



LIBRARY MAP OF THE WORLD SURVEY 2017 QUESTIONNAIRE

The goal of this questionnaire is to collect the basic set of library performance metrics across the world.

You can complete the questionnaire either **electronically or in paper form**. Please select the data submission form that is most convenient for you!

- If you want to submit completed questionnaire **electronically**. Please fill in the questionnaire before **31 May 2017**. To access the questionnaire please use the link received by e-mail.
- If you want to submit completed questionnaire **in paper**, then please return it before **31 May 2017** to:

IFLA Headquarters

P.O. Box 95312,
2509 CH The Hague, Netherlands

Email: kristine.paberza@ifla.org

Fax: +31 70 3834827

- If you have any queries concerning the questionnaire, please contact IFLA by e-mail, fax (indicated above) or telephone +31 70 3140884.

- **Before completing this questionnaire, please refer to the definitions and notes provided in the Appendix.**
- The items in this questionnaire are defined according to international standards, mainly ISO 2789, and endorsed by the IFLA Statistics and Evaluation Section.
- The questionnaire covers all types of libraries, including national, academic, public, community, school, and other libraries. The initial set of performance metrics covered in this questionnaire is the same for all types of libraries:
 - Number of libraries (library service points)
 - Number of libraries (library service points) providing internet access
 - Number of full-time equivalent (FTE) staff
 - Number of volunteers (headcount)
 - Number of registered users
 - Number of visitors
 - Number of loans and downloads
- Please provide the most recent data that is available in your country and identify the reference year of data for each metric.
- Please identify the source of supplied data and provide an explanation and/or clarification of the reported data under each library type. Please include information that you think is relevant for us to understand the nature of the provided data.
- Please provide a response for each performance metric.

SECTION 1/8: IDENTIFICATION

Name of Association / Institution:

Country:

IFLA Membership:

Yes

No

Mailing address:

Phone:

Fax:

E-mail:

Please provide contact information of the person completing this survey!

Name:

Surname:

Male

Female

E-mail:

Phone and/or Skype:

SECTION 2/8: NATIONAL LIBRARIES

In this table, please provide data and an explanation of data on national libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 3/8: ACADEMIC LIBRARIES

In this table, please provide data and an explanation of data on academic libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 4/8: PUBLIC LIBRARIES

In this table, please provide data and an explanation of data on public libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 5/8: COMMUNITY LIBRARIES

In this table, please provide data and an explanation of data on community libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 6/8: SCHOOL LIBRARIES

In this table, please provide data and an explanation of data on school libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 7/8: OTHER LIBRARIES

In this table, please provide data and an explanation of data on other libraries in your country.

Library type is not applicable

Data for this library type is not available

If data is available, please provide it below

Performance metrics:	Data	Reference year of data	Data is not available
Number of libraries (library service points)			<input type="checkbox"/>
Number of library service points providing internet access			<input type="checkbox"/>
Number of full-time equivalent (FTE) staff			<input type="checkbox"/>
Number of volunteers (headcount)			<input type="checkbox"/>
Number of registered users			<input type="checkbox"/>
Number of visitors			<input type="checkbox"/>
Number of loans of items in non-electronic form (e.g. books)			<input type="checkbox"/>
Number of loans of electronic documents on physical carrier (e.g. CD-ROM)			<input type="checkbox"/>
Number of loans of eBooks (usable via eBook readers or contents only transmitted to users)			<input type="checkbox"/>
Number of loans of audio books (downloaded from library's electronic collection or contents only transmitted to users)			<input type="checkbox"/>
Number of downloads from library's electronic collection			<input type="checkbox"/>

Data sources:

Explanation / clarification of data:

SECTION 8/8: GENERAL NOTES

Please include any other information that you think is relevant for us to better understand the nature of data that you provided!

Thank you for taking your time to gather library statistics in your country and to fill in this questionnaire!

We truly value the information you have provided!

Your responses are vital in helping IFLA to create the Library Map of the World – a truly representative source of basic library statistics around the world!

To stay up with the latest news and developments of the Library Map of the World, visit our website!

<http://librarymap.ifla.org>