



# STATE LIBRARY OF IOWA

INFORMATION • CONSULTATION • DESTINATION  
WWW.STATELIBRARYOFIOWA.ORG

## 2020 Iowa Public Library General Information Survey Instructions

(Reporting period July 1, 2019 to June 30, 2020 – unless otherwise specified)

**Due October 31, 2020**

### Section A – General Information

Information in this section is used to identify the library and to ensure that the data reported is listed correctly in the Iowa Public Library Statistics. Review the contact information below. Users cannot directly change data for questions A01 to A12. If any information has changed, answer **Yes** to number A13 and enter a note for the corresponding question. The State Library will verify and update the data. For Section A, report the most current information available.

**A01: LIBRARY NAME:** Full name of the library.

**A02: LIBRARY DISTRICT:** The State Library District to which the library belongs.

**A03: STREET ADDRESS:** The complete street address of the library. If the library has branches, report the address of the central library only.

**A04: CITY:** The city or town in which the central library is physically located.

**A05: ZIP:** The standard five-digit postal zip code for the street address of the central library.

**A06: MAILING ADDRESS:** The mailing address of the central library. Note: This can be a post office box or general delivery address.

**A07: CITY:** The city or town for the mailing address of the central library.

**A08: ZIP:** The standard five-digit postal zip code for the mailing address of the central library

**A09: COUNTY:** The county in which the central library is physically located.

**A10: PHONE:** The telephone number of the central library, including area code.

**A11: CITY POPULATION:** The population of the city that the library was established to serve, from the 2010 Census or a more recent special census.

**A12: LIBRARY SIZE CODE:** The library size code of the library as determined by the State Library.

**A13:** Has any information in questions A1 to A12 changed in the past year?

- YES – Check YES and enter the correction in a note. Staff from The State Library will verify and update the information.
- NO – Check NO and Continue with question A14.

**A14: LIBRARY DIRECTOR/ADMINISTRATOR NAME:** The name of the person hired to be responsible for operating the library. If more than one person is responsible for operating the library, choose one to be the main contact.

## Section B – Paid Staff and Salary Information

**Include unfilled positions if a search is currently underway. Include all paid staff on the library's payroll. Do not report workers paid by other agencies such as Green Thumb employees or work study students. Do not report workers hired through a cleaning or landscape business. Report all positions as of June 30, 2020.**

**B01: TOTAL NUMBER OF PAID LIBRARIANS:** Count the number of paid staff with the title of librarian. Staff members are considered librarians if they do paid work that usually requires professional training and skill in the theoretical and/or scientific aspects of library work, as distinct from its mechanical or clerical aspect. Staff members are considered librarians if they do professional library work such as administration, reference, cataloging, youth services, or selection. Librarians may possess a Masters of Library Science degree, but it is not necessary to be considered a librarian for the purpose of this question.

**B02: TOTAL NUMBER OF ALL PAID LIBRARIAN HOURS WORKED PER WEEK:** Count the number of hours worked by paid librarians per week as defined on line B01. If a weekly total is unknown, it is acceptable to take the annual total number of hours worked and divide by 52. For example, if a library has two librarians who work a total of 4160 hours per year, 80 would be reported for the weekly hours worked. (4160 hours ÷ 52 = 80)

**B03: PAID LIBRARIANS FTE (B02÷40):** Automatically divides line B02 by 40 to determine total FTEs worked.

**B04: TOTAL NUMBER OF ALL OTHER PAID STAFF:** Count the total number of all other paid staff. This includes all other paid employees including plant operations, security, maintenance, pages, shelvees, etc.

**B05: TOTAL NUMBER OF ALL OTHER PAID STAFF HOURS WORKED PER WEEK:** Count the total number of hours worked per week by all other paid staff as defined on line B04. If a weekly total is unknown, it is acceptable to take the annual total number of hours worked and divide by 52. For example, if a library has two employees who work a total of 4160 hours per year, 80 would be reported for the weekly hours worked. (4160 hours ÷ 52 = 80)

**B06: ALL OTHER PAID STAFF FTE (B05÷40):** Automatically divides line B05 by 40 to determine total FTEs worked.

**B07: TOTAL NUMBER OF PAID STAFF:** Automatically adds lines B01 and B04 to determine total number of paid staff.

**B08: TOTAL PAID STAFF FTE (B03 + B06):** Automatically adds line B03 and line B06 to determine total FTEs worked.

**B09: HOW MANY OF THE PAID LIBRARIANS FROM LINE B01 HAVE AN ALA ACCREDITED MASTERS OF LIBRARY SCIENCE DEGREE:** Count the total number of paid librarians, as reported on line B01, possessing an ALA accredited Masters of Library Science degree. Staff members are considered librarians if they do paid work requiring professional training and skill in the theoretical and/or scientific aspects of library work, as distinct from its mechanical or clerical aspect. Staff members are considered librarians if they do professional library work such as administration, reference, cataloging, youth services, or selection.

**B10: TOTAL NUMBER OF HOURS WORKED PER WEEK BY LIBRARIANS FROM LINE B09 WITH AN ALA ACCREDITED MASTERS OF LIBRARY SCIENCE DEGREE:** Count the total number of hours worked per week by paid librarians possessing an ALA accredited Masters of Library Science degree, as reported on line B09. If a weekly total is unknown, it is acceptable to take the annual total number of hours worked and divide by 52. For example, if a library has two employees who work a total of 4160 hours per year, 80 would be reported for the weekly hours worked. (4160 hours ÷ 52 = 80)

**B11: TOTAL FTE LIBRARIANS WITH MASTERS OF LIBRARY SCIENCE DEGREE (B10÷40):** Automatically divides line B10 by 40 to determine total FTEs worked.

**B12: STARTING DATE OF CURRENT DIRECTOR IN DIRECTOR'S POSITION:** Enter the starting date of the current director at the director's position. If the position is currently unfilled, leave this question blank.

### ***Salary Information***

Report the hourly salary for the positions listed below if employed by your library. Do not report one staff member more than once even if they perform multiple jobs. Refer to the instructions for more detailed information on each position. Do not report assistant director or department heads unless that role is part of their official job description. Only report janitorial/building maintenance staff if they are an employee of the library. Report hourly salary amounts as of June 30, 2020.

**B13: HOURLY SALARY OF THE DIRECTOR:** Do not report the same staff member more than once. If the director is also the children's librarian or other position listed below, only report the salary as a director on line B13.

**B14: HOURLY SALARY OF ASSISTANT DIRECTOR:** Report this number if the library employs an assistant director and assistant director is part of the employee's job title. Do not report the same staff member more than once. If the assistant director is also the children's librarian or other position listed below, only report the salary as the assistant director on line B14.

**B15: HOURLY AVERAGE SALARY OF DEPARTMENT HEADS:** Report this number if the library has employees that supervise other staff members. This will most likely only occur in larger libraries. If the library has more than one department head, report an average. Do not report the director's or assistant director's salary on this line.

**B16: HOURLY AVERAGE SALARY OF THE CHILDREN'S LIBRARIAN:** Report this number if the library employs a children's librarian. If the library has more than one children's librarian, report the average salary. Do not report the same staff member more than once. If the director or assistant director is also the children's librarian, only report the salary on B13 or B14.

**B17: HOURLY AVERAGE SALARY OF LIBRARY CLERKS:** If the library has more than one clerk, report the average.

**B18: HOURLY AVERAGE SALARY OF SHELVERS OR PAGES:** If the library has more than one shelver or page, report the average.

**B19: HOURLY AVERAGE SALARY OF JANITORIAL OR BUILDING MAINTENANCE STAFF:** Only report janitorial/building maintenance staff if they are an employee of the library. Do not report pay to workers hired through a cleaning business. If the library has more than one staff member in this position, report the average.

## Section C – Capital Income and Expenditures

Capital income is intended to pay for large one-time library purchases. This section should not reflect any income or expenditure used for the regular operations of the library. If your library had any major one-time capital expenditures during FY20 report them in this section. Otherwise, skip to section D.

### For Capital Income and Expenditures

- Show all sources of capital funds for FY20 (July 1, 2019 – June 30, 2020).
- If your library does not receive capital income from a source enter a 0 (zero).
- If your library receives capital income from a source, but the amount is unknown, enter N/A.
- Report all capital income and expenditures as whole dollars only. Round to the nearest dollar.

### For Capital Income

**Report all income for major capital expenditures, by source of income. Include funds received for**

1. Site acquisition
2. New buildings, additions to buildings, or renovation of library buildings
3. Furnishings, equipment, and initial collections for new buildings, additions, or renovations
4. Major building updates or repairs including roof, painting, carpeting, furnace, central air, etc.
5. New computer hardware and software used to support library operations, link to networks, or run information products
6. Replacement and repair of existing furnishings and equipment
7. New vehicles
8. Other major one-time projects

### DO NOT report income for

- Regular purchase of library materials – Report in section D
- Payments for regular operating costs such as utilities, insurance, etc. – Report in section D
- Investments for capital appreciation
- Income passed through to another agency
- Funds unspent in the previous fiscal year (e.g., carryover).

### Did your library have any major one-time capital projects in FY20?

- **YES - Answer questions C01 - C06**
- **NO - Skip to Section D**

**C01: CAPITAL FUNDS FROM LOCAL GOVERNMENT (CITY, COUNTY):** Report all governmental funds designated by the community, county, district, or region and available to the public library for the purpose of major capital expenditures. Do not include state and/or federal money distributed by the local government.

**C02: CAPITAL FUNDS FROM STATE SOURCES:** Report all governmental funds distributed by the State Library or other state government agencies for the purpose of major capital expenditures. Do not include federal money distributed by the state.

**C03: CAPITAL FUNDS FROM FEDERAL SOURCES:** Report federal governmental funds, including federal funds distributed by the state, city, county, district, or region, and grants and aid received by the library for the purpose of major capital expenditures. NOTE: Federal funding for public libraries is very rare. If you receive federal funding, create a note to indicate how the funds are used.

**C04: CAPITAL FUNDS FROM PRIVATE SOURCES:** Report non-governmental funds, including grants, received by the library for the purpose of major capital expenditures. Report grants for Operating Income on line D11.

**C05: TOTAL CAPITAL INCOME (LINES C01+C02+C03+C04):** Automatically sums lines C01 to C04 to calculate Total Capital Income. NOTE: Total capital income and total capital expenditures are not expected to be equal.

## For Capital Expenditures

### REPORT ALL CAPITAL EXPENDITURES FOR THE ACQUISITION OF OR ADDITIONS TO FIXED ASSETS SUCH AS

- ❖ Site acquisition
- ❖ New buildings, additions to buildings, or renovation of library buildings
- ❖ Furnishings, equipment, and initial collections for new buildings, additions, or renovations
- ❖ Computer hardware and software used to support library operations, to link to networks, or to run information products
- ❖ Replacement and repair of existing furnishings and equipment
- ❖ New vehicles
- ❖ Other one-time major projects

### DO NOT REPORT EXPENDITURES FOR

- ❖ Regular purchase of library materials – Report in section D
- ❖ Regular operating costs such as utilities, insurance, etc. – Report in section D
- ❖ Investments for capital appreciation

**C06: TOTAL CAPITAL EXPENDITURES:** Report total expenditures for capital projects. NOTE: Total capital income and total capital expenditures are not expected to be equal.

## Section D – Operating Income and Expenditures

### OPERATING INCOME

Operating income covers the current and recurrent costs necessary to support the provision of library services. Report income used for operating expenditures by source. Include federal, state, local, and non-governmental income.

### REPORT ALL SOURCES OF FUNDS FOR FY20 (JULY 1, 2019 – JUNE 30, 2020).

- ❖ If your library does not receive operating income from a source enter a 0 (zero)
- ❖ If your library receives operating income from a source, but the amount is unknown, enter N/A
- ❖ Report all income in whole dollars only. Round to the nearest dollar

## DO NOT REPORT

- ❖ Income for capital expenditures as reported in Section C
- ❖ Contributions to endowments
- ❖ Income passed through to another agency
- ❖ Funds unspent in the previous fiscal year – carryover
- ❖ The value of any contributed or in-kind services
- ❖ The value of any non-monetary gifts and donations
- ❖ E-Rate discounts as income

**D01: CITY INCOME RECEIVED FROM THE CITY'S GENERAL FUND (EXCLUDE INCOME FROM SPECIAL LEVIES):** Report all funds designated by the city and available for expenditure by the public library. Include salary and wages, employee benefits and plant operations paid by the city on behalf of the library if available. Do not include county, state, federal, and other funds passed through local government for library use. Report these funds with county, state, or federal government income, as appropriate.

**D02: CITY INCOME RECEIVED FROM SPECIAL LEVIES:** Special levies include the special library levy, the cultural levy, local sales tax, or any other special levy for operating expenses.

**D03: COUNTY INCOME RECEIVED FROM ALL COUNTIES:** Report the income from each county (including your own) that provides funding to your library. Include salary and wages, employee benefits and plant operations paid by the county on behalf of the library if available. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state or federal government income, as appropriate.

**D04: INCOME RECEIVED FROM CONTRACTING CITIES IN IOWA. DO NOT REPORT INCOME FROM YOUR OWN CITY ON THIS LINE:** Include all funds from contracts for service with other cities in Iowa. Income from cities from other states or townships should be reported on line D05. Income from your city should be reported on lines D01 and D02.

**D05: OTHER GOVERNMENTAL INCOME RECEIVED:** Report all funds received from local governmental sources other than those listed in lines D01 to D04. Examples include townships or cities from other states.

**D06: TOTAL LOCAL GOVERNMENT OPERATING INCOME RECEIVED (D01+D02+D03+D04+D05):** Automatically sums lines D01, D02, D03, D04, and D05 to give Total Local Government Operating Income.

**D07: STATE FUNDING RECEIVED FROM THE STATE LIBRARY OF IOWA:** Include payments received for Enrich Iowa – Direct State Aid, Open Access, and ILL Reimbursement. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data entered is incorrect.

**D08: OTHER INCOME RECEIVED FROM THE STATE OF IOWA:** Include any state funds other than state funding administered by the State Library. Do not include federal funds passed through state government for library use. Report these funds with federal government income, as appropriate.

**D09: TOTAL STATE GOVERNMENT OPERATING INCOME RECEIVED (D07 + D08):** Automatically sums lines D07 and D08 to determine Total State Government Operating Income.

**D10: TOTAL FEDERAL GOVERNMENT INCOME RECEIVED:** Report all income from Federal sources. NOTE: Federal funding for public libraries is very rare. If you receive federal funding, create a note to indicate how the funds are used.

**D11: TOTAL NON-GOVERNMENTAL GRANTS RECEIVED:** A grant is a sum of money given as financial assistance and intended to foster research or innovative projects. Examples are the Bill and Melinda Gates Foundation, the R. J. Carver Charitable Trust, and community foundations. Report grants received for Capital projects on line C04.

**D12: ENDOWMENTS AND GIFTS RECEIVED (ONLY REPORT IF MONEY WAS ALSO SPENT IN FY18):** Report all gifts and donations of money from all sources, other than grants. Report grants on line D11. Do not report if the endowments and gifts received were not also spent during FY20. Report this money as income and expenditure the year that it is spent.

DO NOT include the value of gifts and donations of books or other library materials and equipment. DO NOT include the value of any contributed service or the value of "in-kind" gifts and donations.

**D13: FINES AND/OR FEES RECEIVED:** Report all income from overdue fines, non-resident fees, photocopy fees, equipment rental, etc. Do not report this as income if it is returned to the city's general fund.

**D14: OTHER INCOME RECEIVED:** Report other non-governmental income not already reported in lines D11-D13. DO NOT include the value of any contributed service or the value of "in-kind" gifts and donations.

**D15: TOTAL NON-GOVERNMENTAL OPERATING INCOME RECEIVED (D11+D12+D13+D14):** Automatically sums together lines D11, D12, D13, and D14 to determine Total Non-Governmental Operating Income.

**D16: TOTAL OPERATING INCOME RECEIVED (D06+D09+D10+D15):** Automatically sums together lines D06, D09, D10, and D15 to determine Total Operating Income Received.

## 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. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included.

### REPORT ALL EXPENDITURES INCLUDING GRANTS AND COOPERATIVE ARRANGEMENTS.

- ❖ If your library does not expend operating funds for an item, enter a 0 (zero)
- ❖ If your library expends operating funds for an item, but the amount is unknown, enter N/A
- ❖ To ensure accurate reporting, consult your business officer or city clerk regarding this section
- ❖ Report only money expended during FY20 (July 1, 2019 – June 30, 2020), regardless of when the money may have been received
- ❖ Report all expenditures as whole dollars only. Round fractions to the nearest whole dollar

### DO NOT REPORT

- ❖ The value of free items
- ❖ Estimated costs
- ❖ Capital expenditures as reported in Section C
- ❖ E-Rate discounts as expenditures

**D17: TOTAL SALARIES AND WAGES EXPENDITURES (BEFORE DEDUCTIONS):** 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.

Include all salaries and wages paid out of the public library budget and by the city or county on behalf of the library if the information is available.

**D18: TOTAL EMPLOYEE BENEFITS EXPENDITURES (HEALTH INSURANCE, SOCIAL SECURITY TAX, RETIREMENT, ETC.):**

Report all benefits outside of salaries and wages paid and accruing to employees regardless of whether the benefits or equivalent cash options are available to all employees. Include paid employee benefits including Social Security tax, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workmen's compensation, tuition, and housing benefits.

Include all benefits paid out of the public library budget and by the city or county on behalf of the library. The answer to line D18 should never be zero (0). If you are unsure of what benefits are being paid, report N/A.

**D19: TOTAL STAFF EXPENDITURES (D17+D18):** Automatically sums lines D17 and D18 to determine the Total Staff Expenditures.

**D20: PRINT PHYSICAL COLLECTION EXPENDITURES:** Report all operating expenditures used to purchase the following physical print materials for the library's collection: books; Braille materials; serial back files; current serial subscriptions; government documents and any other print acquisitions. Exclude charges or fees for interlibrary loans and expenditures for document delivery.

**D21: AUDIO PHYSICAL COLLECTION EXPENDITURES:** Report all operating expenditures used to purchase audio materials in any physical format for the library's collection. Examples include but are not limited to cassette tapes, CDs, audio books, Playaways, or MP3 discs. DO NOT report expenditures for the BRIDGES consortium on this line.

**D22: VIDEO PHYSICAL COLLECTION EXPENDITURES:** Report all operating expenditures used to purchase video materials in any physical format for the library's collection. Examples include but are not limited to videocassette tapes, DVD, Blu-Ray, or movie licensing fees.

**D23: OTHER PHYSICAL COLLECTION EXPENDITURES FOR ANY MATERIALS NOT LISTED ABOVE:** Report operating expenditures on all other physical materials for the library's collection not listed on lines D20 to D22 such as microfilm, puzzles, art prints, pamphlets, cake pans, puppets, and other physical materials in new formats.

**D24: TOTAL PHYSICAL NON-PRINT COLLECTION EXPENDITURES (D21+D22+D23):** Automatically sums lines D21 to D23 to determine total physical non-print collection expenditures.

**D25: TOTAL PHYSICAL COLLECTION EXPENDITURES (D20+D24):** Automatically adds lines D20 + D24 to determine the total physical materials expenditures.

**D26: BRIDGES E-BOOK COLLECTION EXPENDITURES:** Report Bridges e-book expenditures only. Your Bridges e-book expenditure is considered to be 49% of the total amount paid for Bridges. The rest of the Bridges expenditures will be reported as 49% for downloadable audio on line D29 and 2% for downloadable video on line D32. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**D27: ALL OTHER E-BOOK COLLECTION EXPENDITURES:** Report all other operating expenditures used to purchase e-books. Do not report BRIDGES expenditures on this line. Report Advantage e-book expenditures here. Report the expenditures for e-book readers such as Kindles or Nooks on this line.

**D28: TOTAL E-BOOK COLLECTION EXPENDITURES (D26+D27):** Automatically sums lines D26 and D27 to determine the Total e-book Expenditures.

**D29: BRIDGES DOWNLOADABLE AUDIO COLLECTION EXPENDITURES:** Report Bridges downloadable audio expenditures only. Your Bridges downloadable audio expenditure is considered to be 49% of the total amount paid for Bridges. The rest of the Bridges expenditures will be reported as 49% for E-Books on line D26 and 2% for downloadable video on line D32. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.



**D30: ALL OTHER DOWNLOADABLE AUDIO COLLECTION EXPENDITURES:** Report all other operating expenditures used to purchase downloadable audio. Do not report Bridges expenditures on this line. Report Advantage downloadable audio expenditures here.

**D31: TOTAL DOWNLOADABLE AUDIO COLLECTION EXPENDITURES (D29+D30):** Automatically sums lines D29 and D30 to determine the total downloadable audio expenditures.

**D32: BRIDGES DOWNLOADABLE VIDEO COLLECTION EXPENDITURES:** Report Bridges downloadable video expenditures only. Your Bridges downloadable video expenditure is considered to be 2% of the total amount paid for Bridges. The rest of the Bridges expenditures should be reported as 49% for E-Books on line D26 and 49% for downloadable audio on line D29. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**D33: ALL OTHER DOWNLOADABLE VIDEO COLLECTION EXPENDITURES:** Report all other operating expenditures used to purchase downloadable video. Do not report Bridges expenditures on this line. Report Advantage downloadable video expenditures here.

**D34: TOTAL DOWNLOADABLE VIDEO COLLECTION EXPENDITURES (D32+D33):** Automatically sums lines D32 and D33 to determine the total downloadable video expenditures.

**D35: GALE, CREDO, TRANSPARENT LANGUAGES, AND BRIDGES MAGAZINE EXPENDITURES:** Report the expenditures to purchase Gale, Credo, Transparent Languages, Bridges Magazines through the State Library's online resource subsidy or Bridges consortia programs. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**D36: ALL OTHER ELECTRONIC INFORMATION COLLECTION EXPENDITURES:** Report all other operating expenditures for electronic materials that are purchased as part of the library's collection.

Types of electronic materials include

- ❖ E-serials or e-journals
- ❖ Government documents
- ❖ Databases (including locally mounted, full text or not)
- ❖ Reference tools
- ❖ Scores, maps, or pictures in electronic or digital format, including materials digitized by the library
- ❖ Commercial examples include Freegal, Heritage Quest, RB Digital, Etc.

DO NOT include expenditures for

- ❖ Products subsidized or managed by the State Library such as Gale, Credo, Transparent Languages, Bridges, etc
- ❖ Computer software used to support library operations such as computer operating systems, productivity software, or online catalogs. These expenses should be reported on line D40
- ❖ Linking to external networks or the Internet. These expenses should be reported on line D40
- ❖ E-books, audio, or video downloadable materials. These expenses should be reported on line D27, D30, or D33

**D37: TOTAL ELECTRONIC INFORMATION COLLECTION EXPENDITURES (D35+D36):** Automatically sums lines D35 and D36 to determine total electronic information collection expenditures.

**D38: TOTAL DOWNLOADABLE AND ELECTRONIC INFORMATION COLLECTION EXPENDITURES (D28+D31+D34+D37):** Automatically sums lines D28, D31, and D34 and D37 to determine total downloadable and electronic information collection expenditures.

**D39: TOTAL COLLECTION EXPENDITURES (D25+D38):** Automatically sums lines D25 and D38 to determine total collection expenditures.

**D40: ALL OTHER OPERATING EXPENDITURES (PHONE, LIGHTS, HEATING, COOLING, INTERNET ACCESS, INSURANCE, ETC.):** This includes all expenditures other than those for staff and collections reported on lines D19 and D39. Include expenses for the items below but this is not a complete list. Any operating expenditure that is not for staff or collections should be reported here.

- ❖ Programs and events
- ❖ Conferences, mileage, continuing education expenses
- ❖ Book binding or processing supplies
- ❖ Maintenance fees for computers and software
- ❖ Networking and Internet access
- ❖ Utilities such as phone, heat, lights, cooling, water, garbage collection, and insurance
- ❖ Janitorial, cleaning, landscaping, mowing, plowing, etc. services
- ❖ Fees paid to a consultant, auditor, architect, attorney, etc.
- ❖ Payments for services repeated on a daily, weekly, monthly, or seasonal basis
- ❖ Minor repairs such as broken windows, furniture, lights, etc.
- ❖ Online catalog or website fees

NOTE: Include any funds paid by the city/county on behalf of the library if the information is available.

**D41: TOTAL OF ALL OPERATING EXPENDITURES (TOTAL OF D19+D39+D40):** Automatically sums lines D19, D39, and D40 to determine Total Operating Expenditures.

## Section E - Library Collection

- **NUMBER HELD AT START OF YEAR - The number of volumes owned by the library at the start of the fiscal year (July 1, 2019).**
- **NUMBER ADDED DURING FISCAL YEAR - The number of volumes added to the collection during the fiscal year whether through purchase or donation.**
- **NUMBER WITHDRAWN DURING FISCAL YEAR - The number of volumes withdrawn from the collection during the fiscal year whether through weeding, loss, or other cause.**
- **NUMBER HELD AT END OF YEAR – The number of volumes owned by the library at the end of the fiscal year (June 30, 2020).**

**E01: PRINTED BOOKS (# OF VOLUMES), HELD AT START OF YEAR:** Count the number of volumes held at the beginning of the fiscal year. For reporting purposes, a volume is a physical unit of any printed, typewritten, handwritten, mimeographed, or processed work, contained in one binding or portfolio, hardbound or paperbound, which has been cataloged, classified, and/or otherwise made ready for use.

Books are non-serial printed publications (including music and maps) that are bound in hard or soft covers, or in loose-leaf format. 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.

Report only items the library has acquired as part of the collection, whether purchased, leased, licensed, or donated as gifts. Do not include uncataloged paperbacks. Do not include the number of magazine issues or other serial items.

**E02: PRINTED BOOKS (# OF VOLUMES), ADDED DURING YEAR:** Count the number of volumes added during the fiscal year. Report all items the library has acquired as part of the collection whether purchased, leased, licensed, or donated as gifts. Do not include uncataloged paperbacks added. Do not include the number of magazine issues or other serial items added.

**E03: PRINTED BOOKS (# OF VOLUMES), WITHDRAWN DURING YEAR:** Count the number of volumes withdrawn during the fiscal year for any reason. Include items that were lost or replaced because of condition, or as part of a regular weeding program. Report all items the library acquired as part of the collection, whether purchased, leased, licensed, or donated as gifts. Do not include the number of uncataloged paperbacks withdrawn. Do not include the number of magazine issues or other serial items withdrawn.

**E04: PRINTED BOOKS (# OF VOLUMES), HELD AT END OF YEAR (E01+E02 MINUS E03):** Automatically calculates the number of Printed Books volumes held by the library at the end of the fiscal year.  $E01 + E02$  minus  $E03$ .

**E05: BRIDGES E-BOOKS HELD AT END OF YEAR:** Report the number of e-books held by the Bridges consortium held at the end of the fiscal year. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**E06: ALL OTHER E-BOOKS, HELD AT END OF YEAR. DO NOT REPORT BRIDGES OR FREEGAL DOWNLOADS HERE. INCLUDE ADVANTAGE TITLES HERE:** Report the number of e-books held at the end of the fiscal year. Report e-books that are part of the Advantage program here.

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 the library has selected as part of the collection. Refer to the State Library's website for guidance on how to report the number of e-books. <http://www.statelibraryofiaowa.org/ld/a-b/statistics/eleresanssurv>

**E07: TOTAL E-BOOKS HELD AT END OF YEAR (E05+E06):** Automatically sums lines E05 and E06 to calculate the total number of e-books held at the end of the year.

**E08: TOTAL BOOKS (PRINT AND E-BOOKS), HELD AT END OF YEAR: (E04+E07):** Automatically sums lines E04 and E07 to calculate the total number of books in both physical and e-book formats held at the end of the year.

**E09: AUDIO MATERIALS (# OF PHYSICAL VOLUMES), HELD AT START OF YEAR:** Report the number of physical volumes held at the beginning of the fiscal year. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

Audio materials are items on which sounds (only) are recorded. Recordings can be 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 report the number of downloadable audio recordings here.

Report the number of units including duplicates. Items packaged together as a unit (e.g., two CDs for one recorded book) and checked out as a unit are counted as one physical unit.

**E10: AUDIO MATERIALS (# OF PHYSICAL VOLUMES), ADDED DURING YEAR:** Report the number of physical volumes added during the fiscal year. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

**E11: AUDIO MATERIALS (# OF PHYSICAL VOLUMES), WITHDRAWN DURING YEAR:** Report the number of physical volumes withdrawn during the fiscal year for any reason. Include items that were lost or replaced because of condition, or as part of a regular weeding program. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

**E12: AUDIO MATERIALS (# OF PHYSICAL VOLUMES), HELD AT END OF YEAR (E09+ E10 MINUS E11):** Automatically calculates total number of physical audio volumes held at the end of the fiscal year. E09 + E10 minus E11.

**E13: BRIDGES DOWNLOADABLE AUDIO MATERIALS, HELD AT END OF YEAR:** Report the number of downloadable audio materials held by the Bridges Consortium. This data will be prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**E14: ALL OTHER DOWNLOADABLE AUDIO MATERIALS, AVAILABLE AT END OF YEAR. DO NOT REPORT BRIDGES OR FREEGAL DOWNLOADS HERE. INCLUDE ADVANTAGE TITLES HERE:** Report the number of downloadable audio materials held at the end of the fiscal year. Refer to the State Library's website for guidance on how to report the number of downloadable audio materials:

<http://www.statelibraryofiowa.org/ld/a-b/statistics/eleresanssurv>. Report only items the library has selected as part of the collection. Report E-books that are part of the Advantage program here. Do not report Freegal or Bridges downloads here.

**E15: TOTAL DOWNLOADABLE AUDIO MATERIALS, HELD AT END OF YEAR: (E13+E14):** Automatically sums lines E13 and E14 to calculate the total downloadable materials held at the end of year.

**E16: TOTAL AUDIO MATERIALS (PHYSICAL AND DOWNLOADABLE), HELD AT END OF YEAR (E12+E15):** Automatically sums lines E12 and E15 to calculate the total number of audio volumes in both physical and downloadable formats.

**E17: VIDEO MATERIALS (# OF PHYSICAL VOLUMES), HELD AT START OF YEAR:** Report the number of volumes held at the start of the fiscal year. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

Video materials are items on which moving pictures are recorded, with or without sound. Recordings may be played back mechanically, electronically, or both. Video formats may include tape, DVD, Blu-Ray, and other video recordings stored in a fixed, physical format. Report the number of units including duplicates. Do not report the number of downloadable video recordings here.

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.

**E18: VIDEO MATERIALS (# OF PHYSICAL VOLUMES), ADDED DURING THE YEAR:** Report the number of volumes added during the fiscal year. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

**E19: VIDEO MATERIALS (# OF PHYSICAL VOLUMES), WITHDRAWN DURING THE YEAR:** Report the number of volumes withdrawn during the fiscal year for any reason. Include items that were lost or replaced because of condition, or as part of a regular weeding program. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

**E20: VIDEO MATERIALS (NUMBER OF PHYSICAL VOLUMES), HELD AT END OF YEAR (E17+E18 MINUS E19):**

Automatically calculates number of physical video volumes held at the end of the fiscal year.  $E17 + E18 - E19$ .

**E21: BRIDGES DOWNLOADABLE VIDEO MATERIALS, HELD AT END OF YEAR:** Report the number of downloadable video materials held by the Bridges Consortium. This data will be prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**E22: ALL OTHER DOWNLOADABLE VIDEO MATERIALS, HELD AT END OF YEAR. DO NOT REPORT BRIDGES OR FREEGAL DOWNLOADS HERE. INCLUDE ADVANTAGE TITLES HERE:** Report the number of downloadable video materials held at the end of the fiscal year. Refer to the State Library's website for guidance on how to report the number of downloadable video materials: <http://www.statelibraryofiowa.org/ld/a-b/statistics/eleresannsurv>. Report only items the library has selected as part of the collection. Report downloadable videos that are part of the Advantage program here. Do not report Bridges downloads here.

**E23: TOTAL DOWNLOADABLE VIDEO MATERIALS, HELD AT END OF YEAR (E21+E22):** Automatically sums E21 and E22 to calculate number of downloadable video volumes held at the end of the year.

**E24: TOTAL VIDEO MATERIALS (PHYSICAL AND DOWNLOADABLE), HELD AT END OF YEAR (E20+E23):** Automatically sums E20 and E23 to calculate the total number of video volumes in both physical and downloadable formats.

**E25: OTHER LIBRARY MATERIALS (# OF PHYSICAL VOLUMES), HELD AT START OF YEAR:** Include all materials not already reported, such as CD-ROM based information products, puzzles, art prints, pamphlets, cake pans, games, puppets, etc. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts. Items packaged together as a unit (e.g., multiple parts for a game) and checked out as a unit are counted as one physical unit.

**E26: OTHER LIBRARY MATERIALS (# OF PHYSICAL VOLUMES), ADDED DURING THE YEAR:** Report the number of items added during the fiscal year. Report all items the library acquired as part of the collection whether purchased, leased, licensed, or donated as gifts.

**E27: OTHER LIBRARY MATERIALS (# OF PHYSICAL VOLUMES), WITHDRAWN DURING THE YEAR:** Report the number of items withdrawn during the fiscal year for any reason. Include items that were lost or replaced because of condition, or as part of a regular weeding program.

**E28: OTHER LIBRARY MATERIALS (# OF PHYSICAL VOLUMES), HELD AT END OF YEAR (E25+E26 MINUS E27):**

Automatically calculates the number of other library materials held at the end of the fiscal year.  $E25 + E26 - E27$ .

**E29: TOTAL PHYSICAL VOLUMES, HELD AT START OF YEAR (E01+E09+E17+E25):** Automatically sums E01, E09, E17 and E25 to calculate total number of physical volumes held at the start of the fiscal year.

**E30: TOTAL PHYSICAL VOLUMES, ADDED DURING YEAR (E02+E10+E18+E26):** Automatically sums E02, E10, E18, and E26 to calculate total number of physical volumes added during the fiscal year.

**E31: TOTAL PHYSICAL VOLUMES, WITHDRAWN DURING YEAR (E03+E11+E19+E27):** Automatically sums E03, E11, E19 and E27 to calculate total number of physical volumes withdrawn during the fiscal year.

**E32: TOTAL PHYSICAL VOLUMES, HELD AT END OF YEAR (E04+E12+E20+E28):** Automatically sums E04, E12, E20, and E28 to calculate total number of physical volumes held at the end of the fiscal year.

**E33: TOTAL DOWNLOADABLE VOLUMES, HELD AT END OF YEAR (E07+E15+E23):** Automatically sums E07, E15, and E23 to calculate total number of downloadable volumes held at the end of the fiscal year.

**E34: TOTAL PHYSICAL AND DOWNLOADABLE VOLUMES, HELD AT END OF YEAR (E32+E33):** Automatically sums E32 and E33 to calculate total number of physical and downloadable volumes held at the end of the fiscal year.

## LICENSED DATABASES

Refer to the State Library's website to determine how databases and other electronic resources are counted. <http://www.statelibraryofiowa.org/ld/a-b/statistics/eleresanssurv>

**E35: NUMBER OF LICENSED DATABASES FUNDED LOCALLY OR BY OTHER NON-STATE FUNDED COOPERATIVE AGREEMENTS (OR CONSORTIA) WITHIN THE STATE OR REGION:** Report the number of licensed databases for which access rights have been acquired through:

- Payment by the library using local funds
- Payment by formal agreement within the state or region by other cooperative agreements

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. Note: the data or records are usually collected with a particular intent and relate to a defined topic. A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the internet. Each database is counted individually even if access to several databases is supported through the same vendor interface. Count Gale, Credo Reference, Transparent Languages, and Brainfuse on line E36. Report resources such as Freegal as one database on line E35. Do not count Bridges here.

**E36: NUMBER OF LICENSED DATABASES FUNDED BY THE STATE GOVERNMENT OR THE STATE LIBRARY OF IOWA:** The only licensed databases that should be reported on line E38 are Gale, Credo Reference, Chilton Library, Transparent Languages, and Brainfuse. Count Gale as 41, Credo Reference as 1, Chilton Library as 1, Transparent Languages as 1, and Brainfuse as 1. Maximum amount for this line is 45. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**E37: TOTAL LICENSED DATABASES (E35+E36):** Automatically sums E35 and E36 to calculate the total number of licensed databases held by the library.

## Section F – Circulation

Report circulation for FY20 (July 1, 2019 to June 30, 2020). Circulation should only be counted for items checked out of the library's collection for use outside of the library, including renewals. DO NOT count automatic renewals as circulation. DO NOT count in-house use or computer use as circulation. *COVID-19 note: make sure to report items checked out through curb-side service 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.

### *Circulation Transactions of Physical Items*

**F01: ADULT BOOKS:** Count the total annual circulation of adult books for use outside the library, including renewals. Adult books are those that are intended for use by persons age 19 and over regardless of the age of the person who checks out the book. Do not include items designated as "Young Adult" in this category.

**F02: YOUNG ADULT BOOKS:** Count the total annual circulation of young adult books for use outside the library, including renewals. Young adult books are those that are intended for use by persons age 12 to 18 regardless of the age of the person who checks out the book.

**F03: CHILDREN'S BOOKS:** Count the total annual circulation of children's books for use outside the library, including renewals. Children's books are those that are intended for use by persons age 11 and under regardless of the age of the person who checks out the book. Do not include items designated as "Young Adult" in this category.

**F04: VIDEO RECORDINGS (PHYSICAL FORMATS):** Count the total annual circulation of video recordings for use outside the library including renewals. Video recordings are materials on which moving pictures are recorded, with or without sound. Video formats may include tape, DVD, Blu-Ray, or other physical formats.

**F05: AUDIO RECORDINGS (PHYSICAL FORMATS):** Count the total annual circulation of audio recordings for use outside the library, including renewals. Audio recordings are materials on which sounds only are recorded and that can be played back mechanically. Include records, audiocassettes, audio cartridges, audio discs, audio-reels, talking books, or other physical formats.

**F06: SERIALS (PHYSICAL FORMATS):** Count the total annual circulation of print serials/periodicals for use outside the library, including renewals. Serials include magazines, newspapers, annuals (reports, yearbooks, etc.), journals, memoirs, proceedings and transactions of societies, and numbered monographic series. Government documents and reference tools are often issued as serials.

**F07: ALL OTHER ITEMS (CD-ROM BASED PRODUCTS, PUZZLES, ART PRINTS, PAMPHLETS, CAKE PANS, PUPPETS, ETC.):** Count the total circulation of everything else not covered in lines F01 to F06, for use outside the library, including renewals. Include the circulation of uncataloged paperbacks or pamphlets.

**F08: TOTAL PHYSICAL CIRCULATION BY MATERIAL TYPE (F01+F02+F03+F04+F05+F06+F07):** Automatically sums F01 to F07 to calculate total physical circulation by material type.

Lines F09 and F10 should be reported as individual counts. They do not need to add up to a total. These counts are part of the physical total as reported on line F08. Do not count electronic use for lines F09 or F10.

**F09: CIRCULATION TO THE RURAL POPULATION OF YOUR OWN COUNTY:** Report the total annual circulation of all types of physical materials to persons who are rural residents of your county. Include those who have a valid card from another city but who actually live in the unincorporated area of the county. Include renewals. Do not include automatic renewals or in-house use count.

**F10: TOTAL PHYSICAL CIRCULATION OF ALL MATERIALS CATALOGED AS "CHILDREN'S":** Report the total annual circulation of all children's materials in all physical formats to all users, including renewals. Do not include automatic renewals or in-house use count. Children are considered persons age 11 or under.

### ***Use of Downloadable Material***

**F11: BRIDGES E-BOOKS, INCLUDING USE OF ADVANTAGE TITLES. PREFILLED AND LOCKED BY THE STATE LIBRARY:** Count the total annual use of Bridges e-books, including use of Advantage titles. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**F12: ALL OTHER E-BOOKS:** Count the total annual use of e-books that are not part of the Bridges consortium. Only count e-book use if those items have been selected by the library and added to the collection. Include use only for items that require a user authentication and have a limited period of use. DO NOT count use for e-books that are part of a general collection such as those in Learning Express or Freading. E-books do NOT need to be cataloged in the library's OPAC to be counted on this line. Do not report e-books that are part of the Advantage program here.

**F13: TOTAL USE OF E-BOOKS (F11+F12):** Automatically sums F11 and F12 to calculate total use of e-books.

**F14: BRIDGES DOWNLOADABLE VIDEO RECORDINGS, INCLUDING USE OF ADVANTAGE TITLES. PREFILLED AND LOCKED BY THE STATE LIBRARY:** Count the total annual use of Bridges downloadable video, including use of Advantage titles. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**F15: ALL OTHER DOWNLOADABLE VIDEO RECORDINGS:** Count the total annual use of downloadable videos that are not part of the Bridges consortium. Only count downloadable video use if those items have been selected by the library and added to the collection. Include use only for items that require a user authentication and have a limited period of use. DO NOT count use for downloadable video that are part of a general collection such as those in Freegal. Downloadable video recordings do NOT need to be cataloged in the library's OPAC to be counted on this line. Do not report downloadable videos that are part of the Advantage program here.

**F16: TOTAL USE OF DOWNLOADABLE VIDEO RECORDINGS (F14+F15):** Automatically sums F14 and F15 to calculate total use of downloadable video recordings.

**F17: BRIDGES DOWNLOADABLE AUDIO RECORDINGS, INCLUDING USE OF ADVANTAGE TITLES. PREFILLED AND LOCKED BY THE STATE LIBRARY:** Count the total annual use of Bridges downloadable audio, including Advantage titles. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**F18: ALL OTHER DOWNLOADABLE AUDIO RECORDINGS:** Count the total annual use of downloadable audios that are not part of the Bridges consortium. Only count downloadable audio use if those items have been selected by the library and added to the collection. Include use only for items that require a user authentication and have a limited period of use. DO NOT count use for downloadable audio that are part of a general collection such as those in Freegal. Downloadable audio recordings do NOT need to be cataloged in the library's OPAC to be counted on this line. Do not report downloadable audios that are part of the Advantage program here.



**F19: TOTAL USE OF DOWNLOADABLE AUDIO RECORDINGS (F17+F18):** Automatically sums F17 and F18 to calculate total use of downloadable audio recordings.

**F20: BRIDGES ELECTRONIC SERIALS – INCLUDING USE OF ADVANTAGE TITLES.** Prefilled and locked by the State Library.

**F21: ALL OTHER ELECTRONIC SERIALS:** Count the total annual use of electronic serials/periodicals. Serials include periodicals (magazines); newspapers; annuals (reports, yearbooks, etc.); journals; memoirs; proceedings and transactions of societies; and numbered monographic series. Government documents and reference tools are often issued as serials. Include RB Digital or similar use here. Do not count the use of online databases such as Gale on this line.

**F22: TOTAL USE OF ELECTRONIC SERIALS (F20+F21):** Automatically sums F20 and F21 to calculation total use of electronic serials.

**F23: TOTAL USE OF DOWNLOADABLE MATERIALS (F13+F16+F19+F22):** Automatically sums F13, F16, F19, and F22 to calculate total use of downloadable materials.

### ***Successful Retrieval of Electronic Information (Database Use)***

**F24: SUCCESSFUL RETRIEVAL OF ELECTRONIC INFORMATION FROM GALE, CREDO, TRANSPARENT LANGUAGES AND BRAINFUSE:** This used to be called licensed database use. Prefilled and locked by the State Library. Please verify and contact Scott Dermont if data is incorrect.

**F25: SUCCESSFUL RETRIEVAL OF ALL OTHER ELECTRONIC INFORMATION FUNDED LOCALLY OR BY OTHER NON-STATE FUNDED COOPERATIVE AGREEMENTS:** Count the use 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 simple viewing documents is normally sufficient for user needs. This used to be called database use.

Include use both inside and outside the library. Do not include use of the OPAC or website. (Based on NICO Standard Z39.7 (2013) #7.7, p. 43)

NOTE: This does not include local or commercial resources without user authentication. The use of those resources is not being counted at this time.

**F26: TOTAL SUCCESSFUL RETRIEVAL OF ELECTRONIC INFORMATION (F24+F25):** Automatically sums F24 and F25 to calculate total successful retrieval of electronic information.

### ***Circulation and Use Totals***

**F27: TOTAL CIRCULATION OF PHYSICAL AND DOWNLOADABLE MATERIALS (F08+F23):** Automatically sums F08 and F23 to calculate the total circulation of physical and downloadable materials.

**F28: TOTAL ELECTRONIC MATERIALS USE (F23+F26):** Automatically sums F23 and F26 to calculate the total electronic materials use.

**F29: TOTAL COLLECTION USE (F08+F23+F26):** Automatically sums F08, F23 and F26 to calculate the total collection use. **This is not the total of F27 + F28.**

## ***Interlibrary Loan***

The State Library will automatically fill in data from the SILO ILL service. If your library only uses SILO for ILL, you can skip F30 to F35. Examples of other ILL services are OCLC or print forms.

**F30: ILL RECEIVED FROM OTHER LIBRARIES USING THE SILO ILL SERVICE:** Prefilled and locked by the State Library.

**F31: ILL RECEIVED FROM OTHER LIBRARIES USING ALL OTHER ILL SERVICES.** Report the number of transactions in which library material, or copies of the material, are received from other libraries upon request. The libraries involved in interlibrary loan are not under the same administration. Include items borrowed from the State Library, including A/V. Do not report SILO ILL on this line.

**F32: TOTAL INTERLIBRARY LOAN RECEIVED FROM OTHER LIBRARIES (F30+F31):** Automatically sums F30 and F31 to calculate total ILL received from other libraries.

**F33: ILL PROVIDED TO OTHER LIBRARIES USING THE SILO ILL SERVICE.** Prefilled and locked by the State Library.

**F34: ILL PROVIDED TO OTHER LIBRARIES USING ALL OTHER ILL SERVICES.** Report the number of transactions in which library material, or copies of the material, are provided to other libraries upon request. The libraries involved in interlibrary loan are not under the same administration. Include items provided to the State Library, including A/V. Do not report SILO ILL on this line.

**F35: TOTAL INTERLIBRARY LOAN PROVIDED TO OTHER LIBRARIES (F33+F34):** Automatically sums F33 and F34 to calculate total ILL provided to other libraries.

**F36: CURRENT TOTAL NUMBER OF REGISTERED USERS:** Report the number of people holding valid library cards as of June 30, 2020. 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 years.

## **Section G – Program Attendance and Other Services**

### ***Program Attendance***

**PROGRAMS:** Count all programs in each category, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in 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 patrons 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.

**PARTICIPANTS:** Count the participants of all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include participants of programs sponsored by other groups that use library facilities. If programs are offered as a series, count the number of participants in each program of the series. For example, a story hour offered once a week, 48 weeks a year, with 10 attendees each, should be counted as 480 attendees. When reporting attendees count total number of attendees regardless of the age. A children's program attended by 10 children and 10 adults is counted as 20, not as 10. Exclude library activities for patrons 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.

**LIVE VIRTUAL PROGRAMS:** Live, virtual programs 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. These are considered programs for survey purposes and should be added into programming counts as indicated below.

**RECORDINGS OF PROGRAM CONTENT:** 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 list to on-demand. Do not include promotional or marketing content. Recordings of program content are counted separately as indicated below.

**Programs designed for adults, families, cross generational, all-ages, etc. should be reported on lines G13 to G18.**

**G01: TOTAL NUMBER OF IN-PERSON LIBRARY PROGRAMS FOR CHILDREN:** Count the total annual number of in-person library programs intended for children aged 11 years and under. An in-person 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. Do not count number of live virtual programs, or number of recordings of program content here. **(NEW)**

**G02: TOTAL NUMBER OF LIVE VIRTUAL LIBRARY PROGRAMS FOR CHILDREN:** Count the total annual number of live virtual programs intended for children aged 11 years and under. A children's live virtual program is any real time, planned event conducted via Web conferencing or webinar platform 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 live virtual programs may cover use of the library, library services, or library tours. Live virtual programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include Facebook Live or Zoom story hours and summer reading events. **(NEW-COVID)**

**G03: TOTAL NUMBER OF LIBRARY PROGRAMS FOR CHILDREN (G01 +G02):** Automatically sums G01 and G02 to calculate the total number of programs for children.

**G04: TOTAL NUMBER OF PEOPLE ATTENDING IN-PERSON LIBRARY PROGRAMS FOR CHILDREN:** Count the total annual number of attendees of all in-person programs for which the primary audience is children aged 11 years and under. **NOTE:** Count all attendees, regardless of age. Do not count views of live virtual programs, or views of recordings of program content here. **(NEW)**

**G05: TOTAL NUMBER OF PEOPLE ATTENDING LIVE VIRTUAL PROGRAMS FOR CHILDREN:** Count the total annual number of attendees of all live virtual programs for which the primary audience is children aged 11 years and under. Count the audience while the virtual program is live only. Do not count views of recorded sessions which should be reported on line G25. **NOTE: Count all attendees, regardless of age. (NEW-COVID)**

**G06: TOTAL NUMBER OF PEOPLE ATTENDING LIBRARY PROGRAMS FOR CHILDREN (G04 + G05):** Automatically sums G04 and G05 to calculate total number of people attending library programs for children.

**G07: TOTAL NUMBER OF IN-PERSON LIBRARY PROGRAMS FOR YOUNG ADULTS:** Count the total annual number of in-person library programs intended for young adults 12 to 18 years old. An in-person 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. Do not count number of live virtual programs, or number of recordings of program content here. **(NEW)**

**G08: TOTAL NUMBER OF LIVE VIRTUAL LIBRARY PROGRAMS FOR YOUNG ADULTS:** Count the total annual number of live virtual programs intended for young adults aged 12 to 18 years old. A young adult live virtual program is any real time, planned event conducted via Web conferencing or webinar platform for which the primary audience is young adults 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 live virtual programs may cover use of the library, library services, or library tours. Live virtual programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include Facebook Live or Zoom book clubs and summer reading events. **(NEW-COVID)**

**G09: TOTAL NUMBER OF LIBRARY PROGRAMS FOR YOUNG ADULTS (G07 + G08):** Automatically sums G07 and G08 to calculate total number of library programs for young adults.

**G10: TOTAL NUMBER OF PEOPLE ATTENDING IN-PERSON LIBRARY PROGRAMS FOR YOUNG ADULTS:** Count the total annual number of attendees of all in-person programs for which the primary audience is young adults aged 12 to 18 years old. Count all attendees, regardless of age. Do not count views of live virtual programs, or views of recordings of program content here. **(NEW)**

**G11: TOTAL NUMBER OF PEOPLE ATTENDING LIVE VIRTUAL PROGRAMS FOR YOUNG ADULTS:** Count the total annual number of attendees of all live virtual programs for which the primary audience is young adults aged 12 to 18 years old. Count the audience while the virtual program is live only. Do not count views of recorded sessions which should be reported on line G25. Count all attendees, regardless of age. **(NEW-COVID)**

**G12: TOTAL NUMBER OF PEOPLE ATTENDING LIBRARY PROGRAMS FOR YOUNG ADULTS (G10 + G11):** Automatically sums G10 and G11 to calculate total number of people attending programs for young adults.

**G13: TOTAL NUMBER OF IN-PERSON LIBRARY PROGRAMS FOR ADULTS, FAMILIES, ETC.:** Count the total annual number of in-person library programs intended for adults aged 19 and over. An in-person adult program is any planned event for which the primary audience is adult and which introduces attendees to any of the broad range of library services or activities for adults or which directly provides information to participants. Adult programs may cover use of the library, library services, or library tours. 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. ~~Include programs that are intended for families or general audiences on this line.~~ **NOTE: Programs designed for all-ages, cross generational, families, etc. should also be reported on this line.** Do not count number of live virtual programs, or number of recordings of program content here. **(NEW)**

**G14: TOTAL NUMBER OF LIVE VIRTUAL PROGRAMS FOR ADULTS, FAMILIES, ETC.:** Count the total annual number of live virtual programs intended for adults aged 19 and over. An adult live virtual program is any real time, planned event conducted via Web conferencing or webinar platform for which the primary audience is adults 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. Adult live virtual programs may cover use of the library, library services, or library tours. Live virtual programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include Facebook Live or Zoom book clubs and summer reading events. **NOTE: Programs designed for all-ages, cross generational, families, etc. should also be reported on this line.** **(NEW-COVID)**

**G15: TOTAL NUMBER OF LIBRARY PROGRAMS FOR ADULTS, FAMILIES, ETC. (G13 + G14):** Automatically sums G13 and G14 to calculate the total number of library programs for adults, families, etc.

**G16: TOTAL NUMBER OF PEOPLE ATTENDING IN-PERSON LIBRARY PROGRAMS FOR ADULTS, FAMILIES, ETC.:** Count the total annual number of attendees of all in-person library programs intended for adults aged 19 and over. Include program attendance for programs intended for families or general audiences on this line. Count all attendees regardless of age. Do not count views of live virtual programs, or recordings of program content here. **(NEW)**

**G17: TOTAL NUMBER OF PEOPLE ATTENDING VIRTUAL PROGRAMS FOR ADULTS, FAMILIES, ETC.:** Count the total annual number of attendees of all live virtual programs for which the primary audience is young adults aged 12 to 18 years old. Count the audience while the virtual program is live only. Do not count views of recorded sessions which should be reported on line G25. Count all attendees, regardless of age. **(NEW-COVID)**

**G18: TOTAL NUMBER OF PEOPLE ATTENDING LIBRARY PROGRAMS FOR ADULTS, FAMILIES, ETC. (G16 + G17):** Automatically sums G16 and G17 to calculate the total number of people attending library programs for adults, families, etc.

**G19: TOTAL NUMBER OF LIBRARY PROGRAMS (G03+G09+G15):** Automatically sums G03, G09, and G15 to calculate the total number of library programs.

**G20: TOTAL NUMBER OF PEOPLE ATTENDING LIBRARY PROGRAMS (G06+G12+ G18):** Automatically sums G06, G12, and G18 to calculate the total number of people attending library programs.

**G21: TOTAL NUMBER OF PROGRAM CONTENT RECORDINGS FOR CHILDREN:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number of program content recordings for which the primary audience is children aged 11 years and under. **(NEW-COVID)**

**G22: TOTAL NUMBER OF PROGRAM CONTENT RECORDINGS FOR YOUNG ADULTS:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number of program content recordings for which the primary audience is young adults aged 12 to 18 years old. **(NEW-COVID)**

**G23: TOTAL NUMBER OF PROGRAM CONTENT RECORDINGS FOR ADULTS, FAMILIES, ETC.:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number of program content recordings for which the primary audience is adults aged 19 and above. Include program content recordings intended for families or general audiences on this line. **(NEW-COVID)**

**G24: TOTAL NUMBER OF PROGRAM CONTENT RECORDINGS (G21 + G22 + G23):** Automatically sums G21, G22, and G23 to calculate the total number of program content recordings. **(NEW-COVID)**

**G25: TOTAL NUMBER OF VIEWS OF PROGRAM CONTENT RECORDINGS FOR CHILDREN:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number views of recordings of program content for which the primary audience is children aged 11 years and under. NOTE: For events made available via Facebook, report 1-minute views. For other platforms, report unique views. **(NEW-COVID)**

**G26: TOTAL NUMBER OF VIEWS OF PROGRAM CONTENT RECORDINGS FOR YOUNG ADULTS:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number views of recordings of program content for which the primary audience is young adults aged 12 to 18 years old. NOTE: For events made available via Facebook, report 1-minute views. For other platforms, report unique views. **(NEW-COVID)**

**G27: TOTAL NUMBER OF VIEWS OF PROGRAM CONTENT RECORDINGS FOR ADULTS, FAMILIES, ETC.:** A program content recording is a video or audio recording of content that meets the definition of a program except that it is not streamed live. Count the total annual number views of recordings of program content for which the primary audience is

adults aged 19 and over. Include program content recordings intended for families or general audiences on this line.  
NOTE: For events made available via Facebook, report 1-minute views. For other platforms, report unique views. **(NEW-COVID)**

**G28: TOTAL NUMBER OF VIEWS OF PROGRAM CONTENT RECORDINGS (G25 + G26 + G27):** Automatically sums G25, G26, and G27 to calculate the total number of views of program content recordings. **(NEW-COVID)**

## ***OTHER SERVICES***

**G29: DOOR COUNT ANNUALLY:** Report the total annual number of library visits, for any reason, including:

- ❖ To attend programs
- ❖ To use meeting rooms
- ❖ To use the library's computers
- ❖ To use a water fountain or restroom
- ❖ To use of the library's collection or to check out items
- ❖ For any other visit

If an actual door count is unavailable, it is acceptable to conduct a one-week sample. Determine an annual estimate by counting visits during a typical week and multiplying the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, 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). **NOTE: do not count curbside delivery or other services provided while the library is physically closed to the public as door count.**

**G30: IS ANNUAL DOOR COUNT BASED ON AN ANNUAL COUNT (I.E. WITH A DOOR COUNTER) OR AN ANNUAL ESTIMATE BASED ON A TYPICAL WEEK OR WEEKS?** Select either Annual Count or Annual Estimate based on typical week(s). If unsure leave blank and skip to question G31. **(NEW)**

**G31: TOTAL NUMBER OF REFERENCE TRANSACTIONS ANNUALLY – (REVISED DEFINITION FOR FY20):** 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.

Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.

### NOTES:

1. A reference transaction includes information and referral services, unscheduled individual instruction and assistance in using information sources (including websites and computer-assisted instruction).
2. Count Readers Advisory questions as reference transactions.
3. Information sources include (a) printed and nonprinted 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; and (e) persons both inside and outside the library.
4. 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.
5. If a contact includes both reference and directional services, it should be reported as one reference transaction.
6. Duration should not be an element in determining whether a transaction is a reference transaction.

7. Do not include transactions that include only a directional service, such as 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?”

#### Annual Count vs. Annual Estimate

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.

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.

Example: If there are four weeks sampled, multiply the totals for those four weeks by 13 to get an estimate for the full year. If the sample is done twice a year (one week at each time, two weeks total) multiply the count by 26 to get the estimated annual count.

**G32: IS NUMBER OF REFERENCE TRANSACTIONS BASED ON AN ANNUAL COUNT (I.E. WITH A DOOR COUNTER) OR AN ANNUAL ESTIMATE BASED ON A TYPICAL WEEK OR WEEKS?** Select either Annual Count or Annual Estimate based on typical week(s). If unsure leave blank and skip to question G33. **(NEW)**

**G33: NUMBER OF INTERNET COMPUTERS FOR PUBLIC USE:** Report the number of the library's Internet computers and laptops, whether purchased, leased, or donated, used by the general public in the library. Include computers that are used by both staff and public and by public only.

**G34: NUMBER OF USES OF PUBLIC INTERNET COMPUTERS ANNUALLY (YOU MAY COUNT A TYPICAL WEEK AND MULTIPLY BY 52):** Report the total annual number of uses of library-owned public Internet computers in the library. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the number. If a week is used to count, multiply by 52 to determine the annual number. Sign-up forms or web-log tracking software also may provide a reliable count of users.

Count each use of the public internet computers, regardless of the amount of time spent on the computer. A customer who uses the library's public internet computers three times in a year would count as three uses. For confidentiality purposes, it is recommended that, after recording the needed statistics, logs be discarded each day. Count customer wireless access on line G35 or G36.

**G35: NUMBER OF WIRELESS SESSIONS ANNUALLY –** For libraries subscribing to the statewide WhoFi Service. Prefilled and locked by the State Library. Report the use of the library's wireless network by all wireless devices. Include use by both public owned and library owned wireless devices. Report any use not covered by the WhoFi service on line G36. Prefilled and locked by the State Library. **(NEW)**

**G36: NUMBER OF WIRELESS SESSIONS ANNUALLY – For libraries without the statewide Whofi service.** Report the use of the library's wireless network by all wireless devices. Include use by both public owned and library owned wireless devices. Only report this data if you have been collecting it. If you do not have the data for FY20, report N/A. If you do not provide wireless access for the public, report 0. **(NEW)**

**G37: NUMBER OF WIRELESS SESSIONS ANNUALLY (G35+G36):** Automatically sums G35 and G36.

**G38: WEBSITE VISITS FOR PLOW WEBSITE 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. Prefilled and locked by the State Library.

**G39: WEBSITE VISITS FOR ALL OTHER LIBRARIES 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 unable to collect a count of their website visits should report **N/A**. Libraries without websites should report **-3**. Libraries with PLOW websites should answer 0 for this question.

**G40: TOTAL WEBSITE VISITS ANNUALLY (G36+G37):** Automatically sums G38 + G39 to calculate total annual website use.

## Section H – Library Buildings – Hours and Square Footage

**H01: TOTAL NUMBER OF HOURS OPEN ANNUALLY AT THE MAIN LIBRARY ONLY:** 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. Prefilled by State Library.

**H02: TOTAL NUMBER OF WEEKS OPEN ANNUALLY AT THE MAIN LIBRARY ONLY (ROUND TO THE NEAREST WHOLE NUMBER OF WEEKS):** This is the number of weeks during the fiscal 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. Prefilled by State Library.

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.

**H03: SQUARE FOOTAGE OF MAIN LIBRARY:** Report the area on all floors enclosed by the outer walls of the library. Include all areas occupied by the library, including those areas shared with other agencies and areas off-limits to the public. Prefilled and locked by the State Library. Please contact Scott Dermont at [scott.dermont@lib.state.ia.us](mailto:scott.dermont@lib.state.ia.us) if the square footage of your main library has changed.

**H04: TOTAL NUMBER OF WEEKS THE MAIN LIBRARY WAS CLOSED DUE TO COVID-19 (NEW-COVID):** This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, the main library 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 main library is considered physically closed when the public cannot access the building, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or "curbside" services outside the building.



**H05: TOTAL NUMBER OF WEEKS THE MAIN LIBRARY HAD LIMITED OCCUPANCY DUE TO COVID-19 (NEW-COVID):** This is the number of weeks during the year that the main library 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 the main library building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements H02 and H05 (that is, a library could be open to the public and could implement limited occupancy practices in the same week. A library implementing limited occupancy practices is considered open).

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.

## Section H Part 2 – Branches and Bookmobiles

Enter information for each branch or bookmobile on separate lines. Click the “Add Group” button to report multiple branches or bookmobiles. Do not include information for your main library in this section – that is already covered by questions H01-H05.

NOTE: Libraries without branches should skip questions H06 to H11 and leave them blank.

**H06: BRANCH OR BOOKMOBILE NAME:** Report the full name of each branch library or bookmobile. If your library has no branches, you should not fill out questions H04 to H10.

**H07: TOTAL NUMBER OF HOURS OPEN ANNUALLY AT THE BRANCH OR BOOKMOBILE:** 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

**H08: TOTAL NUMBER OF WEEKS OPEN ANNUALLY AT THE BRANCH OR BOOKMOBILE (ROUND TO THE NEAREST WHOLE NUMBER OF WEEKS):** 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.

**H09: SQUARE FOOTAGE OF BRANCH LIBRARY (DO NOT REPORT SQUARE FOOTAGE OF BOOKMOBILES):** 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.

**H10: TOTAL NUMBER OF WEEKS THE BRANCH OR BOOKMOBILE WAS CLOSED DUE TO COVID-19 (NEW-COVID):** This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, the branch building, or bookmobile, 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 or bookmobile did not close to the public due to the pandemic, enter zero.

The branch or bookmobile is considered physically closed when the public cannot access the building or bookmobile, regardless of staff access. A building or bookmobile can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building or bookmobile.

**H11: TOTAL NUMBER OF WEEKS THE BRANCH OR BOOKMOBILE HAD LIMITED OCCUPANCY DUE TO COVID-19 (NEW-COVID):** This is the number of weeks during the year that the branch or bookmobile 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 the branch building or bookmobile did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements H07 and H11 (that is, a library or bookmobile could be open to the public and could implement limited occupancy practices in the same week. A branch or bookmobile implementing limited occupancy practices is considered open).

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.

## Section H Totals

**H12: TOTAL NUMBER OF HOURS OPEN ANNUALLY AT THE MAIN LIBRARY AND ALL BRANCHES (H01+H07):**

Automatically sums H01 and H07 from each repeatable group to determine the total number of hours open at the main library and all branches and bookmobiles. Click the “SAVE” button to calculate the total.

**H13: TOTAL NUMBER OF WEEKS OPEN ANNUALLY AT THE MAIN LIBRARY AND ALL BRANCHES (H02+H08):**

Automatically sums H02 and H08 from each repeatable group to determine the total number of weeks open at the main library and all branches and bookmobiles. Click the “SAVE” button to calculate the total.

**H14: TOTAL SQUARE FOOTAGE OF MAIN AND ALL BRANCH LIBRARIES (H03+H09):** Sums line H03 and line H09 from each repeatable group to determine total square footage in your library including all branches. Click the save button to calculate the total.

## Section I – COVID 19 related questions

The following questions have been added to the FY20 survey in order to assess the impact of the COVID-19 pandemic on library services. Answer Yes or No to the following questions if you know for sure that you provided the listed service or not. If you aren’t sure, leave the question blank.

I01 Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic? (YES/NO)

- Hours open clarification: 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 or “curbside” services outside the building. Select Yes or No. If you aren’t sure, leave the question blank.

I02 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? (YES/NO)

- Services to the public can include providing reference service, hosting virtual programming or recorded content, curbside delivery, etc. Staff can be located or home or in a closed library while providing these services. Select Yes or No. If you aren’t sure, leave the question blank.

- I03 Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic? (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.
- I04 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?" (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.
- I05 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? (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.
- I06 Did the library provide reference service via the Internet or telephone during the Coronavirus (COVID-19) pandemic? (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.
- I07 Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?" (YES/NO)
- 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. NOTE: Circulation of these items should be reported as circulation in the appropriate category in section F. Select Yes or No. If you aren't sure, leave the question blank.
- I08 Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic? (YES/NO)
- NOTE: Live virtual programs 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. Select Yes or No. If you aren't sure, leave the question blank.
- I09 Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic? (YES/NO)
- NOTE: 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. Select Yes or No. If you aren't sure, leave the question blank.
- I10 Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets BEFORE the Coronavirus (COVID-19) pandemic?" (YES/NO)
- Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. Select Yes or No. If you aren't sure, leave the question blank.
- I11 Did the library intentionally provide access to Wi-Fi Internet access to users outside the building at one or more outlets DURING the Coronavirus (COVID-19) pandemic? (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.

- I12 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? (YES/NO). Select Yes or No. If you aren't sure, leave the question blank.
- I13 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? (YES/NO)
- NOTE: Include reassignments to other government agencies (e.g., to provide unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count, but volunteering off hours would not. Select Yes or No. If you aren't sure, leave the question blank.
- I14 Does the library check out WIFI hotspots for use outside the library? (YES/NO) Select Yes or No. If you aren't sure, leave the question blank.



*This publication is supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the State Library of Iowa.*