

INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND INSTITUTIONS
FEDERATION INTERNATIONALE DES ASSOCIATIONS DE BIBLIOTHECAIRES ET DES BIBLIOTHEQUES
INTERNATIONALER VERBAND DER BIBLIOTHEKARISCHEN VEREINE UND INSTITUTIONEN
FEDERACIÓN INTERNACIONAL DE ASOCIACIONES DE BIBLIOTECARIOS Y BIBLIOTECAS
МЕЖДУНАРОДНАЯ ФЕДЕРАЦИЯ БИБЛИОТЕЧНЫХ АССОЦИАЦИЙ И УЧРЕЖДЕНИЙ



STATISTICS AND
EVALUATION SECTION
NEWSLETTER

July 2008

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1 Meetings in Quebec

IFLA STATISTICS & Evaluation Section Standing Committee

The first Standing Committee meeting will be held 11:30-14:30 on Saturday, 9 August 2008, Session 30. The second Standing Committee will be held 11:00-13:50 on Friday, 15 August 2008, Session 192.

AGENDA (DRAFT)

This agenda covers both meetings.

1. *Welcome and introductions*
2. *Adoption of the agenda*
3. *Adoption of the Minutes from the Standing Committee meetings in Durban (published in the December 2007 Section Newsletter).*
4. *Report from the meetings of the Professional and the Coordinating Boards*
5. *Treasurer's report*
6. *Statistics and Evaluation Section events at the Durban Conference – Review*
 - A. Quality Issues in Libraries
Discussion Group: The new entrance to the library: effectiveness and the use of the library website. Cosponsored with Academic and Research Libraries
 - B. Developing a new assessment model for the new millennium: Is the South African experience extensible?
 - C. *Special libraries need special measures*
 - D. *Global statistics for the 21st century – Poster Session*
7. *Activities of the Standing Committee*
 - A. *Projects*
 1. *Global statistics – UNESCO*
 2. *Library schools*
 - B. *Publications*
 1. *Newsletter*
 - C. *Programming for Quebec Conference - Housekeeping*

8. Strategic Plan – Progress report

[2nd Meeting (probably)]

9. *Review of Quebec Conference*
10. *Post-Conference Satellite Conference IFLA/ UNESCO Montreal 2008 – Housekeeping*
11. *Program planning for Milan WLIC 2009*
12. *Program planning for 8th Northumbria Performance Measurement Conference— Florence.*
13. *Preliminary planning for Brisbane 2009*
14. *Member activities of general interest*
15. *New business*

2 Strategic Plan of the IFLA Statistics and Evaluation Section 2008-2009

Mission

The Section aims to promote the application of statistics, evaluation and assessment in libraries, both for the successful management and operation of libraries and for the demonstration of the value of libraries to their users, parent institutions and funding agencies.

Goals

Promote and demonstrate the value of the use of measurement and evaluation in the management, operation and promotion of libraries and library services.

(Pillars: Society, Profession. Professional priorities: (a) Supporting the role of libraries in society; (h) Developing library professionals; (i) Promoting standards, guidelines and best practice)

1.1. Hold meetings and sessions at IFLA conferences and elsewhere in furtherance of the goal.

(Status: Ongoing)

1.2. Maintain and develop the Section's website on IFLANET and, where appropriate, elsewhere.

(Status: Ongoing)

1.3. Improve communication with members and others through the development of the Newsletter, use of the discussion list and other

appropriate measures.

1.4. Encourage participation in the work of the Section by members in all parts of the world.

Advocate the use of quantitative and qualitative evaluation methods and tools and the development and use of standardised measures.

(Pillars: Profession, Society. Professional priorities: (h) Developing library professionals; (i) Promoting standards, guidelines and best practice); (k) Representing libraries in the technological marketplace)

2.1 Improve the application of evaluation and assessment tools through instruction and continuing education, and through appropriate projects and advocacy.

(Status: Ongoing. Seeking funding to support a Professional Report in 2006 updating a 2000 study on the teaching of statistics and evaluation)

2.2 Work with other organisations to promote the development and use of recognised standards for benchmarking and comparative analysis.

(Status: Ongoing)

2.3 Work with ISO, UNESCO and other international organisations to promote the development and use of recognised standards for benchmarking and comparative analysis.

(Status: Ongoing)

Co-operate with, assist and advise other IFLA sections in the use of measurement and evaluation in their fields.

(Pillars: Society, Membership, Profession. Professional priorities: (a) Supporting the role of libraries in society; (f) Promoting resource sharing; (h) Developing library professionals)

Continue to co-operate with other IFLA groups involved in the study and application of performance measures.

(Status: Ongoing. Continuing to co-operate with University and Research Libraries section in discussion group on Quality Measures. Co-operated with University and Research Libraries and with Information Technology sections in 2005; collaborating with Knowledge Management at Seoul 2006. Will seek to co-operate with Special Libraries in 2007.)

3.2. Work with other IFLA groups, library associations and relevant bodies to develop workshops and projects.

(Status: Ongoing. Collaboration with University of Northumbria in nominating the Performance Measurement Conference as an IFLA satellite conference; and with bodies such as LISU and ARL. Work with Norwegian library school during 2006 in project on the teaching of statistics and evaluation.)

Support international comparisons and collaboration with international agencies.

(Pillars: Society, Profession. Professional priorities: (a) Supporting the role of libraries in society; (f) Promoting resource sharing ; (i) Promoting standards, guidelines and best practice)

Develop working relationship with ISO and other standards organisations over the revision of standards for library statistics and performance measures

(Status: Ongoing)

4.2 Continue discussion with the UNESCO Institute of Statistics and other relevant bodies with a view to developing a new approach to global library statistics.

(Status: Initial contacts have been made with UNESCO Institute of Statistics in Montreal. Aim to develop these in a three-year programme to reinvigorate global library statistics by 2008 conference, involving OECD and ISO as appropriate.)

Michael Heaney
30 Aug. 07

3 International Book Culture Statistics

Moving forward to measure the health of a national book culture

The problem

In 2006 the International Publishers Association (IPA) endeavoured to collect global publishing industry statistics. While some numbers were gathered, estimates made and figures published, the experience was an overwhelming one of frustration in the light of a lack of statistical information, even at the most basic level. There

are countries with excellent publishing statistics, but their numbers are very limited. The problems include that:

- ✦ Some nationally gathered statistics are relatively detailed, but are not comparable internationally as they measure different things or split the industry into different sectors
- ✦ There is no guidance available that ensures that where no detailed statistics can be gleaned, at least some approximative methodologies allow at least the identification of some metrics. The perfect stands in the way of the feasible.

Requested statistical information is so complex that response rates are low.

The objective

An international collection of national statistics on key indicators for the publishing industry is incredibly important for all involved in the book policy in that:

- ✦ The importance of publishing as a cultural industry can be established
- ✦ The impact of book policy changes be measured

Benchmarking between different countries allows identification of best practice

To do this, IPA is seeking an agreement between key non-governmental organization (NGO) and international organization (IO) representatives on a small number of important indicators.

IFLA's involvement

IFLA maintains regular links with IPA and was invited to a meeting in Paris on 17 June 2008, convened by UNESCO with the IPA and the International Booksellers' Federation. The outgoing and incoming Secretaries General of IFLA, Peter Lor and Jennefer Nicholson, attended with Ingrid Parent (Governing Board) and Mike Heaney (Statistics & Evaluation Section Secretary) attended on IFLA's behalf.

The solution:

Before the meeting UNESCO contracted with consultant Rüdiger Wischenbart of Vienna (www.wischenbart.com) to draw up a draft proposal to be discussed at the meeting. The proposal envisages a 'back office' doing data

mining and analysis from whatever data comes to it from the countries around the world. It usefully analyses countries according to the level of data and detail that is already available, from 'data rich' to 'data poor', which determines the level of analysis and fieldwork that would have to be done in each country (so, for example, Australia has good data readily available, which could be utilised more or less as is; but many countries in Oceania report no data at all at present, and work is needed to gather data from scratch, or to produce estimates).

The meeting went well and another is scheduled for September 2008, following up on the ideas generated and finalising the target data.

It seems likely that the project will coalesce around the production and dissemination of books, in which (to simplify grossly) publishers will be seen as the key producers and bookshops and libraries the key disseminators. As the number of indicators is to be strictly limited, it is likely that IFLA will want to concentrate on numbers of items in libraries, and numbers of loans or consultations, as the key indicators; and to tie it in with our own global statistics project.

The publishers' and booksellers' figures will seek to capture both quantitative information (numbers of titles published, copies sold) and economic indicators (value of the trade, including imports and exports), while not ignoring the significant non-trade dissemination methods – a point stressed during the meeting.

Meeting minutes follow:

International Book Statistics Project

Towards an international set of indicators on book publishing and dissemination

First Meeting – Presentation of research paper and discussion of next steps

Paris 17 June, 2008

Attendants (to be completed)

IPA: J.Bammel, H. Spruijt, J.M.Gomes, A.Krikorian, M.Brodsky,

IBF: F. Dubruille,

IFLA: P.Lor, M. Heaney, I. Parent, J. Nicolson

UNESCO: M.Rosi, G.Alonso

Tiele Foundation: Adriaan van der Weel

Items discussed:

- Presentation and discussion of the Study on International Book Statistics (by R. Wischenbart)
Scope, methodology and feasibility
Issues from the publishers, booksellers and libraries stand point
- Discussion on the project objectives, process and outputs
- Review of overall schedule and funding issues

Consensus points

A book industry driven project, supported by UNESCO, that aims to gather and package data on the “health of the book sector” for advocacy and lobby purposes.

Rationale: To make book production, distribution and availability visible to policy makers, and to enable further international comparative studies on the quality of national book sectors. Data at the national level will be the unit of analysis, though aggregation to get a regional and global picture is also necessary, comparisons being essential to book policy development, and the lobby and advocacy process. This has been a historical weakness of the book sector that this project intends to address.

The objective is then to have a small set of reliable indicators on the state of the book sector from production to dissemination through commercial and non commercial channels at the regional and country level, allowing a) for simple cross-country comparisons (for example being able to argue the need to support the book sector by bringing in the comparison with other countries i.e Ireland producing as many books as Sudan) as well as b) generic regional overview (not primarily intended for market research).

Uniqueness of this joint initiative: brings together all involved in the production, distribution and making available to books to users (publishers, booksellers and libraries).

New project objective: publication in 2010 of a “Pisa study for book culture”, provisionally entitled *World Report on Book Statistics or Global Outlook of the Book Sector – vitality of book production, distribution and dissemination*.

Action points

1. Finalization of the Study on International Book Statistics.
 2. Develop a viable model of data collection and analysis in two phases:
 - a) pilot for which funding is secured by UNESCO.
 - b) expanded; survey infrastructure, data merging and conversion and elaboration of reports and analysis.
 3. Project strategic priorities
- Within the general framework on a “three-pronged approach: to obtain **global**, **regional** and **national** data on the vitality of the book production distribution and dissemination”
4. Need to fundraise to carry the project beyond the initial test phase funded by UNESCO, namely the surveys, data collection at the country level and regional merge.

Preparation of a project document stating rational, objectives, activities, and outputs with detailed budget to support fund raising by all	15 September 2008 UNESCO IPA first draft.
	15 September—15 October validation by partners

Next meetings

September 20th, Amsterdam, The Netherlands – interim review of indicators, definitions and methodology. Validation of indicators and of model of data flow

October 15, Frankfurt Book Fair. Official launch of the project – joint press release. Move onto test phase in 2 or 3 countries preferably UNDAF, thus non European.

Michael Heaney
June 2008

4 Statistical Survey of the Metropolitan Libraries Section of IFLA for 2006

Following is the first survey carried out according to revised definitions based on IDO 2789: 2003 & 2006. The next step is to consult with MetLibs members about potential adjustments proposed in the light of this initial survey, and then administer the 2007 survey.

Elizabeth Glass, Planning and Development Manager, Toronto Public Library



STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Library System		
Column 1	2	3	4	5	6
Population	Name of Town & Province/State	Country	Name of Library	Name of Library in English	Website URL
1,000,000 and over					
6,994,500	Hong Kong	HK	Hong Kong Public Libraries	Hong Kong Public Libraries	www.hkpl.gov.hk
4,483,900	Singapore	SG	National Library Board of Singapore (The)*	National Library Board of Singapore (The)	www.nlb.gov.sg
3,313,537	New York City, NY, USA	US	New York Public Library	New York Public Library	www.nypl.org
2,503,281	Toronto, Ontario, Canada	CA	Toronto Public Library	Toronto Public Library	www.torontopubliclibrary.ca
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	Brooklyn Public Library	Brooklyn Public Library	www.brooklynpubliclibrary.org
2,229,379	Queens, New York, USA	US	Queens Borough Public Library	Queens Borough Public Library	http://www.queenslibrary.org
2,125,246	Paris, France	FR	Bibliothèques de la Ville de Paris	City of Paris' Libraries	www.bibliothèques.paris.fr
1,926,000	Bucharest, Romania	RO	Biblioteca Metropolitana Bucuresti	Metropolitan Library of Bucharest	http://www.bmms.ro
1,698,106	Budapest, Hungary	HU	Fővárosi Szabó Ervin Könyvtár	Metropolitan Ervin Szabó Library	www.fszek.hu
1,664,146	Vienna, Austria	AT	Büchereien Wien	Public Libraries Of Vienna	http://www.buechereien.wien.at
1,620,693	Montreal, Quebec, Canada	CA	Réseau des Bibliothèques de Montréal*	Montreal Public Library Network	http://ville.montreal.qc.ca/biblio
1,605,602	Barcelona, Spain	ES	Consorci de Biblioteques de Barcelona	Barcelona Libraries Consortium	http://www.bcn.cat/biblioteques
1,186,618	Prague, Czech Republic	CZ	Městská knihovna v Praze (MKP)	The Municipal Library of Prague (MLP)	http://www.mlp.cz http://www.mlp.cz/english
500,000 to 999,999					
992,176	Brisbane, Queensland, Australia	AU	Brisbane City Council Library Services	Brisbane City Council Library Services	http://elibat.library.brisbane.qld.gov.au
891,192	Jacksonville, Florida, USA	US	Jacksonville Public Library	Jacksonville Public Library	http://www.jaxpubliclibrary.org
802,270	Zagreb, Croatia	HR	Knjižnice Grada Zagreba	Zagreb City Libraries	www.kgz.hr
780,119	Amsterdam, The Netherlands	NL	Openbare Bibliotheek Amsterdam	Public Library Amsterdam	www.oba.nl
731,800	Riga, Latvia	LV	Rīgas Centrālā Bibliotēka	Riga Central Library	http://www.rcb.lv
600,000	Vancouver, BC, Canada	CA	Vancouver Public Library	Vancouver Public Library	www.vpl.ca
600,000	Vilnius, Lithuania	LT	Vilniaus Miesto Savivaldybės Centrinė Biblioteka	Vilnius City Library	http://www.vcb.lt
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	Bibliotheek Rotterdam	Rotterdam Library	www.bibliotheek.rotterdam.nl
581,858	Düsseldorf, Germany	DE	Stadtbüchereien Düsseldorf	Düsseldorf Public Libraries	http://www.duesseldorf.de/kultur/buecherei
572,600	Seattle, WA, USA	US	Seattle Public Library	Seattle Public Library	spl.org
564,874	Helsinki, Finland	FI	Helsinki Kaupunginkirjasto	Helsinki City Library	www.lib.hel.fi
560,000	Boston, MA, USA	US	Boston Public Library (The)	Boston Public Library (The)	www.bpl.org
546,000	Bremen, Germany	DE	Stadtbibliothek Bremen	Bremen Public Library	www.stadtbibliothek-bremen.de
538,411	Oslo, Norway	NO	Deichmanske Bibliotek	Oslo Public Library	http://www.deichman.no
505,957	Hannover, Lower Saxony, Germany	DE	Stadtbibliothek Hannover	Hannover Public Library	www.stadtbibliothek-hannover.de
503,699	Copenhagen, Denmark	DR	Københavns Biblioteker	Copenhagen Public Libraries	http://www.bibliotek.kk.dk
250,000 to 499,999					
496,021	Dresden, Germany	DE	Städtische Bibliotheken Dresden	Dresden Public Libraries	www.bibo-dresden.de
478,403	Cleveland, Ohio, USA	US	Cleveland Public Library	Cleveland Public Library	www.cpl.org
472,279	City of Gold Coast, QLD, Australia	AU	Gold Coast City Council Library Services	Gold Coast City Council Library Services	http://www.goldcoast.qld.gov.au/libraries/
460,000	Toulouse Région Midi-Pyrénées (France)	FR	Bibliothèque Municipale à Vocation Régionale de Toulouse (France)	Public Library of Toulouse	http://www.bibliothequedetoulouse.fr
453,157	Lyon Région Rhône-Alpes (France)	FR	Bibliothèque Municipale de Lyon	Lyons Public Library	www.bm-lyon.fr www.guichetdusavoir.org www.pointsdactu.org
448,229	Toledo, Ohio, USA	US	Toledo-Lucas County Public Library	Toledo-Lucas County Public Library	toledolibrary.org
399,096	Tallinn, Harju County, Estonia	EE	Tallinna Keskraamatukogu	Tallinn Central Library	www.keskraamatukogu.ee
360,000	Zurich, Switzerland	CH	Pestalozzi-Bibliothek Zürich PBZ	Pestalozzi Library Zurich	www.pbz.ch
306,000	South Morang, Victoria, Australia	AU	Yarra Plenty Regional Library Service	Yarra Plenty Regional Library Service	www.yprf.vic.gov.au
288,395	Utrecht, The Netherlands	NL	Bibliotheek Utrecht	Public Library of Utrecht	www.bibliotheek-utrecht.nl

[S:P&D StaffSurveys—ExternalSurvey—IFLA2006]



STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Administration		
Column 1	2	3	7	8	9
Population	Name of Town & Province/State	Country	Chief Librarian/ Administrator	Administration email	Administration Telephone
7,000,000 and over					
6,994,500	Hong Kong	HK	Yuk-Man Lee (Assistant Director, Libraries and Development)	adld@lcsd.gov.hk	852-2921 0208
4,483,900	Singapore	SG	N. Varaprasad (Dr.)	prasad@nlb.gov.sg	(65) - 6-3323133
3,313,537	New York City, NY, USA	US	David Ferrero (Director)	ibaumann@nypl.org	1 212 930-0675
2,503,281	Toronto, Ontario, Canada	CA	Josephine Bryant (City Librarian)	nmarshall@torontopubliclibrary.ca	(+1) (416) 393-7032
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	Dionne Mack-Harvin	d.mack@brooklynpubliclibrary.org	(+1) (718) 230-2162
2,229,379	Queens, New York, USA	US	Thomas W. Galante (Director)	TGalante@queenslibrary.org	011-718-990-0794
2,125,246	Paris, France	FR	Francis Pilon (Monsieur)		(33) (0) 1 42 76 84 08
1,926,000	Bucharest, Romania	RO	Florin Rotaru (General Director)	florinrotaru@bmms.ro	+4 (021) 316 83 00
1,698,106	Budapest, Hungary	HU	Peter Fodor (Dr.)	titkar@fszek.hu	+36-1-411-5000
1,664,146	Vienna, Austria	AT	Erich Schirhuber (Dr.)	post@buechereien.wien.at	+43 1 4000 84500
1,620,693	Montreal, Quebec, Canada	CA	Louise Guillemette-Labory (Director)	lglabory@ville.montreal.qc.ca	+1 (514) 872-1608
1,605,602	Barcelona, Spain	ES	Montserrat Calvo (General Manager)	biblios@bcn.cat	(+34) (93) 316 12 42
1,186,616	Prague, Czech Republic	CZ	Tomáš Reháč (RNDr.)	reditel@mnp.cz director@mnp.cz	+420 222 113 300
500,000 to 999,999					
992,176	Brisbane, Queensland, Australia	AU	Sharan Harvey (Ms)	MIs@brisbane.qld.gov.au	(+61)(7) 3403-4255
891,192	Jacksonville, Florida, USA	US	Barbara Gubbin (Director)	baubbin@coi.net	(1) (904) 630-1994
802,270	Zagreb, Croatia	HR	Ms Davorka Bastić	kgz@kgz.hr	(+385) (01) 4572 081
780,119	Amsterdam, The Netherlands	NL	Hans van Velzen	Dir@oba.nl	020-5230701
731,800	Riga, Latvia	LV	Dzidra Smita (Director)	rcb@rcb.lv	(+371) 67037121
600,000	Vancouver, BC, Canada	CA	Paul Whitney (Mr.)	paulwhi@vpl.ca	(+1) (604) 331-4000
600,000	Vilnius, Lithuania	LT	Rima Gražienė (Director)	info@vcb.lt	+370 5 212 1265
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	Gerard Reussink (Dr.)	g.reussink@bibliotheek.rotterdam.nl	+31 (0) 10 28 16 155
581,858	Düsseldorf, Germany	DE	Norbert Kamp (Dr.)	norbert.kamp@stadt.duesseldorf.de	(+49) (0) 211-89 93541
572,600	Seattle, WA, USA	US	Deborah Jacobs (City Librarian)	City.Librarian@spl.org	(+1) (206) 386-4102
564,874	Helsinki, Finland	FI	Maija Berndtson	city.library@hel.fi	+358 9 310 8511
560,000	Boston, MA, USA	US	Bernard Margolis (President)	loshea@bpl.org	1-617-536-5400
546,000	Bremen, Germany	DE	Barbara Lison	Barbara.Lison@stadtbibliothek.bremen.de	+49 421 361 4046
538,411	Oslo, Norway	NO	Liv Sæteren (Mrs.)	postmottak.deichman@kie.oslo.kommune.no	+47 23 43 29 00
505,957	Hannover, Lower Saxony, Germany	DE	Carola Schelle-Wolff (Dr.)	42@hannover-stadt.de	+49 (0)511 4 21 67 (Director)
503,699	Copenhagen, Denmark	DR	Jens Ingemann (Library Director)	bibliotek@kff.kk.dk	+45 3366 4650
250,000 to 499,999					
496,021	Dresden, Germany	DE	Arend Flemming (Dr.)	flg@bibliothek.dresden.de	(+49) 3518648101
478,403	Cleveland, Ohio, USA	US	Andrew A. Venable (Jr.), (Dr.)	Info@cpl.org	216-623-2827
472,279	City of Gold Coast, QLD, Australia	AU	Naida Tattersall (Dr.)	lca@goldcoast.qld.gov.au	(+61) (7) 5581-5412
460,000	Toulouse Région Midi-Pyrénées (France)	FR	Pierre Jullien (Director)	Courrier.bibliotheque@mairie-toulouse.fr	00 (33) 5 62.27.40.03
453,157	Lyon Région Rhône-Alpes (France)	FR	Patrick Bazin	brm@brm-lyon.fr	(+33) (4) 78 62 18 00
448,229	Toledo, Ohio, USA	US	Clyde Scoles (Director)	clyde.scoles@toledolibrary.org	1 419 259 5256
399,096	Tallinn, Harju County, Estonia	EE	Kaie Holm (Director)	keskraamatukogu@ln.lib.ee	(+372) 683 0915
360,000	Zurich, Switzerland	CH	Christian Relly (Director) Replaced by Mrs. Josepine Siegrist (DR) Jan. 1 2008	info@pbz.ch	(+41) (44) 204 96 96
306,000	South Morang, Victoria, Australia	AU	Christine Mackenzie (Ms)	ceo@yprl.vic.gov.au	+ 61 (03) 9401 0710
288,395	Utrecht, The Netherlands	NL	Hans van Soelen	directie@bibliotheek-utrecht.nl	+31 30 286 1870

[S:\P&D Staff\Surveys—External\Survey—IFLA\2006]

15/05/2008

Compiled by Toronto Public Library on behalf of the Metropolitan Libraries Section of IFLA

2 of 8



**STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006**

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Contact		Governance	
Column 1	2	3	10	11	12	13
Population	Name of Town & Province/State	Country	Contact Person	Contact's Email	Governing Body	Geographic Service Area
1,000,000 and over						
6,994,500	Hong Kong	HK	Annie Wan	sla@csd.gov.hk	Municipality/Local Government	Municipal
4,483,900	Singapore	SG	Kee Puay Hoon	puay_hoon_kee@nlb.gov.sg	Municipality/Local Government	Municipal
3,313,537	New York City, NY, USA	US	Anthony Fischetti	afischetti@nypl.org	Board of Trustees	Municipal
2,503,281	Toronto, Ontario, Canada	CA	Lynn Pasternak	lpasternak@torontopubliclibrary.ca	Board of Trustees	Municipal
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	Steven Schechter	s.schechter@brooklynpubliclibrary.org	Board of Trustees	County (Sub-Municipal Level)
2,229,379	Queens, New York, USA	US	Heather Fennell	HFennell@queenslibrary.org	Board of Trustees	City
2,125,246	Paris, France	FR	Monsieur Jean-François Jacques	jean-francois-jacques@paris.fr	Municipality/Local Government	Municipal
1,926,000	Bucharest, Romania	RO	Inina Stoltz	istoltz@bmms.ro	Municipality/Local Government	Municipal
1,698,106	Budapest, Hungary	HU	Eva Danko	edanko@fszek.hu	Municipality/Local Government	Municipal
1,664,146	Vienna, Austria	AT	Erich Schirhuber	erich.schirhuber@buechereien.wien.at	Municipality/Local Government	Municipal
1,620,693	Montreal, Quebec, Canada	CA	Pierre Meunier	pmeunier@ville.montreal.qc.ca	Municipality/Local Government	Municipal
1,605,602	Barcelona, Spain	ES	Judit Terma	terma@bcn.cat	Consortium	Municipal
1,186,618	Prague, Czech Republic	CZ	Věra Voňavková	foreign@mpl.cz vonavkova@mpl.cz	Municipality/Local Government	Municipal
500,000 to 999,999						
992,176	Brisbane, Queensland, Australia	AU	Sharon Robertson	ccsl@brisbane.qld.gov.au	Municipality/Local Government	Municipal
891,192	Jacksonville, Florida, USA	US	Melonee Slocum	mslocum@coj.net	Board of Trustees	Municipal
802,270	Zagreb, Croatia	HR	Tajana Nebesny	t.nebesny@kgz.hr	Municipality/Local Government	Municipal
780,119	Amsterdam, The Netherlands	NL	W. Schouten	w.schouten@oba.nl	Board of Trustees	Regional
731,800	Riga, Latvia	LV	Aiga Cakule	Aiga.Cakule@rcb.lv	Municipality/Local Government	Municipal
600,000	Vancouver, BC, Canada	CA	Paul Whitney	paulwhi@vpl.ca	Board of Trustees	Municipal
600,000	Vilnius, Lithuania	LT	Simona Žilienė	s.zilienne@vcb.lt	Municipality/Local Government	Municipal
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	Marieke Voorn	m.voorn@bibliotheek.rotterdam.nl	Municipality/Local Government	Municipal
581,858	Düsseldorf, Germany	DE	Kirsten Klöckner-Zimmermann	kirsten.kloeknerzimmermann@stadt.duesseldorf.de	Municipality/Local Government	Municipal
572,600	Seattle, WA, USA	US	Lois Fenker	Lois.Fenker@spl.org	Board of Trustees	Municipal
564,874	Helsinki, Finland	FI	Virve Miettinen	virve.miettinen@hel.fi	Municipality/Local Government	Municipal
560,000	Boston, MA, USA	US	Liz O'Shea	loshea@bpl.org	Board of Trustees	Regional
546,000	Bremen, Germany	DE	Annemarie Junge	Annemarie.Junge@stadtbibliothek.bremen.de	Municipality/Local Government	Municipal
538,411	Oslo, Norway	NO	Cathrine Fiva Waller	Cathrine.fiva.waller@kie.oslo.kommune.no	Municipality/Local Government	Municipal
505,957	Hannover, Lower Saxony, Germany	DE	Barbara Walter	barbara.walter@hannover-stadt.de	Municipality/Local Government	Municipal
503,699	Copenhagen, Denmark	DR	Janne Toldam	jatold@kf.kk.dk	Municipality/Local Government	Municipal
250,000 to 499,999						
496,021	Dresden, Germany	DE	Antje Becker	a.becker@bibliob-dresden.de	Municipality/Local Government	Municipal
478,403	Cleveland, Ohio, USA	US	Timothy Diamond	Timothy.Diamond@cpl.org	Board of Trustees	Municipal
472,279	City of Gold Coast, QLD, Australia	AU	Leona Jennings	lsmp@goldcoast.qld.gov.au	Municipality/Local Government	Municipal
460,000	Toulouse Région Midi-Pyrénées (France)	FR	Pascal Krajewski	pascal.krajewski@mairie-toulouse.fr	Municipality/Local Government	Regional
453,157	Lyon Région Rhône-Alpes (France)	FR	Bertrand Calenge	bcalenge@bm-lyon.fr	Municipality/Local Government	Municipal
448,229	Toledo, Ohio, USA	US	Beth Bonk	beth.bonk@toledolibrary.org	Board of Trustees	City/County
399,096	Tallinn, Harju County, Estonia	EE	N/A	N/A	Municipality/Local Government	Municipal
360,000	Zurich, Switzerland	CH	Thomas Hintermann	thomas.hintermann@pbz.ch	Municipality/Local Government	Municipal
306,000	South M orang, Victoria, Australia	AU	Kerryn McEvey	kmcevey@vprl.vic.gov.au	Regional Authority	Regional
288,395	Utrecht, The Netherlands	NL	K. Telleman	k.telleman@bibliotheek-utrecht.nl	Municipality/Local Government	Municipal

[S:P&D StaffSurveys—ExternalSurvey—IFLA2006]



STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Finance							Lib
Column 1	2	3	14	15	16	17	18	19	20	
Population	Name of Town & Province/State	Country	Period Reported	Income and Funding	Total Operational Expenditure	Library Staff Expenditure	Acquisitions Expenditure	Capital Expenditure	Total Number of Service Points	
1,000,000 and over										
6,994,500	Hong Kong	HK	January 2006 - December 2006	€ 73,133,550	€ 71,152,650	€ 39,109,463	€ 9,315,217	€ 383,400	76	
4,483,900	Singapore	SG	April 2006 - March 2007	€ 114,180,427	€ 114,413,953	€ 30,061,018	€ 17,468,201	€ 10,095,665	34	
3,313,537	New York City, NY, USA	US	July 2005 - June 2006	€ 134,910,120	€ 129,535,814	€ 76,138,892	€ 10,727,968	€ 9,286,368	85	
2,503,281	Toronto, Ontario, Canada	CA	January 2006 - December 2006	€ 120,059,102	€ 120,059,102	€ 86,598,599	€ 12,045,522	€ 9,491,429	104	
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	July 2006 - June 2007	€ 83,435,903	€ 79,717,553	€ 58,664,687	€ 7,105,897	€ 2,077,408	62	
2,229,379	Queens, New York, USA	US	January 2006 - December 2006	€ 112,789,473	€ 118,124,528	€ 81,327,596	€ 12,335,168	€ 2,257,863	71	
2,125,246	Paris, France	FR	January 2006 - December 2006	€ 47,373,892	€ 47,379,892	€ 38,030,371	€ 5,620,059	€ 11,047,663	66	
1,926,000	Bucharest, Romania	RO	January 2006 - December 2006	€ 2,657,781	€ 1,515,937	€ 1,265,973	€ 250,000	€ 503,125	35	
1,698,106	Budapest, Hungary	HU	January 2006 - December 2006	€ 12,260,782	€ 10,073,752	€ 6,690,773	€ 744,963	€ 1,051,370	58	
1,664,146	Vienna, Austria	AT	January 2006 - December 2006	€ 17,320,049	€ 15,730,019	€ 9,124,457	€ 1,661,570	€ 50,444	41	
1,620,693	Montreal, Quebec, Canada	CA	January 2006 - December 2006	€ 47,740,315	€ 47,740,315	€ 27,021,152	€ 5,882,765		45	
1,605,602	Barcelona, Spain	ES	January 2006 - December 2006	€ 23,940,860	€ 16,510,958	€ 9,953,000	€ 1,781,338	€ 7,429,902	29	
1,186,618	Prague, Czech Republic	CZ	January 2006 - December 2006	€ 8,202,882	€ 7,993,619	€ 3,559,111	€ 663,122	€ 1,324,880	50	
500,000 to 999,999										
992,176	Brisbane, Queensland, Australia	AU	July 2006 - June 2007	€ 24,236,338	€ 19,249,797	€ 10,626,410	€ 3,541,939	€ 744,363	33	
891,192	Jacksonville, Florida, USA	US	October 2005 - September 2006	€ 2,641,934	€ 25,409,084	€ 13,769,212	€ 3,404,471		21	
802,270	Zagreb, Croatia	HR	January 2006 - December 2006	€ 13,354,016	€ 13,354,016	€ 8,745,333	€ 1,449,840	€ 164,280	56	
780,119	Amsterdam, The Netherlands	NL	January 2006 - December 2006	€ 24,705,352	€ 24,508,700	€ 10,283,928	€ 3,929,550	€ 10,295,222	31	
731,800	Riga, Latvia	LV	January 2006 - December 2006	€ 2,847,094	€ 2,798,840	€ 1,689,848	€ 404,470	€ 36,924	45	
600,000	Vancouver, BC, Canada	CA	January 2006 - December 2006	€ 41,357,864	€ 41,301,747	€ 37,960,888	€ 4,975,950	€ 6,660,912	22	
600,000	Vilnius, Lithuania	LT	January 2006 - December 2006	€ 1,507,826	€ 897,680	€ 661,159	€ 236,521	€ 151,304	26	
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	January 2006 - December 2006	€ 25,870,000	€ 25,870,000	€ 13,215,000	€ 2,277,000	€ 2,200,000	25	
581,858	Düsseldorf, Germany	DE	January 2006 - December 2006	€ 1,010,047	€ 10,781,706	€ 6,945,200	€ 1,263,252	€ 252,340	15	
572,600	Seattle, WA, USA	US	January 2006 - December 2006	€ 43,358,578	€ 35,622,475	€ 26,751,711	€ 3,730,811	€ 9,929,460	28	
564,874	Helsinki, Finland	FI	January 2006 - December 2006	€ 2,876,668	€ 29,779,695	€ 18,632,728	€ 2,572,683	€ 1,481,874	50	
560,000	Boston, MA, USA	US	July 2006 - June 2007	€ 28,409,091	€ 27,500,661	€ 16,361,744	€ 3,430,787	€ 9,497,225	28	
546,000	Bremen, Germany	DE	January 2006 - December 2006	€ 10,194,916	€ 9,646,290	€ 5,768,128	€ 815,982	€ 161,778	10	
538,411	Oslo, Norway	NO	January 2006 - December 2006	€ 19,524,818	€ 18,044,719	€ 12,288,029	€ 1,473,994	N/A	20	
505,957	Hannover, Lower Saxony, Germany	DE	January 2006 - December 2006	€ 665,178	€ 11,854,349	€ 8,950,932	€ 808,407	N/A	21	
503,699	Copenhagen, Denmark	DR	January 2006 - December 2006	€ 4,257,822	€ 31,742,772	€ 17,891,781	€ 4,838,426	N/A	80	
250,000 to 499,999										
496,021	Dresden, Germany	DE	January 2006 - December 2006	€ 810,108	€ 9,436,216	€ 6,308,915	€ 780,874	€ 93,138	57	
478,403	Cleveland, Ohio, USA	US	January 2006 - December 2006	€ 51,120,311	€ 46,555,787	€ 28,170,167	€ 8,742,722	€ 1,294,241	32	
472,279	City of Gold Coast, QLD, Australia	AU	July 2006 - June 2007	€ 18,000,943	€ 10,348,227	€ 5,512,468	€ 2,853,500	€ 5,135,230	19	
460,000	Toulouse Région Midi-Pyrénées (France)	FR	January 2006 - December 2006	€ 17,700,000	€ 14,208,569	€ 12,399,864	€ 1,293,245	€ 3,523,323	23	
453,157	Lyon Région Rhône-Alpes (France)	FR	January 2006 - December 2006	€ 25,763,982	€ 17,444,539	€ 15,132,938	€ 1,428,226	€ 8,318,643	205	
448,229	Toledo, Ohio, USA	US	January 2006 - December 2006	€ 2,958,997	€ 28,696,632	€ 17,371,100	€ 3,360,271	€ 970,557	20	
399,096	Tallinn, Harju County, Estonia	EE	January 2006 - December 2006	€ 2,590,658	€ 2,309,818	€ 1,170,701	€ 546,860	€ 280,840	20	
360,000	Zurich, Switzerland	CH	January 2006 - December 2006	€ 6,471,480	€ 5,956,055	€ 3,537,185	€ 758,147	€ 503,934	16	
306,000	South Morang, Victoria, Australia	AU	July 2006 - June 2007	€ 5,870,545	€ 569,539	€ 3,462,054	€ 831,440	€ 807,583	10	
288,395	Utrecht, The Netherlands	NL	January 2006 - December 2006	€ 10,045,000	N/A	€ 6,065,000	€ 1,137,000	N/A	15	

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**STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006**

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Population and Location			Library Service Points				Staff		
Column 1	2	3	21	22	23	24	25	26	27
Population	Name of Town & Province/State	Country	Central/ Main Library	Branch Libraries	Mobile Libraries	External Service Points	Total Staff	Professional Staff	Other Staff
1,000,000 and over									
6,994,500	Hong Kong	HK	1	65	10	N/A	1,420.00	107.00	1,313.00
4,483,900	Singapore	SG	1	33	0	N/A	917.00	184.00	733.00
3,313,537	New York City, NY, USA	US	1	84	N/A	N/A	1,480.84	436.60	1,044.24
2,503,281	Toronto, Ontario, Canada	CA	1	98	2	3	1,755.20	438.00	1,317.20
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	1	59	2	N/A	1,040.00	290.00	750.00
2,229,379	Queens, New York, USA	US	1	62	1	7	1,323.00	363.00	960.00
2,125,246	Paris, France	FR	N/A	66	N/A	N/A	1,131.20	882.20	249.00
1,926,000	Bucharest, Romania	RO	1	34	N/A	N/A	222.00	174.00	48.00
1,698,106	Budapest, Hungary	HU	1	57	N/A	N/A	561.00	376.00	185.00
1,664,146	Vienna, Austria	AT	1	38	2	N/A	225.00	189.00	36.00
1,620,693	Montreal, Quebec, Canada	CA	N/A	44	1	N/A	640.60	110.20	530.40
1,605,602	Barcelona, Spain	ES	N/A	29	N/A	N/A	224.40	99.80	124.60
1,186,618	Prague, Czech Republic	CZ	1	46	3	N/A	460.00	234.00	226.00
500,000 to 999,999									
992,176	Brisbane, Queensland, Australia	AU		32	1	N/A	305.50	138.44	167.06
891,192	Jacksonville, Florida, USA	US	1	20	N/A	N/A	443.00	199.00	244.00
802,270	Zagreb, Croatia	HR	1	43	2	10	553.00	430.00	123.00
780,119	Amsterdam, The Netherlands	NL	1	27	1	2	206.00	180.00	26.00
731,800	Riga, Latvia	LV	1	44	N/A	N/A	342.50	261.50	81.00
600,000	Vancouver, BC, Canada	CA	1	21	N/A	N/A	770.00	120.00	650.00
600,000	Vilnius, Lithuania	LT	1	25	N/A	N/A	164.00	124.00	40.00
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	1	23	1	N/A	272.50	209.80	62.70
581,858	Düsseldorf, Germany	DE	1	12	1	1	146.50	130.50	16.00
572,600	Seattle, WA, USA	US	1	26	1	N/A	538.00	149.00	367.00
564,874	Helsinki, Finland	FI	1	35	2	12	503.00	363.00	140.00
560,000	Boston, MA, USA	US	1	27	N/A	N/A	459.00	114.00	30.00
546,000	Bremen, Germany	DE	1	6	1	2	137.64	75.47	62.17
538,411	Oslo, Norway	NO	1	19		N/A	192.00	94.00	98.00
505,957	Hannover, Lower Saxony, Germany	DE	1	19	1	N/A	205.50	125.50	80.00
503,699	Copenhagen, Denmark	DR	1	19	1	59	384.00	349.00	35.00
250,000 to 499,999									
496,021	Dresden, Germany	DE	1	20	2	34	153.82	132.00	21.82
478,403	Cleveland, Ohio, USA	US	1	28	1	2	667.00	149.00	518.00
472,279	City of Gold Coast, QLD, Australia	AU		15	2	2	147.91	63.50	84.41
460,000	Toulouse Région Midi-Pyrénées (France)	FR	1	19	2	1	368.00	317.00	51.00
453,157	Lyon Région Rhône-Alpes (France)	FR	1	14	1	189	413.50	172.50	241.00
448,229	Toledo, Ohio, USA	US	1	18	1	0	335.80	130.50	205.30
399,096	Tallinn, Harju County, Estonia	EE	2	18	N/A	N/A	158.00	119.00	39.00
360,000	Zurich, Switzerland	CH	1	15	N/A	N/A	60.00	34.00	26.00
306,000	South Morang, Victoria, Australia	AU	N/A	8	2	N/A	87.50	50.30	37.20
288,395	Utrecht, The Netherlands	NL	1	13	1	N/A	130.00	130.00	N/A

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STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Collections				Additions			
Column 1	2	3	28	30	31	32	33	34	35	
Population	Name of Town & Province/State	Country	Total Collection	Books & Serials	Audio Visual Items	Electronic Collection	Total Additions	Books & Serials	Audio Visual Items	Electronic Collection
1,000,000 and over										
6,994,500	Hong Kong	HK	11,649,666	10,430,943	976,303	207,880	925,023	817,623	92,906	13,259
4,483,900	Singapore	SG	8,508,617	8,142,150	320,208	143	820,554	820,554	N/C	37
3,313,537	New York City, NY, USA	US	7,791,986	6,141,769	1,584,421	65,796	1,068,452	778,543	240,354	25,423
2,503,281	Toronto, Ontario, Canada	CA	10,766,433	8,516,536	2,249,897	9,398	700,555	631,229	85,068	654
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	5,120,690	4,841,343	258,561	20,786	478,404	440,398	37,991	11,403
2,229,379	Queens, New York, USA	US	6,977,472	6,050,033	908,467	18,972	940,567	822,474	114,654	3,439
2,125,246	Paris, France	FR	9,859,000	4,383,200	866,000	N/A	390,530	294,310	96,730	N/A
1,926,000	Bucharest, Romania	RO	1,316,235	1,274,792	41,438	5	49,732	48,910	822	N/A
1,698,106	Budapest, Hungary	HU	3,312,425	2,560,207	222,805	16,172	83,897	63,150	19,342	487
1,664,146	Vienna, Austria	AT	1,493,202	1,284,726	208,476		201,636	127,403	29,233	
1,620,693	Montreal, Quebec, Canada	CA	3,534,686	3,361,112	129,045	18,106	305,533	282,426	18,231	3,609
1,605,602	Barcelona, Spain	ES	1,368,136	1,050,210	210,631	N/A	175,338	N/A	N/A	N/A
1,186,618	Prague, Czech Republic	CZ	2,254,257	2,146,698	96,959	522	112,589	108,161	4,055	55
500,000 to 999,999										
992,176	Brisbane, Queensland, Australia	AU	1,338,531	1,102,498	134,301	14,870	150,990	129,576	19,026	700
891,192	Jacksonville, Florida, USA	US	2,883,856	2,449,589	406,500	27,767	226,790	158,044	67,158	1,588
802,270	Zagreb, Croatia	HR	2,133,987	2,055,764	29,473	6,377	118,484	110,206	4,278	1,052
780,119	Amsterdam, The Netherlands	NL	1,693,861	1,523,880	169,981	500	142,002	118,723	23,279	500
731,800	Riga, Latvia	LV	1,055,979	991,193	9,249	2,025	101,321	94,596	3,078	804
600,000	Vancouver, BC, Canada	CA	10,155,900	7,000,000	2,500,000	180,000	50,829	45,000	1,500	200
600,000	Vilnius, Lithuania	LT	755,158	718,927	17,521	1,436	46,921	46,629	70	1
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	1,020,793	902,960	192,033*	5,569	99,274	94,148	2,326	670
581,858	Düsseldorf, Germany	DE	810,795	623,441	137,873	12,677	72,866	58,484	12,586	1,402
572,600	Seattle, WA, USA	US	2,341,358	1,868,133	464,559	8,666	232,435	155,862	72,973	3,600
564,874	Helsinki, Finland	FI	1,935,999	1,645,183	203,152	42,500	123,923	98,717	18,202	4,931
560,000	Boston, MA, USA	US	8,841,700	8,720,100	113,600	8,000	30,700	6,200	20,000	4,500
546,000	Bremen, Germany	DE	507,182	380,549	86,961	15,065	55,320	40,032	12,597	1,471
538,411	Oslo, Norway	NO	1,378,383	1,251,061	72,917	1,115	94,837	82,103	11,651	57
505,957	Hannover, Lower Saxony, Germany	DE	1,285,102	1,187,366	76,119	11,031	72,232	58,030	10,919	1,704
503,699	Copenhagen, Denmark	DR	2,113,244	1,808,274	304,970	N/A	214,105	167,720	46,385	
250,000 to 499,999										
496,021	Dresden, Germany	DE	774,093	563,609	129,485	10,827	64,220	45,686	16,515	1,782
478,403	Cleveland, Ohio, USA	US	11,138,082	4,640,003	321,474	35,685	N/C	N/C	N/C	N/C
472,279	City of Gold Coast, QLD, Australia	AU	746,856	561,382	115,703	15,651	255,916	172,149	56,422	2,046
460,000	Toulouse Région Midi-Pyrénées (France)	FR	1,181,143	1,050,308	921	3,041	114,327	96,000	775	543
453,157	Lyon Région Rhône-Alpes (France)	FR	3,563,263	2,500,500	240,981	4,882	693,055	76,071	13,020	148
448,229	Toledo, Ohio, USA	US	N/A	2,383,309	201,093	N/A	N/A	169,413	43,926	N/A
399,096	Tallinn, Harju County, Estonia	EE	1,026,928	1,019,508	7,276	144	55,978	55,070	883	25
360,000	Zurich, Switzerland	CH	341,638	253,602	77,997	5,568	43,739	28,617	13,250	928
306,000	South Morang, Victoria, Australia	AU	505,104	434,764	66,806	3,534	72,011	60,989	10,657	365
288,395	Utrecht, The Netherlands	NL	712,243	593,687	106,731	100	71,443	63,267	8,176	N/C

Notes:
Rotterdam: Does not include the record library which is a separate organization with a collection of approx. 610,000 items

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STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Access			Registered Users		Visits	
Column 1	2	3	36	37	38	39	40	41	42
Population	Name of Town & Province/State	Country	Opening Hours Per Week	Total Public Access Workstation	Workstations Connected to the Internet	Total Number of Users	New Registrations	Visits	Virtual Visits
1,000,000 and over									
6,994,500	Hong Kong	HK	3,588.0	2,106	1,376	3,442,207	140,363	44,092,524	132524375*
4,483,900	Singapore	SG	77.0	704	401	1,940,444	182,195	37,385,764	15,247,684
3,313,537	New York City, NY, USA	US	3,285.0	1,231	1,231	2,173,008	288,299	12,434,472	
2,503,281	Toronto, Ontario, Canada	CA	4928*	1,908	1,487	1,238,358	167,144	17,117,800	15,411,225
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	2,157.0	1,009	1,009	1,079,297	180,795	12,410,531	3,695,231
2,229,379	Queens, New York, USA	US	2,414.5	1,100	1,100	817,455	99,227	14,131,408	2,389,290
2,125,246	Paris, France	FR	1,981.5	229	84	300,490	93,649	8,500,500	N/A
1,926,000	Bucharest, Romania	RO	1,405.0	76	49	27,276	27,276	336,627	14,972
1,698,106	Budapest, Hungary	HU	1,677.0	988	567	287,857	90,360	2,714,620	1,064,366
1,664,146	Vienna, Austria	AT	951.0	138	138	151,434	42,308	1,766,040	677,184
1,620,693	Montreal, Quebec, Canada	CA	2,222.0	358	323	463,464	82,707	5,098,971	610,643
1,605,602	Barcelona, Spain	ES	1,260.5	578	425	506,402	78,785	4,896,978	N/A
1,186,618	Prague, Czech Republic	CZ	*	283	174	192,417	32,342	2,242,999	310,216
500,000 to 999,999									
992,176	Brisbane, Queensland, Australia	AU	1,265.0	516	516	428,502	80,090	6,033,596	1,756,800
891,192	Jacksonville, Florida, USA	US	1,122.0	950	950	538,952	60,084	4,365,463	3,385,211
802,270	Zagreb, Croatia	HR	2,802.0	80	70	287,527	104,325	2,620,411	N/C
780,119	Amsterdam, The Netherlands	NL	763.0	630	580	151,162		3,382,549	352,000
731,800	Riga, Latvia	LV	2,133.0	160	160	81,221		1,225,863	15,007
600,000	Vancouver, BC, Canada	CA	65.0	494	494	369,168	60,000	6,600,000	3,500,000
600,000	Vilnius, Lithuania	LT	48.0	39	81	52,510	18,007	720,405	N/A
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	503.0	351	351	105,556	18,191	2,885,876	758,803
581,858	Düsseldorf, Germany	DE	334.5		39	51,934	15,068	1,248,436	617,545
572,600	Seattle, WA, USA	US	1,437.0	1,024	1,024	466,804	68,545	6,206,475	4,631,651
564,874	Helsinki, Finland	FI	1,770.0	484	342	221,021		6,331,038	6,155,749
560,000	Boston, MA, USA	US	267.0	559	680	1,410,006	2,500	3,478,566	143,655,147
546,000	Bremen, Germany	DE	221.0	150	115	64,348	13,952	1,334,225	865,600
538,411	Oslo, Norway	NO	623.0	87	64	344,140	35,713	22,487,368	749,882
505,957	Hannover, Lower Saxony, Germany	DE	633.5	123	80	62,074	13,045	1,559,635	N/A
503,699	Copenhagen, Denmark	DR	840.0	306	201	173,372		3,753,859	2,861,407
250,000 to 499,999									
496,021	Dresden, Germany	DE	601.0	119	53	67,705	12,859	1,748,684	1,013,304
478,403	Cleveland, Ohio, USA	US	1,677.5	322	322	286,432	N/A	3,986,634	N/A
472,279	City of Gold Coast, QLD, Australia	AU	671.5	219	217	215,510	32,687	2,456,922	1,662,113
460,000	Toulouse Région Midi-Pyrénées (France)	FR	46.0	278	278	109,834	27,321	902,900	243,019
453,157	Lyon Région Rhône-Alpes (France)	FR	492.0	184	137	93,804	18,578	2,248,703	1,625,295
448,229	Toledo, Ohio, USA	US	976.5	N/A	N/A	299,941	N/C	3,779,062	
399,096	Tallinn, Harju County, Estonia	EE	774.0	131	131	82,003	17,047	842,512	N/A
360,000	Zurich, Switzerland	CH	366.0	38	7	57,124	13,963	923,044	458,911
306,000	South Morang, Victoria, Australia	AU	387.5	183	160	145,521	13,640	1,569,896	N/A
288,395	Utrecht, The Netherlands	NL	365.5	450	400	59,285	11,967	1,458,335	400000*

Notes:
Prague: Central Library: 51-63 hrs. Branches 18-46 hrs
Toronto: opening hours exclude Sunday. Hours - 26 branches are open 3.5 hrs Jan-Jun and Sept - Dec.
When Sunday hours are in effect, open hours are 5,019hrs
Hong Kong: virtual visits include access through library workstations
Utrecht: virtual visits are approximate

[S:P&D StaffSurveys—ExternalSurvey—IFLA\2006]



**STATISTICAL SURVEY OF THE METROPOLITAN LIBRARIES SECTION OF IFLA
2006**

Please refer to the Definitions and Instructions for 2006 when using these statistics

Population and Location			Use					
Column 1	2	3	43	44	45	46	47	48
Population	Name of Town & Province/State	Country	Information Requests	Searches	Internet Sessions	Loans	On-Site Loans	In-house Use
1,000,000 and over								
6,994,500	Hong Kong	HK	4,139,808	N/A	N/A	61,304,619	6,467,069	N/A
4,483,900	Singapore	SG	333,204	22,648,268	1,472,661	28,843,652	4,497	7,630,206
3,313,537	New York City, NY, USA	US	6,922,722			15,910,671	N/A	N/A
2,503,281	Toronto, Ontario, Canada	CA	7,521,594	21,204,605	5,024,332	30,412,490	N/A	8,267,605
2,500,000	Brooklyn (Kings County), New York, New York, USA	US	3,147,600	N/A	N/A	16,496,552	N/A	N/A
2,229,379	Queens, New York, USA	US	3,375,840	953,502	2,673,381	20,844,618	N/A	3,584,958
2,125,246	Paris, France	FR	N/A	N/A	N/A	10,633,527	96,468	N/A
1,926,000	Bucharest, Romania	RO	58,000	N/A	N/A	92,571		51,428
1,698,106	Budapest, Hungary	HU	653,473	N/A	205,190	4,626,579	2,743,920	N/A
1,664,146	Vienna, Austria	AT	N/A	838,093	N/A	5,338,393	N/A	N/A
1,620,693	Montreal, Quebec, Canada	CA	652,768	N/A	436,528	8,191,686	N/A	2,613,519
1,605,602	Barcelona, Spain	ES	N/A	N/A	508,200	3,816,777	N/A	N/A
1,186,618	Prague, Czech Republic	CZ	N/A	5,856,642	228,504	7,200,183	586,825	N/A
500,000 to 999,999								
992,176	Brisbane, Queensland, Australia	AU	485,145	N/A	N/A	10,179,792	N/A	N/A
891,192	Jacksonville, Florida, USA	US	1,193,433	3,034,898	1,068,809	7,948,860	N/A	N/A
802,270	Zagreb, Croatia	HR	N/A	N/A	N/C	4,482,504	N/A	N/A
780,119	Amsterdam, The Netherlands	NL	161,750	N/A	450,720	4,358,666	N/A	N/A
731,800	Riga, Latvia	LV	85,670	N/A	N/A	3,356,297	N/A	N/A
600,000	Vancouver, BC, Canada	CA	940,947	1,000,000	1,100,000	9,800,000	5,000,000	8,000,000
600,000	Vilnius, Lithuania	LT	340,430	N/A	30,000	1,607,560	N/A	939,843
588,718	Rotterdam, Zuid-Holland, The Netherlands	NL	726,109	994,394	N/A	3,806,174	N/A	N/A
581,858	Düsseldorf, Germany	DE	440,574	225,992	N/A	3,928,915	N/A	54,992
572,600	Seattle, WA, USA	US	12,939,299	11,577,321	N/A	8,661,263	N/A	N/A
564,874	Helsinki, Finland	FI		N/A	N/A	9,607,556	N/A	N/A
560,000	Boston, MA, USA	US	1,038,833	N/A	N/A	2,906,076	N/A	N/A
546,000	Bremen, Germany	DE	142,642	N/A	N/A	3,462,665	N/A	N/A
538,411	Oslo, Norway	NO	611,850	10,613,389	N/A	2,195,563	N/A	N/A
505,957	Hannover, Lower Saxony, Germany	DE	376,682	N/A	N/A	3,916,074	N/A	N/A
503,699	Copenhagen, Denmark	DR	N/A	N/A	N/A	7,960,078	N/A	N/A
250,000 to 499,999								
496,021	Dresden, Germany	DE	280,148	240,000	123,997	5,290,411	N/A	N/A
478,403	Cleveland, Ohio, USA	US	1,072,218	N/A	N/A	5,816,203	N/A	N/A
472,279	City of Gold Coast, QLD, Australia	AU	288,930	44,697		6,098,189	N/A	N/A
460,000	Toulouse Région Midi-Pyrénées (France)	FR	N/A	N/C	N/C	3,050,363	3,050,363	N/A
453,157	Lyon Région Rhône-Alpes (France)	FR	N/A	N/A	N/A	2,974,837	137,935	N/A
448,229	Toledo, Ohio, USA	US	516,620		1,081,265	6,373,394	N/C	2,091,218
399,096	Tallinn, Harju County, Estonia	EE	12,291	N/A	76,014	1,414,445	24,685	N/A
360,000	Zurich, Switzerland	CH	N/A	N/A	N/A	2,271,381	N/A	1,504
306,000	South Morang, Victoria, Australia	AU	151,644	79,123	N/A	3,660,544	N/A	N/A
288,395	Utrecht, The Netherlands	NL	267,481	N/A	N/A	2,250,679	N/A	N/A

[S:\P&D Staff\Surveys—External\Survey—IFLA\2006]

5 Results from the New Study: Research Library International Benchmarks

Primary Research Group has published Research Library International

Benchmarks (ISBN 1-57440-101-3). The 200-page study is based on data from 45 major research libraries from the USA, Canada, Australia, Germany, the UK, Italy, Japan, Spain, Argentina, and other countries. The report presents a broad range of data on current and planned materials, salary, info technology and capital spending, hiring plans, spending trends for e-books, journals, books and much more. Provides data on trends in personnel deployment, discount margins from vendors, relations with consortiums, information literacy efforts, workstation, laptop and learning space development, use of scanners and digital cameras, use of RFID technology, federated search and many other pressing issues for major research libraries, university and otherwise.

Just a few of the reports many findings, presented in more than 500 tables, are:

For 27.45% of the libraries in the sample, spending on salaries and benefits had declined in real terms over the past two years (from staff reductions, pay reductions in real terms or a combination of these factors).

Somewhat surprisingly, most libraries in the sample said that their capital budgets had either decreased or remained the same over the past three years. Only about 29% of the libraries in the sample said that their capital budgets had increased in the past three years and only 5.88% said that their capital budgets had increased significantly.

Nearly 37% of the libraries in the sample increased spending somewhat on maintenance of IT equipment stock, while only 12.24% reduced such spending. A shade more than half held such spending constant over the past three years.

Mean spending on materials/content by the libraries in the sample was approximately \$4.25 million, with a median of \$1.91 million. Mean spending for the university libraries in the sample was \$5.47 million. The nominal increase in materials spending this year for the libraries in the sample was 4.46%.

Spending on e-books by the libraries in the sample was a mean of \$150,086 in 2007 with a

range of "0" to \$2 million. More than 60% of the libraries in the sample plan to increase spending on e-books over the next two years, while less than 7% plan to decrease e-book spending.

Only 13.46% of the libraries in the sample had received grant support from a federal government in the past year. Data were similar for U.S. and non-U.S. libraries.

53% of libraries in the sample said that they would not be digitizing much of their general collection of out-of-copyright books, and nearly 35% said that they had no plans to extensively digitize any of their collections.

More than 57% of the libraries in the sample have not altered the number of positions in their Special Collections Divisions in the past three years. About 22% have decreased the number of positions and 20% have increased this number.

There was little change in the number of employees devoted to library security but some increase in personnel in library facilities management.

University libraries were most likely to increase employment in library facilities management. The largest libraries had the greatest tendency to increase employment in this area, and nearly 40% of those in the sample had done so in the past three years, while about 54% maintained personnel levels and only 7.7% decreased employment in this area.

Nearly 21% of the libraries in the sample have decreased their overall number of subject specialists over the past three years, while about 11.5% have increased this number. Nearly 31% of the largest libraries have decreased their total number of subject specialists.

Far more libraries in the sample plan to increase than decrease spending on PCs and workstations, suggesting the hope that increases in spending on laptops by libraries, and by their patrons, might lead to lower investment levels in traditional workstation technology.

44% of large research libraries plan to increase spending on outside or outsourced Web design, evaluation and consulting, but most smaller research libraries plan to hold such spending

constant.

More than half of the libraries in the sample spend less than 10% of their staff time on information literacy issues. 19.5% spend from 10% to 20% of their staff time on these issues, and 12.2% respectively spend from 20% to 30% and 35% to 50% of their staff time on these issues. Only 2.33% spend more than half of their staff time on information literacy issues.

A mean of 21% of the articles obtained by the libraries in the sample from other institutions come from the digital repositories of these institutions rather than from traditional inter-library loan channels.

The average discount from list prices that the libraries in the sample received from their book distributors for reference books was 11.9% with a range of "0" to 30%. U.S. libraries received nearly 3 times the discount of non-U.S. libraries, a mean of 15% to only 5.67% for non-U.S. libraries.

For a table of contents and other further information, view our website at

www.PrimaryResearch.com.

From: CILIP's University, College & Research Special Interest Group



6 IFLA SATELLITE POST CONFERENCE

It's not too late to register!

Library Statistics for the 21st Century World

August 18-19 2008

Concordia University
Henry F. Hall Building
Downtown Montreal (Quebec)

New model of global library statistics based on international standards



A joint initiative of IFLA, UIS (UNESCO Institute of Statistics) and ISO

Sponsored by IFLA Section on Statistics and Evaluation and organized by Montreal Public Libraries System and Concordia University Libraries System

On August 18 and 19, 2008, an international scientific conference will be held in Montreal, where reputable experts from the public and university library performance standardization and assessment fields will meet. As we would like to remind you, it constitutes the only IFLA post-conference to be hosted in Canada, sponsored by the IFLA Statistics and Evaluation Section

In addition to Ms. Roswitha Poll's works, which focus on links that need to be established between benchmarking, performance indicators and their application within a balanced scorecard, you will have the opportunity to attend a presentation on the most recent works developed by the Koninklijke Bibliotheek (Netherlands) about the transition from the old to the new performance indicator system, converging with new approaches. Other national and international initiatives in terms of benchmarking will also be introduced. Among them, we can mention the new international statistical gathering model, Global Statistics, driven by the UNESCO, jointly with the International Organization for Standardization (ISO) and the IFLA. These activities should help you better understand the recommended statistics limits and potential.

This is an event not to be missed, since this wide variety of specialists will not only provide you with information on state-of-the-art activities, but they

will also answer your questions regarding the application of conceptual framework. This conference represents a pivotal occasion for the implementation of new universal approaches on management information and recognized quality of documentary service measures. It is also decisive for defending and promoting libraries towards decision-makers.

I will be pleased to welcome you to the first francophone city in North America: a destination of choice for any visitor attracted by great restaurants, numerous cultural sites and wide open spaces.

The pre-program and registration procedures are online and available at ville.montreal.qc.ca/ifla.

It will be an honor and a pleasure for me to welcome you, and also to see several of you again.

REGISTRATION

Registration rates: 300CAN \$, including lunches, special dinner and concert evening. Online registration form will be available later on Montreal Public Libraries website.

Pierre Meunier
Standing Committee,
IFLA Section on Statistics and Evaluation
Chair, Local Organizing Committee
Associate Director, Montreal Public Libraries System
pmeunier@ville.montreal.qc.ca

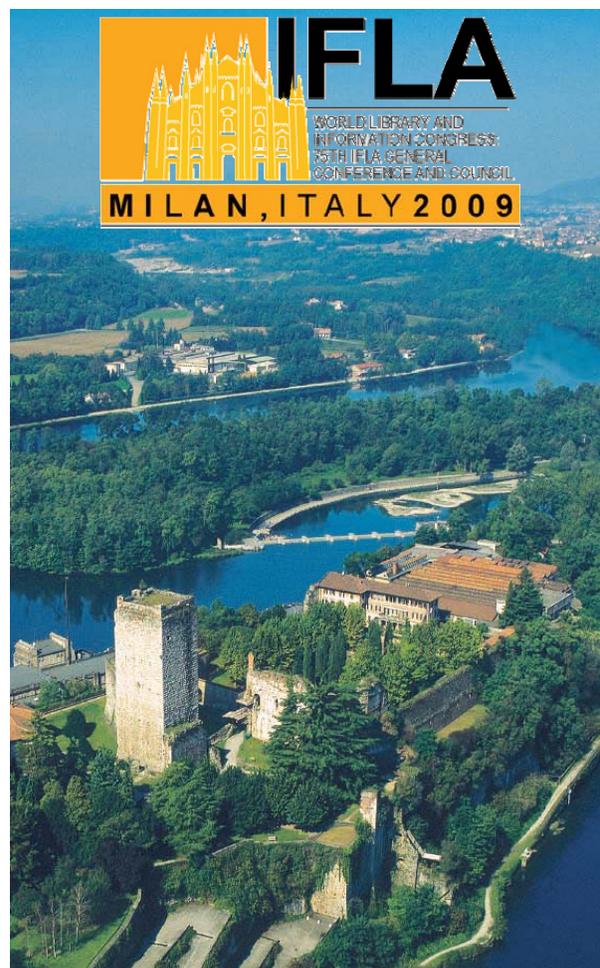
7 — 75th IFLA in Milan, Italy

August 2009

Dear Colleagues,

It is with great pleasure, as President of the Italian National Committee and on behalf of all Italian organizations represented, that I am inviting you to Milan in August 2009 to join us at the 75th IFLA Congress.

Milan, as well as the whole of Lombardy and Italy, will do their best to welcome you warmly and show you their most beautiful libraries - ancient and modern - as well as valuable pieces of art, music, fashion, design,



landscape, food . . . all things which contribute in making our country famous throughout the world.

For centuries, artists and poets of many countries travelled to Italy to improve their personal and intellectual experience (the Italian tour), which is told through the finest of stories. In this newly born millennium, where distances and cultural differences often seem to fade away, I hope everyone will join us and make the congress truly memorable.

We look forward to welcoming you to Milan for IFLA 2009.

Mauro Guerrini
University of Florence
President of the Italian Libraries Association
President of National Committee

**8 — 8th Northumbria Performance
Measurement Conference—Florence**

SATELLITE POST CONFERENCE

August 17-19 2009

Plans are well advanced for the 8th Northumbria Performance Measurement Conference in Florence on 17-19 August next year. We can promise a fascinating conference

9 — 76th IFLA in Brisbane, Australia



August 2010

Information regarding the 76th IFLA General Conference and Council will be available on the IFLANET Web Site. Please check at a later date.

IFLA Satellite Post Conference
August 18-19 2008
Concordia University, Henry F. Hall Building, downtown Montréal (Québec)

Library statistics for the 21st century world

New model of global library statistics based on international standards
A joint initiative of IFLA, UIS (UNESCO Institute of statistics) and ISO

*Sponsored by IFLA Section on Statistics and Evaluation and organised by Montréal Public Libraries System
and Concordia University Libraries System*

More than 20 speakers will be invited to present:

- Results of a pilot UNESCO survey for a new standard of global library statistics for academic and public libraries
- Recent developments in statistics, performance measurement and benchmarking
- Some examples of co-operative and international initiatives
- Special dinner and a cultural evening on Mont-Royal Belvedere

Information on the program, conference registration and accommodations:

ville.montreal.qc.ca/ifla

It's not too late!

Montréal 

Texas A&M University Libraries
5000 TAMU
College Station, Texas 77843-5000