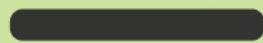




BENCHMARKING STUDY



Buncombe County Public Libraries

September 2020

PREPARED BY

IVY GROUP



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METHODOLOGY

Benchmarking is a comparison of performance measures among similar entities, relative to recognized standards.

Libraries, government agencies, and non-profits engage in benchmarking to assess strengths and identify areas needing improvement. The comparisons also can provide concrete and persuasive data for advocacy, fundraising, grant applications, and reports to elected officials.

Library performance measures are typically drawn from statistics regarding circulation, visits, and revenues. Comparing its performance to that of similar institutions will enable Buncombe County Public Libraries to highlight areas of excellence as well as under-performance that may require further study or attention.

Benchmarking is neither a stand-alone exercise nor a complete assessment of library performance.

Findings must be viewed within the context of a library's unique situation—including its community demographics, facilities, finances, and management structure—and be approached with an open mind and curiosity about the reasons behind them. They should be used in concert with other tools, such as surveys and customer feedback, to profile institutional performance. For example, benchmarking and national rankings tend to show that the majority of high-performing libraries are well funded, serve highly educated and affluent populations, offer large collections, and operate multiple outlets. Of course, it is possible for a library to excel without all of these elements, but the reasons vary and are based on local conditions.

The voluminous data available can be overwhelming to gather and process.

It's best to "start small" and look at statistics most important to the particular planning initiative, vision, concerns, and projects at hand. Above- or below-average performance can merit further study. For example, public libraries in large college towns often have below-average reference numbers due to the presence of academic libraries and tech-savvy customers in their service area. Other libraries can have relatively low program attendance if they are in communities with a wealth of cultural and recreational offerings.

Of note:

- ◆ Data reflects past performance. Statistics collected by the Institute of Museum and Library Services (IMLS) for FY 2018—the most current information publicly available at the time this report was prepared—are the basis of the study.
- ◆ Definitions for data points provided by the IMLS 2018 Public Libraries Survey are defined in Appendix B. Calculated variables are noted with an asterisk (*).
- ◆ To be meaningful and actionable, some statistics may have to be supplemented with additional information. For example, the number of holdings alone does not take into account the age, condition, or other attributes that fully describe the quality of the collection.

- ◆ Many statistics have hidden “cause-and-effect” relationships. For example, libraries with short loan periods and more renewals will tend to have larger circulation numbers than peers with longer loan periods and fewer renewals. Another example is personnel costs which can often reflect the size and number of floors in a building. It is always important to consider and explore causes of comparative statistics of concern.
- ◆ Library statistics reflect transactions and outputs, whereas patron outcomes—or the actual changes in user behavior that libraries create—are the most compelling measures of library success. Outcome assessments are more difficult to conduct and are typically applied to specific projects or grants as opposed to overall library operations. For example, a library can collect and benchmark the number of children registered for Summer Reading (output), but the change in reading ability and scores after participation (outcome) requires additional data from schools or parents. Benchmarking does not address outcome measures.
- ◆ Peer sets have value beyond this report. Sharing information on a regular basis with peers can be a worthwhile activity, providing more precise and comprehensive benchmarks and facilitating productive discussions about best practices.

PEER SET

Benchmarking begins with identifying peer institutions that are similar to the Library in size, population, finances, and geographic area served. In identifying the peer set for Buncombe County Public Libraries (BCPL), The Ivy Group used a combination of the following criteria to select 4 peers:

- ◆ Libraries with between 10-15 locations
- ◆ Libraries serving a similarly sized population within +/- 20% of BCPL
- ◆ Libraries with total operating expenditures within +/- 20% of BCPL

Note: Gaston County Public Library’s total operating expenditures are 25% less than that of BCPL. However, it is included in the peer set because it is located within North Carolina, serves a similarly sized community, and operates a similar number of locations.

	Total Locations*	Service Area Population	Total Expenditures
Buncombe County Public Libraries (NC)	13	261,532	\$5,910,082
Eastern Oklahoma District Library System (OK)	15	243,479	\$5,634,698
First Regional Library (MS)	14	305,584	\$6,039,502
Gaston County Public Library (NC)	10	217,441	\$4,439,917
Mohave County Library District (AZ)	10	212,948	\$4,886,985

**Total locations includes central and branch libraries. Does not include bookmobile(s).*

For this study, a “Composite Library System” has been created to represent the average of all library systems in the United States with 11-15 total locations, excluding bookmobiles, that report data to IMLS’s Public Libraries Survey. The Composite Library System is not considered part of the peer set.

	Total Locations*	Service Area Population	Total Expenditures
Composite Library System	13	307,229	\$11,445,896

SUMMARY FINDINGS

Within the peer set, The Ivy Group calculated the mean and median performance for each measure, as well as the Library's comparative ranking among the selected libraries.

BCPL's total expenditures and total expenditures *per capita* are in line with the peer set yet significantly below the Composite Library System, suggesting that the Library is underfunded compared to the national average.

	Total Expenditures	Total Expenditures <i>Per Capita</i>
Buncombe County Public Libraries (NC)	\$5,910,082	\$22.60
Eastern Oklahoma District Library System (OK)	\$5,634,698	\$23.14
First Regional Library (MS)	\$6,039,502	\$19.76
Gaston County Public Library (NC)	\$4,439,917	\$20.42
Mohave County Library District (AZ)	\$4,886,985	\$22.95
Mean	\$5,382,237	\$21.77
Median	\$5,634,698	\$22.60
BCPL Rank	2	3
Composite Library System	\$11,445,896	\$37.26

Facilities

While the number of BCPL locations is in line with the peer set, its branch locations are comparatively small.

BCPL ranks 4th in the peer set for square miles per location and population per location. While square miles per location cannot be calculated for the Composite Library System, BCPL's population per location is below the Composite Library System. Together, these measures indicate that the number of locations is in line with the size of the service area and service area population. Whether those locations are distributed equitably or conveniently throughout the service area warrants further investigation.

BCPL's total square footage is in line with peers, although significantly below that of the Composite Library System. Together, BCPL's central library and 12 branches total 118,803 square feet, ranking in the middle of the peer set for total square footage yet 56,000 square feet below the Composite Library System.

While BCPL's central library is comparatively large at 11,000 square feet above the mean, the branches are comparatively small given the size of the population served. BCPL ranks 4th in the peer set and significantly below the Composite Library System for total branch space throughout the Library System, space per branch, and branch space *per capita*.

Recommended areas for investigation:

- ◆ Are the locations distributed appropriately throughout the service area?
- ◆ How is space allocated at the branches, particularly the smaller locations? Is the space adequate and allocated appropriately?
- ◆ How is space allocated between branches: should branches be enlarged given the size or needs of the surrounding neighborhood?

FACILITIES

	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
SQ_MILES SERVICE AREA	657	4,163	2,652	356	13,311	4,228	2,652	4	N/A
CENTLIB	1	1	1	1	0	1	1	1	1
BRANLIB	12	14	13	9	10	12	12	3	12
BKMOB	0	0	1	0	2	1	0	3	1
TOTAL LOCATIONS*	13	15	14	10	10	12	13	3	13
POPULATION PER LOCATION*	20,118	16,232	21,827	21,744	21,295	20,243	21,295	4	23,633
SQ MILES PER LOCATION*	51	278	189	36	1,331	377	189	4	N/A
SQ_FEET TOTAL	118,803	124,986	199,203	92,233	91,584	125,362	118,803	3	174,887
SQ_FEET CENTRAL LIB	56,000	32,813	30,000	60,000		44,703	44,407	2	81,358
SQ_FEET BRANCHES	62,803	92,173	169,207	32,233	91,588	89,601	91,588	4	113,319
SQ_FEET PER BRANCH*	5,234	6,584	13,016	3,581	9,159	7,515	6,584	4	9,256
TOTAL SQ. FT. PER CAPITA*	0.45	0.51	0.65	0.42	0.43	0.49	0.45	3	0.57
CENTRAL LIB SQ. FT. PER CAPITA*	0.21	0.13	0.10	0.28		0.18	0.17	2	0.26
BRANCH LIB SQ. FT. PER CAPITA*	0.24	0.38	0.55	0.15	0.43	0.35	0.38	4	0.37

Staff

BCPL's librarians are well-educated yet there are not many of them—or other FTE staff—especially given the number of locations and population size.

BCPL's total staff is relatively small, particularly compared to the Composite Library System, whose average staff size is twice that of BCPL. Nearly all of BCPL's librarians have a master's degree yet the Library employs comparatively few librarians. With librarians accounting for 21% of FTE staff, BCPL ranks in the middle of the peer set.

BCPL has the heaviest population burden on staff and the least staff per location, indicating that staff is stretched thin given the number of residents and locations. Indeed, the population served by each FTE staff is nearly double the Composite Library System, prompting the question of how well BCPL's staff is able to provide responsive, thorough customer service with such high demands. BCPL has the highest population per FTE staff of the peer set yet ranks 3rd for population per FTE librarian, indicating that the population burden disproportionately falls on the FTE non-librarian employees.

The comparatively low number of staff per location is noteworthy. BCPL's 58 FTE staff covers 13 locations. At 4.5 staff per location, BCPL has one fewer staff member than the mean of the peer set and less than half the amount of staff per location as the Composite Library System.

Compared to peers, BCPL spends the most on total staff expenditures and staff *per capita*, as well as allotting a larger share of its budget to staff. The Library's spending on benefits are particularly high compared to peers, although still \$670,000 below the benefits expenditures of the Composite Library System. Compensation levels should be evaluated in the context of staff's heavy workload and large share of librarians with master's degrees.

Recommended areas for investigation:

- ◆ How do patrons view BCPL's customer service?
- ◆ Are non-librarian staff performing librarian tasks to compensate for the comparatively small number of librarians?
- ◆ Is it safe to have so few staff per location?
- ◆ Are staff compensation levels commensurate with workload, education level, and industry standards?

STAFF									
	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
MASTER	11	13	10	15	8	11	11	3	28
LIBRARIA	12	25	10	22	9	16	12	3	41
SHARE OF LIBRARIANS WITH MASTER'S DEGREES	91.7%	52.0%	100.0%	68.2%	88.9%	80.1%	88.9%	2	69.0%
OTHPAID	46	52.1	67.65	34.5	53.53	50.8	52.1	4	86.73
TOTSTAFF	58	77.1	77.65	56.5	62.53	66.4	62.5	4	127.84
LIBRARIANS AS SHARE OF TOTAL STAFF*	20.7%	32.4%	12.9%	38.9%	14.4%	23.9%	20.7%	3	32.2%
POPULATION PER FTE STAFF*	4,509	3,158	3,935	3,849	3,406	3,771	3,849	1	2,403
POPULATION PER FTE LIBRARIAN*	21,794	9,739	30,558	9,884	23,661	19,127	21,794	3	7,474
STAFF PER 1000 CAPITA*	0.22	0.32	0.25	0.26	0.29	0.27	0.26	5	0.42
STAFF PER LOCATION*	4.5	5.1	5.5	5.7	6.3	5.4	5.5	5	9.8
SALARIES	\$ 2,791,292	\$ 2,519,701	\$ 2,717,046	\$ 2,279,660	\$ 1,753,111	\$ 2,412,162	\$ 2,519,701	1	\$ 5,270,571
BENEFIT	\$ 1,503,689	\$ 901,944	\$ 950,378	\$ 880,185	\$ 704,658	\$ 988,171	\$ 901,944	1	\$ 2,173,029
STAFFEXP	\$ 4,294,981	\$ 3,421,645	\$ 3,667,424	\$ 3,159,845	\$ 2,457,769	\$ 3,400,333	\$ 3,421,645	1	\$ 7,443,601
STAFF EXPEND. AS % OF TOTAL EXPEND.*	72.7%	60.7%	60.7%	71.2%	50.3%	63.1%	60.7%	1	65.0%
STAFF EXPEND PER CAPITA*	\$ 16.42	\$ 14.05	\$ 12.00	\$ 14.53	\$ 11.54	\$ 13.71	\$ 14.05	1	\$ 24.23

Collection

BCPL has a comparatively large collection yet both physical and digital materials circulate well.

BCPL ranks 2nd in the peer set for total collection expenditures and collection expenditures *per capita*, indicating a high investment in collections compared to peers. However, compared to Composite Library System, BCPL spends much less on its collection in both total and *per capita* expenditures.

BCPL ranks 1st in the peer set for print materials, physical audio materials, total physical materials, and physical materials *per capita*, indicating that the physical collection is comparatively large in both sheer volume and in the context of the service area population. The Library ranks at the top of the peer set for total print expenditures and in the middle of the peer set for expenditures per physical material, indicating that while BCPL spends comparatively more on its physical collection, the expense of individual materials are in line with peers.

The balance of BCPL's collection skews towards physical materials. While BCPL has the most physical materials *per capita* of the peer set, it ranks in the middle of the peer set for ebooks, downloadable audio materials, downloadable videos, and downloadable materials *per capita*. Compared to peers, BCPL's spending on its digital collection is high both overall and per material. However, the digital collection is comparatively small for the community, indicating that BCPL's digital collection expenses are an investment in growing the digital collection.

The collection is large and comparatively print heavy; however, it's circulating! For circulation comparisons, see "Use" section.

Recommended areas for investigation:

- ◆ Given high use statistics, are collection materials in the best condition or in need of replacement? Should BCPL weed the physical collection to remove outdated, damaged, or low circulating materials?
- ◆ Given BCPL's comparatively small branches, is there enough room for the physical collection?
- ◆ To what extent are library users and non-users interested in physical versus digital materials?
- ◆ Should the Library shift collection funds from physical to digital materials?
- ◆ Would downloadable audiobooks be of more interest to users than physical audiobooks?

COLLECTION									
	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
TOTEXPCO	\$ 746,501	\$ 984,060	\$ 397,499	\$ 607,500	\$ 344,174	\$ 615,947	\$ 607,500	2	\$ 1,378,636
PRMATEXP	\$ 588,254	\$ 416,992	\$ 279,484	\$ 360,000	\$ 157,964	\$ 360,539	\$ 360,000	1	\$ 693,819
ELMATEXP	\$ 158,247	\$ 127,871	\$ 92,781	\$ 110,000	\$ 111,697	\$ 120,119	\$ 111,697	1	\$ 431,478
OTHMATEX	\$ -	\$ 439,197	\$ 25,234	\$ 137,500	\$ 74,513	\$ 135,289	\$ 74,513	5	\$ 253,340
COLLECTION EXPEND. AS % OF TOTAL EXPEND*	12.6%	17.5%	6.6%	13.7%	7.0%	11.5%	12.6%	3	12.0%
COLLECTION EXPEND. PER CAPITA*	\$ 2.85	\$ 4.04	\$ 1.30	\$ 2.79	\$ 1.62	\$ 2.52	\$ 2.79	2	\$ 4.49
BKVOL	486,927	412,544	434,070	411,058	205,401	390,000	412,544	1	512,802
EBOOK	105,956	283,525	283,328	105,869	7,052	157,146	105,956	3	95,569
AUDIO_PH	42,622	18,895	28,301	13,003	17,102	23,985	18,895	1	31,056
AUDIO_DL	25,971	66,255	1,420	32,985	9,693	27,265	25,971	3	224,936
VIDEO_PH	20,942	46,314	39,554	27,424	26,649	32,177	27,424	5	53,194
VIDEO_DL	1,509	33,509	66	1,525	0	7,322	1,509	3	8,249
TOTAL MATERIALS (PHYSICAL + DOWNLOADABLE)*	683,927	861,042	786,739	591,864	265,897	637,894	683,927	3	925,806
MATERIALS PER CAPITA*	2.6	3.5	2.6	2.7	1.2	2.5	2.6	3	3.0
TOTAL PHYSICAL MATERIALS*	550,491	477,753	501,925	451,485	249,152	446,161	477,753	1	597,051
PHYSICAL MATERIALS PER CAPITA*	2.1	2.0	1.6	2.1	1.2	1.8	2.0	1	1.9
EXPEND. PER PHYSICAL MATERIAL (Print + Other)*	\$ 1.07	\$ 1.79	\$ 0.61	\$ 1.10	\$ 0.93	\$ 1.10	\$ 1.07	3	\$ 1.59
TOTAL DOWNLOADABLE MATERIALS*	133,436	383,289	284,814	140,379	16,745	191,733	140,379	4	328,755
DOWNLOADABLE MATERIALS PER CAPITA*	0.5	1.6	0.9	0.6	0.1	0.7	0.6	4	1.1
EXPEND. PER DOWNLOADABLE MATERIAL*	\$ 1.19	\$ 0.33	\$ 0.33	\$ 0.78	\$ 6.67	\$ 1.86	\$ 0.78	2	\$ 1.31
EC_LO_OT	9	21	2	10	2	9	9	3	33
EC_ST	89	37	49	89	34	60	49	1	38
ELECCOLL	98	58	51	99	36	68	58	2	71
SUBSCRIP	585	426	456	284	248	400	426	1	1,226

Programming

BCPL runs a lot of programs—placing a heavy management burden on its small staff—but the programs are well attended.

BCPL runs a comparatively large number of programs, ranking 1st in the peer set for total programs, 2nd for programs *per 1000 capita*, and 1st for children’s programs.

This comparatively high number of programs places a heavy program burden on BCPL’s comparatively small staff. At 107 programs per staff, BCPL staff each run 37 more programs than the mean of the peer set and 72 more programs than the Composite Library System. The comparatively small staff running a packed program calendar has helped to control program costs; BCPL’s staff expenditures per program rank in the middle of the peer set and well below the peer set mean.

Program attendance appears to support the number of programs: BCPL’s total program attendance is in line with the peer set and attendance per program is in line with the Composite Library System. However, the Library runs the fewest young adult programs of the peer set and, correspondingly, has the lowest total young adult program attendance. At an average of 6 attendees per program, the lowest in the peer set, BCPL’s young adult programs are not well attended.

While BCPL has the highest total children’s program attendance of the peer set, it has the lowest attendance per children’s program. Attendance per children’s program may be limited by space constraints at BCPL’s comparatively small branches or kept deliberately low to provide personalized attention to attendees.

Recommended areas for investigation:

- ◆ High program attendance suggests that programs are well-publicized. What have been the most successful programming marketing tactics and how can those communications approaches be applied to promote less well attended programs and other areas of library service?
- ◆ Are current YA programs under-publicized? Do they match the needs and interests of young adults?
- ◆ Given the high program burden on staff, should BCPL cut back on YA programs?
- ◆ Would reducing the number of children’s programs reduce total attendance or would patrons attend at a different time?

PROGRAMMING

	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
TOTPRO	6,184	5,298	3,111	5,590	2,031	4,443	5,298	1	4,383
PROGRAMS PER 1000 CAPITA*	23.6	21.8	10.2	25.7	9.5	18.2	21.8	2	14.3
STAFF EXPEND. PER PROGRAM*	\$ 694.53	\$ 645.84	\$ 1,178.86	\$ 565.27	\$ 1,210.13	\$ 858.92	\$ 694.53	3	\$ 1,698.37
PROGRAMS PER STAFF*	106.6	68.7	40.1	98.9	32.5	69.4	68.7	1	34.3
KIDPRO	5,351	2,240	2,367	3,384	717	2,812	2,367	1	2,355
YAPRO	73	474	211	897	116	354	211	5	489
TOTATTEN	137,799	94,648	132,517	146,040	27,365	107,674	132,517	2	97,435
ATTENDANCE PER PROGRAM*	22	18	43	26	13	24	22	3	22
KIDATTEN	125,335	54,648	120,201	112,174	18,567	86,185	112,174	1	66,809
ATTENDANCE PER KIDS PROGRAM*	23	24	51	33	26	32	26	5	28
YAATTEN	432	5,219	3,792	7,559	803	3,561	3,792	5	8,036
ATTENDANCE PER YA PROGRAM*	6	11	18	8	7	10	8	5	16

Technology

BCPL's low computer usage and wireless sessions suggest that the Library should investigate how it can better meet the community's technology needs.

Within the peer set, BCPL has the fewest public computers and largest population per computer, suggesting that the Library may need to increase the number of public internet computers available. However, BCPL's comparatively few computers appear to be meeting the current usage demands: BCPL has comparatively low usage per terminal and *per capita*. These measures suggest that the number of computers is not the barrier to use: computers may be underpromoted, outdated, or inconveniently located.

BCPL ranks last in the peer set and significantly below the Composite Library System for total wireless sessions, indicating that the Library may need to increase access to and promotions around wireless services.

BCPL ranks in the middle of the peer set for total visits to library website and visits to library website *per capita*, indicating that web traffic is appropriate for the size of the service area population.

Recommended areas for investigation:

- ◆ Are public computers appropriately distributed between locations? Are they located at branches that can be reached by public transportation and serve areas of the community that lack convenient internet access?
- ◆ How wide is the digital divide in Buncombe County? Is there a need for the Library to provide off-site wireless services such as hot spot lending? Do BCPL locations offer WiFi outside of library hours and the building?
- ◆ Can BCPL increase social media activity to drive additional traffic to its website?

TECHNOLOGY

	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
GP TERMS	162	234	326	87	231	208	231	4	269
PITUSR	93,558	129,657	255,184	94,573	134,144	141,423	129,657	5	202,117
WIFISESS	30,706	258,810	169,019	60,960	131,119	130,123	131,119	5	336,683
WEBVISIT	335,980	395,074	502,392	207,544		360,248	365,527	3	1,081,258
WEB VISITS PER CAPITA*	1.3	1.6	1.6	1.0	0.0	1.1	1.3	3	3.5
POPULATION PER COMPUTER*	1,614	1,041	937	2,499	922	1,403	1,041	2	1,143
USES PER COMPUTER*	578	554	783	1,087	581	716	581	4	752
COMPUTER USES PER CAPITA*	0.4	0.5	0.8	0.4	0.6	0.6	0.5	5	0.7

Use

BCPL performs well across all measures of library use, including visits, registered borrowers, and circulation.

BCPL ranks at the top end of the peer set and above the Composite Library System for total hours open and hours per location. BCPL's number of hours is noteworthy given the comparatively small staff, indicating that staff may be stretched thin not only across locations but also the amount of time each location is open. Indeed, BCPL's comparatively low expenditures per visit—at about half of the peer set mean and a quarter that of the Composite Library System—indicates that a budget increase may be warranted to add staff to the locations.

BCPL's investment in hours is rewarded with the highest total visits, visits per hours open, and visits *per capita* of the peer set—and well above the Composite Library System—indicating that the locations are busy. By far, BCPL also has the most visits per location, which in the context of high visits per hours open and comparatively small branches, indicates that branches may be overcrowded.

BCPL ranks 2nd in the peer set for total registered borrowers and users *per capita*, suggesting that the Library has done well attracting patrons. With 53% of Buncombe County's population registered as a library user, BCPL outperforms the Composite Library System. Overall, BCPL is a well-used library, ranking 1st in the peer set for customer contacts—which includes circulation, program attendance, and library visits—and customer contacts *per capita*. The Library performs comparatively well across all these contact measures, suggesting that high usage cannot be attributed to one aspect of library service alone

Among peers, BCPL has the highest total circulation and circulation *per capita*. Although BCPL ranks 2nd in the peer set for total collection expenditures, it has the lowest collection expenditures per circulation, indicating that the collection materials are relevant and well-publicized. This high circulation cannot be attributed to either the physical or digital collection alone, as both BCPL's digital and physical collections largely outperform peers in total circulation, circulation *per capita*, and circulation per material. BCPL's physical circulation and physical circulation *per capita* are higher than the same measures for the digital collection; however, BCPL's digital collection has a slightly higher circulation per material, suggesting that an increase in the amount of digital materials may increase circulation.

Recommended areas for investigation:

- ◆ How do visits compare between locations? Are there opportunities to trim hours back at lower trafficked branches or during less busy times of day?
- ◆ How can space be reallocated within or added to branches to accommodate the many visitors, particularly given required social distancing policies?
- ◆ How can the Library cross-sell other services to further increase circulation and program attendance?

USE									
	Buncombe County Public Libraries	Eastern Oklahoma District Library System	First Regional Library	Gaston County Public Library	Mohave County Library District	Mean	Median	Buncombe Rank	Composite Library System
HRS_OPEN	32,188	36,972	31,109	14,196	15,775	26,048	31,109	2	29,228
HOURS PER LOCATION*	2,476	2,465	2,222	1,420	1,578	2,032	2,222	1	2,248
VISITS	2,059,246	764,294	952,137	567,500	595,806	987,797	764,294	1	1,099,417
VISITS PER HOURS OPEN*	64	21	31	40	38	39	38	1	38
VISITS PER LOCATION*	158,404	50,953	68,010	56,750	59,581	78,739	59,581	1	84,571
VISITS PER CAPITA*	7.9	3.1	3.1	2.6	2.8	3.9	3.1	1	3.6
EXPEND. PER VISIT*	\$ 2.87	\$ 7.37	\$ 6.34	\$ 7.82	\$ 8.20	\$ 6.52	\$ 7.37	5	\$ 10.41
REFERENC	112,031	51,896	420,081	163,904	85,083	166,599	112,031	3	203,009
REGBOR	139,529	62,172	165,841	108,764	91,247	113,511	108,764	2	150,666
USERS PER CAPITA*	0.53	0.26	0.54	0.50	0.43	0.45	0.50	2	0.49
TOTCIR	1,719,939	911,167	915,287	1,023,673	656,315	1,045,276	915,287	1	2,020,771
EXPEND. PER CIRCULATION*	\$ 3.44	\$ 6.18	\$ 6.60	\$ 4.34	\$ 7.45	\$ 5.60	\$ 6.18	5	\$ 5.66
COLLECTION EXPEND. PER CIRCULATION*	\$ 0.43	\$ 1.08	\$ 0.43	\$ 0.59	\$ 0.52	\$ 0.61	\$ 0.52	5	\$ 0.68
CIRCULATION PER CAPITA*	6.6	3.7	3.0	4.7	3.1	4.2	3.7	1	6.6
KIDCIRCL	587,836	311,281	286,271	500,362	149,656	367,081	311,281	1	663,088
ELMATCIR	348,539	104,361	76,957	143,333	51,565	144,951	104,361	1	376,810
ELECTRONIC CIRCULATION PER CAPITA*	1.3	0.4	0.3	0.7	0.2	0.6	0.4	1	1.2
ELECTRONIC CIRCULATION PER DOWNLOADABLE MATERIAL*	2.6	0.3	0.3	1.0	3.1	1.5	1.0	2	1.1
PHYSICIR	1,371,400	806,806	838,330	880,340	604,750	900,325	838,330	1	1,643,961
PHYSICAL CIRCULATION PER CAPITA*	5.2	3.3	2.7	4.0	2.8	3.6	3.3	1	5.4
PHYSICAL CIRCULATION PER MATERIAL*	2.5	1.7	1.7	1.9	2.4	2.0	1.9	1	2.8
ELINFO	76,317	0	93,424	105,342	26,508	60,318	76,317	3	437,213
ELCONT	424,856	104,361	170,381	248,675	78,073	205,269	170,381	1	814,023
TOTCOLL	1,796,256	911,167	1,008,711	1,129,015	682,823	1,105,594	1,008,711	1	2,457,985
LOANTO	37,948	1,288	11,543	281	758	10,364	1,288	1	25,752
LOANFM	52,099	4,346	13,459	1,335	679	14,384	4,346	1	26,552
CUSTOMER CONTACTS*	3,916,984	1,770,109	1,999,941	1,737,213	1,279,486	2,140,747	1,770,109	1	3,217,622
EXPEND PER CUSTOMER CONTACT*	\$ 1.51	\$ 3.18	\$ 3.02	\$ 2.56	\$ 3.82	\$ 2.82	\$ 3.02	5	\$ 3.56
CUSTOMER CONTACTS PER CAPITA*	15.0	7.3	6.5	8.0	6.0	8.6	7.3	1	10.5

APPENDICES

Appendix A: Composite Library System

For this study, a “Composite Library System” has been created to represent the average of all library systems in the United States with 11-15 total locations, excluding bookmobiles, that report data to IMLS’s Public Libraries Survey. The Composite Library System is not considered part of the peer set.

These 74 libraries include:

Library Name	State
Abbe Regional Library System	SC
Allen County Public Library	IN
Athens Regional Library System	GA
Brazoria County Library System	TX
Buncombe County Public Libraries	NC
Calcasieu Parish Public Library	LA
Capital Area District Library	MI
Central Arkansas Library System	AR
East Baton Rouge Parish Library	LA
East Central Regional Library	MN
Eastern Oklahoma District Library System	OK
El Paso Public Library	TX
First Regional Library	MS
Forsyth County Public Library	NC
Fort Bend County Libraries	TX
Fort Vancouver Regional Library District	WA
Greenville County Library System	SC
Harford County Public Library	MD
High Plains Library District	CO
Humboldt County Library	CA
Huntsville - Madison County Public Library	AL
Jackson County Library Services	OR
Jackson District Library	MI
Jackson/Hinds Library System	MS
Johnson County Library	KS
Klamath County Library Service District	OR
Lake Agassiz Regional Library	MN
Lake County Library System	FL

Lee County Library System	FL
Long Beach Public Library	CA
Merced County Library	CA
Mid-Columbia Library System	WA
Mid-Mississippi Regional Library	MS
Middle Georgia Regional Library System	GA
Milwaukee Public Library	WI
Mississippi/Crittenden Regional Library	AR
Monmouth County Library	NJ
Monterey County Free Libraries	CA
New Orleans Public Library	LA
Norfolk Public Library	VA
Northeast Regional Library	MS
Northwestern Regional Library	NC
Oglala Lakota College Woksape Tipi Academic & Public Library	SD
Omaha Public Library	NE
Onondaga County Public Library	NY
Piedmont Regional Library System	GA
Pikes Peak Library District	CO
Pioneer Library System	OK
Prince William Public Library System	VA
Richland County Public Library	SC
Rochester Public Library	NY
Saint Charles City-County Library District	MO
Saint Clair County Library System	MI
Saint Paul Public Library	MN
San Luis Obispo City-County Library	CA
San Mateo County Libraries	CA
Sandhill Regional Library System	NC
Siouxland Libraries	SD
Siskiyou County Free Library	CA
Sonoma County Library	CA
Southeastern Public Library System of Oklahoma	OK
Spokane County Library District	WA
St. Tammany Parish Library	LA
Stanislaus County Free Library	CA
Stockton-San Joaquin County Public Library	CA
Tri-County Regional Library System	AR
Ventura County Library	CA

Volusia County Public Library	FL
Washoe County Library System	NV
Whatcom County Library System	WA
White River Regional Library	AR
Whitman County Library	WA
Yavapai County Free Library District	AZ
Youngstown And Mahoning County	OH

Record Layout for Public Library System Data File, FY 2018 (pls_ae_pud18i)

Variable name	Field length	Data type	Survey item	Description
Data Source: Public Libraries Survey, Fiscal Year 2018				
Number of records = 9,261 (one record per observation)				
Number of fields per record = 166				
IDENTIFICATION				
STABR	02	A	†	Two-letter American National Standards Institute (ANSI) State Code. (See Appendix D for list of State Codes.)
FSCSKEY	06	A	150	Library identification code assigned by IMLS
LIBID	20	A	151	Library identification code assigned by the state. IMLS assigns the FSCSKEY to this field if the state did not assign a code.
LIBNAME	60	A	152	Name of library (administrative entity)
STREET ADDRESS				
ADDRESS	35	A	153	Street address of administrative entity
CITY	20	A	154	City or town (of street address) of administrative entity
ZIP	05	A	155	Standard five-digit postal zip code (of street address) of administrative entity.
ZIP4	04	A	†	Four-digit postal zip code extension (of street address) of administrative entity. M-Missing (unknown)
MAILING ADDRESS				
ADDRES_M	35	A	157	Mailing address of administrative entity
CITY_M	20	A	158	City or town (of mailing address) of administrative entity
ZIP_M	05	A	159	Standard five-digit postal zip code (of mailing address) of administrative entity

Variable name	Field length	Data type	Survey item	Description
ZIP4_M	04	A	†	Four-digit postal zip code extension (of mailing address) of administrative entity M-Missing
CNTY	20	A	161	County in which the headquarters of the administrative entity is physically located
PHONE	10	A	162	Telephone number, in following format: area code/exchange/number (for example, 7037315072) -3-Closed or temporarily closed administrative entity -4-Not applicable
C_RELATN	02	A	200	Interlibrary Relationship Code HQ-Headquarters of a federation or cooperative ME-Member of a federation or cooperative NO-Not a member of a federation or cooperative
C_LEGBAS	02	A	201	Legal Basis Code CC-City/County CI-Municipal Government (city, town, or village) CO-County/Parish LD-Library District MJ-Multi-jurisdictional NL-Native American Tribal Government NP-Non-profit Association or Agency SD-School District OT-Other (Note: Prior to FY 98, this variable was called C_LEGBASE.)
C_ADMIN	02	A	202	Administrative Structure Code MA-Administrative entity with multiple direct service outlets where administrative offices are separate MO-Administrative entity with multiple direct service outlets where administrative offices are not separate SO-Single outlet administrative entity
C_FSCS	01	A	203	FSCS Public Library Definition (Public library system meets all criteria in the definition.) Y-Yes N-No

Variable name	Field length	Data type	Survey item	Description
GEOCODE	03	A	204	Geographic Code CI1–Municipal Government (city, town, or village) (exactly) CI2–Municipal Government (city, town, or village) (most nearly) CO1–County/Parish (exactly) CO2–County/Parish (most nearly) MA1–Metropolitan Area (exactly) MA2–Metropolitan Area (most nearly) MC1–Multi-County (exactly) MC2–Multi-County (most nearly) SD1–School District (exactly) SD2–School District (most nearly) OTH–Other
LSABOUND	01	A	205	Legal service area boundary change in last year Y–Yes N–No
STARTDAT	10	A	206	Reporting period starting date, in mm/dd/yyyy format (e.g., 07/01/2017) -3–Closed or temporarily closed administrative entity
ENDDATE	10	A	207	Reporting period ending date, in mm/dd/yyyy format (e.g., 06/30/2018) -3–Closed or temporarily closed administrative entity
				POPULATION
POPU_LSA	09	N	208	Population of the Legal Service Area -3–Closed or temporarily closed administrative entity
F_POPLSA	04	A	†	POPU_LSA imputation flag. (See Appendix G for definitions of flags.)
POPU_UND	09	N	†	Derived. Unduplicated population of the legal service area for the library. This value is calculated by prorating the library's population of legal service area (POPU_LSA) to the state's total population of legal service areas (total POPU_LSA) and applying the ratio to the state-reported total unduplicated population of legal service areas. The latter item, a single figure reported by the state data coordinator, is also named POPU_UND but is located on the State Summary/State Characteristics Data File. -3–Closed or temporarily closed administrative entity

Variable name	Field length	Data type	Survey item	Description
SERVICE OUTLETS				
CENTLIB	03	N	209	Number of central libraries -3-Closed or temporarily closed administrative entity
F_CENTLIB	04	A	†	CENTLIB imputation flag. (See Appendix G for definitions of flags.)
BRANLIB	03	N	210	Number of branch libraries -3-Closed or temporarily closed administrative entity
F_BRLIB	04	A	†	BRANLIB imputation flag. (See Appendix G for definitions of flags.)
BKMOB	03	N	211	Number of bookmobiles -3-Closed or temporarily closed administrative entity
F_BKMOB	04	A	†	BKMOB imputation flag. (See Appendix G for definitions of flags.)
FULL-TIME EQUIVALENT (FTE) PAID STAFF				
MASTER	09	N	250	ALA-MLS Librarians. Number of FTE paid librarians with master's degrees from programs of library and information studies accredited by the American Library Association. This field consists of six integers and two decimals, with an explicit decimal point. -3-Closed or temporarily closed administrative entity
F_MASTER	04	A	†	MASTER imputation flag. (See Appendix G for definitions of flags.)
LIBRARIA	09	N	251	Total number of FTE employees holding the title of librarian. This field consists of six integers and two decimals, with an explicit decimal point. -3-Closed or temporarily closed administrative entity
F_LIBRAR	04	A	†	LIBRARIA imputation flag. (See Appendix G for definitions of flags.)
OTHPAID	09	N	252	All other paid FTE employees. This field consists of six integers and two decimals, with an explicit decimal point. -3-Closed or temporarily closed administrative entity
F_OTHSTF	04	A	†	OTHPAID imputation flag. (See Appendix G for definitions of flags.)
TOTSTAFF	10	N	253	Total paid FTE employees (i.e., sum of LIBRARIA and OTHPAID). This field consists of seven integers and two decimals, with an explicit decimal point. -3-Closed or temporarily closed administrative entity

Variable name	Field length	Data type	Survey item	Description
F_TOTSTF	04	A	†	TOTSTAFF imputation flag. (See Appendix G for definitions of flags.)
				OPERATING REVENUE
LOGGVT	09	N	300	Operating revenue from local government -3-Closed or temporarily closed administrative entity
F_LOGGVT	04	A	†	LOGGVT imputation flag. (See Appendix G for definitions of flags.)
STGVT	09	N	301	Operating revenue from state government -3-Closed or temporarily closed administrative entity
F_STGVT	04	A	†	STGVT imputation flag. (See Appendix G for definitions of flags.)
FEDGVT	09	N	302	Operating revenue from federal government -3-Closed or temporarily closed administrative entity
F_FEDGVT	04	A	†	FEDGVT imputation flag. (See Appendix G for definitions of flags.)
OTHINCM	09	N	303	Other operating revenue (i.e., operating revenue not included in LOGGVT, STGVT, and FEDGVT) -3-Closed or temporarily closed administrative entity
F_OTHINC	04	A	†	OTHINCM imputation flag. (See Appendix G for definitions of flags.)
TOTINCM	10	N	304	Total operating revenue (i.e., sum of LOGGVT, STGVT, FEDGVT, and OTHINCM) -3-Closed or temporarily closed administrative entity
F_TOTINC	04	A	†	TOTINCM imputation flag. (See Appendix G for definitions of flags.)
				OPERATING EXPENDITURES
				Staff Expenditures
SALARIES	09	N	350	Salaries and wages for all library staff -3-Closed or temporarily closed administrative entity -9- Data suppressed to protect confidentiality
F_SALX	04	A	†	SALARIES imputation flag. (See Appendix G for definitions of flags.)
BENEFIT	09	N	351	Employee benefits for all library staff -3-Closed or temporarily closed administrative entity -9- Data suppressed to protect confidentiality

Variable name	Field length	Data type	Survey item	Description
F_BENX	04	A	†	BENEFIT imputation flag. (See Appendix G for definitions of flags.)
STAFFEXP	09	N	352	Total staff expenditures (i.e., sum of SALARIES and BENEFIT) -3- Closed or temporarily closed administrative entity -9- Data suppressed to protect confidentiality
F_TOSTFX	04	A	†	STAFFEXP imputation flag. (See Appendix G for definitions of flags.)
				Collection expenditures
PRMATEXP	09	N	353	Operating expenditures for print materials (including books, current serial subscriptions, government documents, and any other print acquisitions) -3- Closed or temporarily closed administrative entity
F_PRMATX	04	A	†	PRMATEXP imputation flag. (See Appendix G for definitions of flags.)
ELMATEXP	09	N	354	Operating expenditures for electronic (digital) materials (including e-books, e-serials, government documents, databases, electronic files, reference tools, scores, maps, or pictures, including materials digitized by the library) -3- Closed or temporarily closed administrative entity
F_ELMATX	04	A	†	ELMATEXP imputation flag. (See Appendix G for definitions of flags.)
OTHMATEX	09	N	355	Operating expenditures for all other library materials (microform, audio, video, DVD, and new formats) -3- Closed or temporarily closed administrative entity
F_OTMATX	04	A	†	OTHMATEX imputation flag. (See Appendix G for definitions of flags.)
TOTEXPCO	09	N	356	Total expenditures on library collection (i.e., sum of PRMATEXP, ELMATEXP, and OTHMATEX) -3- Closed or temporarily closed administrative entity
F_TOCOLX	04	A	†	TOTEXPCO imputation flag. (See Appendix G for definitions of flags.)
				Other operating expenditures
OTHOPEXP	09	N	357	Other operating expenditures (i.e., operating expenditures not included in STAFFEXP and TOTEXPCO) -3- Closed or temporarily closed administrative entity -9- Data suppressed to protect confidentiality

Variable name	Field length	Data type	Survey item	Description
F_OTHOPX	04	A	†	OTHOPEXP imputation flag. (See Appendix G for definitions of flags.)
TOTOPEXP	10	N	358	Total operating expenditures (i.e., sum of STAFFEXP, TOTEXPCO, and OTHOPEXP) -3-Closed or temporarily closed administrative entity
F_TOTOPX	04	A	†	TOTOPEXP imputation flag. (See Appendix G for definitions of flags.)
CAPITAL REVENUE				
LCAP_REV	09	N	400	Local government capital revenue -3-Closed or temporarily closed administrative entity
F_LCAPRV	04	A	†	LCAP_REV imputation flag. (See Appendix G for definitions of flags.)
SCAP_REV	09	N	401	State government capital revenue -3-Closed or temporarily closed administrative entity
F_SCAPRV	04	A	†	SCAP_REV imputation flag. (See Appendix G for definitions of flags.)
FCAP_REV	09	N	402	Federal government capital revenue -3-Closed or temporarily closed administrative entity
F_FCAPRV	04	A	†	FCAP_REV imputation flag. (See Appendix G for definitions of flags.)
OCAP_REV	09	N	403	Other capital revenue (i.e., capital revenue not included in LCAP_REV, SCAP_REV, and OCAP_REV) -3-Closed or temporarily closed administrative entity
F_OCAPRV	04	A	†	OCAP_REV imputation flag. (See Appendix G for definitions of flags.)
CAP_REV	09	N	404	Total capital revenue (i.e., sum of LCAP_REV, SCAP_REV, FCAP_REV, and OCAP_REV) -3-Closed or temporarily closed administrative entity
F_TCAPRV	04	A	†	CAP_REV imputation flag. (See Appendix G for definitions of flags.)
CAPITAL EXPENDITURES				
CAPITAL	09	N	405	Total capital expenditures -3-Closed or temporarily closed administrative entity
F_TCAPX	04	A	†	CAPITAL imputation flag. (See Appendix G for definitions of flags.)

Variable name	Field length	Data type	Survey item	Description
				LIBRARY COLLECTION
BKVOL	09	N	450	Print materials (including books and government documents) -1-Missing -3-Closed or temporarily closed administrative entity
F_BKVOL	04	A	†	BKVOL imputation flag. (See Appendix G for definitions of flags.)
EBOOK	09	N	451	Electronic Books (E-books) (digital documents, including non-serial government documents in digital format) -3-Closed or temporarily closed administrative entity
F_EBOOK	04	A	†	EBOOK imputation flag. (See Appendix G for definitions of flags.)
AUDIO_PH	09	N	452	Audio - physical units (including records, audiocassettes, audio cartridges, audio discs—including audio-CD-ROMS, audio reels, talking books, and other sound recordings) -3-Closed or temporarily closed administrative entity
F_AUD_PH	04	A	†	AUDIO_PH imputation flag. (See Appendix G for definitions of flags.)
AUDIO_DL	09	N	453	Audio - downloadable units -3-Closed or temporarily closed administrative entity
F_AUD_DL	04	A	†	AUDIO_DL imputation flag. (See Appendix G for definitions of flags.)
VIDEO_PH	09	N	454	Video - physical units (including video tapes, DVDs, video CD-ROMs, etc.) -3-Closed or temporarily closed administrative entity
F_VID_PH	04	A	†	VIDEO_PH imputation flag. (See Appendix G for definitions of flags.)
VIDEO_DL	09	N	455	Video - downloadable units -3-Closed or temporarily closed administrative entity
F_VID_DL	04	A	†	VIDEO_DL imputation flag. (See Appendix G for definitions of flags.)
				ELECTRONIC COLLECTIONS
EC_LO_OT	09	N	456	Local/Other electronic collections -3-Closed or temporarily closed administrative entity
F_EC_L_O	04	A	†	EC_LO_OT imputation flag. (See Appendix G for definitions of flags.)

Variable name	Field length	Data type	Survey item	Description
EC_ST	09	N	457	State electronic collections -3-Closed or temporarily closed administrative entity
F_EC_ST	04	A	†	EC_ST imputation flag. (See Appendix G for definitions of flags.)
ELECCOLL	09	N	458	Total electronic collections -3-Closed or temporarily closed administrative entity
F_ELECOL	04	A	†	ELECCOLL imputation flag. (See Appendix G for definitions of flags.)
SUBSCRIP	09	N	460	Current print serial subscriptions -3-Closed or temporarily closed administrative entity
F_PRSUB	04	A	†	SUBSCRIP imputation flag. (See Appendix G for definitions of flags.)
PUBLIC SERVICE HOURS				
HRS_OPEN	09	N	500	Total annual public service hours for all service outlets -3-Closed or temporarily closed administrative entity
F_HRS_OP	04	A	†	HRS_OPEN imputation flag. (See Appendix G for definitions of flags.)
LIBRARY SERVICES				
VISITS	09	N	501	Total annual library visits -3-Closed or temporarily closed administrative entity
F_VISITS	04	A	†	VISITS imputation flag. (See Appendix G for definitions of flags.)
REFERENC	09	N	502	Total annual reference transactions -3-Closed or temporarily closed administrative entity
F_REFER	04	A	†	REFERENC imputation flag. (See Appendix G for definitions of flags.)
REGBOR	09	N	503	Registered Users -3-Closed or temporarily closed administrative entity
F_REGBOR	04	A	†	REGBOR imputation flag. (See Appendix G for definitions of flags.)
CIRCULATION				
TOTCIR	09	N	550	Total annual circulation transactions -1-Missing -3-Closed or temporarily closed administrative entity

Variable name	Field length	Data type	Survey item	Description
F_TOTCIR	04	A	†	TOTCIR imputation flag. (See Appendix G for definitions of flags.)
KIDCIRCL	09	N	551	Total annual circulation (including renewals) of all children's materials in all formats to all users -3-Closed or temporarily closed administrative entity
F_KIDCIR	04	A	†	KIDCIRCL imputation flag. (See Appendix G for definitions of flags.)
ELMATCIR	09	N	552	Use of Electronic Materials – The total annual circulation of all electronic materials -1-Missing -3-Closed or temporarily closed administrative entity
F_EMTCIR	04	A	†	ELMATCIR imputation flag. (See Appendix G for definitions of flags.)
PHYSCIR	09	N	553	Physical item circulation – The total annual circulation of all physical library materials of all types, including renewals. -1-Missing -3-Closed or temporarily closed administrative entity
F_PHYSCR	04	A	†	PHYSCIR imputation flag. (See Appendix G for definitions of flags.)
ELINFO	09	N	554	Successful retrieval of electronic information – The number of full-content units or descriptive records examined, downloaded, or otherwise supplied to user, from online library resources that require user authentication but do not have a circulation period. -1-Missing -3-Closed or temporarily closed administrative entity
F_ELINFO	04	A	†	ELINFO imputation flag. (See Appendix G for definitions of flags.)
ELCONT	09	N	555	Electronic content use – The total annual count of the circulation of electronic materials and the successful retrieval of electronic information -1-Missing -3-Closed or temporarily closed administrative entity
F_ELCONT	04	A	†	ELCONT imputation flag. (See Appendix G for definitions of flags.)
TOTCOLL	09	N	556	Total annual count of physical item circulation, circulation of electronic material and successful retrieval of electronic information -1-Missing -3-Closed or temporarily closed administrative entity

Variable name	Field length	Data type	Survey item	Description
F_TOTCOL	04	A	†	TOTCOLL imputation flag. (See Appendix G for definitions of flags.)
				INTER-LIBRARY LOANS
LOANTO	09	N	575	Total annual loans provided to other libraries -3-Closed or temporarily closed administrative entity
F_LOANTO	04	A	†	LOANTO imputation flag. (See Appendix G for definitions of flags.)
LOANFM	09	N	576	Total annual loans received from other libraries -3-Closed or temporarily closed administrative entity
F_LOANFM	04	A	†	LOANFM imputation flag. (See Appendix G for definitions of flags.)
				LIBRARY PROGRAMS
TOTPRO	895	N	600	Total library programs -3-Closed or temporarily closed administrative entity
F_TOTPRO	04	A	†	TOTPRO imputation flag. (See Appendix G for definitions of flags.)
KIDPRO	09	N	601	Total children's programs -3-Closed or temporarily closed administrative entity
F_KIDPRO	04	A	†	KIDPRO imputation flag. (See Appendix G for definitions of flags.)
YAPRO	09	N	602	Total young adult programs -3-Closed or temporarily closed administrative entity
F_YAPRO	04	A	†	YAPRO imputation flag. (See Appendix G for definitions of flags.)
TOTATTEN	09	N	603	Total audience at all library programs -3-Closed or temporarily closed administrative entity
F_TOTATT	04	A	†	TOTATTEN imputation flag. (See Appendix G for definitions of flags.)
KIDATTEN	09	N	604	Total audience at all children's programs -3-Closed or temporarily closed administrative entity
F_KIDATT	04	A	†	KIDATTEN imputation flag. (See Appendix G for definitions of flags.)

Variable name	Field length	Data type	Survey item	Description
YAATTEN	09	N	605	Total audience at all young adult programs -3-Closed or temporarily closed administrative entity
F_YAATT	04	A	†	YAATTEN imputation flag. (See Appendix G for definitions of flags.)
ELECTRONIC TECHNOLOGY				
GPTEMS	06	N	650	Internet computers used by general public -3-Closed or temporarily closed administrative entity
F_GPTEMS	04	A	†	GPTEMS imputation flag. (See Appendix G for definitions of flags.)
PITUSR	09	N	651	Uses of public Internet computers per year -3-Closed or temporarily closed administrative entity
F_PITUSR	04	A	†	PITUSR imputation flag. (See Appendix G for definitions of flags.)
WIFISESS	10	N	652	Total annual wireless sessions provided by the library wireless service -1-Missing -3-Not applicable (closed or temporarily closed administrative entity)
F_WIFISS	04	A	†	WIFISESS imputation flag. (See Appendix G for definitions of flags.)
WEBVISIT	10	N	653	Total visits (sessions) to library website -1-Missing -3-Not applicable (closed or temporarily closed administrative entity)
YR_SUB	04	A	†	FSCS submission year of public library data in 4-digit format (YYYY)
OBereg	02	A	†	Bureau of Economic Analysis Code (formerly, Office of Business Economics) 01-New England (CT ME MA NH RI VT) 02-Mid East (DE DC MD NJ NY PA) 03-Great Lakes (IL IN MI OH WI) 04-Plains (IA KS MN MO NE ND SD) 05-Southeast (AL AR FL GA KY LA MS NC SC TN VA WV) 06-Southwest (AZ NM OK TX) 07-Rocky Mountains (CO ID MT UT WY) 08-Far West (AK CA HI NV OR WA) 09-Outlying Areas (AS GU MP PR VI)

Variable name	Field length	Data type	Survey item	Description
RSTATUS	01	A	†	<p>Derived. Reporting status</p> <p>1-Respondent, with no imputed data</p> <p>2-Respondent, with both reported and imputed data</p> <p>3-Nonrespondent, not imputed</p> <p>4-Nonrespondent, with imputed data</p>
STATSTRU	02	A	†	<p>Structure Change Code</p> <p>00-No change from last year</p> <p>01-Existing administrative entity or outlet absorbs another administrative entity or outlet</p> <p>02-Newly created administrative entity or outlet</p> <p>03-Closed</p> <p>04-Move outlet to a newly created administrative entity</p> <p>05-Merge two or more administrative entities or outlets to form a new administrative entity or outlet</p> <p>06-(reserved)</p> <p>07-(reserved)</p> <p>08-Restored a closed administrative entity or outlet record</p> <p>09-Restored an incorrectly deleted administrative entity or outlet</p> <p>10-Delete an incorrect record</p> <p>11-Outlet moved to a different previously existing administrative entity</p> <p>12-(reserved)</p> <p>13-Add an existing administrative entity or outlet not previously reported</p> <p>22-Future administrative entity FSCS ID Request</p> <p>23-Temporary closure</p> <p>24-Restore/Undo Was a 23 (Reopen a temporary closure)</p> <p>(Note: This code records structure changes to administrative entities and outlets and is included on the Public Library System Data File and the Public Library Outlet File. Structure changes include actions such as adding, deleting, or merging administrative entities or outlets. The full list of codes is provided; however, some codes are specific to one of the data files (e.g., code 11 would appear only on the Public Library Outlet Data File.)</p>
STATNAME	02	A	152A	<p>Name Change Code</p> <p>00-No change from last year</p> <p>06-Official name change</p> <p>14-Minor name change</p>

Variable name	Field length	Data type	Survey item	Description
STATADDR	02	A	153A	Address Change Code 00–No change from last year 07–Moved to a new location 15–Minor address change
LONGITUD	12	N	†	Longitude of the AE street address. Formatted –X00.0000000 (X is blank or 1) This field consists of a negative sign, three integers and seven decimal places, with an explicit decimal point.
LATITUDE	10	N	†	Latitude of the AE street address. Formatted 00.0000000 This field consists of two integers and seven decimal places, with an explicit decimal point.
INCITSST	02	A	†	Two-digit International Committee for Information Technology Standards State Code (INCITS 38) assigned based on the physical location of the administrative entity headquarters. See Appendix D for list of State Codes.
INCITSCO	03	A	†	Three-digit INCITS County Code (INCITS 31) assigned based on the physical location of the administrative entity headquarters.
GNISPLAC	05	A	†	Five-digit Geographic Names Information System (GNIS) Feature ID, or reference to named entities, based on physical location of the administrative entity headquarters. Place Code. Not every address will fall within a Place. M–Missing
CNTYPOP	08	N	†	County Population -1–Missing

Variable name	Field length	Data type	Survey item	Description
LOCALE_ADD	02	A	†	<p>Urban-centric locale code. The geographic location in terms of the size of the community in which it is located and the proximity of that community to urban and metropolitan areas. Assigned based on latitude and longitude of administrative entity.</p> <p>11–City, Large: Territory inside an urbanized area and inside a principal city with population of 250,000 or more.</p> <p>12–City, Mid-size: Territory inside an urbanized area and inside a principal city with a population less than 250,000 and greater than or equal to 100,000.</p> <p>13–City, Small: Territory inside an urbanized area and inside a principal city with a population less than 100,000.</p> <p>21–Suburb, Large: Territory outside a principal city and inside an urbanized area with population of 250,000 or more.</p> <p>22–Suburb, Mid-size: Territory outside a principal city and inside an urbanized area with a population less than 250,000 and greater than or equal to 100,000.</p> <p>23–Suburb, Small: Territory outside a principal city and inside an urbanized area with a population less than 100,000.</p> <p>31–Town, Fringe: Territory inside an urban cluster that is less than or equal to 10 miles from an urbanized area.</p> <p>32–Town, Distant: Territory inside an urban cluster that is more than 10 miles and less than or equal to 35 miles from an urbanized area.</p> <p>33–Town, Remote: Territory inside an urban cluster that is more than 35 miles from an urbanized area.</p> <p>41–Rural, Fringe: Census-defined rural territory that is less than or equal to 5 miles from an urbanized area, as well as rural territory that is less than or equal to 2.5 miles from an urban cluster.</p> <p>42–Rural, Distant: Census-defined rural territory that is more than 5 miles but less than or equal to 25 miles from an urbanized area, as well as rural territory that is more than 2.5 miles but less than or equal to 10 miles from an urban cluster.</p> <p>43–Rural, Remote: Census-defined rural territory that is more than 25 miles from an urbanized area and is also more than 10 miles from an urban cluster.</p>

Variable name	Field length	Data type	Survey item	Description
LOCALE_MOD	02	A	†	<p>Urban-centric locale code. The geographic location in terms of the size of the community in which it is located and the proximity of that community to urban and metropolitan areas. Assigned based on the modal locale code of associated stationary outlets (i.e., central and branch libraries).</p> <p>11–City, Large: Territory inside an urbanized area and inside a principal city with population of 250,000 or more.</p> <p>12–City, Mid-size: Territory inside an urbanized area and inside a principal city with a population less than 250,000 and greater than or equal to 100,000.</p> <p>13–City, Small: Territory inside an urbanized area and inside a principal city with a population less than 100,000.</p> <p>21–Suburb, Large: Territory outside a principal city and inside an urbanized area with population of 250,000 or more.</p> <p>22–Suburb, Mid-size: Territory outside a principal city and inside an urbanized area with a population less than 250,000 and greater than or equal to 100,000.</p> <p>23–Suburb, Small: Territory outside a principal city and inside an urbanized area with a population less than 100,000.</p> <p>31–Town, Fringe: Territory inside an urban cluster that is less than or equal to 10 miles from an urbanized area.</p> <p>32–Town, Distant: Territory inside an urban cluster that is more than 10 miles and less than or equal to 35 miles from an urbanized area.</p> <p>33–Town, Remote: Territory inside an urban cluster that is more than 35 miles from an urbanized area.</p> <p>41–Rural, Fringe: Census-defined rural territory that is less than or equal to 5 miles from an urbanized area, as well as rural territory that is less than or equal to 2.5 miles from an urban cluster.</p> <p>42–Rural, Distant: Census-defined rural territory that is more than 5 miles but less than or equal to 25 miles from an urbanized area, as well as rural territory that is more than 2.5 miles but less than or equal to 10 miles from an urban cluster.</p> <p>43–Rural, Remote: Census-defined rural territory that is more than 25 miles from an urbanized area and is also more than 10 miles from an urban cluster.</p>

Variable name	Field length	Data type	Survey item	Description
REAPLOCALE_ADD	02	A	†	<p>REAP (The Rural Education Achievement Program) Urban-centric locale code. The geographic location in terms of the size of the community in which it is located and the location of that community relative to urban and metropolitan areas. Assigned based on the latitude and longitude of the administrative entity.</p> <p>01–Large City: A principal city of a metropolitan area, with the city having a population greater than or equal to 250,000.</p> <p>02–Mid-size City: A principal city of a metropolitan area, with the city having a population less than 250,000.</p> <p>03–Urban Fringe of a Large City: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area of a large city and defined as urban by the Census Bureau.</p> <p>04–Urban Fringe of a Mid-size City: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area of a midsize city and defined as urban by the Census Bureau.</p> <p>05–Large Town: An incorporated place or Census-designated place with a population greater than or equal to 25,000 and located outside a metropolitan area.</p> <p>06–Small Town: An incorporated place or Census-designated place with a population less than 25,000 and greater than or equal to 2,500 and located outside a metropolitan area.</p> <p>07–Rural, Outside Metropolitan Area: Any incorporated place, Census-designated place, or non-place territory not within a metropolitan area and defined as rural by the Census Bureau.</p> <p>08–Rural, Inside Metropolitan Area: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area and defined as rural by the Census Bureau.</p>

Variable name	Field length	Data type	Survey item	Description
REAPLOCALE_ MOD	02	A	†	<p>REAP (The Rural Education Achievement Program) Urban-centric locale code. The geographic location in terms of the size of the community in which it is located and the location of that community relative to urban and metropolitan areas. Assigned based on the modal REAP locale code of associated stationary outlets (i.e., central and branch libraries)</p> <p>01–Large City: A principal city of a metropolitan area, with the city having a population greater than or equal to 250,000.</p> <p>02–Mid-size City: A principal city of a metropolitan area, with the city having a population less than 250,000.</p> <p>03–Urban Fringe of a Large City: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area of a large city and defined as urban by the Census Bureau.</p> <p>04–Urban Fringe of a Mid-size City: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area of a midsize city and defined as urban by the Census Bureau.</p> <p>05–Large Town: An incorporated place or Census-designated place with a population greater than or equal to 25,000 and located outside a metropolitan area.</p> <p>06–Small Town: An incorporated place or Census-designated place with a population less than 25,000 and greater than or equal to 2,500 and located outside a metropolitan area.</p> <p>07–Rural, Outside Metropolitan Area: Any incorporated place, Census-designated place, or non-place territory not within a metropolitan area and defined as rural by the Census Bureau.</p> <p>08–Rural, Inside Metropolitan Area: Any incorporated place, Census-designated place, or non-place territory within a metropolitan area and defined as rural by the Census Bureau.</p>
CENTRACT	07	N	†	<p>Census Tract code. 7 character - Formatted 0000.YY (YY=blank or numeric) A small, relatively permanent statistical subdivision of a county or statistically equivalent entity delineated by local participants as part of the Census Bureau’s Participant Statistical Areas Program. This field consists of four integers and two decimals, with an explicit decimal point.</p>
CENBLOCK	04	N	†	<p>Census Block code. 4 character - An area bounded on all sides by visible features, such as streets, roads, streams, and railroads tracks, and by invisible boundaries, such as city, town, township, and county limits, property lines, and short, imaginary extensions of streets and roads (designated by the Census Bureau).</p>
CDCODE	04	A	†	<p>Congressional District. ANSI code based on the location of the administrative entity/outlet. Legislatively defined subdivisions of the state for the purpose of electing representatives to the House of Representatives of the U.S. Congress.</p>

Variable name	Field length	Data type	Survey item	Description
CBSA	05	N	†	Core based statistical area. Core based statistical areas (CBSAs) and Principal cities of Metropolitan and Micropolitan Statistical Areas (MSAs) ¹ -4-Not applicable
MICROF	01	A	†	Metropolitan and Micropolitan Statistical Area flag 0-Metropolitan area 1-Micropolitan area N-Not applicable
GEOMATCH	02	A	†	Geocoding accuracy and precision level A-Primary address locator match at the street address level of precision. 9-Tertiary address locator match at the ZIP4 (9) centroid level of precision. 5-Tertiary address locator match at the ZIP5 (5) centroid level of precision.

N Numeric field.

A Alpha character field.

† Not applicable.

1 www.census.gov/programs-surveys/metro-micro.html