MONTANA PUBLIC LIBRARIES SURVEY
DATA ELEMENTS GUIDE

Contents

Notes

- FY2020 reporting period – July 1, 2019 through June 30, 2020
- Question numbers correspond to Bibliostat Collect survey questions
- PLS numbers correspond to IMLS FY2020 Data Elements
- Unless otherwise instructed, calculate all totals for the entire reporting period
- Unless otherwise instructed, calculate all totals for main library and all branches/bookmobiles
- Round all monetary figures to the nearest dollar
- Some library information fields will be pre-populated
- MontanaLibrary2Go (MTLib2Go), Montana Shared Catalog (MSC), and OCLC Group Services libraries will have some collection and circulation data pre-populated
- If you have questions on a data element, please contact Jessica Edwards, Montana State Library Data Coordinator, at jedwards@mt.gov

Section 1 – Contact Information

This section identifies the reporting library, or administrative entity. This is the legally established agency that provides library services to the population of a local jurisdiction. The reporting library may have a single outlet, or it may have multiple outlets (branches, bookmobiles, etc.).

1.1 LIBRARY NAME

The full legal name of the library. Do not use acronyms. *PLS 152*

1.2 FSCS ID & EXTENSION

The identification code assigned by IMLS to the reporting library. *PLS 150*

1.3 CONTACT NAME AND POSITION

The name and position of the staff member completing the PLS.

1.4 CONTACT'S EMAIL ADDRESS

The email address of the staff member completing the PLS. Be sure it is formatted person@library.xyz. This will be the method of contact if there are questions about the survey.

1.5 STREET ADDRESS

The complete street address of the library. If the library has branches, report the address of the central library only. *PLS 153*

1.6 MAILING ADDRESS

The mailing address of the library. Note: This can be a post office box or general delivery address. *PLS 157*

1.7   CITY

The city or town in which the library is physically located. *PLS 154*

1.9   ZIP

The standard five-digit postal zip code for the street address of the library. *PLS 155*

1.10   COUNTY

The county in which the library is physically located. *PLS 161*

1.11   PHONE

The telephone number of the library, including area code. No spacing or punctuation. *PLS 162*

1.12   FAX NUMBER

If you have a fax machine, enter the fax number even if it is the same as the main phone number.

1.13   LIBRARY HOME PAGE

Enter the URL of the library website home page. Do not include a library page that is part of a city or county website.

Section 2 – Population

2.1   SERVICE AREA POPULATION

This is the number of people your library services as determined by the State Library in accord with the service population formula stated in 10.102.4003 Administrative Rules of Montana. *PLS 208*

Section 3 – General Information

3.1   INTERLIBRARY RELATIONSHIP CODE

Select one of the following: HQ–Headquarters of a Federation or Cooperative. The library or entity that provides the physical space and staff who manage, coordinate, or administer the programs of the federation or cooperative. Note: Agencies that serve other libraries rather than the public should not be reported to FSCS. ME–Member of a Federation or Cooperative. An autonomous library joined by formal or informal agreement(s) with (a) other autonomous libraries in the same state to perform various services cooperatively, such as resource sharing, communications, etc., and (b) libraries that are part of national, multi-state or statewide library federations or cooperatives. (Do not include OCLC.) Do not include multiple outlet administrative entities (e.g., libraries with branches and that have the word "system" in their legal name) if the entity does not have an agreement with another autonomous library. NO–Not a Member of a Federation or Cooperative. *PLS 200*

3.2 LEGAL BASIS

The legal basis is the type of local government structure within which the entity functions. It reflects the state or local law, which authorizes the library. Select one of the following: CC– City/County. A multi-jurisdictional entity that is operated jointly by a county and a city. CI– Municipal Government (city, town or village). A municipal government is an organized local government authorized in a state's constitution and statutes and established to provide general government for a specific concentration of population in a defined area. CO–County/Parish. An organized local government authorized in a state's constitution and statutes and established to provide general government. LD–Library District. A library district is a local entity other than a county, municipality, township, or school district that is authorized by state law to establish and operate a public library as defined by FSCS. It has sufficient administrative and fiscal autonomy to qualify as a separate government. Fiscal autonomy requires support from local taxation dedicated to library purposes (e.g., a library tax). MJ–Multi-jurisdictional. An entity operated jointly by two or more units of local government under an intergovernmental agreement which creates a jointly appointed board or similar means of joint governance; to be distinguished from a library which contracts to serve other jurisdictions and from special library districts. Note: Please put city/county combinations under 'CC', rather than under Multi-jurisdictional. NL–Native American Tribal Government. An organized local government authorized and established to provide general government to residents of a Native American reservation. Note: Include native Alaskan villages in this category. NP–Nonprofit Association or Agency. An entity privately controlled but meeting the statutory definition of a public library in a given state; includes association libraries and libraries with 501(c) designation. SD–School District. An organized local entity providing public elementary, secondary, and/or higher education, which under state law, has sufficient administrative and fiscal autonomy to qualify as a separate government. Excludes "dependent public school systems" of county, municipal, township, or state governments. OT–Other. *PLS 201*

3.3 ADMINISTRATIVE STRUCTURE

This code identifies an autonomous library entity (administrative entity) that has its own governance and funding. An administrative entity is the agency that is legally established under local or state law to provide public library service to the population of a local jurisdiction. The administrative entity may have a single outlet, or it may have more than one outlet. Select one of the following: MA–Administrative Entity with Multiple Direct Service Outlets where Administrative Offices are separate. An administrative entity that serves the public directly with two or more service outlets, including some combination of one central library, branch(es), bookmobile(s), and/or books-by mail only. The administrative offices are separate from the direct service outlets and Do not provide direct library services. MO–Administrative Entity with Multiple Direct Service Outlets where Administrative Offices are Not Separate. An administrative entity that serves the public directly with two or more service outlets, including some combination of one central library, branch(es), bookmobile(s), and/or books-by mail only. SO–Administrative Entity with a Single Direct Service Outlet. An administrative entity that serves the public directly with one central library, books-by-mail only, or one bookmobile. *PLS 202*

3.4   FSCS PUBLIC LIBRARY

Answer Yes or No to the following question: "Does this public library meet all the criteria of the FSCS public library definition?" A public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following: 1. An organized collection of printed or other library materials, or a combination thereof; 2. Paid staff; 3. An established schedule in which services of the staff are available to the public; 4. The facilities necessary to support such a collection, staff, and schedule; and 5. Is supported in whole or in part with public funds. Note: If the library meets all of the requirements of this definition, respond with a Yes. If the library does not meet one or more of the requirements, respond with a No. *PLS 203*

3.5   GEOGRAPHIC CODE

Choose from among the following types of readily available Census geography, one code that either exactly or most nearly describes the geographic area for which the public library has been established to offer services and from which (or on behalf of which) the library derives revenue, plus any areas served under contract for which the library is the primary service provider. Note: The Population of Legal Service Area (data element #208) should be reflected in the geographic code selected. For further clarification of municipal government, county/parish, and school district, refer to definitions under Legal Basis Code (data element #201). 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. *PLS 204*

3.6   LEGAL SERVICE AREA BOUNDARY CHANGE

Answer yes or no to the following question: "Did the administrative entity's legal service area boundaries change since last year?" Note: Changes are likely to result, for example, when a municipality annexes land, when one municipality in a county becomes either an independent city or its own county necessitating its exclusion from the first county's geography, or when an administrative entity contracts to provide public library service for some additional geographic area other than the geographic area for which it was established (e.g., a municipal library contracts to serve county residents). *PLS 205*

3.7   NUMBER OF CENTRAL LIBRARIES

This is one type of single outlet library (SO) or the library which is the operational center of a multiple-outlet library (MO or MA). Usually all processing is centralized here and the principal collections are housed here. Synonymous with main library. *PLS 209*

3.8   NUMBER OF BRANCH LIBRARIES

A branch library is an auxiliary unit of an administrative entity 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. *PLS 210*

3.9 NUMBER OF BOOKMOBILES

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. *PLS 211*

3.10 NUMBER OF DEDICATED VOTED LIBRARY MILLS – CITY

Indicate the number of 'Mills' received during the reporting fiscal year from a city mill levy. Only include mills that are given to the library due to a vote of the population served. Do not report a dollar figure.

3.11 NUMBER OF DEDICATED VOTED LIBRARY MILLS – COUNTY

Indicate the number of 'Mills' received during the reporting fiscal year from a county mill levy. Only include mills that are given to the library due to a vote of the population served. Do not report a dollar figure.

3.12 NUMBER OF DEDICATED VOTED LIBRARY MILLS – LIBRARY DISTRICT

Indicate the number of 'Mills' received during the reporting fiscal year from a district mill levy. Only include mills that are given to the library due to a vote of the population served. Do not report a dollar figure.

3.13 NUMBER OF GENERAL MILLS – CITY

This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in- kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate. Note: Significant funding provided by other local government agencies with the authority to levy taxes "on behalf of" the library should be included if the information is available to the reporting agency and if such funds are supported by documentation (such as certified budgets, payroll records, etc.) Do not report a dollar figure.

3.14 NUMBER OF GENERAL MILLS – COUNTY

This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in- kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate. Note: Significant funding provided by other local government agencies with the authority to levy taxes "on behalf of" the library should be included if the information is available to the reporting agency and if such funds are supported by documentation (such as certified budgets, payroll records, etc.) Do not report a dollar figure.

3.15   NUMBER OF GENERAL MILLS – SCHOOL DISTRICT

This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in- kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate. Note: Significant funding provided by other local government agencies with the authority to levy taxes "on behalf of" the library should be included if the information is available to the reporting agency and if such funds are supported by documentation (such as certified budgets, payroll records, etc.) Do not report a dollar figure.

Section 4 – Staff

Report numbers as of June 30, 2020. Include all positions funded in the library's budget, whether or not the positions are filled. Full-time equivalent (FTE) is 40 hours per week. For example, 40 hours per week of full-time work by one employee is divided by 40 to equal 1.0 FTE. 20 hours per week of part-time work by one employee is divided by 40 to equal 0.50 FTE. Enter FTE figures, not a headcount.

4.1   LIBRARY DIRECTOR FTE

The chief librarian hired by the board of trustees. This position exists only at main library locations.

4.2   MAIN LIBRARY LIBRARIAN FTE

All staff with the title of librarian who do paid work that typically requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. Note: This number also includes the FTE of librarians with ALA-accredited master's degree, reported in 4.3.

4.3   MAIN STAFF WITH MLS FTE

Librarians with master's degrees from programs of library and information studies accredited by the American Library Association. Note: Only count staff who both have the degree and have the title of librarian. Include Library Director FTE and Librarian FTE if they have an MLS.

4.4   TOTAL MLS FTE – MAIN AND OUTLETS

Automatic calculation: 4.3 + 14.16. *PLS 250*

4.5   TOTAL LIBRARIANS FTE – MAIN AND OUTLETS

Automatic calculation: 4.1 + 4.2 + 14.14. *PLS 251*

4.6   MAIN – OTHER FTE

All other employees paid from the library budget, including operations, security, and maintenance staff.

4.7 TOTAL – OTHER FTE MAIN AND OUTLETS

Automatic calculation: 4.6 + 14.15. *PLS 252*

4.8 TOTAL PAID STAFF FTE

Automatic calculation: 4.5 + 4.7. *PLS 253*

4.10 HOURS WORKED BY NON-PAID STAFF

This is the number of total hours worked by non-paid staff (volunteers, interns). Round to the nearest whole number.

Section 5 – Income

Operating Revenue

Report revenue used for operating expenditures as defined below. Include federal, state, local, or other grants. DO NOT include revenue for major capital expenditures, contributions to endowments, revenue passed through to another agency, or funds unspent in the previous fiscal year (e.g. carryover).

5.1 LOCAL GOVERNMENT INCOME – LIBRARY DISTRICT

Enter the total income received from the library district fund allocations. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

5.2 LOCAL GOVERNMENT INCOME – CITY GENERAL FUND

Enter the total income received from the local city general fund allocations. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

5.3 LOCAL GOVERNMENT – CITY INCOME FROM DEDICATED VOTED LIBRARY MILLS

Enter the total income received from the city that comes from voted library mills. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

5.4 LOCAL GOVERNMENT INCOME – COUNTY GENERAL FUND

Enter the total income received from the local county general fund allocations. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

5.5 LOCAL GOVERNMENT – COUNTY INCOME FROM DEDICATED VOTED LIBRARY MILLS

Enter the total income received from the county that comes from voted library mills. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

5.6 LOCAL GOVERNMENT INCOME – OTHER

Enter the total income received from local government fund allocations not listed in other local government categories. Note: Revenue used for operating expenditures should be reported here. If benefits paid by the city/district are included in expenditures, include that revenue here.

E.g. State Entitlement, PILT

5.7 TOTAL LOCAL GOVERNMENT INCOME

Automatic calculation: 5.1 + 5.2 + 5.3 + 5.4 + 5.5 + 5.6. *PLS 300*

5.8 STATE FEDERATION GRANT

Enter the total funds received from the state based on federation and grant programs.

5.9 PER CAPITA/SQUARE MILE STATE AID

Enter the total funds received from the state based on per capita and per square mile program requirements.

5.10 TOTAL STATE GOVERNMENT INCOME

Automatic calculation: 5.8 + 5.9. *PLS 301*

5.11 FEDERAL GOVERNMENT REVENUE

This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state. *PLS 302*

5.12 OTHER INCOME

This is all operating revenue other than that reported under local, state, and federal or 'Other' categories. Revenue headnote: Report revenue used for operating expenditures as defined below. Include federal, state, local, or other grants. DO NOT include revenue for major capital expenditures, contributions to endowments, revenue passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover). (Funds transferred from one public library to another public library should be reported by only one of the public libraries. The State Data Coordinator shall determine which library will report these funds.) *PLS 303*

5.13 TOTAL INCOME

Automatic calculation: 5.7 + 5.10 + 5.11 + 5.12. *PLS 304*

Capital Revenue

Report all revenue to be used for major capital expenditures by source of revenue. Include funds received for (a) site acquisition; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial collections (print, nonprint, and electronic) for new buildings, building additions, or building renovations; (e) computer hardware and software used to support library operations, to link to networks, or to run information products; (f) new vehicles; and (g) other one-time major projects. Exclude revenue to be used for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude income passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover).

5.14   LOCAL GOVERNMENT CAPITAL INCOME

Report all governmental funds designated by the community, district, or region and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government. *PLS 400*

5.15   STATE GOVERNMENT CAPITAL INCOME

Report all funds distributed to public libraries by state government for expenditure by the public libraries for the purpose of major capital expenditures, except for federal money distributed by the state. *PLS 401*

5.16   FEDERAL GOVERNMENT CAPITAL INCOME

Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid received by the library for the purpose of major capital expenditures. *PLS 402*

5.17   OTHER GOVERNMENT CAPITAL INCOME

Report private (nongovernmental funds), including grants received by the library for the purpose of major capital expenditures. *PLS 403*

Section 6 – Expenditures

Operating Expenditures

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs, especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available to the reporting agency. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Do not report the value of free items as expenditures. Do not report estimated costs as expenditures. Do not report capital expenditures under this category.

6.1   EMPLOYEE SALARIES AND WAGES

This includes salaries and wages for all library staff (including plant operations, security, and maintenance staff) for the fiscal year. Include salaries and wages before tax deductions but exclude employee benefits. *PLS 350*

6.2   EMPLOYEE BENEFITS

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 including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workmen's compensation, tuition, and housing benefits. *PLS 351*

6.3   TOTAL STAFF EXPENSES

Automatic calculation: 6.1 + 6.2. *PLS 352*

6.4   PRINT MATERIALS

Report all operating expenditures for the following print materials: books, current serial subscriptions, government documents, and any other print acquisitions. Exclude charges or fees for interlibrary loans and expenditures for document delivery. *PLS 353*

6.5   ELECTRONIC MATERIALS

Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. Note: Expenditures for computer software used to support library operations or to link to external networks, including the Internet, are reported under Other Operating Expenditures. *PLS 354*

6.6   OTHER MATERIALS

Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD, and materials in new formats. *PLS 355*

6.7   TOTAL COLLECTION EXPENDITURES

Automatic calculation: 6.4 + 6.5 + 6.6. *PLS 356*

6.8   CONTINUING EDUCATION

This includes travel, registration, and membership costs for any continuing education earned by any of your library employees.

6.9   OTHER OPERATING EXPENSES

This includes all expenditures other than those for staff (6.3) and collection (6.7). Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment, and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.

6.10   TOTAL OTHER OPERATING EXPENDITURES

Automatic calculation: 6.8 + 6.9. *PLS 357*

6.11   TOTAL OPERATING EXPENDITURES

Automatic calculation: 6.3 + 6.7 + 6.10. *PLS 358*

Capital Expenditures

Report major capital expenditures (the acquisition of or additions to fixed assets). Examples include expenditures for (a) site acquisitions; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial book stock for new buildings, building additions, or building renovations; (e) library automation systems; (f) new vehicles; and (g) other onetime major projects. Include federal, state, local, or other revenue used for major capital expenditures. Only funds that are supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included. Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude contributions to endowments, or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.

6.12   CAPITAL COLLECTION EXPENDITURES

All capital expenditures for initial collections for new buildings, additions to buildings, or renovation of buildings.

6.13   CAPITAL FURNISHING AND EQUIPMENT EXPENDITURES

All capital expenditures for furnishings or equipment for new buildings.

6.14   CAPITAL BUILDING EXPENDITURES

All capital expenditures for site acquisition, new buildings, additions to buildings, or renovation of buildings.

6.15   OTHER CAPITAL EXPENDITURES

All other capital expenditures other than those reported in the above categories. Include library automation systems, new vehicles, and other one-time major projects.

6.16   TOTAL CAPITAL EXPENDITURES

Automatic calculation: 6.12 + 6.13 + 6.14 + 6.15. *PLS 405*

Section 7 – Collection

This section of the survey collects data on selected types of materials. It does not cover all materials (i.e., microforms, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures. Under this category report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; Do not duplicate numbers at each branch.

7.1   PRINT MATERIALS

Report a single figure that includes the following: Books in print. Books are non-serial printed publications (including music scores or other bound forms of printed music, and maps) that are bound in hard or soft covers, or in loose-leaf format. Do not include unbound sheet music.

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. *PLS 450*

7.2   ELECTRONIC BOOK - EBOOKS PROVIDED BY THE STATE LIBRARY (MTLIB2GO)

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. 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 device for a limited time. Include e-books held locally and remote e-books for which permanent or temporary access rights have been acquired. Report the number of physical or electronic units, including duplicates, for all outlets. E-books packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available

without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use.

NOTE: For purposes of this survey, units are defined as "units of acquisition or purchase". The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users. Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units". Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units".

7.3   OTHER ELECTRONIC BOOK (E-BOOKS)

Include all other e-books not counted in 7.2.

7.4   TOTAL ELECTRONIC BOOK (E-BOOKS)

Automatic calculation: 7.2 + 7.3. *PLS 451*

7.5   AUDIOS - DOWNLOADABLE UNITS PROVIDED BY THE STATE LIBRARY (MTLIB2GO)

These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Audio – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user's personal computer or personal device for a limited time. Include Audio – Downloadable Units held locally and remote Audio – Downloadable Units for which permanent or temporary access rights have been acquired. Report the number of units.

Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; Do not duplicate numbers at each branch. NOTE: For purposes of this survey, units are defined as "units of acquisition or purchase". The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users. Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units". For smaller libraries, if volume data are not available, the number of titles may be counted. Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units".

7.6   OTHER AUDIO - DOWNLOADABLE UNITS

Include all other downloadable audio units not included in 7.5.

7.7   TOTAL AUDIO DOWNLOADABLE UNITS

Automatic calculation: 7.5 + 7.6. *PLS 453*

7.8   AUDIO - PHYSICAL UNITS

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. *PLS 452*

7.9   VIDEO - PHYSICAL UNITS

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 DVDs for one movie) and checked out as a unit are counted as one physical unit. *PLS 454*

7.10   VIDEO DOWNLOADABLE UNITS

These are downloadable electronic files 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 Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user's personal computer or personal device for a limited time. Include Video Downloadable Units held locally and remote Video Downloadable Units for which permanent or temporary access rights have been acquired. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity.

Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; Do not duplicate numbers at each branch. NOTE: For purposes of this survey, units are defined as "units of acquisition or purchase." The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users. Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with

rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units". For smaller libraries, if volume data are not available, the number of titles may be counted. Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units." *PLS 455*

7.11   LICENSED DATABASES - STATE

This number will be reported by the State Library. Report the number of databases (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired through payment by the library, or by formal agreement with the State Library or a cooperative agreement within the state or region. A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common user interface and software for the retrieval and manipulation of the data. *PLS 457*

7.12   LICENSED DATABASES - LOCAL/OTHER COOPERATIVE AGREEMENTS

An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third party vendor. An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the Web.

Electronic Collections Do not have a circulation period and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library's catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library. *PLS 456*

7.13   TOTAL LICENSED DATABASES

Automatic calculation: 7.11 + 7.12. *PLS 458*

7.14   CURRENT PRINT SERIAL SUBSCRIPTIONS

Report the number of current print serial subscriptions, including duplicates, for all outlets. Examples of serials are periodicals (magazines), newspapers, annuals, some government documents, some reference tools, and numbered monographic series.

7.15   OTHER COLLECTION

Report any items, which can be checked out to an individual, not previously otherwise reported. Recording and paperback exchanges should not be included unless they are cataloged into the library's collection. Ex: tools, fishing rods, cake pans.

Section 8 – Service Hours

Main Library

8.1 TOTAL NUMBER OF HOURS OPEN ANNUALLY - MAIN

This is the number of annual public service hours for the main library. Include the actual hours open for public service. 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 subtracted from the total number of hours open. DO NOT count branches or bookmobiles for this count. *PLS 713*

8.2 TOTAL NUMBER OF WEEKS OPEN ANNUALLY - MAIN

This is the number of weeks during the year that the main library was open. The count should be based on the number of weeks that the main library was open for half or more of its scheduled service hours. Weeks closed to the public due to natural disasters or other events should be subtracted from the total number of weeks open. For example, if a library is normally open 52 weeks a year, but is closed for 4 weeks due to natural disaster, renovations, etc. report this as 48 weeks for the fiscal year of the event. DO NOT count branches or bookmobiles in this count. Round fractions to the nearest whole number of weeks. If the library was open at least half of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.

8.3 SQUARE FOOTAGE - MAIN

Provide the area, in square feet, of the main library. This is the area on all floors enclosed by the outer walls of the 'main' library. Include all areas occupied by the library, including those areas off-limits to the public. Include areas shared with another agency or agencies if the 'main' library has usage of that area. *PLS 711*

8.4 OUTLET TYPE

An outlet is a unit of an administrative entity that provides direct public library service. Select one of the following: BR-Branch Library BS-Bookmobile(s) CE-Central Library.

BR-Branch Library: A branch library is an auxiliary unit of an administrative entity 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.

BS-Bookmobile(s): 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. a paid staff; and 3. regularly scheduled hours (bookmobile stops) for being open to the public. Note: A separate outlet record may be created for each bookmobile. You may wish to create separate outlet records for individual bookmobiles if (1) they have different addresses and/or (2) they have different Metropolitan Status Codes. Alternatively, a bookmobile outlet record may include more than one bookmobile.

CE-Central Library: This is one type of single outlet library (SO) or the library which is the operational center of a multiple-outlet library (MO or MA). Usually all processing is centralized here and the

principal collections are housed here. Synonymous with main library. Note: Each administrative entity may report either no central library or one central library. No administrative entity may report more than one central library. If you wish to identify a central library in the outlet file, identify the library with the largest collection as the central library for FSCS purposes, and report all others as branches. Where there are several co-equal outlets and no principal collection, report all such outlets as branches, not central libraries. *PLS 709*

Branches and Bookmobiles

8.5   BRANCH OR BOOKMOBILE NAME

The full legal name of each branch library or bookmobile. Do not use acronyms. *PLS 702*

8.6   TOTAL NUMBER OF HOURS OPEN ANNUALLY - OUTLET

This is the number of annual public service hours for the branch or bookmobile. Include the actual hours open for public service. 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. *PLS 713*

8.7   TOTAL NUMBER OF WEEKS OPEN ANNUALLY - OUTLET

This is the number of weeks during the year that the branch or bookmobile was open. The count should be based on the number of weeks that branch or bookmobile was open for half or more of its scheduled service hours. Weeks closed to the public due to natural disasters or other events should be subtracted from the total number of weeks open. For example, if a library is normally open 52 weeks a year, but is closed for 4 weeks due to natural disaster, renovations, etc. report this as 48 weeks for the fiscal year of the event. Round fractions to the nearest whole number of weeks. If the branch or bookmobile were open at least half of its scheduled hours in a given week, round up to the next week. If the branch or bookmobile were open less than half of its scheduled hours, round down.

8.8   TOTAL NUMBER OF HOURS OPEN ANNUALLY - MAIN AND ALL BRANCHES

Automatic calculation: 8.1 + 8.6

8.9   TOTAL NUMBER OF WEEKS OPEN ANNUALLY - MAIN AND ALL BRANCHES

Automatic calculation: 8.2 + 8.7

8.10   TOTAL SQUARE FOOTAGE OF MAIN AND ALL BRANCH LIBRARIES

Automatic calculation: 8.3 + 14.13. *PLS 711*

Section 9 – Transactions

9.1   LIBRARY USERS

This is the total number of persons entering the library and branches for whatever purpose during the year. Note: If an actual count of visits is unavailable, determine an annual estimate by counting visits

during a typical week in October and multiplying the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open). *PLS 501*

9.2   LIBRARY VISITS REPORTING METHOD

Regarding the number of Library Visits (data element #501) entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: CT—Annual Count ES—Annual Estimate Based on Typical Week(s). *PLS 501a*

9.3   REFERENCE TRANSACTIONS

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.

Information sources include:

a.   printed and non-printed material

b.   machine-readable databases (including computer-assisted instruction)

c.   the library's own catalogs and other holdings records

d.   other libraries and institutions through communication or referral

e.   persons both inside and outside the library

When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again. If a contact includes both reference and directional services, it should be reported as one reference transaction. Duration should not be an element in determining whether a transaction is a reference transaction.

NOTE: It is essential that libraries Do not include directional transactions in the report of reference transactions. Directional transactions include giving instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian? Where is Susan Smith? Where is the rest room? Where are the 600s? Can you help me make a photocopy?"

If an annual count of reference transactions is unavailable, count reference transactions during a typical week or weeks, and multiply the count to represent an annual estimate. [If the sample is done four times a year, multiply totals by 13, if done twice a year multiply by 26, if done only annually, multiply by 52.] A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times;

vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. *PLS 502*

9.4   REFERENCE TRANSACTIONS REPORTING METHOD

Regarding the number of Reference Transactions (data element #502) entered, is this an annual count or an annual estimate based on a typical week or weeks? Select one of the following: CT—Annual Count ES—Annual Estimate Based on Typical Week(s). *PLS 502a*

9.5   ATTENDEES IN TECHONOLOGY CLASSES

Report the total number of patrons receiving technology instruction in a class.

9.6   ATTENDEES IN ONE-ON-ONE TECHNOLOGY ASSISTANCE

Report the total number of patrons receiving technology instruction in a one-on-one session.

Section 10 – Circulation

Circulation should only be counted for items checked out for use outside of the library, including renewals. Do not count automatic renewals. Do not count in-house use or computer use as circulation. Count Interlibrary loan transactions only for items borrowed and checked out to customers. Do not include items checked out to another library. Items that are packaged together as a unit (e.g., 10 audio CDs, 3 DVDs) and are generally checked out as a unit should be counted as one physical unit. Do not use circulation multipliers. For example, if a film is checked out and shown to 30 people, count one circulation, not 30. Do not report "automatic renewals" as circulation.

10.1   REGISTERED USERS

A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials or gain access to other library resources. Note: Files should have been purged within the past three (3) years. *PLS 503*

10.2   PHYSICAL ITEM CIRCULATION

The total annual circulation of all physical library materials of all types, including renewals. Note: Count all physical 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. *PLS 553*

10.3   CIRCULATION OF CHILDREN'S MATERIALS – PHYSICAL

The total annual circulation of all physical children's library materials of all types, including renewals.

10.4   CIRCULATION OF CHILDREN'S ELECTRONIC MATERIALS – STATE (MTLIB2GO)

10.5   CIRCULATION OF CHILDREN'S MATERIALS – TOTAL

Automatic calculation: 10.3 + 10.4. *PLS 551*

10.6   CIRCULATION OF E–MATERIALS PROVIDED BY THE STATE LIBRARY (MTLIB2GO)

Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use. Include circulation only for items that require a user authentication, and have a limited period of use.

10.7   CIRCULATION OF E–MATERIALS – OTHER

Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use. Include circulation only for items that require a user authentication, and have a limited period of use.

10.8   TOTAL E–MATERIALS CIRCULATION

Automatic calculation: 10.6 + 10.7. *PLS 552*

10.9   TOTAL NUMBER OF DATABASE RETRIEVALS

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. 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. Include use both inside and outside the library. Do not include use of the OPAC or website. This used to be called licensed database use. NOTE: enter the total from all subscribed databases. *PLS 554*

10.10   TOTAL ELECTRONIC CONTENT USE

Automatic calculation: 10.8 + 10.9. *PLS 555*

10.11   TOTAL COLLECTION USE

Automatic calculation: 10.2 + 10.10. *PLS 556*

10.12   TOTAL CIRCULATION

Automatic calculation: 10.2 + 10.8. *PLS 550*

10.13   NUMBER OF ELECTRONIC CARDS ISSUED VIA OVERDRIVE

The count of OverDrive Instant Digital Cards issued.

10.14   NUMBER OF ELECTRONIC CARDS ISSUED VIA MONTANA SHARED CATALOG

The count of Montana Shared Catalog Online Registration cards issued.

10.15   NUMBER OF ELECTRONIC CARDS ISSUED VIA E-MAIL**

The count of electronic content-access cards issued via e-mail when users were unable to access OverDrive or the Montana Shared Catalog. **This is a new addition to the survey and is not required for FY2020 if you do not have an accurate count or are unable to provide a confident estimate.*

10.16   TOTAL NUMBER OF ELECTRONIC CARDS ISSUED

Automatic calculation: 10.13 + 10.14 + 10.15

Section 11 – Programs

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. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings, lectures, story hours, literacy, English as a second language, citizenship classes, and book discussions. Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities.

11.1   PROGRAMS - CHILDREN (0-11 YEARS OF AGE)

A children's program is any planned event for which the primary audience is children and which introduces the group of children attending to any of the broad range of library services or activities for children or which directly provides information to participants. *PLS 601*

11.2   PROGRAMS - YOUNG ADULT (12-18 YEARS OF AGE)

A young adult program is any planned event for which the primary audience is young adult and which introduces the group of young adults attending to any of the broad range of library services or activities for young adults or which directly provides information to participants. *PLS 602*

11.3   PROGRAMS - ADULTS (18 YEARS OR OLDER)

An adult program is any planned event for which the primary audience is adult and which introduces the group of adults attending to any of the broad range of library services or activities for adults or which directly provides information to participants.

11.4   TOTAL PROGRAMS

Automatic calculation: 11.1 + 11.2 + 11.3. *PLS 600*

11.5   PROGRAM ATENDANCE - CHILDREN

The count of the audience at all programs for which the primary audience is children 11 years and under. Include all attendees regardless of age. *PLS 604*

11.6   PROGRAM ATTENDANCE - YOUNG ADULTS

The count of the audience at all programs for which the primary audience is young adults 12 to 18 years and includes 18 year olds. Include all attendees regardless of age. *PLS 605*

11.7   PROGRAM ATTENDANCE - ADULTS

The count of the audience at all programs for which the primary audience is adults over 18. Include all attendees regardless of age.

11.8   TOTAL PROGRAM ATTENDANCE

Automatic calculation: 11.5 + 11.6 + 11.7. *PLS 603*

11.9   NUMBER OF ONLINE/VIRTUAL PROGRAMS OFFERED**

Virtual programs are delivered via an online platform or software such as Facebook Live, Instagram Live, YouTube, or Zoom. Virtual programs may be offered live or as recordings. Each virtual program, whether live, recorded, or both, counts as one program. Count all virtual programs regardless of age group targeted. ***This is a new addition to the survey and is not required for FY2020 if you do not have an accurate count or are unable to provide a confident estimate.*

11.10   NUMBER OF LIVE ATTENDEES FOR ONLINE/VIRTUAL PROGRAMS**

Count the number of unique viewers for each program if possible, or count peak usage views if unique viewer count is not available. (Peak usage may be called "peak live viewers" or "peak concurrent viewers" depending on the platform.) ***This is a new addition to the survey and is not required for FY2020 if you do not have an accurate count or are unable to provide a confident estimate.*

11.11   NUMBER OF VIEWS FOR RECORDED PROGRAMS**

Count the final number of views of each recording as of June 30, 2020, or as of the date the recording was removed from the platform. ***This is a new addition to the survey and is not required for FY2020 if you do not have an accurate count or are unable to provide a confident estimate.*

Section 12 – Interlibrary Loans

12.1   LOANS - IN STATE

Library materials, or copies of the materials, provided to another Montana library on request. Do not include items loaned between outlets with the same library administrative entity. Montana Shared Catalog Sharing Group activity counts as In-State Loans.

12.2 LOANS - OUT OF STATE

Library materials, or copies of the materials, provided to another non-Montana library on request.

12.3 TOTAL LOANS

Automatic calculation: 12.1 + 12.2. *PLS 575*

12.4 BORROWS - IN STATE

Library materials, or copies of the materials, provided to another non-Montana library on request. Montana Shared Catalog Sharing Group activity counts as In-State Borrows.

12.5 BORROWS - OUT OF STATE

Library materials, or copies of the materials, received from another non-Montana library on request.

12.6 TOTAL BORROWS

Automatic calculation: 12.4 + 12.5. *PLS 576*

Section 13 – Internet Access

13.1 LIBRARY HAS INTERNET ACCESS

Does your library have access to the Internet?

13.2 LIBRARY PROVIDES WIRELESS ACCESS

Does the library provide patrons with Wireless Public Internet Access?

13.3 DOES THE LIBRARY HAVE DIFFERENT BANDWIDTH FOR STAFF AND PUBLIC?

Is bandwidth different for Staff and Public? (e.g., separate LANs or devices/software may make available bandwidth different for Staff and Public)

13.4 TYPE OF INTERNET CONNECTION

What kind of access does your library have to the Internet? Choose from the drop down menu the type of technology used to access the Internet by your library. If you are not sure, please contact your Internet Service Provider (ISP).

13.5 PUBLIC: SUBSCRIBED UPLOAD SPEED – WIRED

Subscribed upload speed on wired computers is the mbps figure for uploading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.6 PUBLIC: SUBSCRIBED DOWNLOAD SPEED – WIRED

Subscribed download speed on wired computers is the mbps figure for downloading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.7   PUBLIC: SUBSCRIBED UPLOAD SPEED – WIRELESS

Subscribed upload speed on wireless computers is the mbps figure for uploading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.8   PUBLIC: SUBSCRIBED DOWNLOAD SPEED – WIRELESS

Subscribed download speed on wireless computers is the mbps figure for downloading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.9   STAFF: SUBSCRIBED UPLOAD SPEED – WIRED

Subscribed upload speed on wired computers is the mbps figure for uploading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.10   STAFF: SUBSCRIBED DOWNLOAD SPEED – WIRED

Subscribed download speed on wired computers is the mbps figure for downloading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.11   STAFF: SUBSCRIBED UPLOAD SPEED – WIRELESS

Subscribed upload speed on wireless computers is the mbps figure for uploading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.12   STAFF: SUBSCRIBED DOWNLOAD SPEED – WIRELESS

Subscribed download speed on wireless computers is the mbps figure for downloading per your Internet Service Provider. Contact your Internet Service Provider to get the service plan information.

13.13   LAPTOP AND/OR DEVICE CHECKOUT

The number of laptops and/or devices checked out at the library. Circulation reports or checkout logs may be a reference for this information. Note: If an annual count of laptop and/or device checkout is unavailable, determine an annual estimate by counting transactions during a typical week and multiply the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or in the library.

13.14   WIRELESS SESSIONS

The number of wireless sessions provided by the library wireless service. *PLS 652*

13.15   PUBLIC INTERNET COMPUTERS USES

The number of uses (sessions) of the library's Internet computers in the library. 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). Note: This count includes only the library's Internet computers. Do not include Wi-Fi access

using nonlibrary computers. The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public internet computer(s) three times a year would count as three uses (sessions). If the data element is collected as a weekly figure, multiply that figure by 52 to annualize it. *PLS 651*

13.16   INTERNET ACCESSIBLE COMPUTERS – USED BY PUBLIC

The number of the library's Internet computers [personal computers (PCs) and laptops, whether purchased, leased, or donated, used by the general public in the library. *PLS 650*

13.17   INTERNET ACCESSIBLE COMPUTERS – USED BY STAFF

The number of Internet connected computers (devices) in total, used by staff only.

13.18   LIBRARY WEBSITE VISITS – ANNUALLY

Visits represent the annual number of sessions initiated by all users from inside or outside the library to the library website. The library website consists of all webpages under the library's domain. 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. Usage of library social media accounts (e.g., Facebook, Twitter, etc.) should not be reported here. Libraries with a website but who are unable to collect a count of their website visits should enter "0". *PLS 653*

Section 14 – Outlets

14.13   SQUARE FOOTAGE OF BRANCH LIBRARY

This is the area on all floors enclosed by the outer walls of the branch library. Include all areas occupied by the branch library, including those areas shared with other agencies and areas off- limits to the public. Do not report square footage of bookmobiles.

14.14   OUTLET LIBRARIAN FTE

All outlet staff with the title of librarian who do paid work that typically requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. Note: This number also includes the FTE of librarians with ALA-accredited master's degree, reported in 14.16.

14.15   OUTLET ALL OTHER FTE

All other outlet employees paid from the library budget, including operations, security, and maintenance staff.

14.16 OUTLET STAFF WITH MLS: ALA–MLS

Outlet librarians with master's degrees from programs of library and information studies accredited by the American Library Association. Note: Only count staff who both have the degree and have the title of librarian. Include Library Director FTE and Librarian FTE if they have an MLS.

Section 15 – COVID-19

15.1 WERE ANY OF THE LIBRARY'S OUTLETS PHYSICALLY CLOSED TO THE PUBLIC FOR ANY PERIOD OF TIME DUE TO THE CORONAVIRUS (COVID-19) PANDEMIC?

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building. *PLS 510*

15.2 DID LIBRARY STAFF CONTINUE TO PROVIDE SERVICES TO THE PUBLIC DURING ANY PORTION OF THE PERIOD WHEN THE BUILDING WAS PHYSICALLY CLOSED TO THE PUBLIC DUE TO THE CORONAVIRUS (COVID-19) PANDEMIC?

Services to the public can include activities such as answering calls, emails, or texts with answers to information requests from the public; hosting virtual programming or recorded content; offering "curbside," delivery (mail or drop-off), or drive-thru circulation of physical materials; managing IT services to ensure external Wi-Fi access; and providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public). *PLS 511*

15.3 DID THE LIBRARY ADD OR INCREASE ACCESS TO ELECTRONIC COLLECTION MATERIALS DUE TO THE CORONAVIRUS (COVID-19) PANDEMIC?

Adding or increasing materials can include increasing the concurrent or monthly borrowing limits for electronic materials, increasing the number of electronic materials and holdings, or otherwise augmenting the public's ability to use electronic materials. These materials can include those the library did not pay for itself, such as those provided through the state library administrative agency, library consortium, or vendor at no cost in response to the pandemic. Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. *PLS 512*

15.4 DID THE LIBRARY ALLOW USERS TO COMPLETE REGISTRATION FOR LIBRARY CARDS ONLINE WITHOUT HAVING TO COME TO THE LIBRARY BEFORE THE CORONAVIRUS (COVID-19) PANDEMIC?

Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. *PLS 513*

15.5   DID THE LIBRARY ALLOW USERS TO COMPLETE REGISTRATION FOR LIBRARY CARDS ONLINE WITHOUT HAVING TO COME TO THE LIBRARY DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. *PLS 514*

15.6   DID THE LIBRARY PROVIDE REFERENCE SERVICE VIA THE INTERNET OR TELEPHONE WHEN THE BUILDING WAS PHYSICALLY CLOSED TO THE PUBLIC DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Include references service provided via email, chat, and text. *PLS 515*

15.7   DID THE LIBRARY PROVIDE 'OUTSIDE' SERVICE FOR CIRCULATION OF PHYSICAL MATERIALS AT ONE OR MORE OUTLETS DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc. *PLS 516*

15.8   DID THE LIBRARY PROVIDE LIVE, VIRTUAL PROGRAMS VIA THE INTERNET DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Live, virtual programs (see definition of Total Number of Library programs, data element #600) are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time. *PLS 517*

15.9   DID THE LIBRARY CREATE AND PROVIDE RECORDINGS OF PROGRAM CONTENT VIA THE INTERNET DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content. *PLS 518*

15.10   DID THE LIBRARY PROVIDE WI-FI INTERNET ACCESS TO USERS OUTSIDE THE BUILDING AT ONE OR MORE OUTLETS BEFORE THE CORONAVIRUS (COVID-19) PANDEMIC?

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. *PLS 519*

15.11   DID THE LIBRARY INTENTIONALLY PROVIDE WI-FI INTERNET ACCESS TO USERS OUTSIDE THE BUILDING AT ONE OR MORE OUTLETS DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. *PLS 520*

15.12   DID THE LIBRARY INCREASE ACCESS TO WI-FI INTERNET ACCESS TO USERS OUTSIDE THE BUILDING AT ONE OR MORE OUTLETS DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc. *PLS 521*

15.13   DID LIBRARY STAFF WORK FOR OTHER GOVERNMENT AGENCIES OR NONPROFIT ORGANIZATIONS INSTEAD OF, OR IN ADDITION TO, THEIR NORMAL DUTIES DURING THE CORONAVIRUS (COVID-19) PANDEMIC?

Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. *PLS 522*

15.14   NUMBER OF WEEKS AN OUTLET CLOSED DUE TO COVID-19

This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed and the public could not enter, when it otherwise would have been open. NOTE: Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero. The sum of data elements #714 and #715 should equal or be fewer than 52 weeks. An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building. *PLS 715*

15.15   NUMBER OF WEEKS AN OUTLET HAD LIMITED OCCUPANCY DUE TO COVID-19

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic. NOTE: Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements #714 and #716 (that is, a library was open to the public and implementing limited occupancy practices in the same week). Data element #716 should not be greater than data element #714. Limited public occupancy practices can include reduced hours open, limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks or meeting rooms, etc. *PLS 716*