

Tips and Hints for Completing the Pennsylvania Public Library Survey

What is the Pennsylvania Public Library Survey?

The Pennsylvania Public Library Survey, also called the Annual Report, is a yearly snapshot of a library or library system detailing the resources, finances and services provided to library users in the past year.

Who is involved in completing the Annual Report?

- **Library directors, system administrators and district library administrators** are responsible for gathering the necessary data and completing the annual report.
- **Library Board officers** are required to sign the Annual Report and the Application for State Aid.
- **District Library Consultants** are available to assist directors with completion of the annual report. District Library Consultants are also responsible for reviewing the annual reports of libraries in their district before the reports are submitted to the Office of Commonwealth Libraries.
- **State Aid Office and Bureau of Library Development advisors** are available to assist with any questions about the annual report

Contact information for library directors, system administrators, district library administrators, district library consultants and the Bureau of Library Development advisors can be found in the Directory of Pennsylvania Libraries at <http://pa.webjunction.org/pa-directory>

Who uses the data collected?

The data collected each year is used to inform library stakeholders about library services and finances and can be instrumental in decisions about policy and funding. Library stakeholders include the Institute of Museum and Library Services, the Pennsylvania State Legislature, county and municipal government officials, foundations, fund-raising organizations and local service organizations.

Where is the Annual Report located?

The Pennsylvania Public Library Survey is administered through Baker and Taylor's Bibliostat Collect and is available online at <http://collect.btol.com>. A user name and password is required for each library. The login page has a link to request user name and password information if needed.

When is the Annual Report to be completed?

Libraries with July – June budget year:

- Submit to District Library Consultants by **February 1st** of each year.
- District Consultants review the reports and submit to the Office of Commonwealth Libraries by **March 1st** of each year.

Libraries with January – December budget year:

- Submit to District Library Consultants by **April 1st** of each year.
- District Consultants review the reports and submit to the Office of Commonwealth Libraries by **May 1st** of each year.

Why complete the Annual Report?

The annual report documents the library's compliance with Pennsylvania library standards and eligibility for state aid. The Library Code requires all libraries receiving state aid to submit an annual report. The data collected provides a state-wide view of library services and contributes to the national picture of library services.

Helpful Hints:

- Answer all questions.
- Read the Help screens for each question. They contain details and definitions of the data required.
- If a question is not applicable to the library, use N/A.
- If the data for a question is not collected by the library, use N/C.
- If the answer to a question is zero, use the numeric 0, not an alphabetic O.
- Estimated figures are allowed but please enter a note indicating an estimate was used.
- Round monetary figures to the nearest full dollar. Do not use cents.
- Financial figures for branches and bookmobiles are to be reported in the main library report.
- Use notes to explain data.

Remember:

1. The Annual Report is not a financial document.
2. It should reflect the status of the library's operating account at the end of the fiscal year.
3. Do not wait for the library's yearly audit or financial review to complete the report.

General Information, Questions 1 – 23

Q1 Library Name – This question is locked. Any changes should be reported to the Office of Commonwealth Libraries at 717-783-5745.

Q2 and Q2a Reporting Period – Choose January to December or July to June. No other time period is acceptable.

Q3 and Q4 Library Address – P.O. boxes are acceptable for the mailing address but not the street addresses. Explain any changes in State Note, i.e. 911 systems, moved location, etc.

Q5 and Q6 Telephone and Fax Numbers – Do not use any spaces, dashes or punctuation.

Q10a Library Director's Name – Enter the name of the *current* library director. If position is vacant, enter the acting director. Explain changes in a State Note.

Q10b and 10c Library Director Certification and Number – All public library directors (except system certified) are required to be certified by the Pennsylvania Department of Education and obtain a certification number from the Department. Is the director in compliance with the state standard? No – explain in a State Note and submit a request for an extension of time to meet standard. To apply for public library certification go to http://www.portal.state.pa.us/portal/server.pt/community/library_certifications/7219

Q18 Library's Federal ID Number – A 9-digit number issued by the IRS. Called a FEIN or EIN. Do not use any spaces, dashes or punctuation.

Q21, Q22 and Q23 Library Structure – Normally a library qualifies as a 501(c)(3) or a department of government. If the library qualifies as both, please explain in Q23 using 255 characters or less.

Population, Questions 30-33

Population figures are prefilled and locked. Any changes to service area should be reported to the Office of Commonwealth Libraries at 717-783-5745.

All population figures are based on the 2010 U.S. Census.

Independent Libraries answer Q30.

Library system headquarters and members answer Q31a.

Q31b, Q31c and Q31d Municipalities and Populations– List the municipalities and the populations claimed for state aid. Q31d must equal the total population in Q30 or Q31a.

Q33a and Q33b Service Area Change – Answer Yes if the library added or deleted any municipalities claimed for state aid from the previous year. Explain any changes in less than 255 characters. Don't use this question to report the population changes from the decennial census.

Number of Service Outlets, Questions 35-38

All library service outlets reported in Q35, Q36 and Q37 must have paid staff, regular schedule of public hours and an organized collection.

Q35 Central Library - The central library is a single unit library or the unit where the principal collections or central operations are maintained. It may be referred to as the main library. In a federated library system the individual system members should report "1". Some systems may have an administrative center that is separate from the principal collection and is not open to the public. For purposes of this report, this type of building is not a central library and should have a response of "0." The answer cannot be more than 1.

Q37 Bookmobiles – Report the number of bookmobiles, not the number of stops. Do not include delivery vans.

Q38 Other Service Outlets – Report deposit collection in nursing homes, prisons, daycare centers, etc. if part of the library's collection is maintained and rotated on a continuous basis.

Size of Library, Question 40

Q40 Size of Building – Report in square feet. Explain any change from the previous year in a State Note.

Registration, Question 44

Q44 Registration – Libraries are advised to purge inactive patrons from the registration file at least every 3 years.

Public Service Hours, Questions 50-53

Q50 Hours Open Weekly - Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q51 Weekend hours - Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q 50a, Q50b and Q51a, Q51b Schedule for the Entire Year – If the library reduces hours during any period of the year, please list the dates of the alternate schedule and the total hours during those weeks. The intent is to identify variations from the usual weekly schedule.

Q52 Annual Public Service Hours - Report the total of annual public service hours for all outlets combined i.e. main library + branches + bookmobiles. For bookmobiles, report only the hours the bookmobile is open to the public (not travel time). Do not include hours of deposit collections or other similar service outlets. Use two decimal places. Calculation: Total = weekly hours x 50

Q53 Number of Weeks Per Year – Count the weeks the library was open for half or more of its scheduled hours. Don't count any weeks the library was closed for flooding, natural disasters, construction, etc. The number cannot be more than 52.

Personnel, Questions 55-63

Do the professional and staff full time equivalents (FTEs) comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Calculation: Total FTEs = (hours per week) x (# staff) ÷ Q55

Q55 Hours for Full Time Equivalent – Must be 35 or more per week. Use 2 decimal places for a fraction of an hour, i.e. 37.50.

Q56 ALA-MLS – Do not include these persons in the count for Q57.

Q57 Professional Librarian – Do not include these persons in the count for Q56.

Q60 Other Paid Staff – Report the FTE staff with responsibilities related to the delivery of library service. Do not include janitorial, maintenance or security staff. Use 2 decimal places.

Collection, Questions 65-74

Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC).

Q65 Cataloged Items Previous Year – This is the number the library reported in Q68 last year. You cannot change this number.

Q68. Cataloged Items Current Year - Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q69a E-Books - 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 (monograph). 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 personal computer 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. For smaller libraries, if volume data are not available, the number of titles may be counted. 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.

Q70a E-Audio Materials - These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Include downloadable audio books in this category. Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC). If access is only available via an external database, do not count individual items, but count the database in licensed databases (line #260).

Q71a E-Video Materials - These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Report the number of titles. Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC).

Q73 Periodical Titles – Include print titles only, not microform, electronic or digital titles. Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q74 Serial Subscriptions – Include print titles only. The number entered should be greater than or equal to the number in Q73.

Circulation, Questions 80-86

Do not include out-going interlibrary loan or the transfer of materials between branches, bookmobile, or deposit collections.

Interlibrary Loan, Questions 88-89

The libraries involved in interlibrary loans are not under the same library administration.

Service Measures, Questions 90-97

Q90 Reference Questions – Do not count directional transactions or questions of rules or policies. Directional transactions provide instruction in the use of information sources that describe the library, such as schedules, floor plans, handbooks and policy statements.

Q91 Annual Library Visits - If an annual count is unavailable, determine an annual estimate by counting visits during a typical week in October and multiply the count by 52. A “typical week” is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday or whenever the library is usually open.

Q92 Attendance at Children Library Programs – Programs for ages 11 and under. Count all who attended including adults and children not in this age group.

Q93 Attendance at Adult Programs – Count all who attended including adult, children and young adults.

Q97 Attendance at Young Adult Programs – Programs for ages 12 to 18. Count all who attended including adults and children not in this age group.

Operating Revenue, Questions 100-128

Q100d and Q100e Federal Employment Programs – For any amounts reported, the library must submit verification letters from the employment agencies. Libraries can include the gross wages plus any portion of Social Security and Medicare costs paid by the library. The total employment program revenue should equal the total employment program wages and benefits, Q136 and Q145.

Q103a to Q103c State Aid to Public Libraries – The amount entered should equal the total amount paid.

Q104a to Q104c Statewide Library Card Program – These amounts will be 0.

Q104e and 104f State Employment Programs - For any amounts reported, the library must submit verification letters from the employment agencies. Libraries can include the gross wages plus any portion of Social Security and Medicare costs paid by the library. The total employment program revenue should equal the total employment program wages and benefits, Q136 and Q145.

Q109a Local Government Revenue - If there are actual costs (i.e. utilities, maintenance, salaries, etc) paid in full by the local municipality, they can be included here. A letter of Actual Costs must be submitted on municipal letterhead with original signatures.

Q109a Source Code – AP=Direct appropriation not based on referendum or a set millage. APM=Direct appropriation based on millage but not the result of a referendum. TxREF=Library tax levied as a result of a referendum. TxAuth=Library tax levied by authority of the municipal officers without referendum.

Q116 Fundraising and Monetary Donations – Include revenue from fund drives, fund-raising events, monetary donations, new merchandise sales, sale of used items, profit from cafes or coffee bars, and any other activity that raises money for the library. Do not report in this question any extraordinary income received and deposited in a restricted account. The cost of *items* purchased as gifts for the library are reported in Q225. The cost to purchase merchandise for sale is reported as an operating expenditure in Q195. Costs incurred to raise money are reported in Q195.

Q121 Library Generated Revenue – Any revenue produced from the public’s use of the library. This includes but is not limited to fines, non-resident fees, other service fees, lost book charges, damaged materials charges, photocopy charges, printing charges, rentals of materials or equipment, and rental of meeting rooms or other facilities.

Q123 Miscellaneous – Miscellaneous revenue should not be over \$1,000. Itemize all misc. revenue in a State Note. Reimbursements such as eRate, insurance claims, rebates, etc. should not be claimed as revenue or expenses. They should be deducted from the appropriate expense line.

Q126a to Q126g Beginning Balances – All beginning balances are prefilled from the previous year’s report. Explain any changes in a State Note.

Q127g Local Operating Funds-Transfer In – Report any funds from other library accounts (such as savings accounts, money market accounts, trust accounts, etc.) transferred into the general operating account and used for library expenses. Include any loans to the library.

Operating Expenditures, Questions 135-198

Q136 and Q145 Employment Program Wages and Benefits - For any amounts reported, the library must submit verification letters from the employment agencies. Libraries can include the gross wages plus any portion of Social Security and Medicare costs paid by the library in Q100d and Q104e. The total employment program revenue should equal the total employment program wages and benefits

Q154 Electronic Materials Expenditures - Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on

magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include equipment expenditures that are inseparably bundled into the price of the information service product. Include expenditures for materials held locally and for remote electronic materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses.

Q160 Total Collection Expenditures – Collection expenditures maintained from previous year or equal to 12% of total operating expenditures.

Calculation: $Q160 \div Q196 = \% \text{ collection expenditure}$. Does this comply with state standards? No – explain in a State Note and submit a waiver request for not meeting standard.

Q164, Q165 and Q167 Other Operating Expenditures – Any amounts entered in these questions cannot be included in Capital Expenditures, Questions 215-220.

Q179 Contracted Services – Include any expenditure for the yearly audit or financial review, any contracted services for consultants, attorneys, architects, bookkeeping, etc. Do not report maintenance agreements.

Q183 Interest Paid on Loans and Mortgages – Report interest paid only. Principal payments are not reported.

Q195 Cost of Raising Money – Expenditures include, but are not limited to, the costs associated with any fund raising activity, prizes for lotteries, maintenance costs of income-producing properties, fees paid to tax collectors, fees paid to administrators of trusts or endowments, commissions and taxes on the sale or transfer of property.

Q196 Total Operating Expenditures – For the purpose of calculating the percentage of the collection expenditure in the current year and the maintenance of local financial effort in the following year, the library may exclude one-time, non-recurring expenditures from the total operating expenditure. Expenditures may include but are not limited to repairs to HVAC system, new roof, new carpeting, grants, etc. Enter a State Note detailing the expenditures and amounts.

Financial Summaries, Questions 199-212

Most calculations in this section are automatic.

Manually enter amounts in Q200a, Q201a, Q202a, Q202c, Q203a, Q204a, and Q205a if appropriate.

Negative balances are permissible.

Capital Expenditures, Questions 215-220

For Annual Report purposes, use the definition found in Title 22 Pennsylvania Code § 131.60 for Capital Expenditures: expenditures for land, building, addition or major renovation which adds to the usable floor space and expenditures during the period of construction for furniture and equipment for the additional floor space.

Any amounts entered in these questions cannot be included in Other Operating Expenditures, Questions 164, 165 and 167.

Shared Costs, Question 224

Report the amount as calculated on the *Certification of Estimated Costs* form, also known as the “green sheet.” The form must be submitted with original signatures and the municipal seal.

Gifts Purchased Specifically for the Library, Question 225

Gifts of money should be reported in Q116.

To be counted for local financial effort, the gifts must be purchased specifically for the library. Receipts or invoices for the items must be available in the library’s records.

Permissible items:

- new library materials (i.e. books, audiobooks, DVDs, etc.)
- new equipment or furniture
- supplies (i.e. office supplies, cleaning supplies, shipping supplies, etc.)

Not Permissible items:

- program supplies, prizes, gifts and food
- services (in-kind)
- travel expenses
- used items

Salary and Benefits Information, Questions 231-233

Report the most current information and not the salaries and benefits from the reporting period.

Q233g Hours Worked Weekly – Director’s hours should meet the standard of greater than or equal to 20 hours per week. No – explain in a State Note. Submit a request for an extension of time to meet standard.

Continuing Education, Question 235

Q235a Hours Attended by Director – The library director should meet the standard of 8 hours of continuing education per year. No – explain in a State Note. Submit a request for an extension of time to meet standard.

Q235b Number of Staff Working 20 or More Hours Per Week – Do not count janitorial, maintenance or security staff.

Q235c Hours Attended by Staff – Staff working 20 or more hours per week in Q235b should meet the standard of 6 hours of continuing education every 2 years. No – explain in a State Note. Submit a request for an extension of time to meet standard.

Library Board, Questions 270-280

Q270 Number Appointed by Contributing Municipalities – Report the total number of board members appointed by municipalities, including any vacant appointments. Explain the vacancies in a State Note. $Q275h + Q275p + Q275x + Q275af + \text{all } Q275an = Q270$

Q271 Number of Board Members – Report the total number of board members, including any vacant positions. Explain the vacancies in a State Note. The total members listed in this section should equal Q271.

Local Financial Effort, Questions 1-20

IMPORTANT: If any changes are made to expenditure amounts in Q135 - Q198, double-check all calculations in the Local Financial Effort section. They do not automatically recalculate in Bibliostat.

Q1 Total Operating Expenditure - For the purpose of calculating the percentage of the collection expenditure in the current year and the maintenance of local financial effort in the following year, the library may exclude one-time, non-recurring expenditures from the total operating expenditure. Expenditures may include but are not limited to repairs to HVAC system, new roof, new carpeting, grants, etc. Enter a State Note detailing the expenditures and amounts.

Branch Report

Q10 Size of Branch Library – Report in square feet. Explain any changes from the previous year in a State Note.

Q15 Hours Open Weekly – Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q16 Number of Weeks Per Year – Count the weeks the branch was open for half or more of its scheduled hours. Don't count any weeks the branch was closed for flooding, natural disasters, construction, etc. The number cannot be more than 52.

Q17 Total Hours Open Per Year = Q15 x Q16

Q30 Cataloged Items Previous Year – This is the number the branch reported in Q33 last year. You cannot change this number.

Q33 Cataloged Items End of Current Report = Q30 – Q31 + Q32

Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet the standard.

Q37 Periodical Titles – Include print titles only, not microform, electronic or digital titles. Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet standard.

Q66 Collection Expenditures – The library must spend on behalf of the branch at least twice the amount of the previous year's Equal Distribution Grant on library materials. Does this comply with the standard? No – explain in a State Note. Submit a request for a waiver to meet the standard.

Bookmobile Report

Q14 Size of Bookmobile – Report in square feet. Explain any changes from the previous year in a State Note.

Q16 Hours Per Week Bookmobile is at Stops – Count only the hours the bookmobile is open to the public. Do not count travel time.

Q16a Number of Weeks Per Year – Count the weeks the bookmobile was open for half or more of its scheduled hours. Don't count any weeks the bookmobile was closed for flooding, natural disasters, construction, etc. The number cannot be more than 52.

Q22 Cataloged Items Previous Year – This is the number the bookmobile reported in Q25 last year. You cannot change this number.

Q25 Cataloged Items End of Current Report = Q22 + Q23 – Q24

Does this comply with state standards? No – explain in a State Note. Submit a request for a waiver to meet the standard.

Q29 Collection Expenditures – The library must spend on behalf of the bookmobile at least twice the amount of the previous year's Equal Distribution Grant on library materials. Does this comply with the standard? No – explain in a State Note. Submit a request for a waiver to meet the standard.

System Profile Report

Q11 Population - Be sure the populations of the system and system members are correct as assigned by the Office of Commonwealth Libraries. The municipal breakdown in Q12c must equal the total population in Q11 and Q12d and Q27b.

Q27a through 27k – The system member data reported in this section should be the same as the data reported on each system member’s annual report. The headquarters library should be included as an entry in this section.