

2018 TENNESSEE PUBLIC LIBRARY SURVEY

PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Part I: GENERAL (1.1 - 1.38)		
Library Identification		
1.1	Director's Last Name	Last name of director of the administrative entity.
1.2	Director's First Name	First name of director of the administrative entity.
1.3	Library's Official (Legal) Name	The legal name of the administrative entity.
1.4	Street Address	The complete street address of the administrative entity. Do not report a post office box or general delivery.
1.5	City	The city in which the administrative entity is located.
1.6	Zip	The city in which the administrative entity is located.
1.7	Mailing Address	The mailing address of the administrative entity.
1.8	City	The mailing address of the administrative entity.
1.9	Zip	The mailing address of the administrative entity.
1.1	Phone	The telephone number for the administrative entity.
1.11	Director's FAX	The fax number for the administrative entity.
1.12	Director's E-Mail	The email address for director.
1.13	Library Webpage URL	The webpage for the administrative entity.
1.14	County	The county in which the administrative entity is located.
1.15	Region	The region in which the administrative entity is located.
1.16	Official Service Area Population	Prepopulated by the state.
1.17	Respondent Name	The name of person responding to the survey.
1.18	Respondent Title	The title of person responding to the survey.
1.19	Respondent Phone	The telephone number for person responding to the survey.
1.20	Respondent Email	The email address for person responding to the survey.
Hours (Please also report information in Part XII)		
1.21	Accessible Service Hours after 5 pm M-F	Report the number of hours residents of your library's legal service area have access to public library service after 5pm M-F. Same entry as 12.19.
1.22	Accessible Service Hours on Saturdays	Report the number of hours residents of your library's legal service area have access to public library service on Saturdays. Same entry as 12.20.
1.23	Accessible Service Hours on Sundays	Report the number of hours residents of your library's legal service area have access to public library service on Sundays. Same entry as 12.21.
1.24	Total Accessible Service Hours per week	Report the number of hours residents of your library's legal service area have access to public library service during a typical week. Consider both the main library and branches using the following method: <i>If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, it should report 40 hours per week. If several branches are also open those same hours, the figure remains 40 hours. Should Branch A also be open one evening from 7:00 p.m. to 9:00 p.m., the total hours during which users can find service becomes 42. Include hours that the bookmobile is open to the public if appropriate. Same as entry 12.22.</i>
What type of legally established governance does your library have?		
1.25	Governed by a city or town library board	Select from drop down menu.
1.26	Governed by a county library board	Select from drop down menu.
1.27	Governed by both a county and a city/town board	Select from drop down menu.
1.28	Governed by a privately organized and appointed board	Select from drop down menu.
1.29	How often does governing board meet?	Select from drop down menu.
1.30	Library Director attends board meetings	Select from drop down menu.

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Library Structure (Answer items 1.31 OR 1.32, 1.33, & 1.34)		
If your library is a single library reporting directly to a library board, enter "Yes" as Independent Library in 1.31. If your library is a main library with one or more branch libraries and the entire system reports to a single board, enter "Yes" as Library System in 1.32.		
1.31	Independent Library	A library that is not a metropolitan library and does not qualify or choose to be a part of the Tennessee regional library system.
1.32	Library System	If your library is a main library with one or more branch libraries and the entire system reports to a single board.
1.33	Number of Central Libraries	The single unit library or the unit where the principal collections are kept and handled; also called Main Library. A library system may or may not have a central library. Some systems may have an administrative center separate from the principal collection not open to the public. This type of building should not be reported as a central library.
1.34	Number of Branches	A branch library is an auxiliary unit of an administrative entity which as at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
1.35	Did the administrative entity's legal service area boundaries changes since last year?	Select from drop down menu.
Registered borrowers		
A registered borrower 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 and gain access to other library resources. Files should have been purged within the past three (3) years.		
1.36	Number of Adult Borrowers	Adult borrowers are over 14 years of age.
1.37	Number of Child Borrowers	Child borrowers are under 14 years of age.
1.38	Total Registered Borrowers (1.36 + 1.37)	Total calculated automatically.
Part II: LIBRARY STAFF (2.1 - 2.30)		
Report as of June 30th of the fiscal year and include unfilled positions if a search was underway at that time. Report in FTEs – full-time equivalents. Report figures as of the last day of the fiscal year. To ensure comparable data, 40 hours per week has been set as the measure of full-time employees. To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and divide it by 40. For example, if you had three regularly scheduled part-time employees who worked a total of 60 hours per week, FTE = 60/40 = 1.5 FTE staff. Include all positions budgeted, whether filled or unfilled.		
Librarians with Master's Degree (ALA accredited MLS or MLIS)		
2.1	Number of MLS Librarians	The full-time equivalent of librarians with master's degrees from programs of Library and Information Studies accredited by the American Library Association.
2.2	MLS Librarian Weekly Hours (Combined)	Report the total number of weekly hours worked by MLS Librarians.
2.3	MLS Librarian FTEs	Total calculated automatically.
Other Employees Holding the Title of Librarian		
2.4	Number of Other Librarians	The full-time equivalent of other staff who hold the title of librarian but do not have a master's degree from an ALA-accredited program. This would include, but is not limited to, graduates of the state sponsored Public Library Management Institute and any others who hold the title of Librarian, Manager, Director, Administrator, or Head Librarian.
2.5	Other Librarians Weekly Hours (Combined)	Report the total number of weekly hours worked by Other Librarians.
2.6	Other Librarians FTEs	Total calculated automatically.
Other Paid Library Staff (circulation clerks, library assistants, etc.)		
2.7	Number of Other Staff	Report the full-time equivalent of staff NOT counted in total librarians, including plant operation, security and maintenance staff who are paid from the library's budget.
2.8	Other Staff Weekly Staff Hours (Combined)	Report the total number of weekly hours worked by Other Staff.
2.9	Other Staff FTEs	Total calculated automatically.

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All staff paid from the library budget that perform plant operations, security, custodial or maintenance work		
2.10	Number of Operations Staff	Should include all staff that perform plant operations, security, custodial or maintenance work. Report the full-time equivalent of staff in this category who are paid from the library's budget.
2.11	Operations Weekly Staff Hours (Combined)	Report the total number of weekly hours worked by Operations Staff.
2.12	Operations Staff FTEs	Total calculated automatically.
Totals		
2.13	Total Librarians (2.1 + 2.4)	Total calculated automatically.
2.14	Total Weekly Librarian Hours (2.2 + 2.5)	Total calculated automatically.
2.15	Total Librarians FTE (2.3 + 2.6)	Total calculated automatically.
2.16	Total Number of Paid Staff (2.1 + 2.4 + 2.7 + 2.10)	Total calculated automatically.
2.17	Total Weekly Paid Staff Hours (2.2 + 2.5 + 2.8 + 2.11)	Total calculated automatically.
2.18	Total FTEs of Paid Staff (2.3 + 2.6 + 2.9 + 2.12)	Total calculated automatically.
2.19	Total Volunteers (not FTE)	Unpaid persons who have given time during the year for advisory board, storytellers, book sale, operations, fundraising, computer and any other work. Count each person only once, even if multiple duties were performed.
2.20	Do you have a paid Children's &/or Young Adult Services Librarian?	Select from drop down menu.
Salary Information		
Please report money BUDGETED (NOT paid) for the year 2018. After one job title is added, the survey will automatically add additional entry lines. Use job titles provided. Only use the "Other" option if there is truly a unique job title, such as Volunteer Coordinator or Puppeteer. Do not use "Other" because your library uses the term Library Clerk instead of Library Page. Maximum amount of hours worked per week is 40. Anything over 40 hours will not be accepted.		
2.21	Job Title	Select from drop down menu.
2.22	Other, Please Specify	Only use the "Other" option if there is truly a unique job title, such as Volunteer Coordinator or Puppeteer. Do not use "Other" because your library uses the term Library Clerk instead of Library Page.
2.23	Annual Salary	The annual salary for employee.
2.24	Hours Worked Per Week	Report hours worked per week per position. Any value greater than 40 will not be accepted.
2.25	Library Hours Open Per Week	Report the number of hours residents of your library's legal service area have access to public library service during a typical week. Same entry as 12.23.
2.26	Education	Select from drop down menu.
2.27	Master of Library & Information Science	Select from drop down menu.
2.28	Library Experience in Years	Report number of years of library experience.
2.29	Certified Public Library Manager	Select from drop down menu.
2.30	Years in Current Position	Report years worked in current position.

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Part III: LIBRARY COLLECTION (3.1 - 3.75)		
Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.		
Print Materials - Locally Owned		
Books in print. 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.		
3.1	As of July 1 st (start of the fiscal year)	
3.2	# Added during year	Report materials added during the year.
3.3	# Deleted during year	Report materials deleted during the year.
3.4	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Print Materials - Regionally Owned		
3.5	As of July 1 st (start of the fiscal year)	Prepopulated by the state.
3.6	# Added during year	Prepopulated by the state.
3.7	# Deleted during year	Prepopulated by the state.
3.8	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Electronic Books (E-Books) - Locally Owned		
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). 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 electronic units, including duplicates, at the administrative entity level; do not duplicate unit count for each branch. E-books packaged together as a unit (e.g., multiple titles on a single eBook reader) and checked out as a unit are counted as one unit.		
Please include your READS Advantage titles and other locally owned E-books. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.		
<i>NOTE:</i> For purposes of this survey, units are defined as "units of acquisition or purchase". The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.		
Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units". For smaller libraries, if volume data are not available, the number of titles may be counted.		
Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units".		
3.12	Owned as of fiscal year end date (June 30th)	

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Electronic Books (E-Books) - Regionally Owned	
These READS E-book collection numbers are populated on the state level and locked.	
3.16	Owned as of fiscal year end date (June 30th)
	Total calculated automatically.
Audio Materials - Locally Owned	
These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs (including audio-CD-ROM), audio-reels, talking books, and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files. Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audio cassettes for one recorded book) and checked out as a unit are counted as one physical unit. Report the number of titles.	
3.17	As of July 1 st (start of the fiscal year)
	Report only items the library has selected as part of the collection and made accessible through the library's Online Public Access Catalog (OPAC) or through a physical library catalog.
3.18	# Added during year
	Report materials added during the year.
3.19	# Deleted during year
	Report materials deleted during the year.
3.20	As of June 30 th (end of the fiscal year)
	Total calculated automatically.
Audio Materials - Regionally Owned	
3.21	As of July 1 st (start of the fiscal year)
	Prepopulated by the state.
3.22	# Added during year
	Prepopulated by the state.
3.23	# Deleted during year
	Prepopulated by the state.
3.24	As of June 30 th (end of the fiscal year)
	Total calculated automatically.
Audio Materials (Downloadable Titles) - Locally Owned	
These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Audio – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user's personal computer for a limited time. Include Audio – Downloadable Units held locally and remote Audio – Downloadable Units for which permanent or temporary access rights have been acquired.	
Please include your READS Advantage titles and other locally owned downloadable audio books. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.	
3.25	As of July 1 st (start of the fiscal year)
3.26	# Added during year
	Report materials added during the year.
3.27	# Deleted during year
	Report materials deleted during the year.
3.28	As of June 30 th (end of the fiscal year)
	Total calculated automatically.
Audio Materials (Downloadable Titles) - Regionally Owned	
These READS audio collection numbers are populated on the state level and locked.	
3.29	As of July 1 st (start of the fiscal year)
	Prepopulated by the state.
3.30	# Added during year
	Prepopulated by the state.
3.31	# Deleted during year
	Prepopulated by the state.
3.32	As of June 30 th (end of the fiscal year)
	Total calculated automatically.

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Video Materials - Locally Owned		
These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or computer monitor. Video formats may include tape, DVD and CD-ROM. Do not include downloadable electronic video files.		
3.33	As of July 1 st (start of the fiscal year)	Report the number of units, including duplicates. Items packaged together as a unit (e.g. two audio cassettes for one recorded book) and checked out as a unit are counted as one physical unit.
3.34	# Added during year	Report materials added during the year.
3.35	# Deleted during year	Report materials deleted during the year.
3.36	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Video Materials - Regionally Owned		
3.37	As of July 1 st (start of the fiscal year)	Prepopulated by the state.
3.38	# Added during year	Prepopulated by the state.
3.39	# Deleted during year	Prepopulated by the state.
3.40	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Video Materials (Downloadable Titles) - Locally Owned		
These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Video – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include Video – Downloadable Units held locally and remote Video – Downloadable Units for which permanent or temporary access rights have been acquired.		
Please include your READS Advantage titles and other locally owned downloadable video materials. Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.		
<i>NOTE:</i> For purposes of this survey, units are defined as “units of acquisition or purchase”. The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.		
Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units.” For smaller libraries, if volume data are not available, the number of titles may be counted.		
Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units”.		
3.41	As of July 1 st (start of the fiscal year)	
3.42	# Added during year	Report materials added during the year.
3.43	# Deleted during year	Report materials deleted during the year.
3.44	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Video Materials (Downloadable Titles) - Regionally Owned		
These READS downloadable video material numbers are populated on the state level and locked.		
3.45	As of July 1 st (start of the fiscal year)	Prepopulated by the state.
3.46	# Added during year	Prepopulated by the state.
3.47	# Deleted during year	Prepopulated by the state.
3.48	As of June 30 th (end of the fiscal year)	Total calculated automatically.

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Microforms - Locally Owned		
A photographic reproduction of textual, tabular, or graphic material reduced in size so that it can normally be used only with magnification. The two main types of microforms are micro reproductions on transparent material, including roll microfilm aperture cards, microfiche, and ultra fiche, and reproductions on opaque material. Count rolls of film. Estimate pieces of fiche and enter state note that there are estimates.		
3.49	As of July 1 st (start of the fiscal year)	Exclude current serial subscriptions.
3.50	# Added during year	Report materials added during the year.
3.51	# Deleted during year	Report materials deleted during the year.
3.52	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Microforms - Regionally Owned		
3.53	As of July 1 st (start of the fiscal year)	Prepopulated by the state.
3.54	# Added during year	Prepopulated by the state.
3.55	# Deleted during year	Prepopulated by the state.
3.56	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Other Materials - Locally Owned		
3.57	As of July 1 st (start of the fiscal year)	Include all materials NOT already reported (hot spots, etc.). Please provide a description in the notes field.
3.58	# Added during year	Report materials added during the year.
3.59	# Deleted during year	Report materials deleted during the year.
3.60	As of June 30 th (end of the fiscal year)	Total calculated automatically.
Total Materials - Locally Owned		
3.61	Beginning inventory (3.1+3.17+3.25+3.33+3.41+3.49+3.57+3.70+3.73)	Total calculated automatically.
3.62	# Added during year (3.2+3.18+3.26+3.34+3.42+3.50+3.58)	Total calculated automatically.
3.63	# Deleted during year (3.3+3.19+3.27+3.35+3.43+3.51+3.59)	Total calculated automatically.
3.64	Owned as of fiscal year end date (3.4+3.12+3.20+3.28+3.36+3.44+3.52+3.60+3.70+3.73)	Total calculated automatically.
Total Materials - Regionally Owned		
3.65	Beginning inventory (3.5+3.21+3.29+3.37+3.45+3.53+3.71+3.74)	Total calculated automatically.
3.66	# Added during year (3.6+3.22+3.30+3.38+3.46+3.54)	Total calculated automatically.
3.67	# Deleted during year (3.7+3.23+3.31+3.39+3.47+3.55)	Total calculated automatically.
3.68	Owned as of fiscal year end date (3.8+3.16+3.24+3.32+3.40+3.48+3.56+3.71+3.74)	Total calculated automatically.
3.69	READS (Regional E-Book & Audiobook Download System)	Prepopulated by the state.

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Electronic Collections (Databases)		
An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third party vendor. An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the web.		
Electronic Collections do NOT have a circulation period, and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library's catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library. <i>Note:</i> The data or records are usually collected with a particular intent and relate to a defined topic.		
3.70	Local	Report the number of electronic collections acquired through curation, payment or formal agreement, by source of access of local/other cooperative agreements, state government, state library.
3.71	State (Tennessee Electronic Library)	Prepopulated by the state.
3.72	Total Licensed Databases	Total calculated automatically.
Current Print Serial Subscriptions		
Current serial subscriptions are arrangements by which, in return for a sum paid in advance, serials are provided for a specified number of issues.		
3.73	Locally owned subscriptions	Report the number of current print serial subscriptions, including duplicates, for all outlets. Examples include periodicals (magazines), newspapers, annuals, some government documents, some reference tools, and numbered monographic series.
3.74	Regionally owned subscriptions	
Total Collection		
3.75	Total Collection (3.64 + 3.68)	Total calculated automatically.
3.75b	Total Collection without READS (3.64 + 3.68 -3.69)	Total calculated automatically. Same as 12.31.
Part IV: LIBRARY SERVICE (4.1 - 4.31)		
4.1	Total Service Hours Per Year	Report total annual service hours for library. Take a typical workweek from Sunday through Saturday in which the library is open its regular hours, containing no holidays. Multiply the total service hours of that week by 52 for the annual service hours. Minor variations in scheduled public service hours need not be included; however, extensive hours closed to the public due to natural disasters or other events should be excluded even if the staff is scheduled to work. For Systems: Using the above method, identify annual service hours for each branch and bookmobile and add to main library's annual service hours total. This total reflects all service hours in the system. Enter individual branch service hours in PART XII. Same as 12.28.
4.2	Library Visits	Report the total number of persons entering the library building for whatever purpose during the year. Total number of persons entering the library for whatever purpose during the year. If an actual count of visits is not available, determine an estimate by counting visits during a typical week and multiply that number by 52. For Systems: Include attendance at main library, branches and bookmobiles. Enter individual branch attendance in PART XII. Same as 12.29.

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4.3	Reference Transactions	Report the number of reference transactions which are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. A reference transaction includes information and referral service as well as unscheduled individual instruction and assistance in using information sources (including web sites and computer-assisted instruction). Count Readers Advisory questions as reference transactions. Information sources include (a) printed and non-printed material; (b) machine-readable databases (including computer-assisted instruction); (c) the library's own catalogs and other holdings records; (d) other libraries and institutions through communication or referral; and (e) persons both inside and outside the library. When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again. If a contact includes both reference and directional services, it should be reported as one reference transaction. Duration should not be an element in determining whether a transaction is a reference transaction. If an annual count of reference transactions is unavailable, count reference transactions during a typical week or weeks, and multiply the count to represent an annual estimate. [If the sample is done four times a year, multiply totals by 13, if done twice a year multiply by 26, if done only annually, multiply by 52.] A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. NOTE: It is essential that you do not include directional transactions in the report of reference transactions. Directional transactions include giving instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian? Where is Susan Smith? Where is the rest room? Where are the 600s? Can you help me make a photocopy?"
Annual circulation transaction go to tsla.libguides.com/PLS for circulation usage		
The lending of library materials to registered library borrowers for a specified period of time and under clearly identified rules and regulations. This activity includes charging, either manually or electronically, and also renewals, each of which is reported as a circulation transaction. Do not count in-house use of library materials. For juvenile circulation count the total annual circulation of all children's materials in all formats to all users. (If records by age are not kept, use estimates based on percentages of typical week. Indicate if records or estimates are used). Suggestion: use monthly figures previously sent to region, so these numbers agree. For Systems: include circulation at main library, branches and bookmobiles.		
4.4	Adult Circulation	Report the total annual circulation of all adult materials in all formats (electronic and physical) to all users, including renewals and hot spots.
4.5	Children's Circulation	Report the total annual circulation of all children's/juvenile materials in all formats (electronic and physical) to all users, including renewals.
4.6	Total Circulation (4.4 + 4.5)	Total calculated automatically.
4.7	Electronic Materials Circulation	Report circulation only for items that require a user authentication, and have a limited period of use. Do not include databases or other items not specified under those definitions. Electronic Materials are materials that are distributed digitally and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic Materials packaged together as a unit and checked out as a unit are counted as one unit.
4.8	Physical Item Circulation	Report the total annual circulation of all physical library materials of all types, including renewals. Count all physical materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.

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PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Content Use		
4.9	Electronic Content Use (4.7 + 8.10)	Total calculated automatically.
4.1	Total Collection Use (4.7 + 4.8 + 8.10)	Total calculated automatically.
Total number of programs/presentations made to groups		
A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational programs or presentations. Programs or presentations both on and off the library premises are included, as long as the library sponsors them. Does not include meetings sponsored by other groups using library meeting rooms. If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs. For Systems: include total at main library, branches and bookmobiles.		
4.11	Adult Programs	An adult program is primarily intended for adult audiences.
4.12	Children's Programs	A children's program is an 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 program may cover use of the library, library services, or library tours. Count all children's programs, whether held on or off site, that are sponsored or co-sponsored by the library . Do not include children's programs sponsored by other groups that use library facilities. If children's programs are offered as a series, count each program in the series. Children's age is defined as 11 years and under.
4.13	Young Adult/Teen Programs	A young adult program is any planned event for which the primary audience is young adult and which introduces the group of young adults attending to any of the broad range of library services or activities which directly provides information to participants. Young adult programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Count all young adult programs, whether held on or off-site, that are sponsored or co-sponsored by the library. Do not include young adult programs sponsored by other groups that use library facilities. If young adult programs are offered as a series, count each program in the series. Young Adult age is defined as 12-18 years and includes 18 years.
4.14	Total Programs	Total calculated automatically.
Total attendance at programs/presentations		
This is a total count of the audience at all programs/presentations - headcount at programs counted above. For Systems: include total at main library, branches and bookmobiles.		
4.15	Adult Program Attendance	The count of the audience at all programs for which the primary audience is for adults.
4.16	Children Program Attendance	The count of the audience at all programs for which the primary audience is for children 11 years and under. Include adults who attend programs intended primarily for children.
4.17	Young Adult/Teen Program Attendance	The count of the audience at all programs for which the primary audience is for young adults 12-18 years and includes 18 year olds. Include adults who attend programs intended primarily for young adults.
4.18	Total Program Attendance	Total calculated automatically. This is the count of the audience for all library programs during the reporting period.

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PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Summer Reading Programs		
	Number of Events Held	Report the count of all programs for which the theme was Summer Reading.
	Children's Program Attendance	Report the count of children 0-11 years in attendance.
	Young Adult/Teen Program Attendance	Report the count of young adult/teen ages 12-18 years in attendance.
	Adult Program Attendance	Report the count of adults in attendance.
	Total Program Attendance	Total calculated automatically. This is the count of the audience for all library programs for Summer Reading Program events.
Summer Reading Program Budget		
4.28	Summer Reading Program Budget	Report budgeted funds for the Summer Reading Program events.
4.29	Income from donations	Report donated funds for the Summer Reading Program events including in-kind donations.
4.30a	Income received from grants	
4.30b	Name grants	
Summer Reading Program Marketing Tools		
	Did you use the marketing tools provided by Cooperative Summer Learning Program?	Select from drop down menu. This includes posters, logos, banners, and the Public Service Announcement.
Part V: RESOURCE SHARING (5.1 - 5.5)		
Interlibrary Loans		
5.1	Interlibrary loans as borrower	Report the number of actual items received from other libraries and from Tennessee Resource Center.
5.2	Interlibrary loans as lender	Report the number of actual items provided to other libraries.
Reciprocal Borrowing Agreements		
5.3	Does your library participate in the Tennessee Library Card (TLC) Program?	Select from drop down menu.
5.4	Does your library have reciprocal borrowing agreements with other libraries?	Select from drop down menu.
5.5	If yes, which libraries?	List libraries you have an agreement with.
Part VI: FACILITY (6.1 - 6.2)		
6.1	Total number of square feet in library facility	Provide the area, in square feet, of the public library outlet (central/main library or branch). This is the area on all floors enclosed by the outer walls of the library outlet. Include all areas occupied by the library outlet, including those areas off-limits to the public. Systems: Report total of square feet of main library and branches. Enter individual branch square ft. in PART XII. Same entry as 12.26.
6.2	Total number of bookmobiles	The number of bookmobiles in the bookmobile outlet record. A bookmobile must meet all of the following: 1. A truck or van that carries an organized collection of library materials; 2. Paid staff; 3. Regularly scheduled hours (bookmobile stops) for being open to the public. Count the number of vehicles in use, not the number of stops the vehicle makes. Same entry as 12.25.

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PERFORMANCE INDICATOR	DEFINITION / INSTRUCTION
Part VII: FRIENDS GROUP INFORMATION (7.1 - 7.12)	
7.1	Do you have a Friend's organization? If yes, provide the following information:
	Select from drop down menu.
7.3	Date officers change
7.2	Number of members
7.4	President's First Name
7.5	President's Last Name
7.6	President's Street Address
7.7	City
7.8	Zip
7.9	Telephone Number
7.10	Is your Friends designated as a 501-c-3 for receiving deductible donations?
	Select from drop down menu. The 501(c)(3) status means that your organization is non-profit and tax exempt and can accept tax-deductible contributions.
7.3	Date officers change
7.2	Number of members
7.4	President's First Name
7.5	President's Last Name
7.6	President's Street Address
7.7	City
7.8	Zip
7.9	Telephone Number
7.10	Is your Friends designated as a 501-c-3 for receiving deductible donations?
7.3	Date officers change
7.2	Number of members
7.4	President's First Name
7.5	President's Last Name
7.6	President's Street Address
7.7	City
7.8	Zip
7.9	Telephone Number
7.10	Is your Friends designated as a 501-c-3 for receiving deductible donations?
7.3	Date officers change
7.2	Number of members
7.4	President's First Name
7.5	President's Last Name
7.6	President's Street Address
7.7	City
7.8	Zip
7.9	Telephone Number
7.10	Is your Friends designated as a 501-c-3 for receiving deductible donations?
7.11	Does your library have an organized foundation for fund-raising, separate from your
7.12	Is your Foundation designated as a 501-c-3 for receiving deductible donations?

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PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Part VIII: ELECTRONIC TECHNOLOGY (8.1 - 8.10)		
8.1	Do you have an automated circulation system?	Select from drop down menu.
8.2	If yes, which system?	
8.3	What type of internet connection does your library have?	If the library or library system uses more than one type of internet connection, select each type of connection that applies (Dial-up, DSL, Cable, Fiber, Satellite, T-1, T-2, or T-3, Other, No Internet Access.
8.4	Number of Computers with Internet access which are used by Staff Only	Report number of computers with Internet access used by Staff ONLY.
8.5	Number of Computers with Internet access used by General Public	Report number of computers with Internet access used by the General Public.
8.6	Number of users of electronic resources per year	Report the total number of uses (sessions) for Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions). Note: The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public internet computer(s) three times a year would count as three uses (sessions). Software such as "Historian" can also be used to track the number of uses (sessions) at each public internet computer. If the data element is collected as a weekly figure, multiply that figure by 52 to annualized it. Reminder: This count includes only the library's internet computers. Do not include Wi-Fi access using non-library computers.
8.7	Is your library part of a consortium?	Select from drop down menu.
8.8	If yes, with whom?	List name of consortium.
8.9	Wireless Sessions per Year	Report the number of wireless sessions provided by the library wireless service annually. If an annual count of wireless sessions is unavailable, count wireless sessions during a typical week and multiply the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, 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.
8.10	Successful Retrieval of Electronic Information go to tsla.libguides.com/PLS for usage links	Report the use of paid, commercial databases. The number of full-content units or descriptive records examined, downloaded, or otherwise supplied to user, from online library resources that require user authentication but do not have a circulation period. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not require downloading as simply viewing documents is normally sufficient for user needs. Include use both inside and outside the library. Do not include use of the OPAC or website. [based on NISO Standard Z39.7 (2013) #7.7, p. 43]
8.11	Website Visits	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.

2018 TENNESSEE PUBLIC LIBRARY SURVEY

PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Part IX: LIBRARY REVENUE BY SOURCE (9.1 - 9.19)		
Financial Report to be completed by the Board Treasurer or Bookkeeper.		
Local Government Revenue		
This includes all local government funds designated by the community and available for expenditure. Include Social Security and Medicare contributions in salary/benefits appropriations, even if not treated as a separate line item. Do not include appropriations for capital items or other one-time expenditures. Do not include the value of any contributed or in-kind services or the value of gifts, donations, fines and fees in appropriations.		
9.1	Amount appropriated by County	Report all tax and non-taxed receipts allocated by the county available for expenditure by the public library. Include Social Security and Medicare contributions paid by the local government on behalf of library staff as salary/benefits appropriations, even if not listed as a library appropriation. Do not include appropriations for one-time expenses of capital items.
9.2	Name of City	Funding provided by cities to the public library. If more than one city appropriates money to support the library, please report the appropriation of each.
9.3	Amount appropriated	
9.2	Name of City	If more than one city appropriates money to support the library, please report the appropriation of each.
9.3	Amount appropriated	
9.2	Name of City	
9.3	Amount appropriated	
9.2	Name of City	
9.3	Amount appropriated	
9.4	Total All Cities	Total calculated automatically.
Income		
9.5	Total Local Revenue (Operating Appropriations) (all public funds) (9.1 + 9.4)	Total calculated automatically.
9.6	Total State Revenue	These are all funds distributed directly (not via the regional library) to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from sources such as penal fines, license fees, and mineral rights.
9.7	Total Federal Revenue Funds (LSTA)	Report any LSTA funds received from the State Library and Archives (not via the Regional Library). This includes technology grants, and all other LSTA allocations.
Other Income		
Report all other operating (not capital) income not reported in items above. Include monetary gifts and donations, interest, fines, and fees. Do not include the value of any contributed services or the value of any non-monetary gifts and donations.		
9.8	Fines and Fees	
9.9	Interest Earned	
9.10	Private Donations, gifts, memorials	Cash gifts and donations, excluding in-kind support.
9.11	Grants not listed in 9.7 above	Report grant income.
9.12	Grant name or description	Report grant name or description.
9.13	Other	Report all other operating income not reported in other income-fines and fees and other income-cash gifts and donations.
9.14	Explain Other	Provide description of other income.
9.15	Other	
9.16	Explain other	
9.17	Total Other Income (9.8 + 9.9 + 9.10 + 9.11 + 9.13 + 9.15)	Total calculated automatically.
9.18	Total Other Income (not appropriations) (9.7 + 9.17)	Total calculated automatically.
9.19	Total Revenue (9.5 + 9.6 + 9.18)	Total calculated automatically.

2018 TENNESSEE PUBLIC LIBRARY SURVEY

PERFORMANCE INDICATOR	DEFINITION / INSTRUCTION
Part X: OPERATING EXPENDITURES (10.1a - 10.9c)	
Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs, especially benefits (including Social Security and Medicare) and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library should be included if the information is available to the library. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included.	
Salaries and Wages	
Enter salaries and wages paid to any and all employees before deductions excluding any employee benefits. Include wages paid for plant, security or maintenance staff.	
10.1a	From Operating Appropriations
Report expenditures paid from funds obtained through appropriations.	
10.1b	From Other Income
Report non-capital expenses paid from any source except appropriations. It includes expenditures of memorials, gift funds and grant funds or one-time expenditures from fines and fees.	
10.1c	Total Salaries and wages (10.1a + 10.1b)
Total calculated automatically.	
Employee Benefits	
Include the benefits outside of salary and wages paid and accruing to any and all employees (including plant operations, security, and maintenance staff) regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts spent by the reporting unit for direct, paid employee benefits including Social Security retirement, Medicare, disability insurance, life insurance, unemployment compensation, workers' compensation, tuition, and housing benefits. *No one should have zero (0) benefits, since employers pay for Social Security and Medicare.	
10.2a	From Operating Appropriations
10.2b	From Other Income
10.2c	Total Employee Benefits (10.2a + 10.2b)
Total calculated automatically.	
Total Library Staff Expenditures	
10.3a	Total From Operating Appropriations (10.1a + 10.2a)
Total calculated automatically.	
10.3b	Total From Other Income (10.1b + 10.2b)
Total calculated automatically.	
10.3c	Total Library Staff Expenditures (10.1c + 10.2c)
Total calculated automatically.	
Expenditures on Materials	
Include all expenditures for materials purchased or leased for use by the public.	
Print Materials	
Report all operating expenditures for the following print materials purchased or leased for use by the public: Books, serial back files, current serial subscriptions, government documents, and any other print acquisitions.	
10.4a	From Operating Appropriations
10.4b	From Other Income
10.4c	Total Print Materials (10.4a + 10.4b)
Total calculated automatically.	

2018 TENNESSEE PUBLIC LIBRARY SURVEY

PERFORMANCE INDICATOR	DEFINITION / INSTRUCTION	
Electronic Materials		
Report all operating expenditures for electronic (digital) materials purchased or leased for use by the public. Types include e-books, audio and video downloadable, e-serials (including journals), government documents, databases (including locally mounted, full-text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote electronic materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses.		
10.5a	From Operating Appropriations	
10.5b	From Other Income	
10.5c	Total Electronic Materials (10.5a + 10.5b)	Total calculated automatically.
Other Materials		
Report all operating expenditures for audio and video physical units, filmstrips, microform, DVD, and materials in new forms purchased or leased for use by the public.		
10.6a	From Operating Appropriations	
10.6b	From Other Income	
10.6c	Total Other Materials (10.6a + 10.6b)	Total calculated automatically.
Total Materials		
10.7a	From Operating Appropriations (10.4a + 10.5a + 10.6a)	Total calculated automatically.
10.7b	From Other Income (10.4b + 10.5b + 10.6b)	Total calculated automatically.
10.7c	Total Operating Expenditures (10.4c + 10.5c + 10.6c)	Total calculated automatically.
All Other Operating Expenditures		
10.8a	From Operating Appropriations	
10.8b	From Other Income	
10.8c	Total All Other Operating Expenditures (10.8a+ 10.8b)	Total calculated automatically.
Total Operating Expenditures		
10.9a	From Operating Appropriations (10.3a + 10.7a + 10.8a)	Total calculated automatically.
10.9b	From Other Income (10.3b + 10.7b + 10.8b)	Total calculated automatically.
10.9c	Total Operating Expenditures (10.3c + 10.7c + 10.8c)	Total calculated automatically.

2018 TENNESSEE PUBLIC LIBRARY SURVEY

PERFORMANCE INDICATOR	DEFINITION / INSTRUCTION	
Part XI: REVENUE AND EXPENDITURES (11.1 - 11.8)		
The amounts reported for Total Capital Revenue and Total Capital Expenditures are not expected to be equal.		
Capital Revenue		
11.1	Total Local Government (city/county appropriation) Capital Revenue	Report all local government (city or county) funds designated by the community, district or region and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government.
11.2	Total State Government Capital Revenue	Report all funds distributed to the public libraries by state government for expenditure by the public libraries for the purpose of major capital expenditures, except for federal money distributed by the state.
11.3	Total Federal Government Capital Revenue	Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid, received by the library for the purpose of major capital expenditures.
11.4	Total Other Capital Revenue	Report private (non-governmental funds), including grants received by the library for the purpose of major capital expenditures.
11.5	Total Capital Revenue	Total calculated automatically. The sum of local government capital income, state government capital income, federal government capital income and other capital income.
Capital Expenditures		
Report major capital expenditures (the acquisition of or additions to fixed assets). Examples include expenditures for (a) site acquisitions; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial book stock for new buildings, building additions or building renovations; (e) library automation systems; (f) new vehicles; and (g) other one-time major projects. Include federal, state, local or other revenue used for major capital expenditures. Only funds that are supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included. Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchases of library materials, and investments for capital appreciation. Exclude contributions to endowments, or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.		
11.6	From Operating Appropriations	
11.7	From Other Income	
11.8	Total Capital Expenditures (11.6 + 11.7)	Total calculated automatically.

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PERFORMANCE INDICATOR		DEFINITION / INSTRUCTION
Part XII: SYSTEM DATA (12.1 - 12.31)		
Fill out this section in its entirety each separate facility (main, branch, or bookmobile), it may duplicate information previously recorded.		
12.1	Library ID	Prepopulated.
12.2	Central or Main/Branch/Bookmobile Library Facility Name	Prepopulated.
12.3	Address	Prepopulated.
12.4	City	Prepopulated.
12.5	Zip	Prepopulated.
12.6	Zip4	Prepopulated.
12.7	County	Prepopulated.
12.8	Phone	
12.9	Director's First Name	
12.10	Director's Last Name	
12.11	Mailing Address	Prepopulated.
12.12	Mail City	Prepopulated.
12.13	Mail Zip	Prepopulated.
12.14	Mail Zip + 4	Prepopulated.
12.15	Director's Fax	
12.16	Director's Email	
12.17	Webpage URL	
12.18	Region	Select from drop down menu. The region in which the administrative entity is located.
12.19	Accessible Service Hours after 5 pm M-F	Same entry as 1.21. Report the number of hours residents of your library's legal service area have access to public library service after 5 pm M-F.
12.20	Accessible Service Hours on Saturdays	Same entry as 1.22. Report the number of hours residents of your library's legal service area have access to public library service on Saturdays.
12.21	Accessible Service Hours on Sundays	Same entry as 1.23. Report the number of hours residents of your library's legal service area have access to public library service on Sundays.
12.22	Total Accessible Service Hours per week	Same entry as 1.24. Report the number of hours residents of your library's legal service area have access to public library service during a typical week. Consider both the main library and branches using the following method: <i>If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, it should report 40 hours per week. If several branches are also open those same hours, the figure remains 40 hours. Should Branch A also be open one evening from 7:00 p.m. to 9:00 p.m., the total hours during which users can find service becomes 42. Include hours that the bookmobile is open to the public if appropriate.</i>
12.23	Number of weeks library is open	
12.24	Outlet Type Code	Select from drop down menu.
12.25	Number of Bookmobiles in the Bookmobile Outlet Record	Same entry as 6.2
12.26	Size Sq. Ft.	Same entry as 6.1
12.27	Total Staff FTE	Same entry as 2.18
12.28	ANNUAL Total Public Service Hours	Same entry as 4.1
12.29	ANNUAL Library Visits	Same entry as 4.2
12.30	ANNUAL Circulation	Same entry as 4.6
12.31	Total Collection	Same entry as 3.75b
12.32	READS Collection	Prepopulated.