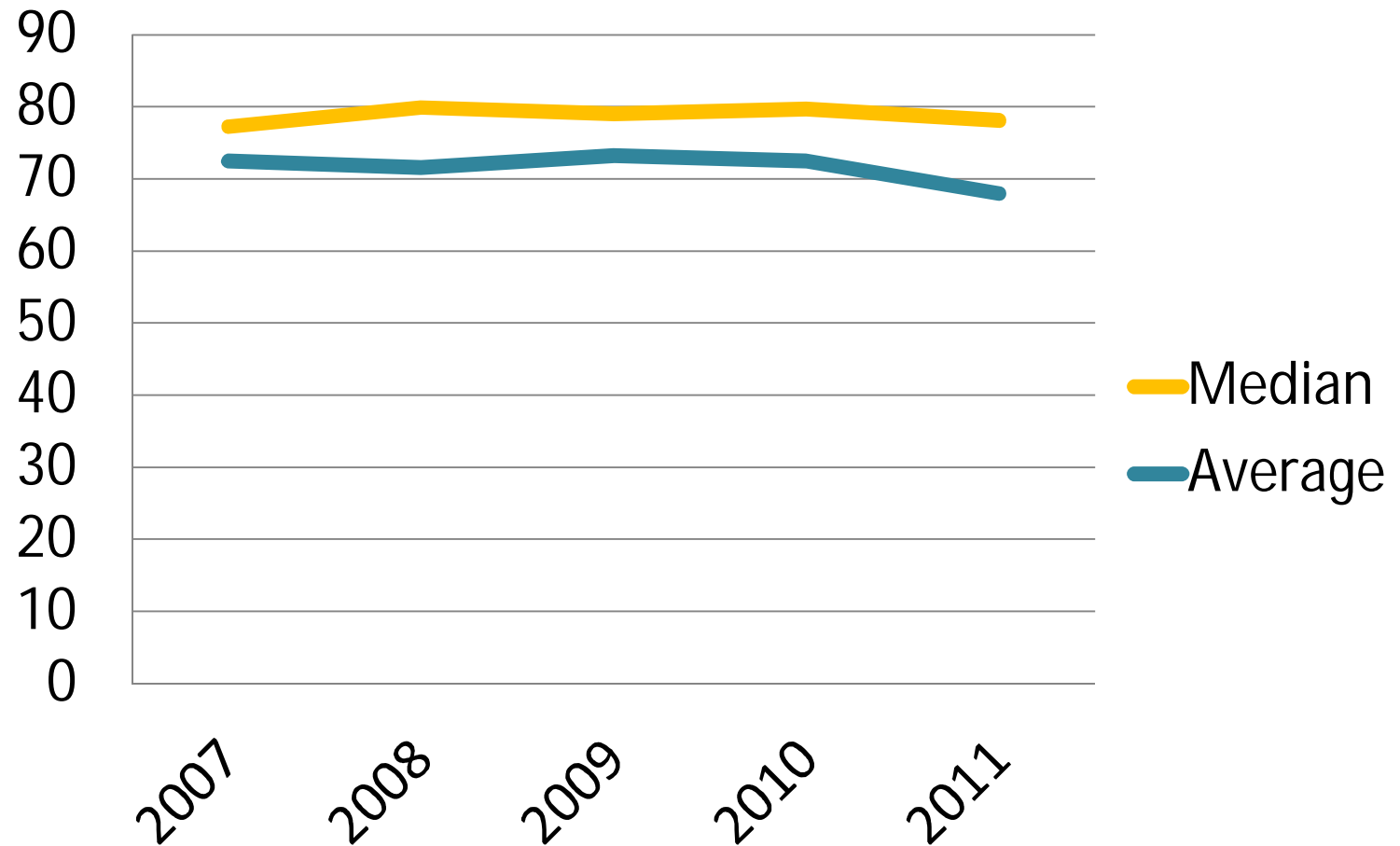
## Weekly Hours per Capita \*1000





IFLA MetLib Statistical Survey

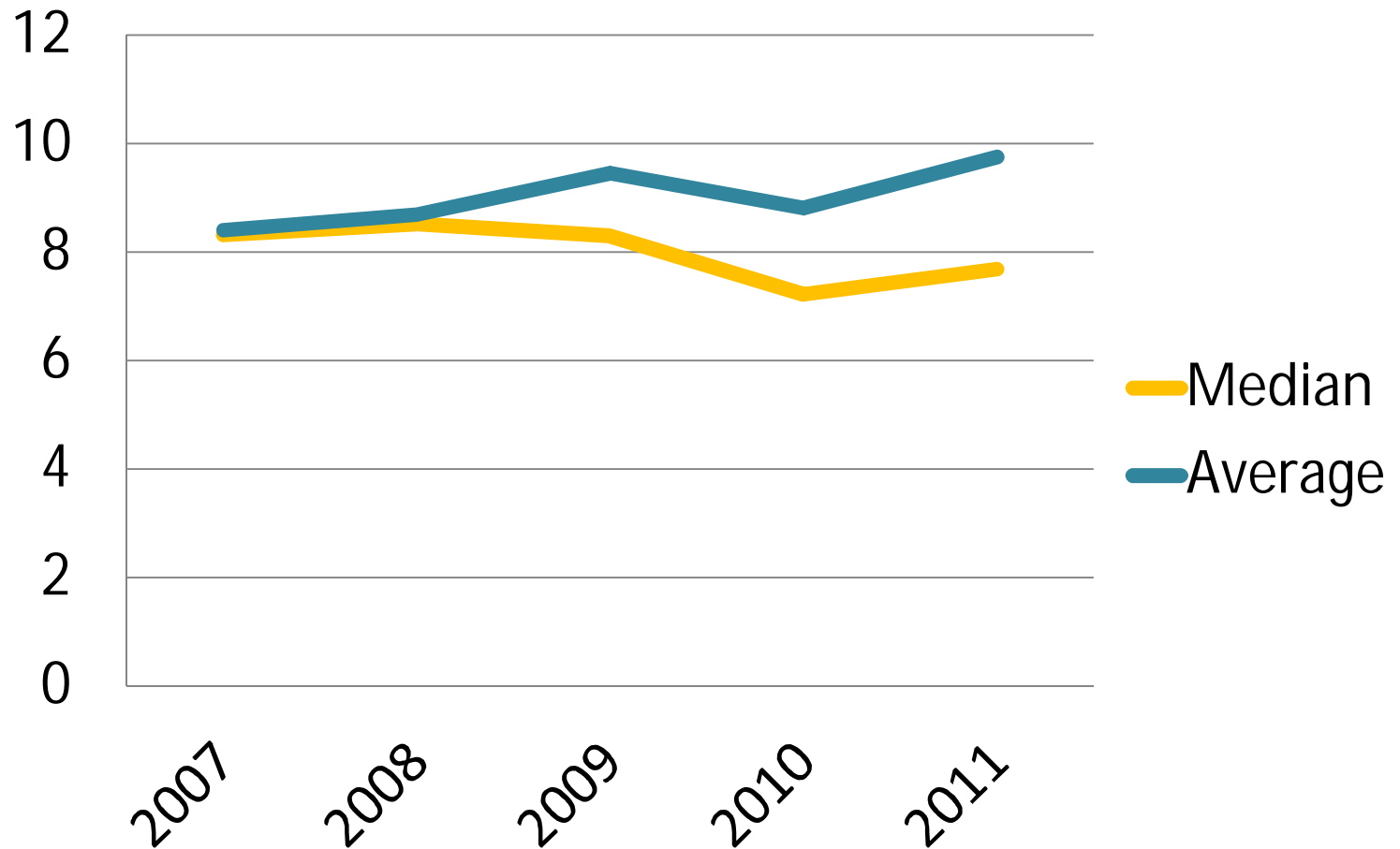
# Print Materials as a Percentage of Total Additions





IFLA MetLib Statistical Survey

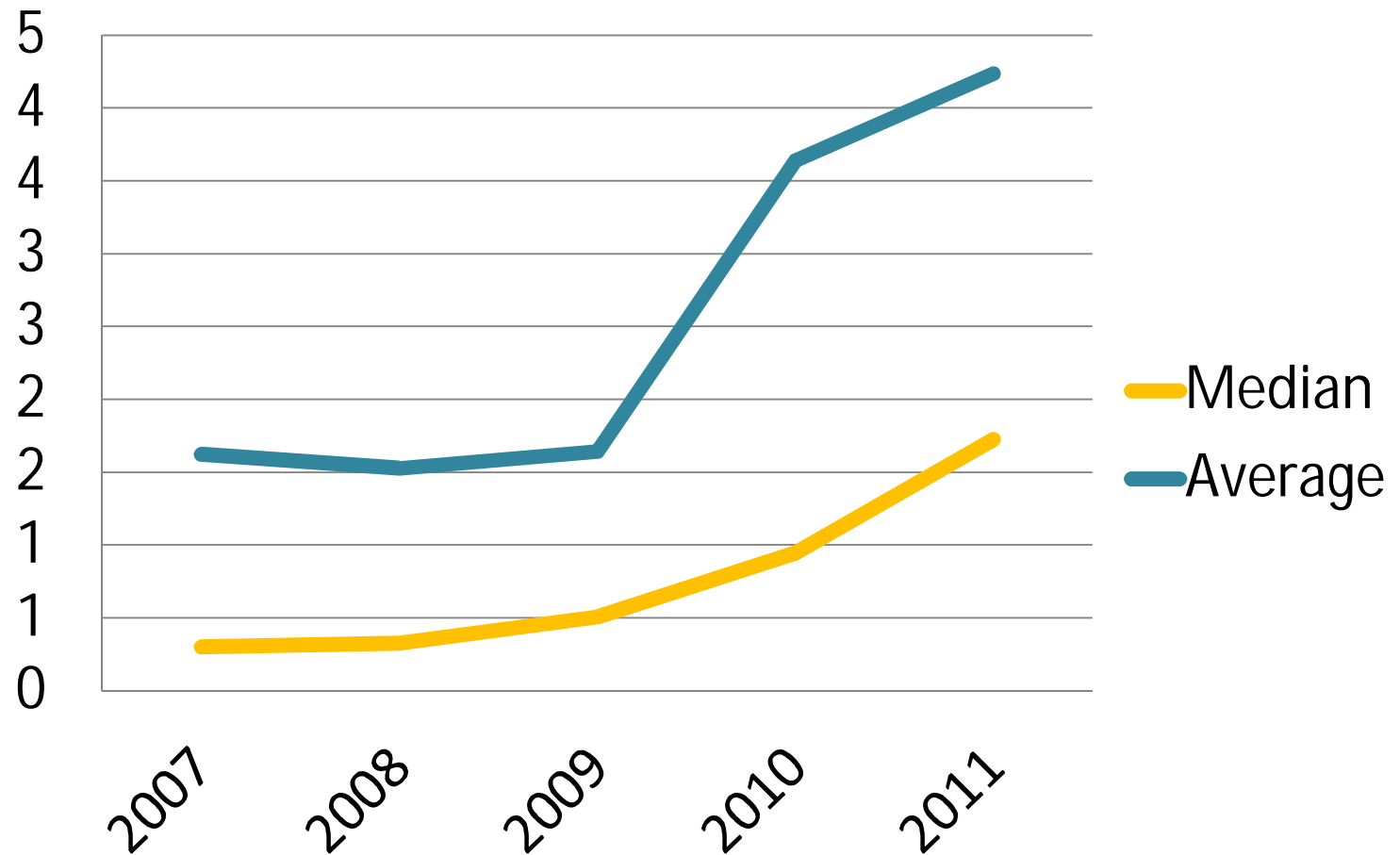
## Total Additions to Total Collection as a Percentage





IFLA MetLib Statistical Survey

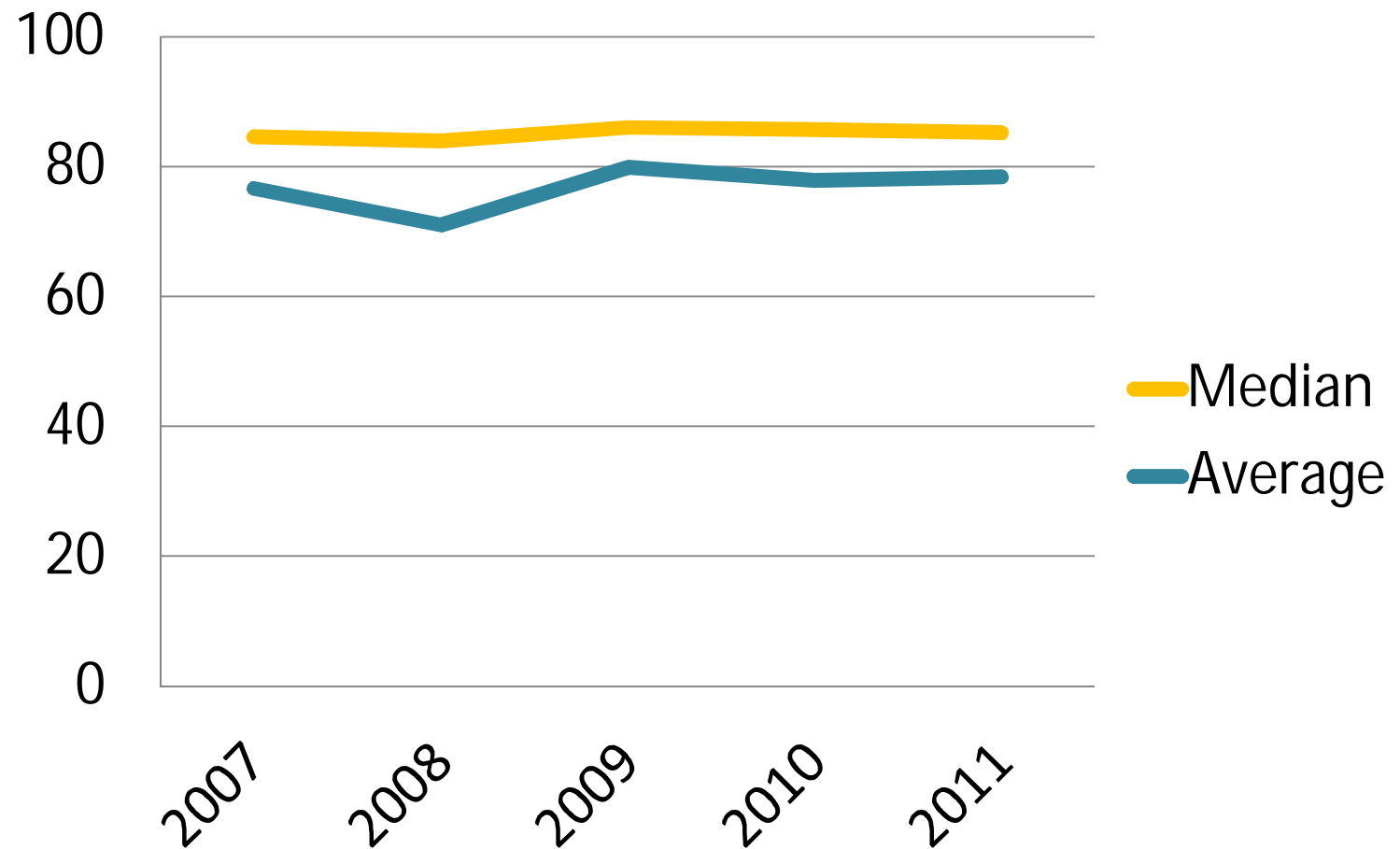
# Electronic Materials as a Percentage of Total Collection





IFLA MetLib Statistical Survey

## Print Materials as a Percentage of Total Collection

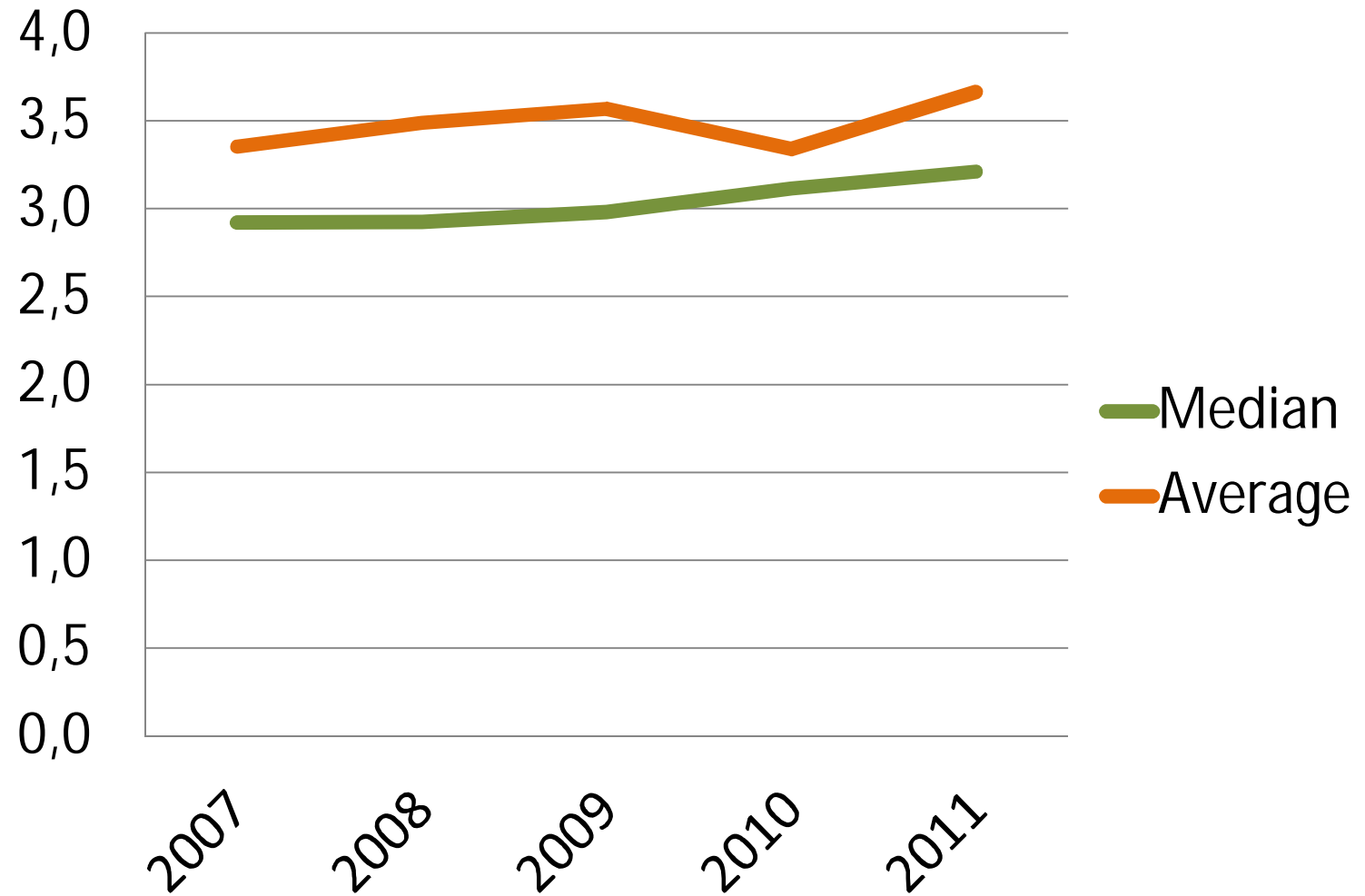




# Output Measures



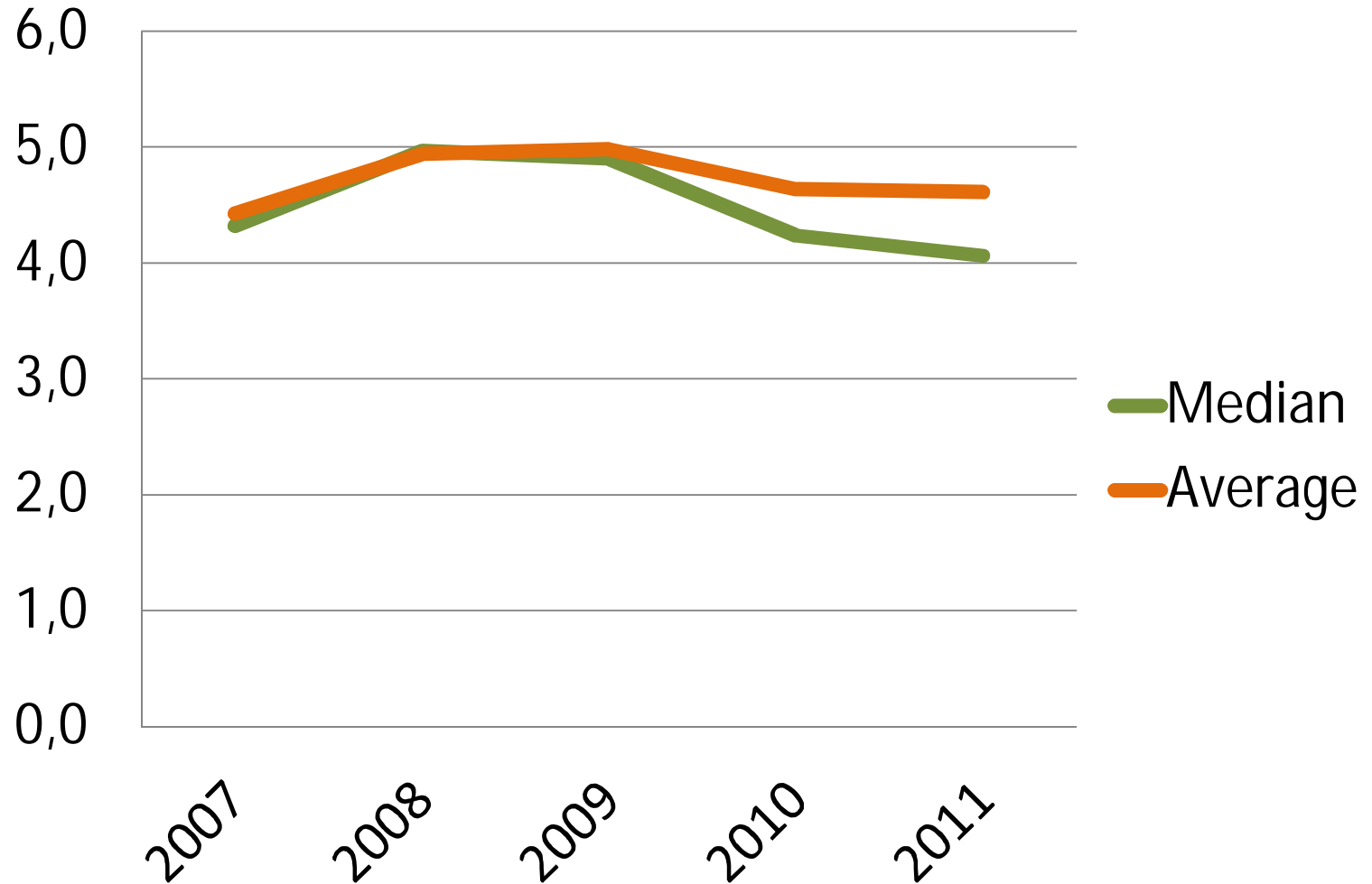
IFLA MetLib Statistical Survey  
Circulation Turnover Rate





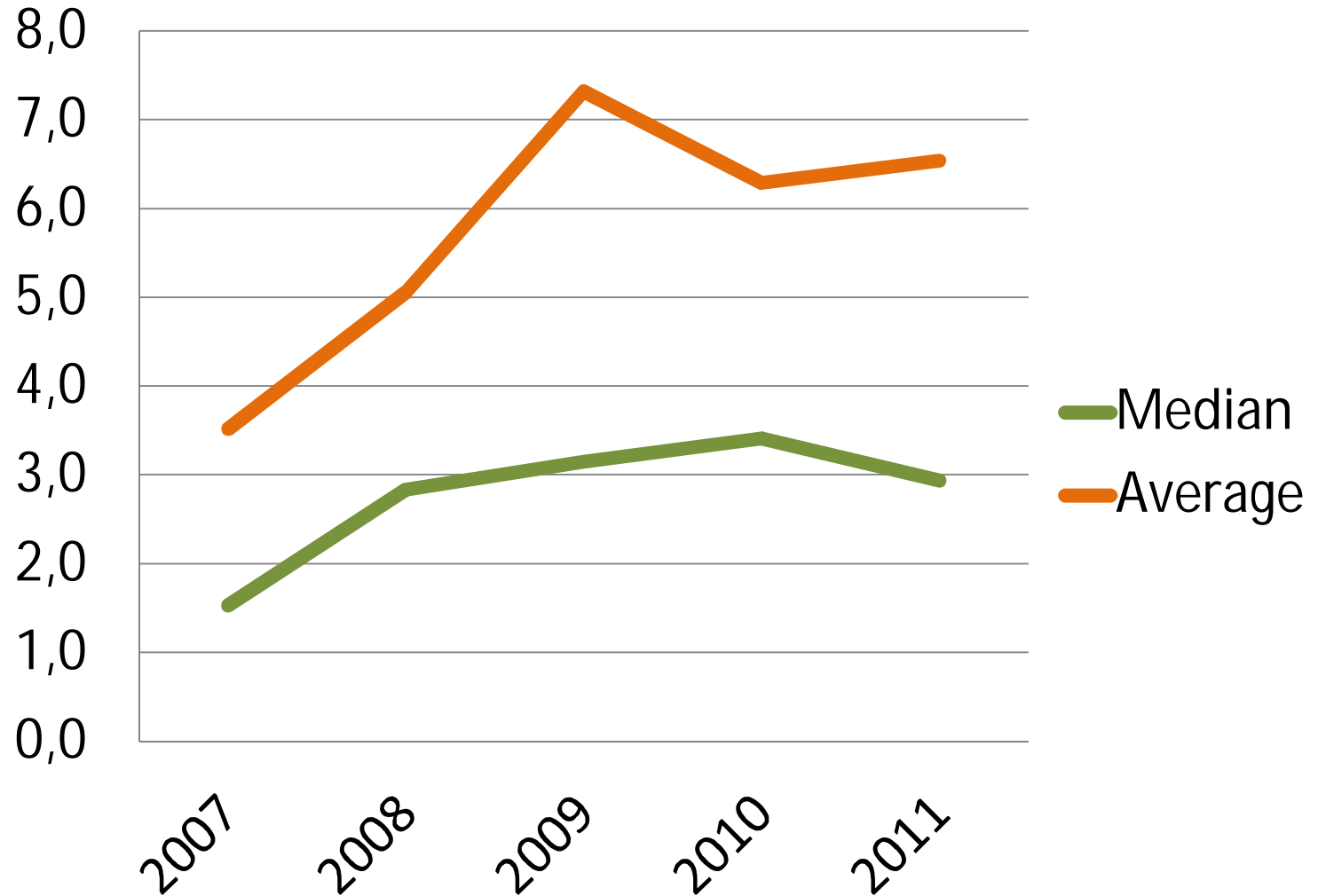


IFLA MetLib Statistical Survey  
Visits per Capita



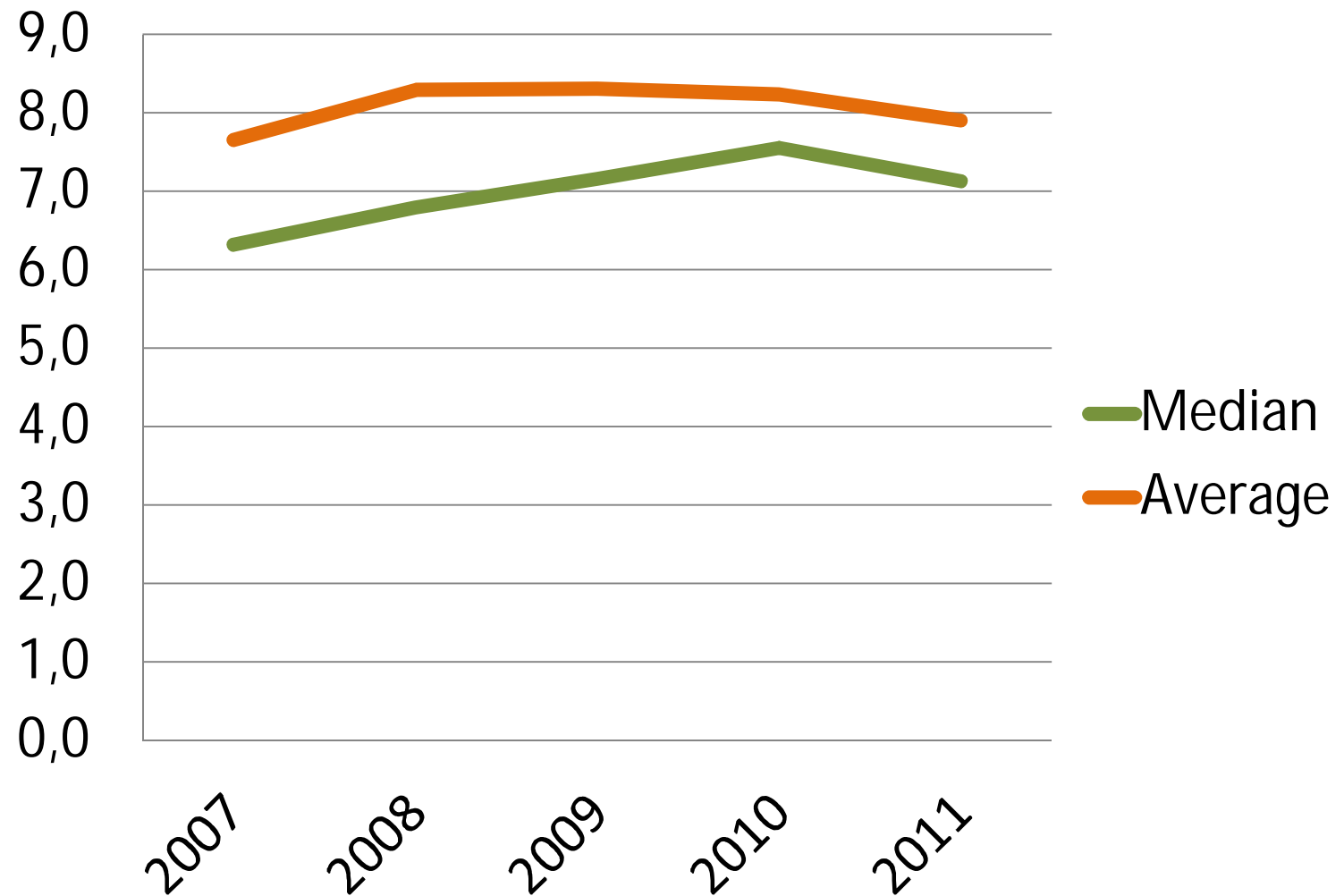


IFLA MetLib Statistical Survey  
Virtual Visits per Capita





IFLA MetLib Statistical Survey  
Loans Per Capita

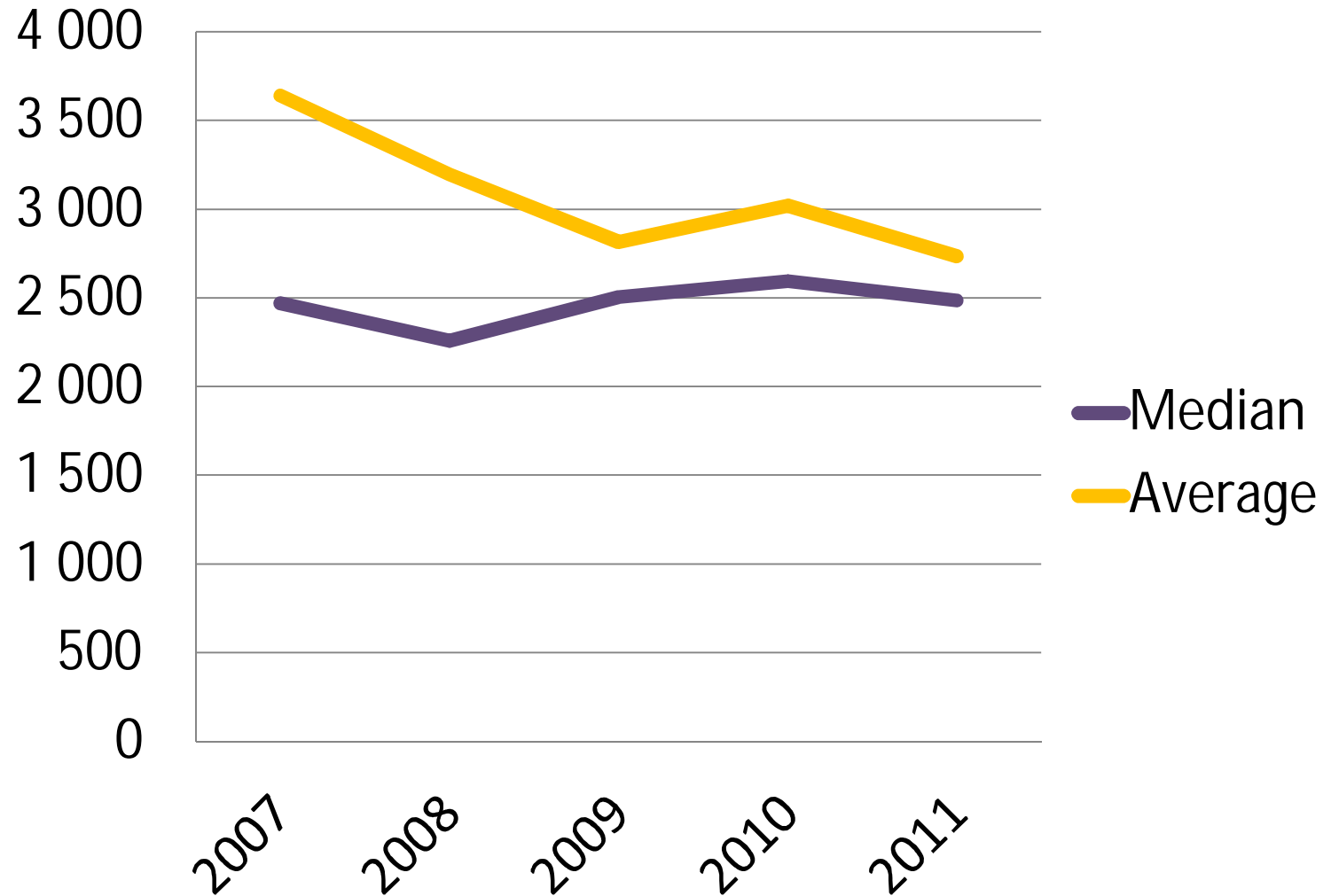




# Staffing and Financial Ratios

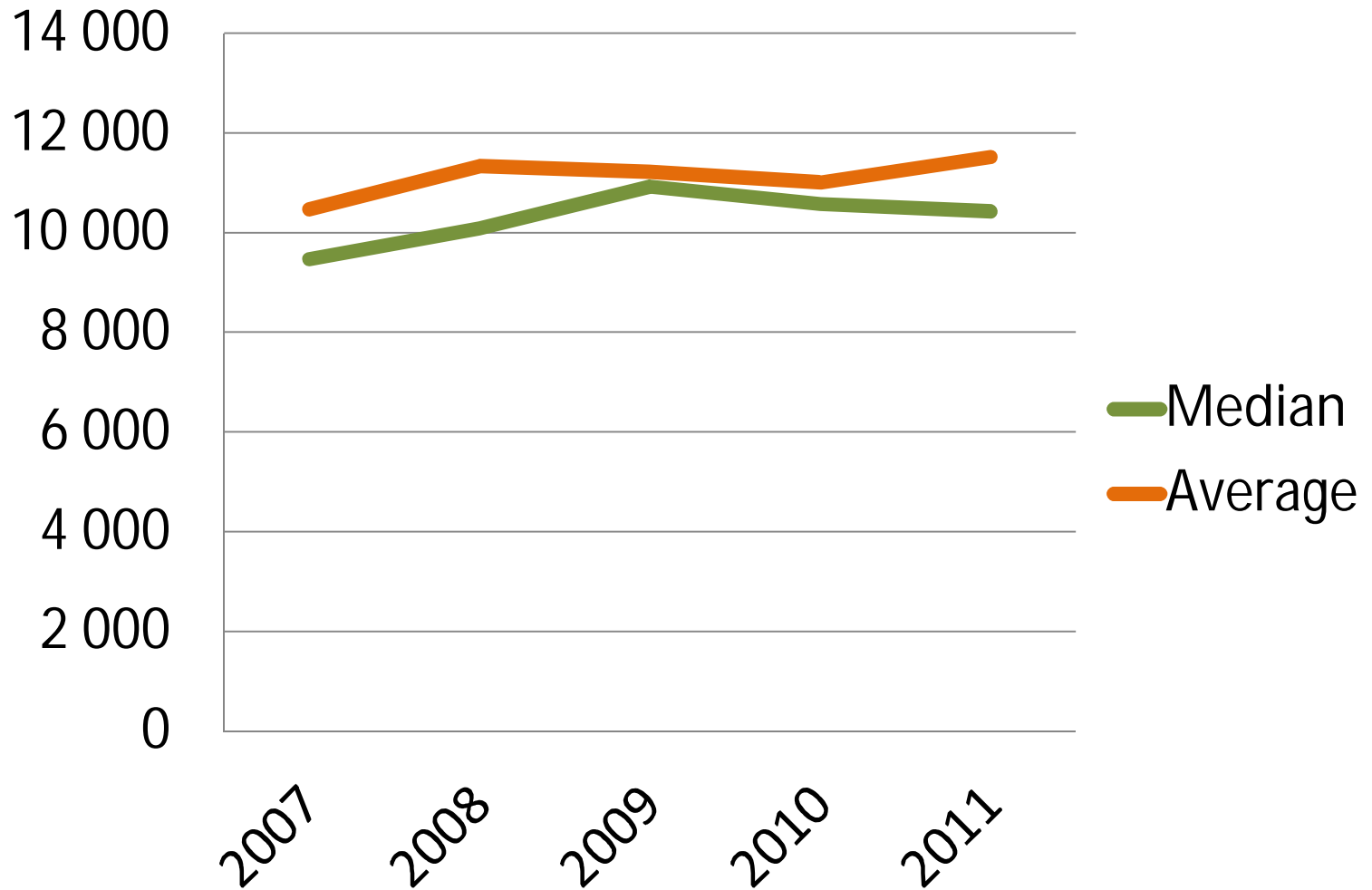


## IFLA MetLib Statistical Survey Population per Staff



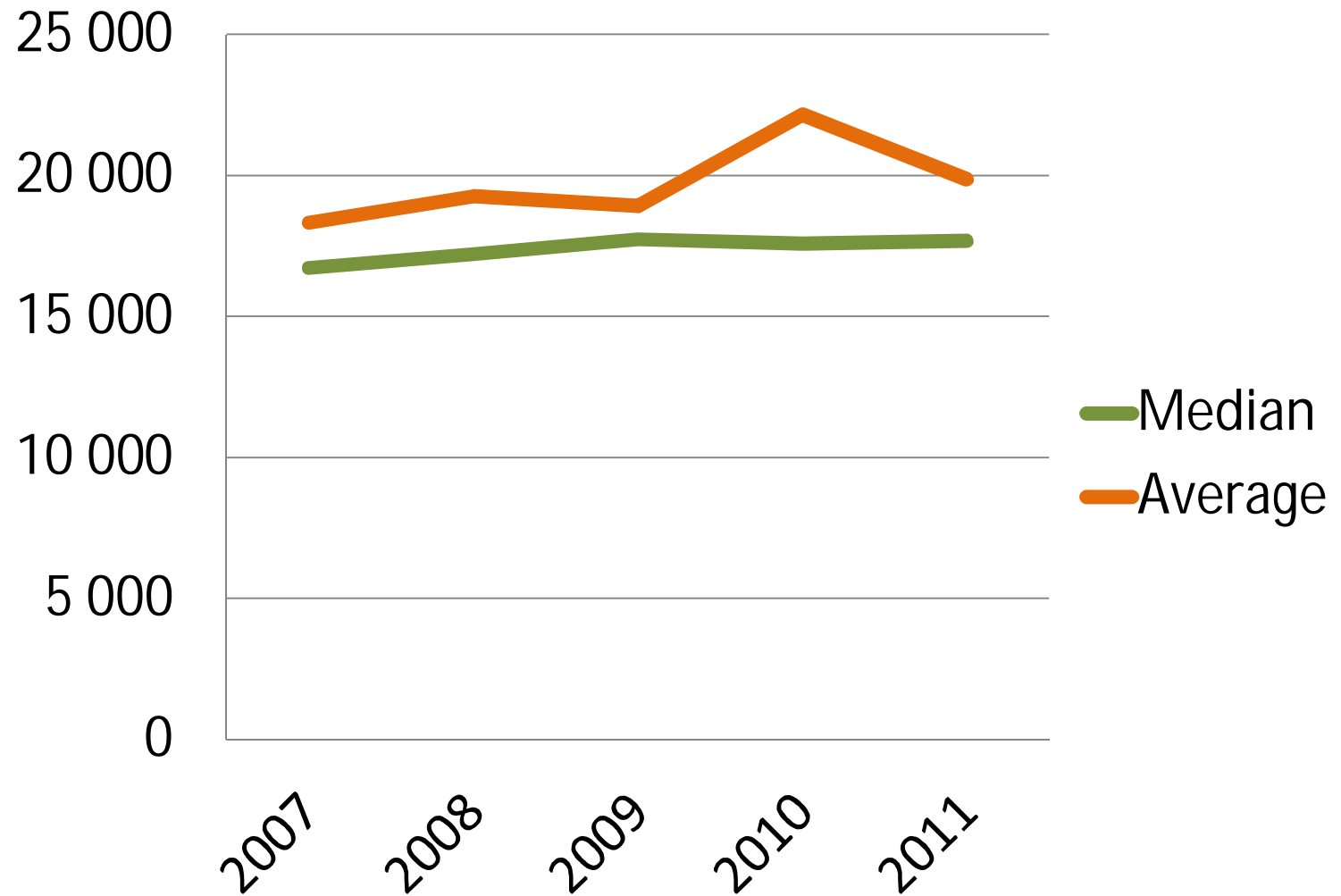


IFLA MetLib Statistical Survey  
Visits per Staff FTE





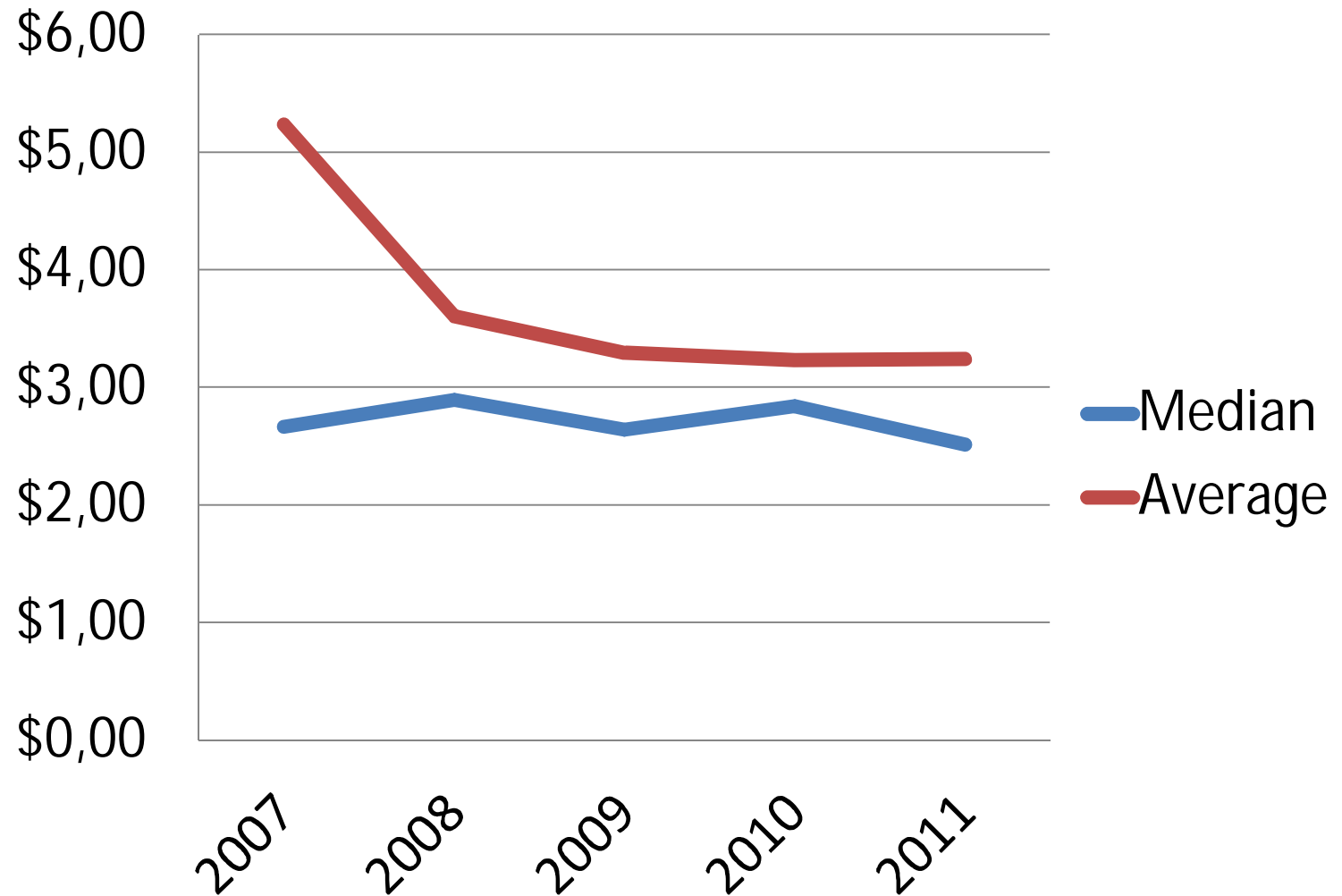
IFLA MetLib Statistical Survey  
Loans per Staff FTE





IFLA MetLib Statistical Survey

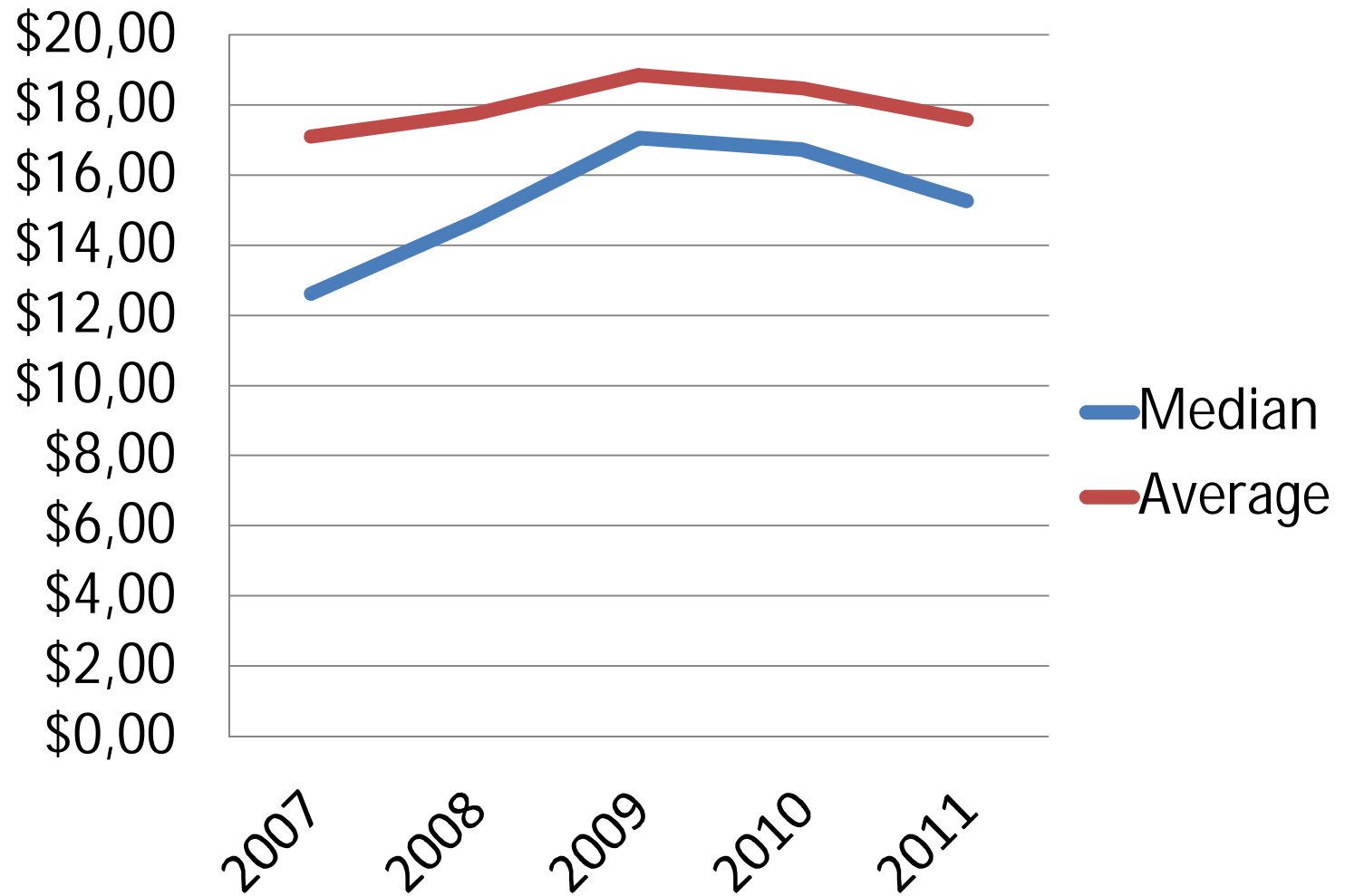
# Acquisitions Expenditures Per Capita







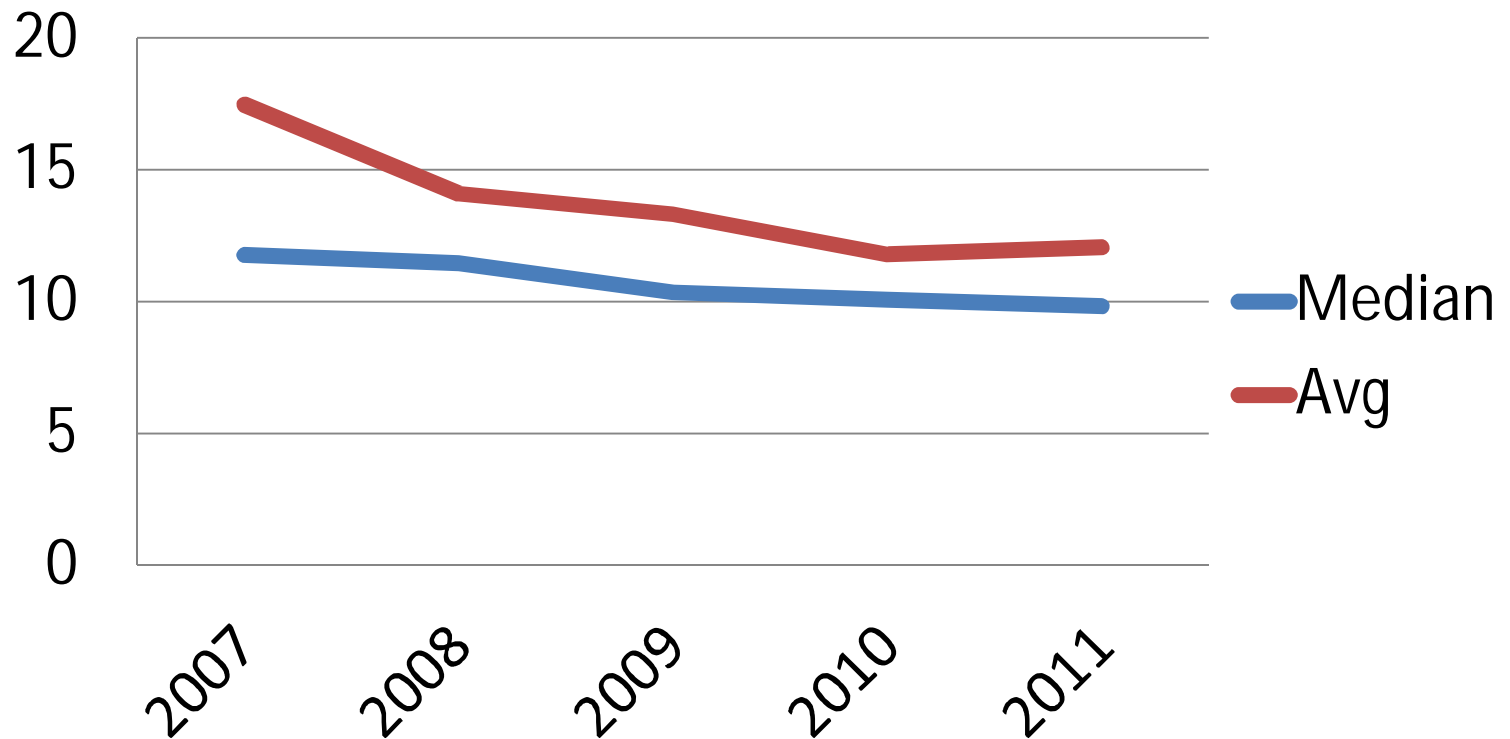
IFLA MetLib Statistical Survey  
Staff Expenditures Per Capita





IFLA MetLib Statistical Survey

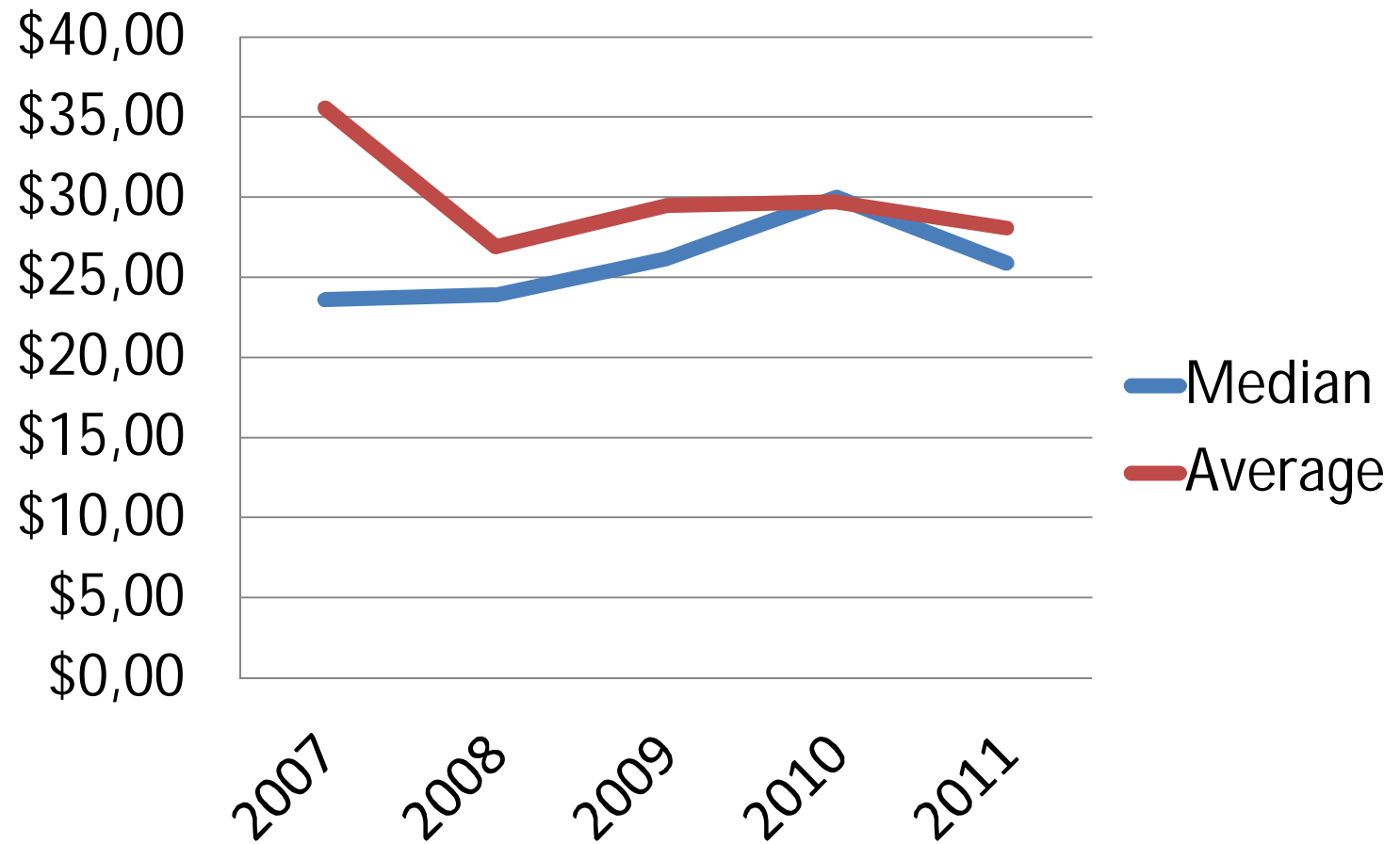
# Acquisitions Expenditures Percentage of Total Expenditures





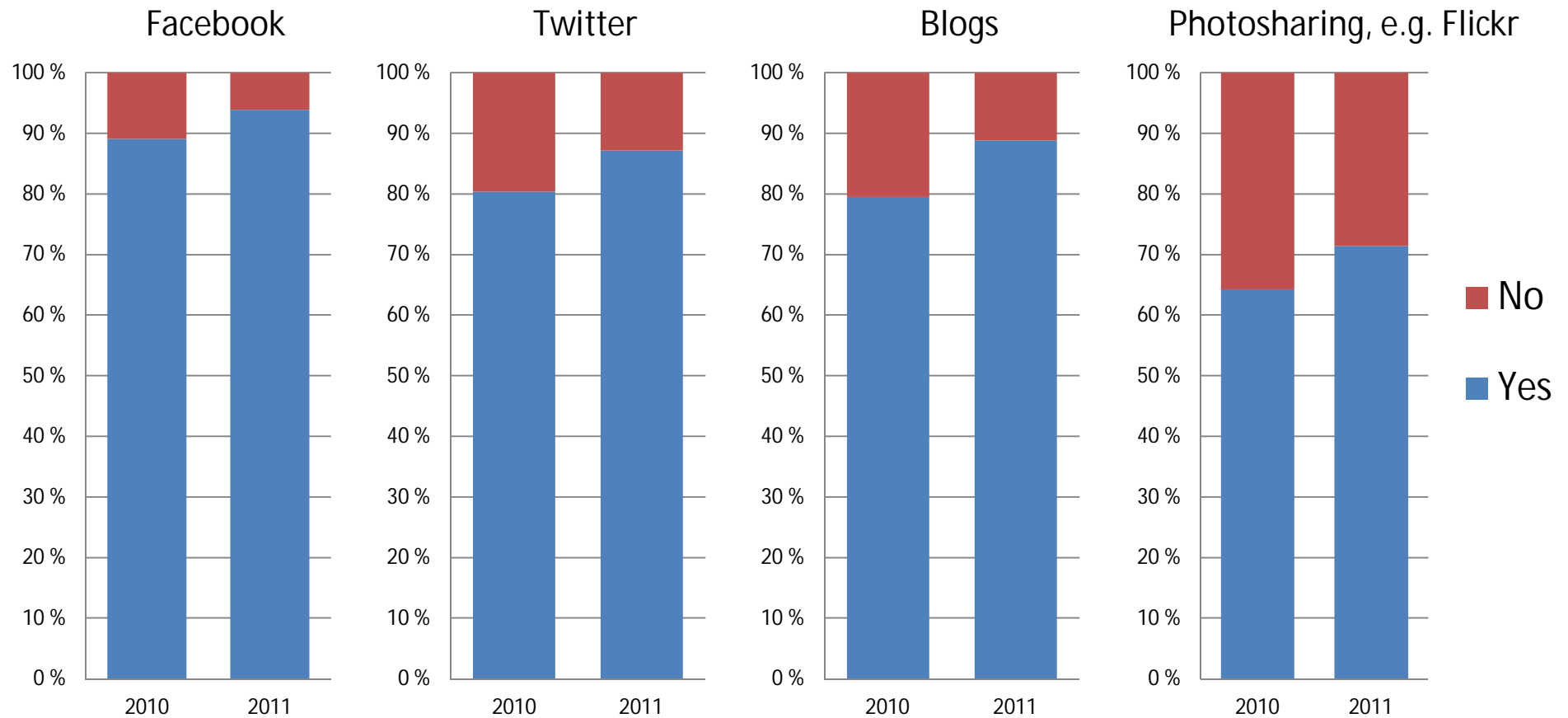
IFLA MetLib Statistical Survey

# Total Operating Expenditures Per Capita



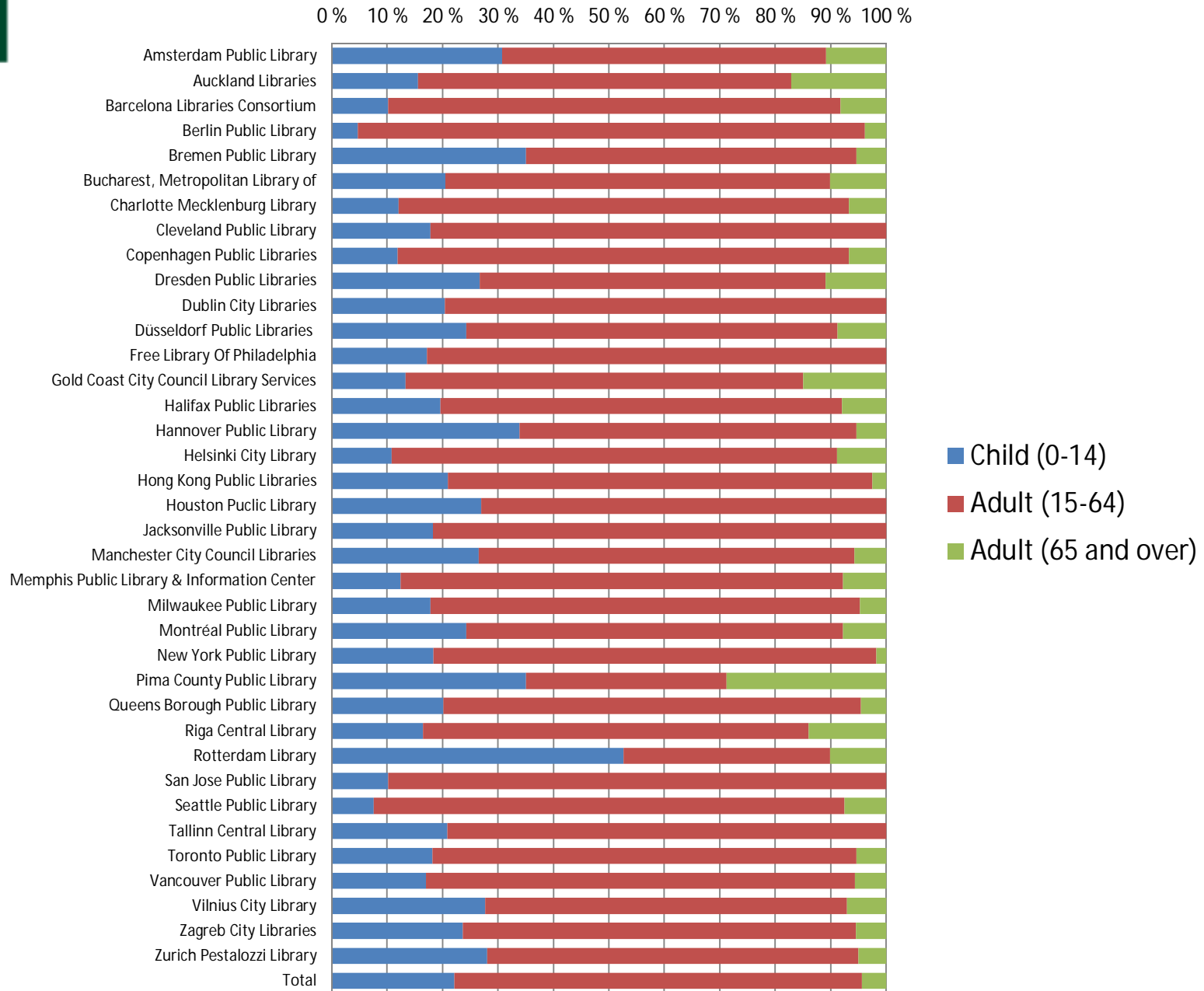


# Social Networking





# Registered Borrowers





# Benchmarking 2011

	Population	Collections	Total Registered Borrowers	Circulation	Visits	Virtual Visits	Total Operating Expenditures	Total Staff	Total Number of Service Points
Hong Kong Public Libraries	7,120,200	12,644,397	3,994,769	58,501,290	42,105,295	153,294,315	€69,668,666.00	1,530.00	77
Singapore, The National Library Board of	5,183,700	10,984,539	2,068,833	37,246,028	35,992,128	8,855,870	€128,042,478.73	1,031.00	26
State Library of Queensland	4,587,407	1,576,353	86,916	143,538	1,441,827	2,026,400	€42,448,927.91	--	341
Los Angeles Public Library	3,819,702	6,301,338	1,076,578	15,337,032	13,821,289	114,660,066	€66,159,844.72	849.00	73
New York Public Library	3,518,071	6,517,182	2,161,613	27,554,502	15,270,100	31,360,585	€100,326,243.10	898.86	87
Chicago Public Library	2,695,598	5,790,289	2,049,490	9,764,381	11,182,193	--	€73,209,422.17	1,499.00	79
Toronto Public Library	2,615,060	11,129,221	1,304,215	33,252,235	19,064,857	23,403,526	€141,397,085.26	1,797.44	101
Miami-Dade Public Library System	2,500,000	--	871,000	8,100,000	8,000,000	4,700,000	€46,153,682.50	--	54
Queens Borough Public Library	2,229,379	6,812,014	898,120	19,498,936	12,551,065	6,168,074	€67,546,946.70	1,189.00	66
Houston Public Library	2,100,263	3,630,658	735,739	6,983,475	4,258,742	2,533,867	€30,102,217.50	424.00	44
Vienna Public Library	1,731,236	1,492,471	179,140	5,914,048	2,465,130	6,455,421	€20,209,926.33	246.00	40
Bucharest, Metropolitan Library of	1,678,000	1,043,164	86,837	485,428	256,453	1,062,087	€3,450,118.20	185.00	42
Montréal Public Library	1,677,012	4,119,345	370,846	10,475,369	6,527,744	1,043,140	€60,032,850.04	703.10	44
Barcelona Libraries Consortium	1,615,915	2,186,131	837,392	4,467,634	6,178,297	2,706,770	€24,052,527.00	380.00	37
Free Library Of Philadelphia	1,526,006	9,710,616	587,643	7,210,217	6,070,258	6,131,726	€37,850,775.09	613.00	60
Auckland Libraries	1,509,228	3,480,175	502,361	17,199,591	13,943,757	6,324,776	€43,504,665.45	555.49	59
Sacramento Public Library	1,362,428	1,709,231	791,497	7,648,145	4,053,689	29,444,905	€21,717,845.81	268.00	29
Brisbane City Council Library Services	1,079,392	1,391,853	463,927	10,058,669	6,013,896	--	€30,742,081.94	278.45	34



# Benchmarking 2011 (cont'd)

	Population	Collections	Total Registered Borrowers	Circulation	Visits	Virtual Visits	Total Operating Expenditures	Total Staff	Total Number of Service Points
San Jose Public Library	971,372	2,068,445	550,190	11,544,886	6,168,223	2,716,777	€20,370,066.98	271.36	22
Pima County Public Library	932,385	1,204,954	410,615	5,835,156	5,648,934	3,944,452	€21,694,606.76	420.00	28
Ottawa Public Library	927,118	2,355,859	361,982	10,894,780	5,275,850	14,993,291	€29,300,111.61	453.10	36
Charlotte Mecklenburg Library	923,944	1,112,481	831,957	5,535,780	3,007,540	32,266,042	€19,041,959.40	315.75	20
Jacksonville Public Library	891,192	2,908,093	610,773	8,396,991	4,551,279	3,866,963	€24,021,006.91	347.18	22
Indianapolis-Marion County Public Library	877,389	1,832,419	538,025	14,638,562	3,956,277	48,199,913	€24,130,358.45	588.00	25
Stockholm Public Library	865,000	1,963,135	876,404	4,229,315	6,254,045	3,835,292	€34,392,320.00	380.00	72
Columbus Metropolitan Library	846,761	1,088,388	667,341	14,797,213	7,304,073	9,052,589	€36,886,398.65	633.83	27
Memphis Public Library & Information Center	823,142	1,846,961	420,146	1,617,184	2,622,590	3,356,049	€11,510,657.86	254.50	18
San Francisco Public Library	812,538	3,188,874	434,270	10,854,725	7,248,424	5,818,243	€63,997,843.68	678.69	35
Edmonton Public Library	812,201	1,823,093	432,495	13,372,504	5,303,482	9,033,029	€33,064,982.04	435.80	18
Zagreb City Libraries	802,270	2,358,850	212,941	3,413,614	2,982,598	749,935	€14,699,900.00	553.50	49
Oklahoma Metropolitan Library System	718,633	1,257,761	408,504	6,237,809	2,661,643	1,274,000	€22,907,284.83	350.32	18
Riga Central Library	699,203	766,335	61,207	1,722,346	971,377	417,014	€2,583,867.35	261.00	30
Vancouver Public Library	644,214	2,759,567	351,529	9,983,426	6,523,630	5,173,939	€31,111,435.60	508.18	22
Seattle Public Library	620,778	2,403,693	515,995	11,572,778	6,744,756	7,594,745	€34,295,894.99	509.00	31
Rotterdam Library	610,412	837,406	99,771	3,143,750	--	--	€25,870,000.00	245.70	24
Oslo Public Library	599,230	1,403,828	461,064	2,645,249	2,225,286	968,015	€22,389,663.86	204.00	17



# Benchmarking 2011 (cont'd)

	Population	Collections	Total Registered Borrowers	Circulation	Visits	Virtual Visits	Total Operating Expenditures	Total Staff	Total Number of Service Points
Milwaukee Public Library	594,833	2,587,412	363,336	2,657,950	2,112,969	1,881,734	€16,757,676.87	326.50	14
Helsinki City Library	588,549	1,900,336	223,600	9,519,756	6,782,400	6,826,751	€36,653,632.00	460.00	48
Düsseldorf Public Libraries	588,169	844,697	55,008	5,028,060	1,465,040	1,387,154	€11,809,622.00	151.50	16
Vilnius City Library	554,060	582,023	53,839	1,346,846	805,507	8,798	€1,375,125.00	154.00	23
Copenhagen Public Libraries	549,050	8,732,734	194,44	6,492,489	4,049,495	3,705,585	€32,558,809.50	384.00	128
Bremen Public Library	547,340	547,694	54,400	3,565,870	1,179,585	598,643	€10,368,731.38	119.00	11
Dublin City Libraries	527,612	1,565,733	152,859	2,319,765	2,764,125	755,094	€25,187,211.00	290.70	88
Dresden Public Libraries	523,807	796,544	72,107	5,498,929	1,507,410	1,307,884	€10,530,784.00	155.22	65
Hannover Public Library	523,515	1,107,609	58,662	4,109,404	1,514,300	--	€13,004,606.00	186.00	20
Gold Coast City Council Library Services	519,607	891,048	257,371	7,114,683	2,845,358	1,599,969	€20,985,685.23	149.20	14
Manchester City Council Libraries	503,100	1,533,951	116,350	1,740,346	2,274,032	1,768,752	--	257.60	23
Toledo-Lucas County Public Library	441,815	2,494,562	308,566	7,257,840	2,769,528	6,363,074	€23,543,638.72	275.91	20
Tallinn Central Library	411,967	1,039,319	73,320	1,816,660	1,056,919	419,341	€2,700,400.00	149.23	20
Cleveland Public Library	400,476	10,787,593	429,422	6,799,839	3,632,365	1,055,188	€38,996,044.91	547.00	32
Halifax Public Libraries	390,096	1,022,297	152,991	4,875,328	2,322,740	2,197,225	€15,038,654.56	319.68	16
Zurich Pestalozzi Library	390,000	452,976	78,293	2,831,181	1,063,098	1,054,250	€9,185,720.00	65.00	16
Yarra Plenty Regional Library Service	352,098	447,585	141,081	3,587,114	1,399,513	783,234	€9,944,303.67	87.00	10
Amsterdam Public Library	--	1,689,994	152,513	4,195,361	4,174,265	792,715	€32,345,904.00	239.00	28
Berlin Public Library	--	3,437,033	76,165	3,515,460	1,220,543	1,121,438	€29,073,240.00	313.36	2





# Benchmarking 2011 (cont'd)

Population

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61591](http://www.countingopinions.com/pireports/graph.php?gid=21679_61591)

Collection

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61708](http://www.countingopinions.com/pireports/graph.php?gid=21680_61708)

Total Registered Borrowers

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61710](http://www.countingopinions.com/pireports/graph.php?gid=21680_61710)

Circulation

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61711](http://www.countingopinions.com/pireports/graph.php?gid=21680_61711)





# Benchmarking 2011 (cont'd)

Visits

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61713](http://www.countingopinions.com/pireports/graph.php?gid=21680_61713)

Virtual Visits

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61714](http://www.countingopinions.com/pireports/graph.php?gid=21680_61714)

Total Staff

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61723](http://www.countingopinions.com/pireports/graph.php?gid=21680_61723)

Total Operating Expenditures

[http://www.countingopinions.com/pireports/graph.php?gid=21680\\_61720](http://www.countingopinions.com/pireports/graph.php?gid=21680_61720)





# Benchmarking 2011 (cont'd)

Total Additions to Total Collection as a Percentage

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61601](http://www.countingopinions.com/pireports/graph.php?gid=21679_61601)

Additions per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61599](http://www.countingopinions.com/pireports/graph.php?gid=21679_61599)

Electronic Collection per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61602](http://www.countingopinions.com/pireports/graph.php?gid=21679_61602)

Collection per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61598](http://www.countingopinions.com/pireports/graph.php?gid=21679_61598)



# Benchmarking 2011 (cont'd)

Loans per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61594](http://www.countingopinions.com/pireports/graph.php?gid=21679_61594)

Loans per Registered Borrower

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61593](http://www.countingopinions.com/pireports/graph.php?gid=21679_61593)

Circulation Turnover Rate

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61592](http://www.countingopinions.com/pireports/graph.php?gid=21679_61592)

Loans per Staff FTE

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61596](http://www.countingopinions.com/pireports/graph.php?gid=21679_61596)





# Benchmarking 2011 (cont'd)

Visits per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61604](http://www.countingopinions.com/pireports/graph.php?gid=21679_61604)

Virtual Visits per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61613](http://www.countingopinions.com/pireports/graph.php?gid=21679_61613)

Use <sup>\*)</sup> per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61595](http://www.countingopinions.com/pireports/graph.php?gid=21679_61595)



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<sup>\*)</sup> Use = Circulation + Library Visits + Reference Questions + Virtual Visits



# Benchmarking 2011 (cont'd)

Weekly Hours per Capita \* 1000

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61603](http://www.countingopinions.com/pireports/graph.php?gid=21679_61603)

Internet Sessions per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61597](http://www.countingopinions.com/pireports/graph.php?gid=21679_61597)

Information Requests per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61612](http://www.countingopinions.com/pireports/graph.php?gid=21679_61612)

Program Attendance per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61611](http://www.countingopinions.com/pireports/graph.php?gid=21679_61611)



# Benchmarking 2011 (cont'd)

Population per Staff

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61609](http://www.countingopinions.com/pireports/graph.php?gid=21679_61609)

Staff Expenditures per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61606](http://www.countingopinions.com/pireports/graph.php?gid=21679_61606)

Total Staff per Registered Borrower

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61600](http://www.countingopinions.com/pireports/graph.php?gid=21679_61600)





# Benchmarking 2011 (cont'd)

Acquisitions Expenditures per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61605](http://www.countingopinions.com/pireports/graph.php?gid=21679_61605)

Total Operating Expenditures per Capita

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61607](http://www.countingopinions.com/pireports/graph.php?gid=21679_61607)

Cost per Use

[http://www.countingopinions.com/pireports/graph.php?gid=21679\\_61608](http://www.countingopinions.com/pireports/graph.php?gid=21679_61608)







# Published Reports





# Trend Report 2007-2011 Library Data



<http://www.countingopinions.com/pireports/report.php?31853bd1e76e5b30f1123e9d947df6f7>

# Trend Report 2007-2011 Input Measures



<http://www.countingopinions.com/pireports/report.php?8a532fdfb20ca9ae7776f8c4c233635e>





# Trend Report 2007-2011 Collection Percentages



<http://www.countingopinions.com/pireports/report.php?08ec2cdc41e8609a49ec4c3294addf2d>

# Trend Report 2007-2011 Financial Ratios



<http://www.countingopinions.com/pireports/report.php?19cfb2a5a526e1ece537b17051955e07>





# Trend Report\_2007-2011 Staffing Ratios



<http://www.countingopinions.com/pireports/report.php?1a977976791e34de565fae9fa2b34ac0>

# Trend Report 2007-2011 Output Measures



<http://www.countingopinions.com/pireports/report.php?0beaef8aed28328d735fb2f62891b72d>





# Compare Report 2010-2011 Performance Indicators



<http://www.countingopinions.com/pireports/report.php?0b7ea111a63700023b03e84ab3effd91>

# Comparison 2010-2011 Comparison Ratios



<http://www.countingopinions.com/pireports/report.php?1268eefa8a8524f815b762a47882be88>





# Trend Report 2010-2011 Social Networking Total



<http://www.countingopinions.com/pireports/report.php?6a765876a84655b3e6b1e80c713cee1b>

# Report 2011 Electronic Services



<http://www.countingopinions.com/pireports/report.php?03fe7456e600fe11e4790d2985936e19>





# Report 2011 Programming

<http://www.countingopinions.com/pireports/report.php?a4744dfda0b390c87578350167c26bfe>



# Report 2011 Social Networking

<http://www.countingopinions.com/pireports/report.php?7e2cdfbb90b7274a8b54e071e37023f2>





# Ranking Report2011 Performance Indicators



<http://www.countingopinions.com/pireports/report.php?9104f095dd960e51538f994a0833f2be>

# Ranking Report 2011 PI Table



<http://www.countingopinions.com/pireports/report.php?ee2208745ff0aca170aadeef8144d3e1d>



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# Ranking Report 2011 Ratios



<http://www.countingopinions.com/pireports/report.php?9104f095dd960e51538f994a0833f2be>

# Ranking Report 2011 Table Ratios



<http://www.countingopinions.com/pireports/report.php?6e22b6391803fe1b7587bf3d8155db71>

