



Kentucky Department for
Libraries and Archives



INSTITUTE of
Museum and Library
SERVICES

ANNUAL REPORT

IMLS ~ Public Library Survey

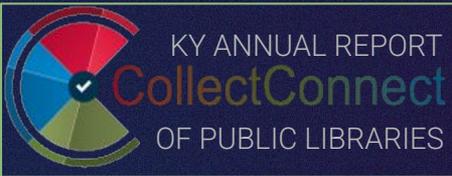
Webinar: Annual Report Sections H-J

BOBBIE AUGSPURGER, State Data Coordinator

JEFF GURNEE, Regional Consultant

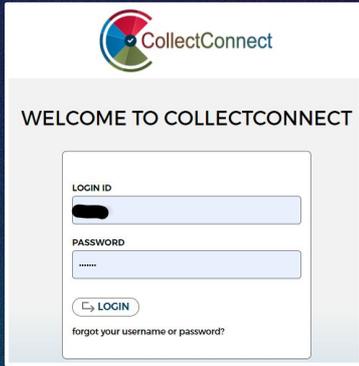
KDLA LIBRARY DEVELOPMENT BRANCH

04.02.2025



LOGIN Username & Password

Each KY Public Library and Regional Consultant is assigned one
For this information contact **Bobbie Augspurger, SDC**
bobbie.augspurger@ky.gov

A screenshot of the CollectConnect login page. At the top is the CollectConnect logo. Below it is the text "WELCOME TO COLLECTCONNECT". There are two input fields: "LOGIN ID" and "PASSWORD". The "LOGIN ID" field contains a blacked-out username. Below the fields is a "LOGIN" button with a right-pointing arrow. At the bottom, there is a link that says "forgot your username or password?".

Collect Baker -Taylor provides this Annual Report Survey Portal
<https://collectconnect.baker-taylor.com/login.aspx>

A screenshot of the CollectConnect Connect login page. At the top is the CollectConnect logo. Below it is a dark blue header area. There are two input fields: a "LOGIN ID" field with a blacked-out username and a "PASSWORD" field with masked characters. Below the fields is a blue "LOGIN" button.

Connect Baker -Taylor provides this Annual Report Data Portal
<https://collectconnect.baker-taylor.com/Connect/Login.aspx>

NAVIGATION

NEXT

Navigate to next page

PREV

Navigate to previous page

 **SAVE**

Save most recent changes

****SAVE OFTEN*** The system will time-out after work delays*

You may need to Log Back In to make sure your work is really being saved

HIDE

Last Year's Answers

Hide responses provided previous year

Recommend SEEING Last Year's Answers

If there is a notable difference, you will need to provide a Note as to WHY

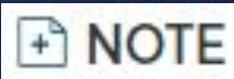
... Why the number is so much bigger or smaller

NAVIGATION



Flag *Red Flag is used to indicate a Question . . .*

Question you have, Question your Regional has, Question SDC has



Note Each survey question has the Note feature.

Each **Note** is a **gift** to your future self, to the Regional, and to the SDC explaining the “**WHY**”

- **Why** is the number so much bigger or smaller
- **What** specifically caused this number to notably change from last fiscal year



Error Reports - When library Submits the completed Survey, an Error Report is generated. Each library must validate submitted data and justify the Why & What in order to move forward in the submission process. When SDC submits the state of Kentucky data for All Libraries, the SDC must validate all submitted data and justify the Why & What in order to move forward in the **Federally Required Public Library Survey** process. *The Error Reports can be different between the library submission in Collect and the SDC submission of PLS.*



History *History feature shows the response given by year for the last 5 years.*

NAVIGATION

 **STATUS**

Status *Status Screen shows: Edit checks, Unanswered questions, & Flagged questions.*

 **EXPORT**

Export *Automatically downloads your Annual Report data "as is"*

 **PRINT**

Print *Set Printing Preferences for "Survey Reports" or "Annotation Reports"*
Here are my Printing Preferences . . .

Print Entire Survey - Include Annotations - With Current & Last Year's Data - Show PDF Report

SURVEY LIST

Survey List *Provides a list of previous Annual Report Surveys for your Library*

 **SUBMIT**

Submit *Library will Complete Survey before Submitting.*

Library must address all Error Checks before Survey will fully submit.

DASHBOARD

Dashboard *Regionals this is your Home Base Screen for all libraries in your region.*

select "REVIEWED" after reviewing library data and addressing data discrepancies

select "UNLOCK/RELOCK" when Libraries Add Notes/Rework data/etc.

select "APPROVED" when Library Data/Notes are correct & all Error Checks are addressed.

Close

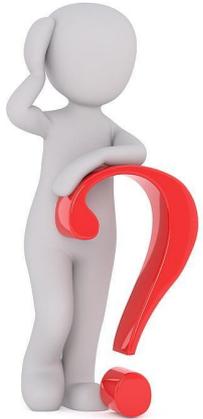
Close *This will Close Survey Window . . . be sure to SAVE first*

NAVIGATION

Questions?

Q: I put in note and hit save, but it wasn't there when I opened back up.

A: Did you also Save the Page? Be sure to Save 2 times (1:Note, 1:Page) Also, the system may be timing out on you & you just can't tell unless you hit Home & see if it makes you sign in again.



MAIN LIBRARY: Section H

“This is one type of single outlet library or the library which is the operational center of a multiple outlet library. Usually all processing is centralized here and the principal collections are housed here.”

If you have changed from last year, please add Notes with details.

This is the name of the main library

Complete **STREET ADDRESS** of the main library. Note: Do NOT report a post office box or general delivery.

City or town in which the main library is located

This is the standard five-digit postal zip code for the street address of the main library

Enter the telephone number of the main library

This is the area on all floors enclosed by the outer walls of the library. Include all areas occupied by the main library, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.

H1 Library Name
 ?
 LAST YEAR'S ANSWER: Grayson County Public Library
 FLAG NOTE HISTORY

H2 Street Address
 ?
 LAST YEAR'S ANSWER: 130 East Market Street
 FLAG NOTE HISTORY

H3 City
 ?
 LAST YEAR'S ANSWER: Leitchfield
 FLAG NOTE HISTORY

H4 Zip Code
 ?
 LAST YEAR'S ANSWER: 42754
 FLAG NOTE HISTORY

H6 Phone
 ?
 LAST YEAR'S ANSWER: (270) 259-5455
 FLAG NOTE HISTORY

H8 Square Footage
 ?
 LAST YEAR'S ANSWER: 7,500
 FLAG NOTE HISTORY

B&T Collect Annual Report Screenshot

B&T Collect Annual Report Screenshot

H11 Number of Meetings Held

FLAG NOTE HISTORY

H12 Library Visits

FLAG NOTE HISTORY

H12a Library Visits Reporting Method

FLAG NOTE HISTORY

Number of Meetings Held. Enter the number of meetings which were held in the meeting room. Do **not** include use of the room for library programs or service or other use by library boards or staff.

This is the total number of persons entering the main library for whatever purpose during the year. Note: If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week in October and multiplying the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open). Count only physical visits, not electronic or cyber-visits.

Regarding the number of Library Visits (data element #H12) entered, is this an annual count or an annual estimate based on a typical week or weeks?
You will select one of the following:
CT - Annual Count
ES - Annual Estimate Based on Typical Week(s)

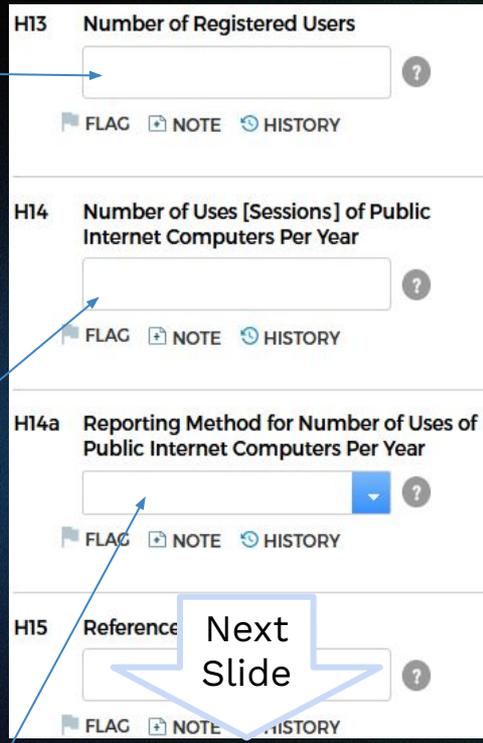
B&T Collect Annual Report Screenshot

Enter the number of current registered users. A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources. (Output Measures for Public Libraries, 2nd edition). **Note: Federal rules require that patron files be purged every three (3) years at minimum.** Include the count of Digital Access Cards if this is available.

Report the total number of uses (sessions) of the library's 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: This count includes only the library's Internet computers. **Do not include wifi access using non library computers.** 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 annualize it.

Regarding the number of Library Visits (data element #H14) entered, is this an annual count or an annual estimate based on a typical week or weeks? You will select one of the following: CT - Annual Count; ES - Annual Estimate Based on Typical Week(s)



The screenshot shows a web-based data entry form with the following sections:

- H13 Number of Registered Users:** A text input field with a question mark icon and buttons for FLAG, NOTE, and HISTORY.
- H14 Number of Uses [Sessions] of Public Internet Computers Per Year:** A text input field with a question mark icon and buttons for FLAG, NOTE, and HISTORY.
- H14a Reporting Method for Number of Uses of Public Internet Computers Per Year:** A dropdown menu with a question mark icon and buttons for FLAG, NOTE, and HISTORY.
- H15 Reference:** A text input field with a question mark icon and buttons for FLAG, NOTE, and HISTORY.

A large blue arrow labeled "Next Slide" points from the H15 section towards the right side of the slide.

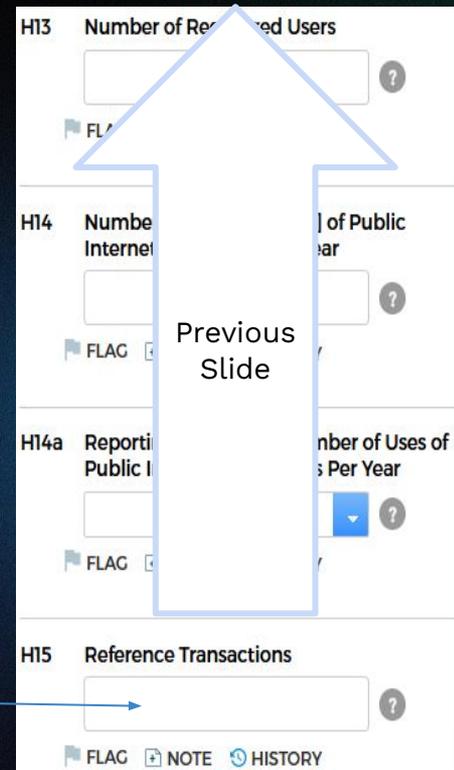
B&T Collect Annual Report Screenshot

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.

- NOTES:
1. A reference transaction includes information and referral service, scheduled and unscheduled individual instruction and assistance in using information sources (including websites and computer-assisted instruction).
 2. Count Readers Advisory questions as reference transactions.
 3. Information sources include (a) printed and 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.
 4. When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again.
 5. If a contact includes both reference and directional services, it should be reported as one reference transaction.
 6. Duration should not be an element in determining whether a transaction is a reference transaction.
 7. Do not include transactions that include only a directional service, such as instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian? Where is Susan Smith? Where is the restroom? Where are the 600s? Can you help me make a photocopy?"

Annual Count vs. Annual Estimate

- *If an annual count of reference transactions is unavailable, count reference transactions during a typical week or weeks, and multiply the count to represent an annual estimate.
- *A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours.
- *Example: If there are four weeks sampled, multiply the totals for those four weeks by 13 to get an estimate for the full year. If the sample is done twice a year (one week at each time, two weeks total) multiply the count by 26 to get the estimated annual count.



B&T Collect Annual Report Screenshot

MAIN LIBRARY: Section H

Hours Open to the Public Enter the time the main library opened and closed & the total number of hours the main library was open for each day of the week.

H16a Sunday Opening Time

 FLAG NOTE HISTORY

H16b Sunday Closing Time

 FLAG NOTE HISTORY

H16c Hours

 FLAG NOTE HISTORY

H16d Monday Opening Time

 FLAG NOTE HISTORY

H16e Monday Closing Time

 FLAG NOTE HISTORY

H16f Hours

 FLAG NOTE HISTORY

H16g Tuesday Opening Time

 FLAG NOTE HISTORY

H16h Tuesday Closing Time

 FLAG NOTE HISTORY

H16i Hours

 FLAG NOTE HISTORY

H16j Wednesday Opening Time

 FLAG NOTE HISTORY

H16k Wednesday Closing Time

 FLAG NOTE HISTORY

H16l Hours

 FLAG NOTE HISTORY

H16m Thursday Opening Time

 FLAG NOTE HISTORY

H16n Thursday Closing Time

 FLAG NOTE HISTORY

H16o Hours

 FLAG NOTE HISTORY

H16p Friday Opening Time

 FLAG NOTE HISTORY

H16q Friday Closing Time

 FLAG NOTE HISTORY

H16r Hours

 FLAG NOTE HISTORY

H16s Saturday Opening Time

 FLAG NOTE HISTORY

H16t Saturday Closing Time

 FLAG NOTE HISTORY

H16u Hours

 FLAG NOTE HISTORY

H17 Total Hours Open to the Public (H16c + H16f + H1i + H16l + H16o + H16r + H16u)

 FLAG NOTE HISTORY

B&T Collect Annual Report Screenshot

[Read-only data; sum of Hours field in line H16 for each day of week.]

B&T Collect Annual Report Screenshot

B&T Collect Annual Report Screenshot

B&T Collect Annual Report Screenshot

MAIN LIBRARY: Section H

This is the number of weeks during the year that the main library was open to the public. The count should be based on the number of weeks that the main library was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events should be excluded from the count.

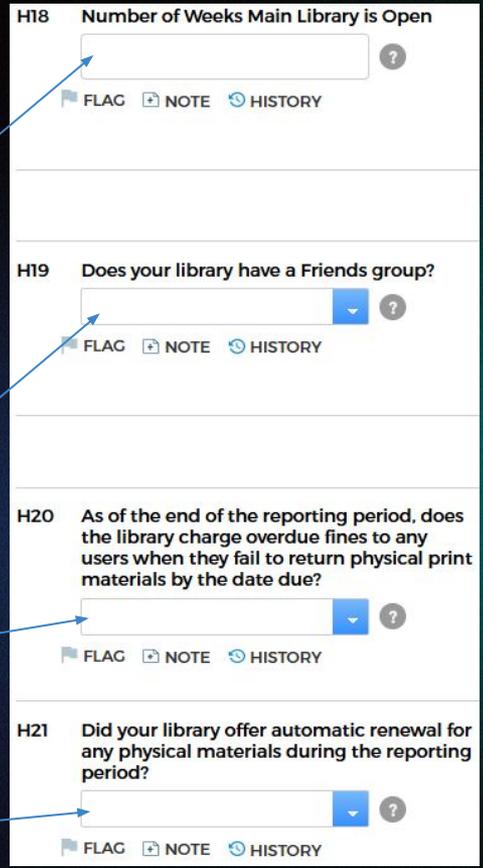
Do not calculate based on total number of service hours per year at the outlet level. For example, by dividing total hours by the average hours open per week.

Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.

Does your library have a Friends group? Yes or No

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials. Yes or No

Note: Patrons do not have to take any action for automatic renewals. The Integrated Library System (ILS) rules determine how/when automatic renewals occur. Yes or No



H18 Number of Weeks Main Library is Open
 ?
 FLAG NOTE HISTORY

H19 Does your library have a Friends group?
 ?
 FLAG NOTE HISTORY

H20 As of the end of the reporting period, does the library charge overdue fines to any users when they fail to return physical print materials by the date due?
 ?
 FLAG NOTE HISTORY

H21 Did your library offer automatic renewal for any physical materials during the reporting period?
 ?
 FLAG NOTE HISTORY

B&T Collect Annual Report Screenshot

MAIN LIBRARY: Section H

SDC Q: Number of Uses [Sessions] of Public Internet Computer per year in FY24: Annual Report Question (Main Library) H14 is 2,280 + New Branch E14 is 14 = Total **2,294**. FY23: Annual Report Question H14 was **24,330**.

Feds have kicked back a PLS Error report:

If the data is correct, please provide a reason why this huge discrepancy.

If the data is wrong, please send the correct data.

Library A: When I reported the FY23 numbers, I used the data I was given from the previous Director (I started June 20, 2023 and she left June 30, 2023). When we cycled around to FY24 and entered the actual data we had for usage, obviously there was a huge discrepancy. I don't know how/where she calculated the 2023 numbers, or if she was just giving a generous usage number, but the FY24 usage is correct. My suspicion is that she was estimating the number of times people connected to the library's Wifi....not the actual number of library Public Computer logins/users.

Not a big deal to get resolved 7 months later because Library provided information Notes for H14, E14, and PLS Annotations Report.

Questions? Jeff: What tools are libraries using?



FACILITY INFO Part 1: Section I

SQUARE FOOTAGE

I1 Main Library (from H8) ?

7,500

FLAG + NOTE HISTORY

I2 Branch Libraries (sum of E8 branch data) ?

FLAG + NOTE HISTORY

I3 Total (I1 + I2) ?

FLAG + NOTE HISTORY

[Read-only data; from H8]

[Read-only data; sum of E8 for all branches]

[Read-only data; sum of I1 + I2]

NUMBER OF MEETINGS HELD

I10 Main Library (from H11) ?

0

FLAG + NOTE HISTORY

I11 Branch Libraries (sum of E11 branch data) ?

FLAG + NOTE HISTORY

I12 Total (I10 + I11) ?

FLAG + NOTE HISTORY

[Read-only data; from H11]

[Read-only data; sum of E11 for all branches]

[Read-only data; sum of I10 + I11]

FACILITY INFO Part 1: Section I

LIBRARY VISITS

I13 Main Library (from H12)

0

FLAG NOTE HISTORY

I14 Branch Libraries (sum of E12 branch data)

?

FLAG NOTE HISTORY

I15 Bookmobiles (sum of G5 branch data)

?

FLAG NOTE HISTORY

I16 Total (I13 + I14 + I15)

?

1) Cannot equal 0. Please explain why your data is out of the normal range using the Federal note.

FLAG NOTE HISTORY

[Read-only data; from H12]

[Read-only data; sum of E12 for all branches]

[Read-only data; sum of G5 for all branches]

[Read-only data; sum of I13 + I14 + I15]

[Read-only data; from H13]

[Read-only data; sum of E13 for all branches]

[Read-only data; sum of G6 for all branches]

[Read-only data; sum of I17 + I18 + I19]

NUMBER OF REGISTERED USERS

I17 Main Library (from H13)

0

FLAG NOTE HISTORY

I18 Branch Libraries (sum of E13 branch data)

?

FLAG NOTE HISTORY

I19 Bookmobiles (sum of G6 branch data)

?

FLAG NOTE HISTORY

I20 Total (I17 + I18 + I19)

?

1) Cannot equal 0. Please explain why your data is out of the normal range using the Federal note.

FLAG NOTE HISTORY

FACILITY INFO Part 1: Section I

NUMBER OF USES (SESSIONS) OF PUBLIC INTERNET COMPUTERS PER YEAR

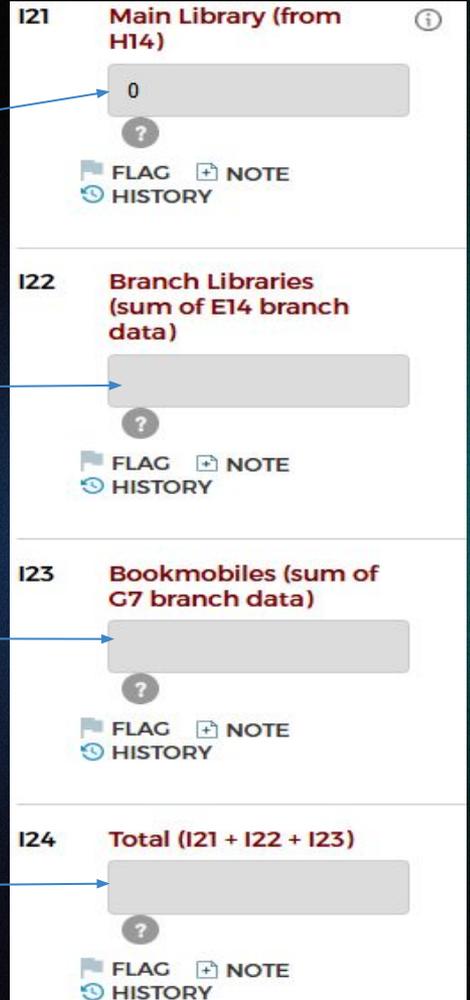
*NOTE: These are Public Library
Computers for use that are
accessing the public internet.
Totals do NOT include personal
devices using the public internet.*

[Read-only data; from H14]

[Read-only data;
sum of E14 for all branches]

[Read-only data;
sum of G7 for all branches]

[Read-only data;
sum of I21 + I22 + I23]



FACILITY INFO Part 2: Section I

PUBLIC SERVICE HOURS PER YEAR

REFERENCE TRANSACTIONS

I25 Main Library (from H15) ⓘ

0

FLAG NOTE HISTORY

I26 Branch Libraries (sum of E15 branch data) ⓘ

0

FLAG NOTE HISTORY

I27 Bookmobiles (sum of G8 branch data) ⓘ

0

FLAG NOTE HISTORY

I28 Total (I25 + I26 + I27) ⓘ

0

FLAG NOTE HISTORY

[Read-only data; from H15]

[Read-only data;
sum of H17 * H18]

[Read-only data;
sum of E15 for all branches]

[Read-only data;
sum of E19]

[Read-only data;
sum of G8 for all branches]

[Read-only data;
sum of G9.3a * G10]

[Read-only data;
sum of I25 + I26 + I27]

[Read-only data;
(sum of I29 + I30 + I31)
Calculation is used to arrive
at an annual total.]

I29 Main Library (sum of H17 * H18) ⓘ

0.00

FLAG NOTE HISTORY

I30 Branch Libraries (E19) ⓘ

0.00

LAST YEAR'S ANSWER: 0

FLAG NOTE HISTORY

I31 Bookmobiles (sum of G9.3a * G10) ⓘ

0.00

FLAG NOTE HISTORY

I32 Total (I29 + I30 + I31) ⓘ

0.00

FLAG NOTE HISTORY

B&T Collect Annual Report Screenshot

FACILITY INFO: Section I

Q: Error Check What does it mean?

A: *The Error check is asking why the # of visits (Annual Report I16) is up more in comparison to the # for circulation (Annual Report L16 & L40), which is where the ratio comes into play. For example, did you strategically pull in more people for events where item checkout was not the focus? A NOTE will need to be added explaining what happened and why the big difference.*

Q: Annual Report I20 Total Registered Users is 22,028 and Annual Report A2 County Population is 38,280.

A: *The number of registered users is the number of cardholders. Sometimes this will include people outside of county. Registered Users should be purged/archived of inactive users every 3 years at minimum. There may be a problem for investigation when the number of Registered Users is almost equal to the county population. A NOTE will need to be added explaining why these numbers are so close and if a change was made in last year &/or will be made in future.*

Q: What constitutes a meeting room?

A: *Meeting Room is reservable. Is it open "After Hours" and do library personnel monitor the room usage? Enter the number of meetings which were held in the meeting room. Do not include use of the room for library programs or service or other use by library boards or staff.*

Questions?

LIBRARY STAFF: Section J

Report figures **as of the last day of the fiscal year**. Include all positions funded in the library's budget whether those positions are filled or not. To ensure comparable data, **40 hours per week** has been set as the measure of full-time employment (FTE).

For example, 60 hours per week of part-time work by employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

To calculate FTEs for seasonal workers, I would use the following example:

- Two three month workers (.25 of year) work 15 hours a week, so
- $15 + 15 = 30$ hrs/wk
- $30/40 = .75$ FTEs
- $.75 * .25 = .1875$ FTE for entire year (based on working only three months)

Please let Regional Consultant or Bobbie know if you need help to calculate.

Jeff's Calculation Methods:

- If your payroll system can generate a report of your PT employees hours' worked and then just divide that number by 2080 ($52*40$).
- Alternatively you could take the average hours worked per week * the number of weeks worked per year and then divide that total by 2080.

LIBRARY STAFF: Section J

Librarians with master's degrees from programs of library and information studies accredited by the American Library Association.

Persons with the title of librarian who do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. Do not include librarians with an ALA accredited Master's Degree in Library Science - That belongs in #J1.

[Read-only data; sum of J1 + J2]

This includes all other FTE employees paid from the reporting unit budget, including plant operations, security, and maintenance staff.

[Read-only data; sum of J3+J4]

J1	Number of Librarians with an ALA Accredited Master's Degree in Library Science	<input type="text"/>	?	
		FLAG	NOTE	HISTORY
J2	Librarians without an ALA Accredited Master's Degree in Library Science	<input type="text"/>	?	
		FLAG	NOTE	HISTORY
J3	Total Librarians (J1 + J2):	0.00	?	
		FLAG	NOTE	HISTORY
J4	All Other Paid Staff	<input type="text"/>	?	
		FLAG	NOTE	HISTORY
J5	Total Paid Employees (J3 + J4):	0.00	?	
		FLAG	NOTE	HISTORY

LIBRARY STAFF: Section J



Q: What is the difference between a Librarian and Staff on the Annual Report?

A: *Not all Library employees are classified with the title of Librarian. A Librarian classification is someone who must complete paid work-related tasks that require professional training and use theoretical or scientific library-specific skills. This is categorized into MLS Degreed Librarians & Librarians that do not hold an MLS degree. This is different than clerical work or janitorial work or even mechanical work, which are classified as staff.*

Questions?



Any Other Questions?

Email Your Regional Consultant

- Chris.Bischoff@ky.gov North Central Region Office
- Jeff.Gurnee@ky.gov North East Region Office
- Caleb.Conover@ky.gov South Central Region Office
- Amber.Potts@ky.gov West Region Office
- Wendy.OConnor@ky.gov South East Region Office

Email Your State Data Coordinator

- bobbie.augspurger@ky.gov

Upcoming Webinar in May . . .

Annual Report Sections K-N

Thank you to our sponsors

