WEEKLY FIGURES (These figures will be multiplied by 52 by the Montana State Library to calculate an annual figure.)		
Item	#	Methodology
Hours Open in Typical Week		Enter the number of hours the library is open during a typical week. A typical week is one in which the library is open its maximum number of hours to the public. Do not include hours for deposit collections or other similar service outlets.
Library Users in Typical Week		Report the total number of persons entering the library and branches, if applicable, for any purpose during a week picked by the library director. 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 regular hours. Include seven consecutive days, from Sunday through Saturday (or whenever the library is usually open).
Hours Worked per Week by Non-paid Staff		This is the number of total hours worked by Non-paid Staff (volunteers, interns).
Public Internet Computer Uses in Typical Week		Report the total number of uses (sessions) of the library's for Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions). Note: 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). Software such as "Historian" can also be used to track the number of uses (sessions) at each public internet computer. This figure will be multiplied by 52 to annualize it.

WEEKLY FIGURES (These figures will be multiplied by 52 by the Montana State Library to calculate an annual figure.)		
Item	#	Methodology
Reference Transactions in Typical Week		A reference transaction is an information contact which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogs and other holdings records, and, through communication or referral, other libraries and institutions and people inside and outside the library. The request may come in person, by phone, by fax, or by mail, electronic mail, or through live or networked electronic reference service from an adult, a young adult, or a child. Do not count directional transactions or questions of rules or policies. Examples of directional transactions are "*Where are the children's books?*" and "*I'm looking for a book with the call number 811.2G.*" An example of a question of rules or policies is "*Are you open until 9:00 tonight?*" Note: If an annual count of reference transactions is unavailable, determine an annual estimate by counting reference transactions during a typical week in October 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. 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).

Annual Figures (Please track these items in such a way as to allow a reporting of an annual figure (July 1 – June 30 of FY).		
Item	#	Methodology
Programs Offered – Children		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. Children's programs may cover use of the library, library services, or library tours. Children's programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include story hours and summer reading events. Count all children's programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include children's programs sponsored by other groups that use library facilities. If children's programs are offered as a series, count each program in the series. For example, a story hour offered once a week, 48 weeks a year, should be counted as 48 programs. Exclude library activities for children delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. This figure is a subset of the Total Number of Library Programs (data element #600).
Programs Offered – Young Adult		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. Young adult programs may cover use of the library, library services, or library tours. Young adult programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include book clubs and summer reading events. Count all young adult programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include young adult programs sponsored by other groups that use library facilities. If young adult programs are offered as a series, count each program in the series. For example, a book club offered every two weeks, 24 weeks a year, should be counted as 24 programs. Exclude library activities for young adults delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. This figure is a subset of the Total Number of Library Programs (data element #600).

Annual Figures (Please track these items in such a way as to allow a reporting of an annual figure (July 1 – June 30 of FY).		
Item	#	Methodology/Definition
Programs Offered – Adult		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
Program Attendance – Children		The count of the audience at all programs for which the primary audience is children. Include adults who attend programs intended primarily for children. Note: Do not count attendance at library activities for children that are delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. (See Number of Children's Programs, data element #601, for the definition of a children's library program.)
Program Attendance – Young Adult		The count of the audience at all programs for which the primary audience is young. Include adults* who attend programs intended primarily for young adults. Note: Do not count attendance at library activities for young adults that are delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. *Please count all patrons that attend the young adult programs regardless of age. (See Number of Young Adult Programs, data element #602, for the definition of a young adult library program.
Program Attendance - Adult		The count of the audience at all programs for which the primary audience is adults. Note: Do not count attendance at library activities for adults that are delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. *Please count all patrons that attend the adult programs regardless of age.
Inter-library Loans Provided To In-state Out-state		These are library materials, or copies of the materials, provided by one autonomous library to another upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures. Use circulation system reports and/or manual methods as needed.
Inter-library Loans Received From In-state Out-state		These are library materials, or copies of the materials, received by one autonomous library from another upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures. Use circulation system reports and/or manual methods as needed.

Annual Figures (Please track these items in such a way as to allow a reporting of an annual figure (July 1 – June 30 of FY).		
Item	#	Methodology/Definition
Wireless sessions		Report the total number of wireless sessions provided by the library service annually. Wireless internet service provider reports/billing, software, or network reporting may be sources of accurate information.
Annual Number of attendees in technology classes		Report the total annual number of patrons receiving technology instruction in a class (these should also be included in the program numbers).
Annual Number of attendees in one-on-one sessions for technology		Report the total annual number of patrons receiving technology instruction in a one-on-one session (these should also be included in the Reference Transactions number).
Annual Laptop and/or Device Checkout		Report the total number of laptops and/or Devices checked out at the library annually. 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 reference transactions during a typical week in October 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. 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).