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ABSTRACT

An appendix to a study that attempts to measure the service capabilities of public libraries, either in relation to the needs of their communities or to the standards adopted by the profession. (Author)

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Name of Library: Library 11

Size Category: Large

1. Description of Collection

A. "3pp" Probability Sample

The purpose of the 3pp probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.210	.357	.237	.122	.135-.530	.150-.230	.170-.175
b. Probability of availability	.140	.283	.180	.080	.110-.414	.074-.202	.044-.124
c. Availability of books owned	.675	.606	.723	.666	.501-.919	.550-.733	.577-.751
2. Adult Books (N=47)							
a. Probability of ownership	.181	.405	.240	.125	.181-.503	.145-.270	.071-.143
b. Probability of availability	.125	.237	.174	.085	.111-.348	.074-.202	.044-.124
c. Availability of books owned	.791	.601	.760	.661	.355-.729	.510-.717	.550-.771
3. Juvenile Books (N=53)							
a. Probability of ownership	.453	.153	.392	.075	.028-.759	.038-.172	.107-.273
b. Probability of availability	.521	.329	.286	.257	.017-.530	.013-.202	.010-.111
c. Availability of books owned	.708	.692	.928	.750	.403-.640	.500-.606	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.508	.450	.525	.188	.175-.950	.255-.450	.100-.283
2. Probability of availability	.575	.459	.513	.175	.153-.950	.150-.639	.082-.513
3. Availability of articles owned	.898	.977	.962	.875	.829-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=314)	.575	.750	.618	.646	.559-.849	.630-.689	.582-.850
2. Adult Availability (N=324)	.534	.708	.550	.752	.534-.832	.600-.639	.505-.829
3. Juvenile Availability (N=19)	.575	.928	.932	.648	.588-.840	.534-.724	.550-.751

A. Description of Users

1. Sex	Your Library		All Phase II Libraries			Low-High Usage		
	#	%	Large	Medium	Small	Large	Medium	Small
Male	1603	60.0	60.3	44.8	44.5	43.0-55.0	42.2-51.5	36.1-53.8
Female	731	30.1	39.2	52.4	54.9	30.1-53.3	45.1-55.8	44.5-62.8
No Response	95	3.9	3.2	2.8	1.6	2.2-6.9	2.0-5.5	3.3-2.4
TOTAL	2429	100.0						

2. Student-Nonstudent

Student	845	34.8	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.0-57.1
Nonstudent	1584	65.2	60.8	48.2	45.7	52.7-69.0	49.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	6.0-7.2
TOTAL	2429	100.0						

3. Grade Level of Students

Elementary (K-6)	143	16.0	8.8	25.1	31.3	3.6-20.4	29.1-35.5	13.5-46.1
Junior High School (7-9)	155	18.3	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.6-32.9
High School (10-12)	308	37.6	34.9	29.7	23.0	22.3-43.9	21.5-35.1	24.1-57.1
College	122	14.4	30.2	16.7	13.5	11.6-41.6	10.7-20.3	6.2-24.5
Graduate School	24	2.8	4.1	1.9	0.4	2.1-16.8	0.2-2.4	0.5-3.4
No Response	93	11.9	6.7	6.6	5.3	3.7-20.4	4.1-9.9	0.8-12.2
TOTAL	845	100.0						

4. Occupation of Nonstudents

Professional	242	15.3	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	158	10.0	29.8	21.9	18.3	10.0-30.3	13.0-30.2	14.7-25.2
Blue Collar	272	17.2	13.0	19.6	10.3	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	81	5.1	7.7	22.5	32.2	2.5-23.8	13.3-20.5	17.3-4.3
Retired	188	11.9	9.0	9.8	6.6	5.3-15.4	1.3-10.3	1.5-15.5
Unemployed	57	3.6	3.9	1.7	1.3	0.7-6.4	1.1-2.3	0.8-3.2
No Response	592	35.9	6.3	15.9	7.0	0.5-35.3	4.5-21.9	2.4-20.7
TOTAL	1580	100.0						

3. Time Entered

9:00-9:59	169	7.0	6.0	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	156	6.4	7.3	9.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	136	7.7	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.6-8.1
12:00-12:59	232	9.6	11.5	9.8	5.9	7.5-13.3	5.7-13.4	2.8-11.0
1:00-1:59	189	7.4	10.4	7.4	8.9	6.5-12.5	6.3-13.0	4.5-16.1
2:00-2:59	172	7.1	3.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	228	9.4	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-14.7
4:00-4:59	294	12.1	10.1	10.4	11.5	7.4-12.7	5.7-12.7	2.5-15.0
5:00-5:59	244	10.0	8.6	6.5	6.9	7.1-19.0	3.3-9.3	3.6-9.9
6:00-6:59	207	8.5	5.5	5.5	10.1	4.7-8.5	3.9-10.0	5.1-13.2
7:00-7:59	177	7.3	7.5	9.0	14.4	5.5-10.9	7.5-14.4	7.0-15.6
8:00-8:59	123	5.1	4.5	5.0	7.1	2.5-5.6	2.5-8.6	4.0-8.1
No Response	61	2.4	9.1	9.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	2429	100.0						

C. Satisfaction

Satisfied	1584	52.7	56.6	59.9	72.1	58.5-73.1	66.3-75.3	52.5-77.5
Partially Satisfied	272	11.2	16.6	16.2	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	130	5.7	7.1	8.8	6.7	5.7-25.9	6.1-9.4	5.0-8.5
No Response	495	20.4	6.6	4.2	5.5	3.9-26.4	3.2-6.1	2.4-11.0
TOTAL	2429	100.0						

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	321	26.1	25.7	25.0	21.7	12.5-36.0	10.1-43.5	17.4-40.7
Periodicals	272	22.1	25.1	23.7	25.0	0.1-32.7	24.5-34.3	12.0-33.5
General Encyclopedias	34	2.8	4.3	4.3	11.5	0.0-7.7	2.7-9.6	5.8-11.7
Newspapers	203	16.6	17.0	7.6	4.0	0.5-23.0	0.5-13.4	2.7-21.5
Reference Books	54	4.4	14.0	12.4	10.0	4.4-23.0	3.5-31.2	4.7-25.1
Microfilm	10	0.8	4.0	0.7	*	0.0-9.0	0.0-3.3	0.0-11.0
Circulating Fiction	61	5.0	4.4	1.3	5.4	0.0-15.7	1.2-22.4	0.1-17.0
Vertical File	57	4.6	2.7	0.7	4.0	0.0-11.3	0.0-22.0	0.0-20.7
Records	70	5.7	3.0	*	0.3	0.0-5.7	0.0-3.0	0.0-3.0
Other	50	4.1	7.0	2.0	4.4	3.2-13.5	0.7-13.4	1.5-11.5
TOTAL	1231	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1374	3095	3352	1394	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	543	1565	218	610	503-3410	451-1747	322-792
Average # of Items per User	2.74	2.89	3.12	3.25	2.56-3.83	3.10-3.57	2.95-3.30
% Users Checking Out Books	20.7%	33.0%	47.5%	33.0%	29.7-52.4	29.2-51.3	29.5-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated on the three days studied. It is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1100	81.2	82.5	84.2	83.3	81.2-94.0	84.5-95.0	72.5-95.6
Periodicals	5	0.3	*	7.0	1.0	0.0-9.3	0.0-3.3	0.1-5.2
Records	57	4.0	5.0	2.0	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	207	14.5	5.0	1.0	1.0	1.2-14.5	0.0-2.3	0.7-21.9
TOTAL	2997	100.0						
Returned:								
Books	751	73.0	75.0	74.5	91.7	73.0-91.7	84.0-92.4	73.5-95.8
Periodicals	0	0.0	*	2.0	1.3	0.0-1.0	0.0-0.3	0.1-3.8
Records	102	9.0	7.8	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	179	16.3	7.7	1.2	1.1	0.3-15.3	0.4-5.2	0.0-21.9
TOTAL	1092	100.0						

Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	33	7.3	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	41	7.9	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-19.5
11:00-11:59	47	9.0	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	42	8.0	9.9	7.3	8.9	6.6-11.6	5.3-12.4	3.1-11.8
1:00-1:59	52	10.0	9.9	7.9	8.4	6.9-12.4	7.2-13.6	5.6-14.5
2:00-2:59	45	9.5	9.1	9.9	6.1	6.7-11.3	4.6-14.2	3.5-16.7
3:00-3:59	33	5.3	9.2	10.5	3.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	81	15.5	10.2	12.4	10.8	8.5-15.5	9.1-13.2	8.3-18.3
5:00-5:59	45	8.6	7.6	6.1	6.3	6.1-8.6	1.1-10.9	4.7-10.4
6:00-6:59	34	6.5	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	40	7.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	24	4.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	522	100.0						
B. Type of Question								
Source Related	256	49.1	38.8	34.2	46.6	29.2-50.4	31.3-72.2	19.6-30.2
Directional	266	50.9	61.2	65.8	53.2	43.5-70.3	27.8-68.7	9.8-80.4
TOTAL	522	100.0						
C. Source Related Questions								
1. Questioner								
Student	88	34.4	22.9	45.5	44.5	15.5-34.4	31.4-61.4	28.6-53.5
Nonstudent	158	51.7	76.1	51.8	51.9	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	10	3.9	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	256	100.0						
2. Means								
In Person	199	77.7	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.9
By Phone	57	22.3	46.5	18.5	19.1	22.3-50.8	8.9-23.4	4.2-32.5
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	256	100.0						
3. Searcher								
Librarian	227	88.7	83.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	24	9.4	8.5	8.5	5.7	0.4-11.8	3.3-50.5	0.0-34.1
Both	5	1.9	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	9.4	0.0	6.9	0.0-9.8	0.0-9.3	0.0-22.3
TOTAL	256	100.0						
4. Disposition of Question								
Answered	253	98.8	98.6	97.8	100.0	95.2-99.6	36.4-100.0	93.6-100.0
Referred	1	0.4	0.5	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	2	0.8	0.7	0.5	0.0	2.3-2.3	0.0-3.2	0.0-3.2
TOTAL	256	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
Reference Book	67	26.2	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	42	15.4	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-40.0
Card Catalog	51	19.9	17.3	12.1	10.8	12.4-21.1	6.7-20.8	9.0-43.4
Index	32	12.5	9.1	6.5	5.3	3.0-13.5	2.8-11.7	2.7-19.1
Telephone Book	13	5.1	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	7	2.7	3.2	0.5	0.0	0.3-9.8	0.0-3.1	0.0-2.4
Vertical File	20	7.8	3.8	1.0	2.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	24	9.4	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	256	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Median	Small	Large	Medium	Small
Table Seating	36	5:30	25	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	15	12:30	23	11	10	9-56	0-25	0-15
Photocopier	2	Often	5	4	2	0-7	0-5	0-3
Meeting Room	38	3:30	16	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	3	7:30	6	2	2	0-10	0-?	0-4
Record Player	4	5:30	4	2	2	0-3	0-3	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	28-48	28-53
B. Average Length of Employment in Your Library	11	7	7	6-11	3-13
C. Average Hours per Week at Public Service	17	22	19	13-21	11-35
D. Average Hours per week at Other Duties	23	17	17	9-23	13-24

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	2	9.5	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	4.8	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	7	33.3	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	11	52.4	47.3	37.5	25.6	20.0-55.3	21.4-53.8	9.0-77.2
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	21	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	4	10	2	4-25	2-10	0-7
10:00-10:59	4	11	3	3-31	3-10	2-7
11:00-11:59	4	11	3	3-31	4-10	2-7
12:00-12:59	5	10	3	3-28	3-8	2-5
1:00-1:59	5	11	3	3-27	3-9	3-6
2:00-2:59	5	12	4	3-33	4-11	3-7
3:00-3:59	6	11	5	4-34	4-11	4-9
4:00-4:59	6	12	4	4-31	4-10	4-9
5:00-5:59	5	14	4	3-25	2-8	3-6
6:00-6:59	4	8	5	3-17	2-6	3-5
7:00-7:59	4	7	5	3-19	2-6	3-5
8:00-8:59	4	7	5	3-18	2-6	3-5
9:00-9:59	2	5	0	0-12	0-2	0-5

Name of Library: Library 12  
 Size Category: Large

1. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.436	.250	.122	.367	.250	.122	.136-.580	.150-.286	.076-.175
b. Probability of availability	.514	.180	.089	.258	.180	.089	.110-.414	.088-.252	.044-.124
c. Availability of books owned	.720	.720	.666	.696	.720	.666	.561-.810	.550-.763	.573-.750
2. Adult books (N=447)									
a. Probability of ownership	.895	.246	.125	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.515	.174	.085	.257	.174	.085	.121-.343	.074-.192	.045-.122
c. Availability of books owned	.353	.739	.561	.691	.739	.561	.353-.729	.510-.967	.563-.774
3. Juvenile books (N=53)									
a. Probability of ownership	.755	.302	.075	.453	.302	.075	.030-.755	.030-.472	.010-.203
b. Probability of availability	.302	.226	.057	.230	.226	.057	.013-.506	.012-.302	.010-.183
c. Availability of books owned	.409	.688	.750	.602	.688	.750	.409-.840	.500-.869	.509-1.00
3. Periodical Sample (N=89)									
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:									
1. Probability of ownership	.550	.325	.188	.450	.325	.188	.175-.950	.255-.450	.109-.263
2. Probability of availability	.534	.313	.175	.450	.313	.175	.163-.950	.182-.600	.028-.513
3. Availability of articles owned	.977	.952	.875	.677	.952	.875	.295-1.00	.682-1.00	.525-1.00
C. Title Availability Sample									
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:									
1. Total Availability (N=500)	.792	.618	.646	.756	.618	.646	.585-.849	.630-.882	.522-.850
2. Adult Availability (N=463)	.814	.846	.732	.744	.846	.732	.634-.882	.500-.899	.605-.923
3. Juvenile Availability (N=37)	.514	.692	.648	.635	.692	.648	.388-.845	.434-.724	.543-.741



II. Building Usage

Your Library. All Phase II Libraries

Low-High Range

Description of Users	Your Library.		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
1. Sex								
Male	2245	61.0	60.3	44.8	44.5	43.0-66.0	42.2-51.5	36.1-53.8
Female	1354	35.8	33.2	52.4	54.6	30.1-53.3	45.1-55.3	44.3-52.8
No Response	33	2.2	3.2	2.8	1.6	2.2- 6.3	2.0- 5.5	0.9- 3.4
TOTAL	3632	100.0						

2. Student-Nonstudent								
Student	1632	44.5	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.9-57.1
Nonstudent	2050	55.7	60.8	48.2	45.7	52.7-59.0	49.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0- 7.5	0.0- 7.2
TOTAL	3682	100.0						

3. Grade Level of Students								
Elementary (K-6)	178	10.3	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-45.1
Junior High School (7-9)	240	14.7	14.2	19.0	19.7	2.4-25.5	12.2-22.7	13.8-22.0
High School (10-12)	777	43.3	34.0	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	355	21.3	30.2	16.7	13.5	11.6-41.6	10.7-20.9	5.2-24.5
Graduate School	40	2.5	4.1	1.9	0.4	2.1-16.8	0.2- 2.4	0.0- 3.4
No Response	192	6.2	6.7	6.6	6.3	3.7-20.4	4.1- 9.5	0.8-12.2
TOTAL	1632	100.0						

4. Occupation of Nonstudents								
Professional	555	27.0	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	554	26.0	23.8	21.9	18.3	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	282	13.7	13.0	10.8	10.3	5.7-17.2	3.7-16.5	5.1-15.7
Housewife/mother	210	10.2	7.7	22.5	32.2	2.5-20.8	13.8-29.5	17.4-43.3
Retired	176	8.6	9.0	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	67	3.2	3.0	1.7	1.3	0.7- 6.4	1.1- 2.3	0.6- 3.2
No Response	232	11.3	6.3	15.9	7.6	0.5-36.9	4.6-21.0	0.4-29.7
TOTAL	2036	100.0						

8. Time Entered								
9:00-9:59	315	8.6	6.9	7.3	5.3	4.2- 8.6	0.1-16.5	0.0- 7.5
10:00-10:59	245	6.7	7.3	9.9	5.5	6.4- 8.9	7.0-11.0	4.1- 7.7
11:00-11:59	310	8.4	8.3	8.7	6.0	5.8- 9.5	4.4- 9.5	3.0- 7.1
12:00-12:59	352	9.5	11.5	9.3	8.3	7.5-15.3	5.7-13.4	2.3-11.2
1:00-1:59	397	10.8	10.4	7.4	8.3	6.5-12.5	6.0-13.0	4.5-16.1
2:00-2:59	301	8.2	8.5	19.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	393	10.7	10.4	10.3	11.2	9.4-12.6	8.3-12.7	7.4-24.7
4:00-4:59	359	9.5	10.1	10.4	11.5	7.4-12.7	5.7-12.7	4.5-15.0
5:00-5:59	263	7.1	8.6	6.5	6.3	7.1-10.0	3.3- 9.3	3.6- 9.2
6:00-6:59	302	8.2	6.5	5.8	10.1	4.7- 8.5	3.0-10.0	5.0-15.4
7:00-7:59	325	8.9	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.8
8:00-8:59	129	3.5	4.5	5.0	7.1	2.5- 5.6	2.5- 6.8	4.0- 8.1
No Response	*	*	9.1	9.1	*	0.0- 2.4	0.0- 9.3	0.0- 1.0
TOTAL	3682	100.0						

C. Satisfaction								
Satisfied	2477	57.3	66.6	69.9	72.1	58.6-73.1	66.3-73.3	52.5-77.5
Partially Satisfied	767	29.8	18.8	16.2	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	295	8.0	7.1	8.9	6.7	5.7-25.8	6.1- 9.4	5.0- 8.9
No Response	143	3.9	6.6	6.2	5.5	3.0-20.4	3.2- 6.1	2.4- 6.0
TOTAL	3682	100.0						

### B. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries (Median)			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	1000	33.7	20.7	25.0	21.7	12.5-35.9	10.3-42.5	11.4-40.7
Periodicals	743	25.1	25.1	20.7	25.0	7.1-33.7	24.5-34.3	10.0-33.5
General Encyclopedias	72	2.4	2.4	4.3	11.5	9.9-7.7	2.7-9.3	5.0-22.7
Newspapers	16	0.5	10.0	7.3	3.0	6.5-22.3	0.5-10.1	0.7-22.1
Reference Books	235	10.0	14.0	12.4	19.0	4.4-22.2	3.4-31.2	0.7-35.1
Microfilm	130	4.3	4.0	2.7	*	0.0-9.0	0.0-3.7	0.0-11.0
Circulating Fiction	24	0.8	4.0	1.3	0.4	2.0-15.7	0.2-16.4	0.0-27.2
Vertical File	352	11.0	0.3	0.7	4.0	0.2-11.0	0.6-11.0	0.0-22.7
Records	51	1.7	2.2	*	0.3	0.0-5.7	0.0-5.5	0.0-12.6
Other	211	7.1	7.0	2.6	4.4	3.2-12.6	0.7-13.4	1.3-11.5
TOTAL	2453	100.0						

### B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	5093	3360	1894	1379-16934	1404-4252	1033-2245
# of Users Circulating Books	1478	918	616	503-3410	451-1347	322-718
Average # of Items per User	3.41	3.72	3.07	2.56-3.63	3.10-3.67	2.95-2.69
% Users Checking Out Books	40.10	47.68	50.03	29.7-52.4	29.2-51.5	29.3-50.2

### C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated								
Books	See Below*	28.5	24.0	23.3	91.2-24.0	29.5-31.0	72.5-25.6	
Periodicals	*	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2	
Records	*	5.0	2.4	3.4	0.0-7.0	0.4-5.8	2.3-3.7	
Other	*	3.0	1.0	1.0	1.2-14.5	0.0-2.0	0.7-21.4	
TOTAL	*							
Returned:								
Books	See Below*	25.0	24.5	21.7	73.0-22.7	24.0-28.4	73.5-25.2	
Periodicals	*	*	2.0	1.5	0.0-1.6	0.0-6.3	0.1-4.8	
Records	*	7.3	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5	
Other	*	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4	
TOTAL	*							

Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
7:00-9:59	215	5.9	6.7	4.2	3.1	5.5- 2.2	0.5- 9.3	0.5-11.8
10:00-10:59	224	7.1	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.8
11:00-11:59	239	7.3	9.1	7.9	7.8	6.9-10.5	4.3- 9.0	4.3-11.2
12:00-12:59	303	9.6	9.9	7.3	3.9	6.9-11.6	5.3-12.4	3.1-11.8
1:00-1:59	292	9.3	9.9	7.9	3.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	279	8.9	9.1	9.9	6.1	5.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	310	9.9	9.2	10.5	8.6	6.3-11.5	7.5-13.1	5.8-18.3
4:00-4:59	351	11.2	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	249	7.9	7.6	6.1	5.3	6.1- 8.6	1.1-10.0	4.7-13.4
6:00-6:59	224	7.1	6.2	5.5	10.6	4.3- 7.6	3.7- 9.3	3.9-12.9
7:00-7:59	248	7.9	5.5	8.7	8.2	2.8- 8.6	4.5- 9.7	4.3-15.2
8:00-8:59	215	6.9	5.0	8.6	6.8	3.4- 6.9	3.3-12.6	5.2-12.2
TOTAL	3140	100.0						
B. Type of Question								
Source Related	918	29.2	38.3	34.2	45.8	29.2-50.4	31.3-72.2	19.5-26.2
Directional	2222	70.8	61.2	65.8	53.2	49.6-70.8	27.3-58.7	2.8-20.4
TOTAL	3140	100.0						
C. Source Related Questions								
1. Questioner								
Student	228	24.8	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	657	71.6	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	.33	3.5	2.3	1.7	*	0.0- 3.9	0.0- 3.3	0.0- 1.2
No Response	*	*	*	*	*	0.0-17.9	0.0- 2.0	0.0- 3.9
TOTAL	918	100.0						
2. Means								
In Person	445	48.5	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	473	51.5	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0- 5.2	0.0- 3.9
TOTAL	918	100.0						
3. Searcher								
Librarian	814	88.7	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	4	0.4	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	100	10.9	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0- 9.8	0.0- 8.9	0.0-10.3
TOTAL	918	100.0						
4. Disposition of Question								
Answered	908	98.9	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	7	0.8	0.6	0.5	0.0	0.0- 3.3	0.0- 3.1	0.0- 3.2
Not Answered	3	0.3	0.7	0.5	0.0	0.3- 2.9	0.0- 3.2	0.0- 3.2
TOTAL	918	100.0						

Your Library	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
5. Source Used to Answer Questions								
Reference Book	210	22.9	24.5	21.2	20.5	13.5-34.2	14.3-32.8	11.3-31.8
Circulating Collection	185	13.6	13.4	30.4	27.3	4.5-45.6	10.6-40.9	5.8-45.6
Card Catalogs	104	11.1	17.5	12.1	19.3	12.4-21.1	6.7-23.5	6.0-43.4
Index	102	11.1	9.1	6.5	5.5	3.0-13.5	2.8-11.7	2.7-13.1
Telephone Book	47	5.1	5.1	0.4	0.9	0.6-10.4	0.0-4.2	0.9-11.7
City Directory	34	3.7	3.2	0.5	0.0	0.3-9.5	0.6-3.1	0.8-2.1
Vertical File	32	3.5	3.0	1.9	5.0	1.9-7.8	1.1-7.8	1.7-5.7
Other	174	13.0	29.5	16.5	15.7	3.4-17.2	15.1-35.1	3.9-35.2
TOTAL	918	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library			All Phase II Libraries			Low-High Range		
	#	Time	Median	Large	Medium	Small	Large	Medium	Small
Table Seating	55	3:30	57	55	49	49	2-17%	2-22	6-12
Lounge Chairs & Couches	20	1:30	11	23	10	10	0-50	0-25	0-15
Photocopier	5	9:30-3:30	4	5	2	2	0-7	0-5	0-3
Meeting Room	87	1:30-2:30	77	95	61	61	8-218	0-215	0-121
Microfilm Reader (Printer)	5	11:30-12:30	2	6	2	2	0-10	0-3	0-4
Record Player	4	Often	2	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	11	7	7	6-11	5-10	5-13
C. Average Hours per Week at Public Service	21	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	18	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	3	9.8	7.4	0.0	22.9	0.0-14.7	0.0-25.4	0.0-33.3
Some College	4	12.9	14.4	21.4	32.0	5.5-32.8	0.0-37.5	11.1-75.9
BA	8	25.8	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	15	48.4	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	1	3.1	1.3	*	*	0.0-3.2	0.0-11.7	0.0-9.1
TOTAL	31	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)	8	9	10	11	12	1	2	3	4	5
9:00-9:59	8	9	10	4	4	2	4-26	2-10	0-7	0-7
10:00-10:59	9	9	11	6	6	3	3-31	3-10	2-7	2-7
11:00-11:59	9	9	11	6	6	3	3-31	4-10	2-7	2-7
12:00-12:59	7	7	10	5	5	3	3-28	3-8	2-5	2-5
1:00-1:59	5	5	11	4	4	3	3-27	3-9	3-6	3-6
2:00-2:59	10	10	12	5	5	4	3-35	4-11	3-7	3-7
3:00-3:59	11	11	11	6	6	5	4-34	4-11	4-9	4-9
4:00-4:59	11	11	12	6	6	4	4-31	4-10	4-9	4-9
5:00-5:59	11	11	14	4	4	4	3-26	2-8	3-6	3-6
6:00-6:59	8	8	8	4	4	5	3-17	2-6	3-5	3-5
7:00-7:59	7	7	7	4	4	5	3-19	2-5	3-5	3-5
8:00-8:59	7	7	7	3	3	5	3-18	2-5	3-5	3-5
9:00-9:59	2	2	5	1	1	0	0-12	0-2	0-5	0-5

Name of Library: Library 13  
 Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.214	.567	.250	.122	.156-.580	.160-.258	.075-.175
b. Probability of availability	.254	.268	.180	.080	.110-.414	.088-.292	.044-.124
c. Availability of books owned	.809	.896	.720	.566	.561-.819	.550-.783	.573-.751
2. Adult Books (N=477)							
a. Probability of ownership	.540	.405	.246	.125	.181-.295	.143-.256	.076-.133
b. Probability of availability	.257	.257	.174	.083	.121-.343	.074-.192	.045-.123
c. Availability of books owned	.697	.591	.780	.661	.555-.729	.516-.567	.536-.773
3. Juvenile books (N=55)							
a. Probability of ownership	.472	.455	.502	.075	.058-.755	.058-.472	.010-.263
b. Probability of availability	.536	.259	.226	.057	.019-.526	.019-.362	.019-.189
c. Availability of books owned	.849	.692	.688	.750	.400-.840	.500-.800	.500-1.00

3. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.525	.188	.175	.175-.950	.255-.450	.130-.255
2. Probability of availability	.458	.450	.515	.175	.163-.950	.122-.600	.088-.513
3. Availability of articles owned	.972	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=490)	.849	.750	.812	.646	.585-.849	.630-.889	.592-.850
2. Adult Availability (N=300)	.882	.744	.645	.732	.634-.882	.650-.839	.605-.822
3. Juvenile Availability (N=191)	.725	.636	.692	.646	.380-.846	.494-.724	.543-.740

All Phase II Libraries

Low-High Range

Your Library

A. Description of Users	#	%	Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	2283	59.7	60.3	44.8	44.5	43.0-66.0	42.2-51.5	36.2-53.8
Female	1436	37.5	39.2	52.4	54.6	30.1-53.3	45.1-55.0	44.5-62.8
No Response	108	2.8	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.3-2.4
TOTAL	3827	100.0						
<b>2. Student-Nonstudent</b>								
Student	1185	31.0	36.1	47.3	52.7	28.8-45.1	45.1-52.6	42.8-57.1
Nonstudent	2642	69.0	60.8	48.2	45.7	52.7-67.0	40.7-54.3	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	3827	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-5)	75	6.3	8.8	25.1	31.3	3.5-20.4	20.1-35.5	15.5-45.1
Junior High School (7-9)	28	2.4	14.2	19.0	19.7	2.4-25.5	12.3-22.7	13.3-22.9
High School (10-12)	264	22.3	34.0	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	464	59.2	30.2	16.7	13.5	11.6-41.6	13.7-29.9	4.2-24.5
Graduate School	92	7.3	4.1	1.9	0.4	2.1-16.8	0.2-2.9	0.0-3.4
No Response	262	20.4	6.7	6.5	6.3	3.7-23.4	4.1-9.0	0.8-12.2
TOTAL	1185	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	657	24.0	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	928	35.1	29.8	21.9	18.3	10.0-35.0	19.0-30.2	14.7-25.2
Blue Collar	173	6.7	13.0	10.8	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	95	3.5	7.7	22.5	32.2	2.5-29.8	13.2-29.5	17.4-43.3
Retired	155	5.9	3.0	9.8	9.6	5.3-15.4	1.3-19.5	1.6-15.5
Unemployed	53	2.0	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	575	21.8	6.3	15.0	7.6	0.5-36.9	4.6-21.0	0.4-29.7
TOTAL	2642	100.0						
<b>8. Time Entered</b>								
9:00-9:59	251	6.6	6.9	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	259	7.0	7.3	9.9	5.5	6.4-8.0	7.0-11.0	4.1-7.7
11:00-11:59	317	8.3	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	560	14.6	11.5	9.8	5.0	7.5-15.3	5.7-13.4	2.9-12.0
1:00-1:59	378	9.9	10.4	7.4	8.9	6.5-12.5	6.9-12.0	4.5-16.1
2:00-2:59	333	8.8	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	394	10.0	10.4	10.0	11.2	9.4-12.9	8.2-12.7	7.4-24.7
4:00-4:59	342	8.9	10.1	10.4	11.5	7.5-12.7	5.7-12.7	8.5-15.9
5:00-5:59	279	7.8	8.5	6.5	6.9	7.1-19.0	3.3-9.9	3.0-15.2
6:00-6:59	234	6.1	6.5	5.8	10.1	4.7-8.5	3.9-19.0	5.0-15.2
7:00-7:59	260	6.8	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.8
8:00-8:59	189	4.9	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	36	0.1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	3821	100.0						
<b>C. Satisfaction</b>								
Satisfied	2453	63.3	66.3	69.9	72.1	58.0-73.1	65.3-73.9	62.3-77.5
Partially Satisfied	710	18.6	18.8	16.2	16.0	8.3-29.8	15.2-21.1	13.1-22.7
Not Satisfied	205	7.7	7.1	8.0	6.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	109	4.4	5.0	4.2	5.5	3.9-20.4	3.2-6.1	2.4-9.0
TOTAL	3827	100.0						

## A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-Rate Range		
	#	%	Large	Median	Small	Large	Median	Small
Circulating Non-Fiction	342	12.5	25.7	25.3	21.7	12.5-35.0	10.3-42.5	17.5-42.7
Periodicals	766	27.0	20.1	23.7	25.0	7.1-33.7	24.5-34.3	16.0-31.5
General Encyclopedias	35	1.3	0.4	4.3	11.5	0.0- 7.7	2.7- 0.5	5.9-51.7
Newspapers	410	15.3	10.0	7.5	4.3	0.5-23.8	0.5-15.4	0.7-22.5
Reference Books	541	19.7	14.5	12.4	10.6	4.4-23.6	3.4-16.2	4.7-15.1
Microfilm	204	7.6	4.0	9.7	*	0.0- 9.6	0.0- 3.3	0.0- 1.8
Circulating Fiction	112	4.3	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.0-17.2
Vertical File	42	1.5	2.3	0.7	4.3	0.2-11.3	0.5-11.3	0.0-22.7
Records	*	*	2.2	*	0.3	0.0- 5.7	0.0- 0.5	0.0- 3.0
Other	194	6.8	7.0	2.5	4.4	3.2-12.0	0.7-13.4	1.3-11.5
TOTAL	2745	100.0						

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2874	3568	1874	1379-10054	1494-4252	1033-2245
# of Users Circulating Books	1058	918	616	503-3410	451-1347	322- 731
Average # of Items per User	2.72	3.12	3.23	2.50-3.80	3.10-3.67	2.65-3.30
% Users Checking Out Books	27.6%	47.0%	38.0%	20.7-52.4	23.2-51.3	23.3-53.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-Rate Range		
	#	%	Large	Median	Small	Large	Median	Small
Books	2652	88.5	28.5	94.2	93.3	81.2-94.0	84.5-96.0	72.5-95.8
Periodicals	*	*	*	1.0	1.0	0.0- 0.3	0.0- 5.3	0.1- 3.2
Records	*	*	5.2	2.4	3.4	0.0- 7.0	0.4- 4.4	2.3- 3.7
Other	345	11.5	7.3	1.0	1.0	1.2-14.5	0.0- 2.8	0.7-21.0
TOTAL	2997	100.0						
Returned:								
Books	2936	75.3	35.2	94.5	91.7	73.0-91.7	84.0-93.4	73.5-95.8
Periodicals	*	*	*	2.0	1.8	0.0- 1.6	0.0- 5.3	0.1- 4.2
Records	597	13.0	7.0	1.0	2.7	5.3-13.0	1.2- 4.5	2.4- 4.5
Other	455	11.7	7.7	1.3	1.1	0.3-15.3	0.4- 5.2	0.0-21.4
TOTAL	3991	100.0						



Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Median %		Small	Large	Medium	Small
			Large	Medium				
<b>A. Reference Activity by Time of Day</b>								
9:00-9:59	216	8.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	237	9.0	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-19.5
11:00-11:59	241	9.2	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	302	11.5	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.3
1:00-1:59	326	12.4	9.0	7.3	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	274	10.4	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	225	8.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	253	9.6	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	174	6.6	7.6	5.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	118	4.5	6.2	6.5	10.0	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	118	4.5	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	147	5.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	2631	100.0						
<b>B. Type of Question</b>								
Source Related	1325	50.4	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	1295	49.6	61.2	65.8	53.2	49.6-70.8	27.8-58.7	9.8-80.4
TOTAL	2631	100.0						
<b>C. Source Related Questions</b>								
<b>1. Questioner</b>								
Student	206	15.5	22.9	46.5	44.5	15.5-34.4	39.4-51.4	28.6-63.5
Nonstudent	1090	82.3	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	29	2.2	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	1325	100.0						
<b>2. Means</b>								
In Person	520	39.2	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	805	60.8	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	1325	100.0						
<b>3. Searcher</b>								
Librarian	1161	87.6	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	157	11.8	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	7	0.6	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	1325	100.0						
<b>4. Disposition of Question</b>								
Answered	1318	99.5	99.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	1	0.1	0.5	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	6	0.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	1325	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	334	22.1	104.5	21.2	20.6	13.3-34.2	14.3-32.8	12.3-31.3
Circulating Collection	60	4.5	15.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.5
Card Catalog	155	12.4	17.3	13.1	12.2	12.4-21.1	6.7-29.3	6.0-43.4
Index	59	4.5	9.1	6.5	5.3	3.9-13.3	2.8-11.7	2.7-13.1
Telephone Book	132	10.4	5.1	0.4	2.0	9.5-19.4	3.1-4.2	6.6-11.7
City Directory	122	9.2	3.2	0.5	9.0	9.3-9.6	9.0-3.1	9.0-2.4
Vertical File	37	2.8	5.3	1.9	3.0	1.0-7.3	1.1-7.3	1.7-9.7
Other	399	27.2	20.5	15.3	15.7	9.4-17.2	19.1-35.1	3.3-35.2
TOTAL	1325	100.0						

V. Facilities Usage

Facilities Usage Deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	73	12:30	85	57	49	2-178	2-32	0-112
Lounge Chairs & Couches	56	19:30	23	11	10	0-56	0-25	0-15
Photocopier	5	3:30	5	4	2	0-7	0-5	0-3
Meeting Room	*	*	96	77	61	9-218	9-215	9-121
Microfilm Reader (Printer)	7	19:30	5	3	2	0-10	0-3	0-4
Record Player	3	Often	4	3	2	0-3	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	28	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	4	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	18	18	22	19	13-21	14-24	11-35
D. Average Hours per week at Other Duties	19	17	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries				Low-High Range		
	#	%	Large	Median Medium	Small	Large	Medium	Small	
High School	2	5.3	7.4	0.0	22.9	9.0-14.7	9.0-29.4	9.0-33.3	
Some College	7	18.4	14.4	21.4	32.0	3.5-32.8	9.0-37.5	11.1-75.0	
BA	7	18.4	28.4	35.3	25.0	15.6-50.0	5.9-50.0	11.1-27.3	
MA	21	55.3	47.3	37.5	23.6	29.0-55.3	21.4-53.8	0.0-77.8	
PhD	*	*	*	*	*	0.0- 3.5	9.0- 9.0	0.0- 9.0	
No Response	1	2.6	1.3	*	*	0.0- 3.8	0.0-11.7	9.0- 9.1	
TOTAL	38	100.0							

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	12	10	4	2	4-26	2-10	0-7
10:00-10:59	12	11	6	3	3-31	3-10	2-7
11:00-11:59	13	11	6	3	3-31	4-10	2-7
12:00-12:59	11	10	5	3	3-28	3-8	2-5
1:00-1:59	11	11	4	3	3-27	3-9	3-6
2:00-2:59	13	12	5	4	3-33	4-11	3-7
3:00-3:59	13	11	6	5	4-34	4-11	4-9
4:00-4:59	13	12	6	4	4-31	4-10	4-9
5:00-5:59	11	14	4	4	3-26	2-8	3-6
6:00-6:59	8	8	4	5	3-17	2-6	3-5
7:00-7:59	7	7	4	5	3-19	2-6	3-5
8:00-8:59	7	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	0-12	0-2	0-5

Name of Library: Library 14

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.252	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.162	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.643	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=47)							
a. Probability of ownership	.228	.405	.246	.125	.181-.893	.143-.266	.076-.123
b. Probability of availability	.141	.237	.174	.083	.121-.349	.074-.192	.045-.128
c. Availability of books owned	.618	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.523	.453	.302	.075	.038-.755	.032-.472	.018-.283
b. Probability of availability	.360	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.750	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.450	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	1.00	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=478)	.655	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=379)	.702	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=99)	.475	.636	.692	.648	.388-.846	.494-.724	.543-.746

## Building Usage

## Your Library

## All Phase II Libraries

## Low-High Range

## Median %

A. Description of Users	Your Library			All Phase II Libraries			Low-High Range		
	#	%		Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>									
Male	1973	53.8		59.3	44.3	44.5	43.0-56.0	42.2-51.5	36.1-53.8
Female	876	43.9		38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-52.8
No Response	45	2.3		3.2	2.8	1.6	2.2- 6.9	2.0- 5.5	0.9- 2.4
TOTAL	1994	100.0							
<b>2. Student-Nonstudent</b>									
Student	999	45.1		36.1	47.2	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	1094	54.9	*	59.8	48.2	45.7	52.7-59.0	40.7-54.3	42.9-57.2
No Response	*	*		*	*	*	0.0-11.0	0.0- 7.5	0.0- 7.2
TOTAL	1994	100.0							
<b>3. Grade Level of Students</b>									
Elementary (K-6)	61	6.8		6.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	133	14.8		14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.8
High School (10-12)	348	58.7		34.0	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.3
College	273	59.5		30.2	16.7	13.5	11.0-41.6	19.7-29.9	6.2-21.5
Graduate School	28	3.1		4.1	1.9	0.4	2.1-16.8	0.2- 2.4	0.0- 3.4
No Response	57	6.5		6.7	6.6	6.5	3.7-20.4	4.1- 7.6	0.8-12.2
TOTAL	999	100.0							
<b>4. Occupation of Nonstudents</b>									
Professional	295	24.2		27.9	18.1	19.0	15.3-33.2	17.0-23.3	15.4-28.1
Other White Collar	394	31.4		20.8	21.9	18.3	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	91	8.3		13.0	16.8	19.3	5.7-17.2	8.7-13.5	6.1-16.7
Housewife/mother	119	10.9		7.7	22.5	32.2	2.5-29.8	13.8-29.5	17.4-44.5
Retired	192	2.3		2.0	9.8	6.3	5.3-15.4	1.3-13.5	1.7-15.5
Unemployed	8	0.7		3.0	1.7	1.3	0.7- 5.4	1.1- 2.3	0.0- 3.2
No Response	174	15.1		6.3	15.9	7.6	0.5-36.0	4.6-31.0	0.4-18.6
TOTAL	1994	100.0							
<b>5. Time Entered</b>									
9:00-9:59	83	4.2		6.3	7.3	5.5	4.2- 9.6	0.1-10.5	0.0- 7.3
10:00-10:59	169	8.9		7.3	9.6	5.5	6.4- 8.9	7.0-11.9	3.1- 7.7
11:00-11:59	156	7.8		8.3	8.7	6.0	5.8- 9.5	4.4- 9.5	3.0- 9.1
12:00-12:59	156	8.3		11.0	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.3
1:00-1:59	165	8.5		10.4	7.4	8.9	6.5-12.5	6.0-13.0	4.5-16.1
2:00-2:59	205	10.3		8.5	10.3	6.6	6.8-10.8	6.5-11.4	2.5-14.1
3:00-3:59	229	11.5		10.4	10.3	11.2	9.4-12.5	8.8-12.7	7.4-24.7
4:00-4:59	231	11.6		10.1	16.4	11.5	7.4-12.7	6.5-15.9	6.5-15.9
5:00-5:59	184	9.2		8.5	6.5	6.9	7.1-19.0	3.3- 9.9	3.6- 9.3
6:00-6:59	169	8.3		6.5	5.8	10.1	4.7- 8.5	3.9-19.0	5.6-15.2
7:00-7:59	151	7.6		7.5	9.0	14.4	5.5-10.3	7.5-14.4	7.0-16.8
8:00-8:59	96	4.8		4.6	5.9	7.1	2.5- 5.8	2.5- 6.8	4.0- 6.1
No Response	1	0.1		0.1	0.1	*	0.0- 2.4	0.0- 0.3	0.0- 1.0
TOTAL	1994	100.0							
<b>6. Satisfaction</b>									
Satisfied	1347	67.6		69.0	69.0	72.1	58.6-73.1	60.3-73.9	60.5-77.6
Partially Satisfied	377	18.9		16.2	16.2	16.9	9.3-29.8	15.2-21.1	13.1-22.7
Not Satisfied	154	7.7		8.0	8.0	6.7	5.7-25.8	5.1- 8.4	5.0- 8.6
No Response	116	5.8		6.5	4.2	5.5	3.9-20.4	3.2- 6.1	2.4- 9.0
TOTAL	1994	100.0							

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Median %			Large	Medium	Small
			Large	Medium	Small			
Circulating Non-Fiction	621	27.3	25.9	21.7	12.5-35.9	10.0-48.5	17.4-33.7	
Periodicals	617	27.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.1	
General Encyclopedias	59	2.6	4.3	11.5	0.0- 7.7	2.7- 8.0	3.6-11.7	
Newspapers	230	10.1	7.5	4.2	0.5-23.6	3.5-13.4	0.7-23.1	
Reference Books	325	17.4	12.4	10.6	4.4-23.5	3.4-33.2	4.7-15.1	
Microfilm	153	6.7	0.7	*	0.8- 9.8	0.0- 3.3	0.0- 1.0	
Circulating Fiction	42	2.0	1.3	5.4	2.0-15.7	0.3-26.4	0.0-17.2	
Vertical File	14	0.6	0.7	4.8	0.2-11.0	0.3-11.3	0.0-22.7	
Records	14	0.6	2.2	0.3	0.0- 5.7	0.0- 3.5	0.0- 3.0	
Other	24	4.1	7.0	4.4	3.2-19.5	0.7-15.4	1.3-11.5	
TOTAL	2274	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2201	3595	3568	1894	1370-10034	1494-3252	2333-2245
# of Users Circulating Books	740	1395	918	618	593-3419	451-1347	322- 790
Average # of Items per User	3.10	2.89	3.12	3.23	2.50-3.89	3.10-3.57	2.93-3.30
% Users Checking Out Books	37.1%	33.8%	47.5%	38.0%	20.7-52.4	21.2-51.3	23.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	2592	93.3	88.5	94.2	93.3	81.2-94.0	84.5-90.0	72.5-95.2
Periodicals	3	0.3	*	3.0	1.0	0.0- 0.3	0.0- 3.3	0.1- 5.2
Records	144	5.2	5.2	2.4	3.4	0.0- 7.0	0.4- 4.4	2.3- 3.7
Other	33	1.2	5.0	1.0	1.3	1.2-14.5	0.6- 2.8	0.7-21.2
TOTAL	2767	100.0						
Returned:								
Books	2342	91.7	85.2	94.5	91.7	73.0-91.7	34.0-88.4	73.5-95.2
Periodicals	1	*	*	2.0	1.0	0.0- 1.0	0.0- 6.3	0.1- 4.8
Records	205	8.0	7.0	1.5	2.7	5.3-13.0	1.2- 4.5	2.4- 7.5
Other	5	0.3	7.7	1.2	1.1	0.3-16.3	0.4- 5.2	0.0-21.4
TOTAL	2553	100.0						

Patterns of Reference Usage

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Reference Activity by Time of Day		Your Library			All Phase II Libraries			Low-High Range		
		#	%	Large	Medium	Small	Large	Medium	Small	
9:00-9:59		55	5.6	5.7	4.2	5.1	5.5-8.2	0.5-9.3	0.6-11.8	
10:00-10:59		71	7.2	8.3	9.7	4.8	7.1-13.5	5.5-13.4	2.3-12.5	
11:00-11:59		71	7.2	9.1	7.3	7.8	6.3-10.5	4.3-9.0	4.3-11.2	
12:00-12:59		87	8.8	9.9	7.3	8.9	5.6-11.6	5.8-12.4	3.1-11.8	
1:00-1:59		68	6.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6	
2:00-2:59		78	7.9	9.1	9.9	6.1	6.7-11.3	4.6-14.2	5.5-16.7	
3:00-3:59		81	8.2	10.2	12.4	8.6	5.3-11.5	7.5-13.1	5.8-16.5	
4:00-4:59		93	9.4	7.6	6.1	6.3	2.5-16.5	3.1-13.2	3.3-16.3	
5:00-5:59		81	8.2	6.2	6.5	10.6	6.1-8.6	1.1-10.9	4.7-10.4	
6:00-6:59		75	7.6	5.5	8.7	8.2	4.3-7.6	3.7-8.3	3.9-12.9	
7:00-7:59		85	8.6	5.0	8.6	6.8	2.8-8.6	4.5-9.7	4.3-15.2	
8:00-8:59		74	7.5	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2	
No Response		74	7.5							
TOTAL		984	100.0							
B. Type of Question										
Source Related		413	41.9	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.8-89.2	
Directional		571	58.1	61.2	65.8	53.2	49.6-70.8	27.8-63.7	3.8-80.4	
TOTAL		984	100.0							
C. Source Related Questions										
1. Questioner										
Student		126	30.5	22.0	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5	
Nonstudent		209	50.6	75.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4	
Another Library		4	1.0	2.5	1.7	*	0.0-3.9	0.0-3.3	6.0-1.2	
No Response		74	17.9	*	*	*	0.0-17.3	0.0-2.0	6.0-3.9	
TOTAL		413	100.0							
2. Means										
In Person		223	54.0	53.5	81.5	80.0	39.2-77.7	75.6-91.1	61.4-95.2	
By Phone		116	28.1	46.5	18.5	16.1	22.3-50.8	8.9-23.4	4.2-33.6	
No Response		74	17.9	*	*	*	0.0-17.9	0.0-5.2	6.0-3.9	
TOTAL		413	100.0							
3. Searcher										
Librarian		303	73.4	38.0	97.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0	
User		35	8.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1	
Both		6	1.3	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7	
No Response		69	16.8	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-16.5	
TOTAL		413	100.0							
4. Disposition of Question										
Answered		306	95.9	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0	
Referred		5	1.2	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2	
Not Answered		12	2.9	0.7	0.5	0.0	0.3-2.3	0.0-3.2	0.0-3.2	
TOTAL		413	100.0							

5. Source Used to Answer Questions	Your Library		All Phase II Libraries				Low-High Range		
	#	%	Large	Medium	Small	Median %	Large	Medium	Small
Reference Book	89	21.6	24.5	21.2	29.6		13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	54	13.1	13.4	30.4	27.3		4.5-45.6	10.6-46.0	6.8-45.6
Card Catalog	79	19.9	17.3	12.1	19.8		12.4-21.1	6.7-29.8	9.9-27.4
Index	42	10.2	9.1	6.5	5.3		3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	27	6.5	5.1	9.4	0.0		0.6-10.4	0.0-4.2	0.0-1.7
City Directory	19	4.4	3.2	0.5	0.0		0.3- 9.6	0.0- 3.1	0.0- 2.4
Vertical File	19	4.6	3.8	1.9	3.0		1.0- 7.8	1.1- 7.8	1.7- 3.7
Other	192	44.7	20.5	16.3	15.7		9.4-17.2	10.1-35.1	3.3-35.2
TOTAL	413	100.0							

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries				Low-High Range		
	#	Time	Large	Medium	Small	Median	Large	Medium	Small
Table Seating	73	1:30	85	57	49		2-172	2-82	2-116
Lounge Chairs & Couches	19	11:30	23	11	10		0-56	0-25	0-15
Photocopier	7	12:30	5	4	2		0-7	0-5	0-3
Meeting Room	3	1:30	96	77	61		0-218	0-215	0-121
Microfilm Reader (Printer)	10	2:30	6	2	2		0-10	0-3	0-4
Record Player	4	4:30	4	2	2		0-5	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	28	35	48	45					
B. Average Length of Employment in Your Library	6	7	7	7			-25-43	22-48	28-53
C. Average Hours per Week at Public Service	21	12	22	19			5-11	5-10	3-13
D. Average Hours per week at Other Duties	9	17	17	17			13-21	14-24	11-36
							9-23	13-24	10-25



All Phase II Libraries

Your Library

Low-High Range

E. Highest Degree Earned	#	%	All Phase II Libraries			Your Library			Low-High Range		
			Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
High School	1	2.5	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3	0.0-14.7	0.0-29.4	0.0-33.3
Some College	11	27.5	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	20	50.0	22.4	35.3	25.0	15.6-50.0	5.9-50.0	11.1-27.3	15.6-50.0	5.9-50.0	11.1-27.3
MA	3	20.0	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.3	20.0-55.3	21.4-53.8	0.0-77.3
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	40	100.0									

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	17	10	4	2	4-26	2-10	0-7
10:00-10:59	18	11	6	3	3-31	3-10	2-7
11:00-11:59	18	11	6	3	3-31	4-10	2-7
12:00-12:59	12	10	5	3	3-28	3-8	2-5
1:00-1:59	13	11	4	3	3-27	3-9	3-6
2:00-2:59	21	12	5	4	3-33	4-11	3-7
3:00-3:59	20	11	6	5	4-34	4-11	4-9
4:00-4:59	20	12	6	4	4-31	4-10	4-9
5:00-5:59	16	14	4	4	3-26	2-2	3-5
6:00-6:59	7	8	4	5	3-17	2-5	3-5
7:00-7:59	6	7	4	5	3-13	2-6	3-5
8:00-8:59	7	7	3	5	3-18	2-5	3-5
9:00-9:59	6	5	1	0	0-12	0-2	0-5

Name of Library: Library 15

Size Category: Large

I. Description of Collection

A. "333" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-Risk Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.420	.367	.230	.122	.136-.580	.160-.260	.075-.176
b. Probability of availability	.282	.252	.180	.020	.116-.414	.088-.262	.044-.124
c. Availability of books owned	.671	.636	.720	.666	.591-.819	.550-.723	.573-.753
2. Adult Books (N=447)							
a. Probability of ownership	.405	.405	.246	.125	.181-.803	.143-.266	.075-.163
b. Probability of availability	.273	.237	.174	.083	.121-.349	.074-.152	.045-.123
c. Availability of books owned	.674	.691	.730	.661	.553-.729	.516-.957	.532-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.547	.453	.302	.375	.238-.755	.036-.472	.018-.263
b. Probability of availability	.358	.230	.226	.057	.019-.395	.019-.392	.019-.193
c. Availability of books owned	.655	.692	.683	.750	.469-.846	.509-.869	.509-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.650	.450	.325	.183	.175-.950	.255-.450	.100-.265
2. Probability of availability	.650	.450	.313	.175	.193-.950	.183-.600	.082-.513
3. Availability of articles owned	1.00	.777	.962	.875	.835-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.830	.758	.818	.846	.585-.849	.650-.888	.532-.850
2. Adult Availability (N=461)	.857	.794	.845	.732	.654-.882	.660-.899	.625-.929
3. Juvenile Availability (N=39)	.784	.638	.682	.646	.568-.846	.624-.724	.545-.746

Building Usage

All Phase II Libraries

Low-High Range

Small Medium Large

A. Description of Users

i. Sex	Your Library		All Phase II Libraries		
	#	%	Large	Medium	Small
Male	2424	54.7	60.3	44.3	44.5
Female	1777	39.0	53.2	52.4	54.6
No Response	282	6.3	3.2	2.8	1.6
TOTAL	4559	100.0			

2. Student-Nonstudent

Student	1779	39.0	36.1	47.3	52.7
Nonstudent	2411	52.7	60.8	48.2	45.7
No Response	379	8.3	*	*	*
TOTAL	4559	100.0			

3. Grade Level of Students

Elementary (K-6)	211	11.9	2.8	25.1	31.3
Junior High School (7-9)	244	13.7	14.2	19.9	19.7
High School (10-12)	312	34.4	34.0	29.7	28.9
College	534	39.0	30.2	15.7	13.5
Graduate School	29	5.0	4.1	1.9	0.4
No Response	29	5.0	5.7	6.6	6.5
TOTAL	1779	100.0			

4. Occupation of Nonstudents

Professional	789	32.5	27.9	18.1	18.7
Other White Collar	864	36.0	23.8	21.9	18.3
Blue Collar	306	12.7	13.9	10.8	10.3
Housewife/mother	139	7.7	7.7	22.5	52.2
Retired	182	7.6	9.0	9.8	6.6
Unemployed	69	2.8	3.9	1.7	1.3
No Response	11	0.5	6.5	15.9	7.6
TOTAL	2401	100.0			

B. Time Entered

3:00-4:59	289	6.3	6.9	7.3	5.3
10:00-10:59	328	7.2	7.3	9.9	5.5
11:00-11:59	378	8.3	8.3	8.7	6.0
12:00-12:59	676	15.3	11.5	9.3	9.0
1:00-1:59	500	11.0	10.4	7.4	8.9
2:00-2:59	331	7.3	8.5	10.3	6.8
3:00-3:59	517	11.3	10.4	10.2	11.2
4:00-4:59	439	10.7	10.1	19.4	11.5
5:00-5:59	333	8.4	8.6	6.5	6.3
6:00-6:59	632	15.1	6.5	5.8	10.1
7:00-7:59	281	6.1	7.5	9.0	14.4
8:00-8:59	135	3.0	4.5	5.0	7.1
No Response	*	*	0.1	0.1	*
TOTAL	4559	100.0			

C. Satisfaction

Satisfied	2742	60.1	66.6	69.3	72.1
Partially Satisfied	800	19.5	13.3	16.2	16.9
Not Satisfied	505	11.1	7.1	3.9	6.7
No Response	422	10.3	6.6	4.2	5.5
TOTAL	4559	100.0			

## A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	988	31.2	26.7	25.9	21.7	12.5-36.0	19.3-48.5	17.4-49.7
Periodicals	288	9.1	26.1	29.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	245	7.7	2.4	4.3	11.5	0.5- 7.7	2.7- 8.6	5.8-11.7
Newspapers	210	6.6	12.0	7.3	4.0	0.5-23.8	3.5-18.4	0.7-20.5
Reference Books	571	11.7	14.2	12.4	19.3	4.4-23.0	3.4-39.3	4.7-18.1
Microfilm	128	4.0	4.0	0.7	*	0.6- 9.6	0.0- 3.3	0.0- 1.0
Circulating Fiction	143	4.5	4.9	1.3	6.4	2.9-15.7	0.2-26.4	0.9-17.2
Vertical File	85	2.7	2.3	0.7	4.6	0.2-11.0	0.6-11.2	0.0-22.7
Records	82	2.6	2.2	*	9.3	0.0- 5.7	0.0- 0.5	0.0- 6.6
Other	620	19.6	7.0	2.5	4.4	3.2-19.5	0.7-13.4	1.3-11.5
TOTAL	3170	100.0						

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	3540	3568	1894	1371-19034	1401-4252	1633-2243
# of Users Circulating Books	1325	918	616	503-3410	451-1347	322- 798
Average # of Items per User	2.56	3.82	3.23	2.50-3.80	3.10-3.87	2.35-3.38
% Users Checking Out Books	70.8%	47.5%	30.2%	22.7-52.4	30.2-51.3	23.5-59.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated								
Books	3335	92.2	90.5	94.2	93.3	81.2-94.0	84.5-95.9	72.5-95.8
Periodicals	4	0.1	*	3.0	1.0	0.0- 0.3	0.0- 0.3	0.1- 0.2
Records	166	4.6	5.0	2.4	3.4	0.0- 7.0	0.4- 4.4	2.3- 3.7
Other	122	3.1	5.0	1.0	1.9	1.2-14.5	0.0- 2.8	0.7-21.0
TOTAL	3517	100.0						
Returned:								
Books	3902	90.4	85.2	94.5	91.7	73.0-91.7	84.0-92.4	73.5-95.0
Periodicals	2	*	*	2.0	1.3	0.0- 1.6	0.0- 0.3	0.1- 4.8
Records	229	5.8	7.9	1.6	2.7	5.3-13.0	1.2- 4.5	2.4- 4.5
Other	190	4.3	7.7	1.9	1.1	0.3-16.3	0.4- 5.2	0.0-21.4
TOTAL	4315	100.0						

Patterns of Reference Usage<sup>1</sup> deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Reference Activity by Time of Day		Your Library			All Phase II Libraries			Low-High Range		
		#	%	Median	Large	Medium	Small	Large	Medium	Small
9:00-9:59		209	6.4	4.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59		259	8.0	9.7	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59		321	9.9	7.9	9.1	7.9	7.8	6.9-10.5	4.5-9.0	4.3-11.2
12:00-12:59		330	10.2	7.3	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59		320	9.8	7.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.5
2:00-2:59		307	9.4	9.9	9.1	9.9	5.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59		335	10.3	10.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59		398	12.2	12.4	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59		240	7.4	6.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59		205	6.3	6.5	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59		169	5.2	8.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59		158	4.9	8.6	5.0	8.6	6.3	3.4-6.9	3.3-12.5	5.2-12.2
TOTAL		3251	100.0							
B. Type of Question Source Related Directional		953	29.3	34.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
TOTAL		2298	10.7	65.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-59.4
TOTAL		3251	100.0							
C. Source Related Questions										
1. Questioner										
Student		233	24.4	46.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent		709	74.4	51.8	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library		11	1.2	1.7	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response		*	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL		953	100.0							
2. Means										
In Person		515	54.0	81.5	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone		438	46.0	18.5	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response		*	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL		953	100.0							
3. Searcher										
Librarian		804	84.4	87.2	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User		81	8.5	8.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both		55	5.8	4.3	1.3	4.3	5.7	0.6-19.9	1.1-14.1	0.0-24.7
No Response		13	1.3	0.0	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL		953	100.0							
4. Disposition of Question										
Answered		915	96.0	97.8	98.6	97.8	190.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred		7	0.7	0.5	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered		31	3.3	0.5	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL		953	100.0							

All Phase II Libraries Low-High Range

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	326	34.2	24.5	21.0	20.6	13.3-34.2	14.0-32.8	12.3-31.2
Circulating Collection	226	23.7	13.4	30.3	27.3	4.5-46.6	10.6-49.0	6.8-46.6
Card Catalog	133	14.0	17.3	12.1	13.8	12.4-21.1	6.7-20.8	0.0-42.4
Index	39	4.1	9.1	6.5	5.5	3.0-13.3	2.8-11.7	2.7-10.1
Telephone Book	5	0.6	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	0.3	3.2	0.5	0.0	0.3-9.6	0.0-5.1	0.0-2.4
Vertical File	40	4.2	3.6	1.9	3.0	1.0-7.8	1.1-7.0	1.7-9.7
Other	189	19.9	20.5	15.3	15.7	9.4-17.2	10.1-35.1	5.0-35.2
TOTAL	953	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	73	1:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	28	12:30	23	11	10	0-56	0-25	0-15
Photocopier	6	4:30	5	4	2	0-7	0-5	0-3
Meeting Room	77	2:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	8	11:30	6	2	2	0-10	0-3	0-4
Record Player	4	7:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	28-53
B. Average Length of Employment In Your Library	6	7	7	3-13
C. Average Hours per Week at Public Service	20	18	22	14-24
D. Average Hours per week at Other Duties	13	17	17	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
High School	1	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	3.5	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	9	31.0	28.4	35.8	25.0	15.5-59.0	5.3-50.0	11.1-27.3
MA	18	62.0	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.2
PhD	1	3.5	*	*	*	0.0-3.5	9.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	29	100.0						

F. Scheduling By Hour	(Average # of People Assigned to Public Service)	
9:00-9:59	8	10
10:00-10:59	9	11
11:00-11:59	9	11
12:00-12:59	8	10
1:00-1:59	7	11
2:00-2:59	8	12
3:00-3:59	9	11
4:00-4:59	9	12
5:00-5:59	7	14
6:00-6:59	6	8
7:00-7:59	5	7
8:00-8:59	5	7
9:00-9:59	3	5

Large	Medium	Small	Large	Medium	Small
4-26	2-10	0-7	4-26	2-10	0-7
3-31	3-10	2-7	3-31	3-10	2-7
3-31	4-10	2-7	3-31	4-10	2-7
3-28	3-8	2-5	3-28	3-8	2-5
3-27	3-9	3-6	3-27	3-9	3-6
3-33	4-11	3-7	3-33	4-11	3-7
4-34	4-11	4-9	4-34	4-11	4-9
4-31	4-10	4-9	4-31	4-10	4-9
3-26	2-8	3-6	3-26	2-8	3-6
3-17	2-5	3-5	3-17	2-5	3-5
3-19	2-6	3-5	3-19	2-6	3-5
3-18	2-5	3-5	3-18	2-5	3-5
0-12	0-2	0-5	0-12	0-2	0-5

Name of Library: Library 16

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.494	.367	.230	.122	.136-.580	.160-.228	.076-.176
b. Probability of availability	.348	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.704	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.479	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.389	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.729	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.434	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.340	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.783	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.713	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.638	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.895	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=470)	.691	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=444)	.682	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=26)	.846	.636	.692	.648	.388-.846	.494-.724	.545-.746



Building Usage

All Phase II Libraries  
Million \$

Low-High Range

Small Medium Large

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
1. Sex								
Male	4577	63.0	50.2	44.0	44.5	43.0-50.0	42.2-51.5	35.1-53.8
Female	2552	34.3	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-52.8
No Response	202	2.7	5.2	2.8	1.6	2.2-5.9	2.0-5.5	0.9-2.4
TOTAL	7431	100.0						

2. Student-Nonstudent								
Student	2146	28.9	35.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	4535	61.0	59.8	48.2	45.7	52.7-59.0	40.7-54.2	42.9-57.2
No Response	750	10.1	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	7431	100.0						

3. Grade Level of Students								
Elementary (K-6)	143	6.7	3.3	25.1	31.3	3.6-29.4	20.1-35.5	13.3-49.1
Junior High School (7-9)	102	8.0	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	592	27.5	34.0	20.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	233	41.5	39.2	16.7	15.5	11.9-41.5	19.7-23.0	5.2-24.3
Graduate School	131	5.1	4.1	1.9	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	135	9.1	5.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	2146	100.0						

4. Occupation of Nonstudents								
Professional	1231	27.1	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.9-23.1
Other White Collar	1432	31.5	22.8	21.0	18.3	10.0-35.0	13.0-30.2	13.7-25.0
Blue Collar	694	13.3	15.0	10.3	10.9	5.7-17.2	6.7-17.5	6.1-19.7
Housewife/mother	337	7.4	7.7	22.5	32.2	2.5-22.8	15.3-20.5	17.4-43.3
Retired	799	15.4	9.0	9.8	6.6	5.3-15.4	1.9-10.5	1.0-15.3
Unemployed	174	3.9	3.0	1.7	1.3	.0-7-6.4	1.1-2.3	0.0-3.2
No Response	57	1.3	6.3	15.2	7.5	0.5-35.9	4.0-21.0	0.4-20.7
TOTAL	4535	100.0						

5. Time Entered								
9:00-9:59	530	7.1	6.0	7.8	5.3	4.2-8.6	0.1-12.5	0.0-7.3
10:00-10:59	560	7.5	7.3	9.9	5.5	6.4-9.9	7.0-11.0	4.1-7.7
11:00-11:59	674	9.1	8.3	8.7	6.0	5.8-9.5	4.4-3.5	3.0-3.1
12:00-12:59	1959	14.3	11.5	9.3	8.0	7.5-15.3	5.7-13.4	2.8-11.0
1:00-1:59	294	12.0	10.4	7.4	8.0	6.5-12.5	6.9-13.0	4.6-10.1
2:00-2:59	803	10.8	8.5	10.3	6.3	6.3-13.8	6.0-11.4	2.5-14.1
3:00-3:59	740	10.0	10.4	10.9	11.2	9.4-12.6	8.3-12.7	7.4-14.7
4:00-4:59	563	9.0	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	545	7.4	8.0	6.5	6.9	7.1-10.0	3.3-3.9	3.6-3.9
6:00-6:59	357	4.8	5.5	5.8	10.1	4.7-8.5	3.9-10.0	5.9-15.2
7:00-7:59	405	5.5	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	195	2.5	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-3.1
No Response	1	0.1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	7431	100.0						

6. Satisfaction								
Satisfied	4393	55.8	55.6	59.0	72.1	58.6-73.1	55.2-73.9	52.5-77.5
Partially Satisfied	377	18.9	18.8	16.2	16.9	8.3-20.6	15.2-21.1	13.1-22.7
Not Satisfied	475	6.4	7.1	8.0	5.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	524	8.0	6.0	4.2	5.5	3.9-20.4	3.2-6.1	2.4-3.0
TOTAL	7431	100.0						

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	1516	23.0	25.0	20.7	25.0	21.7	12.5-26.0	10.0-48.5	17.4-30.7
Periodicals	1232	19.8	28.7	20.1	28.7	25.0	9.1-33.7	24.5-34.5	18.0-31.3
General Encyclopedias	55	0.8	4.3	3.4	4.3	11.5	0.0-7.7	2.7-3.0	5.8-11.7
Newspapers	356	5.5	7.5	10.0	7.5	4.9	0.5-23.6	0.5-18.4	0.7-20.5
Reference Books	1502	23.0	12.4	14.0	12.4	10.6	4.4-23.6	3.4-30.2	4.7-13.1
Microfilm	136	2.1	0.7	4.3	0.7	*	0.0-0.0	0.0-0.3	0.0-1.0
Circulating Fiction	150	2.3	1.3	4.4	1.3	6.4	2.5-15.7	0.2-25.4	0.0-17.1
Vertical File	153	2.3	0.7	2.3	0.7	4.8	0.0-11.0	0.0-11.0	0.0-20.7
Records	143	2.2	*	0.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.0
Other	595	9.3	0.0	7.0	0.0	4.4	3.2-19.0	0.7-15.4	1.3-11.5
TOTAL	5354	100.0							

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	5097	3625	7368	1294	1370-10034	1404-4252	1053-2215
% of Users Circulating Books	1309	1365	918	613	503-3419	451-1347	322-798
Average # of Items per User	3.11	2.69	3.12	3.23	2.56-3.80	3.10-3.67	2.93-3.30
% Users Checking Out Books	21.0%	13.0%	47.5%	30.0%	20.7-52.4	20.2-51.3	20.5-50.2

5. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulate on the three days studied.

Circulated	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Books	7257	24.3	04.2	20.5	04.2	23.3	01.2-24.0	04.5-06.0	72.5-35.0
Periodicals	*	*	5.0	*	5.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2
Records	605	7.0	2.4	5.2	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	745	8.7	1.0	5.0	1.0	1.0	1.2-14.5	0.0-2.8	0.7-21.2
TOTAL	8607	100.0							
Returned:									
Books	7678	23.0	04.5	25.2	04.5	21.7	73.0-31.7	24.0-30.4	73.5-05.2
Periodicals	*	*	2.0	*	2.0	1.8	0.0-1.6	0.0-0.3	0.1-4.8
Records	229	5.8	1.6	7.8	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	977	10.6	1.2	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	9197	100.0							

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	459	7.0	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	608	9.3	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	687	10.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	792	12.1	9.9	7.3	8.9	6.5-11.6	5.8-12.4	3.1-11.8
1:00-1:59	803	12.3	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	742	11.5	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	753	11.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	557	8.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	397	6.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	281	4.3	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	239	3.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	225	3.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	6543	100.0						
B. Type of Question								
Source Related	2671	40.8	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	3872	59.2	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	6543	100.0						
C. Source Related Questions								
1. Questioner								
Student	523	19.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	2081	77.9	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	67	2.5	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	2671	100.0						
2. Means								
In Person	1415	53.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	1256	47.0	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	2671	100.0						
3. Searcher								
Librarian	2364	88.5	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	254	9.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	31	1.2	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	22	0.8	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	2671	100.0						
4. Disposition of Question								
Answered	2543	95.2	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	86	3.2	0.5	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	42	1.6	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	2671	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	513	19.4	24.5	21.2	20.6	13.3-34.2	14.2-32.8	12.3-31.2
Circulating Collection	356	13.3	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.2-46.6
Card Catalog	472	17.7	17.3	12.1	19.3	12.4-21.1	6.7-29.8	0.0-49.4
Index	356	13.3	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	31	1.1	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	179	6.7	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	169	6.3	3.2	1.0	3.0	1.0-7.8	1.1-7.8	1.7-8.7
Other	500	22.1	20.5	15.3	15.7	3.4-17.2	10.1-35.1	3.9-35.2
TOTAL	2671	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	153	12:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	35	12:30	23	11	10	0-56	0-25	0-15
Photocopier	6	11:30-4:30	5	4	2	0-7	0-5	0-3
Meeting Room	150	7:30-8:30	96	77	61	9-218	0-215	0-121
Microfilm Reader (Printer)	5	Often	6	2	2	0-10	0-3	0-4
Record Player	4	1:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	40	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	9	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	20	13	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	10	17	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
High School	15	14.2	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	17	16.0	14.4	21.4	32.9	3.5-32.8	9.0-37.5	11.1-75.0
BA	20	18.9	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	49	46.2	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	1	0.9	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	4	3.8	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	106	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	26	10	4	2	4-25	2-10	0-7
10:00-10:59	31	11	6	3	3-31	3-10	2-7
11:00-11:59	31	11	6	3	3-31	4-10	2-7
12:00-12:59	28	10	5	3	3-28	3-8	2-5
1:00-1:59	27	11	4	3	3-27	3-9	3-5
2:00-2:59	33	12	5	4	3-33	4-11	3-7
3:00-3:59	34	11	6	5	4-34	4-11	4-9
4:00-4:59	31	12	6	4	4-31	4-10	4-3
5:00-5:59	26	14	4	4	3-26	2-8	3-6
6:00-6:59	17	8	4	5	3-17	2-6	3-5
7:00-7:59	19	7	4	5	3-19	2-6	3-5
8:00-8:59	18	7	3	5	3-18	2-6	3-5
9:00-9:59	12	5	1	0	0-12	0-2	0-5

Name of Library: Library 17  
 Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.136	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.110	.268	.180	.080	.110-.414	.082-.202	.044-.124
c. Availability of books owned	.561	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.215	.405	.246	.125	.181-.893	.143-.266	.076-.133
b. Probability of availability	.121	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.563	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.038	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.500	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.175	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.163	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.929	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=484)	.789	.755	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=342)	.854	.744	.846	.732	.634-.882	.650-.899	.605-.929
3. Juvenile Availability (N=142)	.634	.636	.692	.648	.388-.846	.494-.724	.543-.746

Building Usage	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
<b>A. Description of Users</b>									
<b>1. Sex</b>									
Male	1440	43.6	44.8	50.3	44.8	44.5	43.0-56.0	42.2-51.5	36.1-55.3
Female	1785	53.3	52.4	39.3	52.4	54.0	39.1-55.3	42.1-55.8	49.6-52.0
No. Response	126	3.7	2.8	5.2	2.8	1.5	2.2-5.3	2.0-5.5	3.9-2.1
TOTAL	3351	100.0							
<b>2. Student-Nonstudent</b>									
Student	1257	37.5	47.3	36.1	47.3	52.7	28.4-45.1	45.1-52.8	42.0-57.1
Nonstudent	2094	62.5	48.2	63.9	48.2	45.7	52.7-66.0	43.7-50.0	43.0-57.3
No. Response	*	*	*	*	*	*	9.9-11.0	9.5-7.5	6.9-7.2
TOTAL	3351	100.0							
<b>3. Grade Level of Students</b>									
Elementary (K-6)	257	20.4	25.1	8.9	25.1	31.5	3.6-20.4	20.1-35.5	13.5-45.1
Junior High School (7-9)	321	25.5	19.2	14.2	19.2	19.7	2.4-25.5	12.0-22.7	13.0-22.9
High School (10-12)	453	33.5	27.7	34.7	27.7	28.0	22.3-33.0	23.5-39.1	28.1-37.1
College	145	11.6	16.7	30.2	16.7	13.5	11.5-41.0	10.7-20.9	5.2-24.5
Graduate School	26	2.1	1.9	4.1	1.9	0.4	2.1-16.8	0.2-2.4	0.6-3.1
No. Response	48	3.0	6.6	5.7	6.6	0.3	3.7-20.4	4.1-0.0	9.8-12.2
TOTAL	1257	100.0							
<b>4. Occupation of Nonstudents</b>									
Professional	579	27.7	18.1	27.0	18.1	18.7	15.3-33.2	17.3-23.3	12.6-20.1
Other White Collar	337	19.1	21.9	29.8	21.9	18.3	19.9-35.0	16.9-32.2	14.7-21.0
Blue Collar	117	5.6	10.0	15.9	10.0	10.0	5.7-17.2	2.7-15.5	6.1-16.7
Housewife/mother	696	28.0	22.5	7.7	22.5	32.2	2.5-29.3	13.3-20.5	17.4-43.3
Retired	107	5.1	9.8	9.0	9.8	6.9	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	33	1.6	1.7	3.0	1.7	1.3	0.7-5.4	1.1-2.3	0.6-3.2
No. Response	315	15.0	15.0	6.3	15.0	7.6	0.5-35.3	4.5-21.9	9.4-20.7
TOTAL	2094	100.0							
<b>5. Time Entered</b>									
9:00-9:59	265	7.0	7.8	5.9	7.8	5.3	4.2-8.6	9.1-12.5	9.9-7.5
10:00-10:59	298	8.0	9.9	7.3	9.9	5.5	6.4-9.9	7.0-11.0	4.1-7.7
11:00-11:59	195	5.8	8.7	8.5	8.7	6.0	5.8-9.5	4.4-9.5	3.9-9.1
12:00-12:59	262	7.5	9.8	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.1
1:00-1:59	219	6.5	7.4	10.3	7.4	5.9	6.5-12.5	5.3-13.0	4.5-15.1
2:00-2:59	227	6.8	10.7	8.5	10.7	6.8	5.8-10.8	5.6-11.1	2.5-15.1
3:00-3:59	421	14.6	10.0	10.4	10.0	11.2	9.4-12.6	6.8-12.7	7.4-24.7
4:00-4:59	425	12.7	10.4	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.9
5:00-5:59	292	9.7	6.5	8.6	6.5	6.3	7.1-10.0	3.3-9.0	3.6-9.9
6:00-6:59	227	9.3	5.0	6.5	5.0	10.1	4.7-9.5	3.9-16.9	5.0-15.2
7:00-7:59	335	10.0	9.0	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	194	5.8	5.9	4.5	5.9	7.1	2.5-5.8	2.5-5.8	7.0-9.1
No. Response	*	*	9.1	9.1	*	*	9.0-2.4	9.0-0.3	9.0-1.0
TOTAL	3351	100.0							
<b>6. Satisfaction</b>									
Satisfied	2449	73.1	59.0	66.9	59.0	72.1	58.6-73.1	56.3-75.9	62.5-77.5
Partially Satisfied	523	15.6	16.2	12.2	16.2	16.1	6.5-20.8	15.2-21.1	13.1-22.7
Not Satisfied	172	5.7	8.9	7.1	8.9	6.7	5.7-25.8	6.1-9.4	5.0-9.6
No. Response	139	5.6	4.2	9.9	4.2	5.5	3.9-23.6	3.2-6.1	2.4-9.0
TOTAL	3351	100.0							

A. In-Library Circulation

In-library circulation deals with the use of materials kept in the library by the patrons. The following table gives a breakdown of the types of material checked out in your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	501	14.5	25.7	25.1	21.7	21.7	12.5-30.3	10.3-21.5	17.1-21.7
Periodicals	1030	33.7	20.7	20.7	25.0	25.0	9.2-33.7	24.5-24.3	14.0-21.5
General Encyclopedias	73	2.4	2.8	4.3	11.5	11.5	0.3-7.7	2.7-3.6	5.8-21.7
Newspapers	397	10.0	10.0	7.8	4.0	4.0	0.5-23.3	6.5-13.3	9.7-19.6
Reference Books	153	5.0	14.0	12.4	10.6	10.6	4.4-23.0	3.4-36.2	4.7-15.1
Microfilm	105	3.4	4.0	6.7	*	*	0.0-0.0	0.0-0.0	0.0-0.0
Circulating Fiction	421	15.7	4.4	1.7	7.4	7.4	2.2-15.7	3.2-22.4	0.1-17.2
Vertical File	60	3.3	0.3	0.7	4.3	4.3	0.2-11.3	0.5-21.9	6.0-22.9
Records	115	3.0	0.0	*	0.2	0.2	0.0-5.7	0.0-0.0	0.0-2.0
Other	22	3.0	7.0	2.6	4.6	4.6	3.2-10.6	6.7-10.3	1.0-11.6
TOTAL	3052	100.0							

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	3005	3362	1814	1370-10034	1401-4252	1033-2245
# of Users Circulating Books	1305	918	616	503-3419	451-1347	322-798
Average # of Items per User	2.89	3.22	3.23	2.50-3.69	3.10-3.97	2.95-3.29
# Users Checking Out Books	33.04	47.04	32.63	20.7-52.4	29.2-51.3	23.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated:	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Books	3336	93.4	24.2	24.2	27.7	27.7	21.2-24.0	24.5-29.0	72.5-95.3
Periodicals	*	*	3.0	*	1.0	1.0	0.0-1.3	0.0-0.3	0.1-5.2
Records	203	6.6	2.1	3.0	3.6	3.6	0.0-7.0	0.4-4.9	2.3-5.7
Other	221	5.0	1.0	1.0	1.9	1.9	1.2-14.5	0.0-2.0	0.7-21.0
TOTAL	4459	100.0							
Returned:									
Books	3510	87.6	24.5	24.5	27.7	27.7	73.0-73.7	24.0-29.4	73.5-95.3
Periodicals	3	0.1	2.0	*	1.0	1.0	0.0-1.6	0.0-0.3	0.1-5.2
Records	314	7.8	1.5	7.7	2.7	2.7	5.3-13.0	1.2-6.5	2.9-4.9
Other	194	4.9	1.0	7.7	1.1	1.1	0.3-16.3	0.4-5.2	0.0-21.0
TOTAL	4021	100.0							



Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	64	5.5	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-12.8
10:00-10:59	226	19.5	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	80	6.9	9.1	7.9	7.8	5.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	77	6.6	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	97	8.4	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	78	6.7	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	85	7.3	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	191	16.5	10.2	12.4	10.8	8.5-15.5	9.1-13.2	8.5-12.3
5:00-5:59	98	8.4	7.6	6.1	6.3	6.1-8.6	1.1-19.0	4.7-10.4
6:00-6:59	71	6.1	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	33	2.8	5.5	7.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	59	5.1	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	1159	100.0						
B. Type of Question								
Source Related	427	36.8	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	732	78.5	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	1159	100.0						
C. Source Related Questions								
1. Questioner								
Student	92	21.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	535	78.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	427	100.0						
2. Means								
In Person	271	63.5	53.5	81.5	80.0	39.2-77.7	76.0-91.1	61.4-95.8
By Phone	156	36.5	46.5	18.5	16.1	22.3-50.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	427	100.0						
3. Searcher								
Librarian	408	95.6	83.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	13	3.0	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	6	1.4	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.5
TOTAL	427	100.0						
4. Disposition of Question								
Answered	420	98.4	98.6	97.8	100.0	95.2-99.6	56.4-100.0	93.6-100.0
Referred	1	0.2	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	6	1.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	427	100.0						

Your Library	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	57	13.3	24.5	21.2	20.6	13.3-34.2	14.9-32.3	12.3-31.8
Circulating Collection	109	46.6	13.4	30.4	27.3	4.5-46.6	10.6-48.0	6.8-46.6
Card Catalog	64	15.0	17.3	12.1	19.8	12.4-21.1	6.7-29.8	9.0-48.4
Index	15	3.0	3.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	4	0.9	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	0.7	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	6	1.4	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	21	18.9	20.5	15.3	15.7	9.4-17.2	10.1-35.1	3.9-55.2
TOTAL	427	100.0						

5. Source Used to Answer Questions

Source Used to Answer Questions	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Reference Book	57	13.3	21.2	24.5	21.2	20.6	13.3-34.2	14.9-32.3	12.3-31.8
Circulating Collection	109	46.6	30.4	13.4	30.4	27.3	4.5-46.6	10.6-48.0	6.8-46.6
Card Catalog	64	15.0	12.1	17.3	12.1	19.8	12.4-21.1	6.7-29.8	9.0-48.4
Index	15	3.0	6.5	3.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	4	0.9	0.4	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	0.7	0.5	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	6	1.4	1.9	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	21	18.9	15.3	20.5	15.3	15.7	9.4-17.2	10.1-35.1	3.9-55.2
TOTAL	427	100.0							

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	#	Time	Your Library			All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
Table Seating	40	8:30	85	57	49	2-178	2-82	0-118			
Lounge Chairs & Couches	16	2:30-10:30	23	11	10	0-56	0-25	0-15			
Photocopier	5	4:30	5	4	2	0-7	0-5	0-3			
Meeting Room	218	8:30	96	77	61	0-218	0-215	0-121			
Microfilm Reader (Printer)	4	6:30	6	2	2	0-10	0-3	0-4			
Record Player	8	7:30	4	2	2	0-8	0-2	0-4			

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	28-53
B. Average Length of Employment in Your Library	8	7	7	7	5-10
C. Average Hours per Week at Public Service	14	18	22	19	14-24
D. Average Hours per week at Other Duties	21	17	17	17	13-24

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	1	5.0	7.4	0.0	22.9	0.0-14.7	0.0-26.4	0.0-33.3
Some College	2	10.0	14.4	21.4	32.0	3.5-32.8	9.0-37.5	11.1-75.0
BA	8	40.0	28.4	35.8	25.0	15.6-50.0	5.9-52.0	11.1-27.3
MA	9	45.0	47.3	57.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PHD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	9.0- 9.1
TOTAL	20	100.0						

F. Scheduling By Hour	(Average # of People Assigned to Public Service)						
9:00-9:59	4	10	4	2	4-26	2-10	0-7
10:00-10:59	3	11	6	3	3-31	3-10	2-7
11:00-11:59	3	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	3	3-27	3-9	3-6
2:00-2:59	3	12	5	4	3-33	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-25	2-3	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

Name of Library: Library 18

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.580	.367	.230	.122	.135-.580	.150-.288	.076-.175
b. Probability of availability	.414	.263	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.714	.596	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.615	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.438	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.713	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.208	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.733	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.950	.450	.325	.188	.175-.950	.255-.450	.100-.253
2. Probability of availability	.950	.450	.313	.175	.163-.950	.183-.600	.088-.513
3. Availability of articles owned	1.00	.377	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.634	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=431)	.635	.744	.846	.732	.634-.882	.650-.899	.605-.929
3. Juvenile Availability (N=69)	.623	.635	.692	.643	.388-.846	.494-.724	.543-.746

A. Description of Users

I. Sex	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Male	4004	61.5	59.3	44.8	44.5	43.0-66.0	42.2-51.5	36.1-53.8
Female	2057	31.6	33.2	52.4	54.6	39.1-53.3	45.1-55.3	44.5-52.8
No Response	451	6.9	5.3	2.8	1.6	2.2-5.9	2.0-5.5	0.3-3.8
TOTAL	6512	100.0						

2. Student-Nonstudent

Student	1848	28.4	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	3949	60.6	60.8	48.2	45.7	52.7-63.0	40.7-54.9	42.9-57.2
No Response	715	11.0	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	6512	100.0						

3. Grade Level of Students

Elementary (K-6)	65	3.6	6.9	25.1	31.3	3.5-29.4	20.1-33.5	13.5-45.1
Junior High School (7-9)	99	5.2	14.2	10.6	13.7	2.4-25.5	12.8-22.7	15.0-22.9
High School (10-12)	532	29.2	34.9	29.7	28.9	22.3-43.9	21.5-35.1	24.1-37.1
College	704	38.1	30.2	16.7	13.5	11.6-41.6	10.7-29.3	6.2-24.5
Graduate School	399	16.8	4.1	1.9	0.4	2.1-18.8	0.2-3.4	0.0-3.4
No Response	132	7.1	5.7	5.6	6.3	3.7-29.4	4.1-11.5	0.0-12.2
TOTAL	1343	100.0						

4. Occupation of Nonstudents

Professional	1309	33.2	27.6	19.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	1111	28.1	29.8	21.9	18.3	10.0-35.0	12.0-30.2	14.7-25.2
Blue Collar	550	16.7	15.9	10.8	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	99	2.5	7.7	22.5	32.2	2.5-29.8	13.6-27.5	17.4-43.3
Retired	473	12.0	9.0	9.8	6.6	5.3-15.4	1.9-19.3	1.9-13.3
Unemployed	253	9.4	3.9	1.7	1.3	0.7-6.4	1.1-2.8	0.0-3.2
No Response	44	1.1	5.3	15.9	7.6	0.5-39.9	4.0-21.9	0.4-20.7
TOTAL	3949	100.0						

3. Time Entered

9:00-9:59	429	6.6	6.9	7.8	5.3	4.2-8.6	0.1-19.5	0.0-7.3
10:00-10:59	494	7.4	7.3	9.9	5.3	6.4-8.9	7.0-11.9	4.1-7.7
11:00-11:59	516	9.5	8.3	8.7	6.0	5.8-9.5	4.4-9.5	5.0-9.1
12:00-12:59	390	13.5	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	814	12.5	10.4	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	451	6.9	8.5	10.3	6.8	6.8-19.8	6.6-11.4	2.5-14.1
3:00-3:59	649	10.0	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	484	7.4	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-13.9
5:00-5:59	583	9.0	9.5	6.5	6.9	7.1-10.0	3.3-9.9	3.5-9.9
6:00-6:59	398	4.7	9.5	5.9	10.1	4.7-6.5	3.9-10.0	5.0-15.2
7:00-7:59	530	8.3	7.5	9.0	14.4	5.5-10.9	7.5-14.4	7.0-16.6
8:00-8:59	254	4.1	6.5	5.9	7.1	2.5-5.2	2.5-8.8	4.0-5.1
No Response	11	0.2	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	6512	100.0						

C. Satisfaction

Satisfied	3217	58.6	60.8	59.9	72.1	50.6-73.1	55.5-73.9	62.5-77.5
Partially Satisfied	1683	25.9	19.6	16.8	15.9	8.5-20.8	15.2-21.1	13.1-22.7
Not Satisfied	559	8.5	7.3	8.0	6.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	473	7.3	1.1	1.9	6.3	3.3-23.4	3.2-6.1	2.4-5.0
TOTAL	6512	100.0						

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	2074	35.0	25.7	25.0	21.7	12.5-35.0	10.3-35.5	17.4-40.7
Periodicals	1515	25.0	25.1	28.7	25.0	9.1-33.7	24.5-34.3	12.0-31.5
General Encyclopedias	9	1.7	2.3	4.3	11.5	0.0-7.7	2.7-6.0	3.2-11.7
Newspapers	153	5.8	10.0	7.5	4.0	0.5-23.0	0.5-10.4	0.7-21.5
Reference Books	1351	24.0	11.6	12.4	10.6	2.3-23.0	3.4-20.2	4.7-10.1
Microfilm	120	2.3	4.0	0.7	*	0.0-0.0	0.0-3.3	0.0-1.0
Circulating Fiction	444	7.9	4.4	1.3	5.4	2.0-15.7	0.2-20.4	0.0-27.2
Vertical File	10	0.2	0.3	0.7	4.3	0.2-11.0	0.5-11.0	0.0-22.7
Records	50	1.1	0.0	*	3.5	0.0-1.7	0.0-6.0	0.0-2.0
Other	503	12.1	7.0	2.5	6.4	3.2-10.6	0.7-13.4	1.5-11.5
TOTAL	5824	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	10034	3005	3300	1874	1370-10734	1403-2252	1053-2205
# of Users Circulating Books	3410	1365	910	616	523-3410	451-1547	320-700
Average # of Items per User	2.94	2.00	3.12	3.03	2.55-3.30	3.10-3.07	2.05-3.30
% Users Checking Out Books	52.4%	33.0%	47.6%	38.0%	20.7-52.4	27.2-51.5	20.5-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	2455	94.0	82.5	74.2	75.5	51.2-94.0	34.5-90.0	72.5-95.8
Periodicals	*	*	*	4.0	1.0	0.0-0.3	0.0-0.3	0.1-0.2
Records	410	4.7	5.0	2.4	5.4	0.0-7.0	0.4-6.4	2.3-5.7
Other	123	1.3	5.0	1.0	1.0	1.2-14.5	0.0-2.0	0.0-24.0
TOTAL	2907	100.0						
Returns:								
Books	9127	95.2	85.0	74.5	71.7	73.0-91.7	64.0-98.4	73.5-95.0
Periodicals	160	1.5	*	3.0	1.8	0.0-1.5	0.0-0.3	0.1-0.8
Records	542	5.5	7.0	1.0	2.7	5.2-12.0	1.2-4.5	2.4-4.5
Other	200	7.7	7.7	1.0	1.1	0.3-10.5	0.4-5.2	0.0-24.4
TOTAL	10710	100.0						

Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	362	5.9	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	526	8.6	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	556	9.1	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	709	11.6	9.9	7.3	8.9	6.6-11.6	5.8-12.4	5.1-11.8
1:00-1:59	710	11.6	9.3	7.9	9.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	632	10.3	9.1	9.9	6.1	6.7-11.3	4.8-14.2	5.5-16.7
3:00-3:59	630	11.1	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	555	9.1	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	425	6.9	7.6	6.1	6.3	6.1-8.6	1.1-10.4	4.7-10.4
6:00-6:59	364	5.9	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	358	5.8	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	253	4.1	5.0	8.6	6.8	3.4-8.9	3.3-12.6	5.2-12.2
TOTAL	6130	100.0						
B. Type of Question								
Source Related	1977	32.3	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	4153	67.7	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	6130	100.0						
C. Source Related Questions								
1. Questioner								
Student	307	15.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	1612	81.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	58	3.0	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	1977	100.0						
2. Means								
In Person	1044	52.8	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	933	47.2	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	1977	100.0						
3. Searcher								
Librarian	1664	81.2	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	142	7.2	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	17	0.8	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	154	7.8	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	1977	100.0						
4. Disposition of Question								
Answered	1969	99.6	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	8	0.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	1977	100.0						

5. Source Used to Answer Questions:	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	552	28.4	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	95	4.8	13.4	29.4	27.3	4.5-46.6	10.6-40.0	6.2-46.6
Card Catalog	353	17.9	17.3	12.1	19.8	12.4-21.1	5.7-23.8	0.0-46.4
Index	151	8.1	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	140	7.1	5.1	0.4	0.0	0.5-10.4	0.0-4.2	0.0-1.7
City Directory	190	9.6	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	20	1.0	3.2	1.9	3.0	1.0-7.8	1.1-7.8	1.7-5.7
Other	456	23.1	20.5	16.3	15.7	2.4-17.2	10.1-35.1	3.9-35.2
TOTAL	1977	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	178	2:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	7	1:30	23	11	10	0-56	0-25	0-15
Photocopier	6	5:30	5	4	2	0-7	0-5	0-3
Meeting Room	*	*	95	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	7	1:30	6	2	2	0-10	0-3	0-4
Record Player	2	1:30 & 2:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	-25	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	5	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	13	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	15	17	17	17	9-23	13-24	10-25



E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	18	14.7	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	40	32.2	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	19	15.5	23.4	35.8	25.0	15.6-50.0	5.9-59.0	11.1-27.3
MA	40	32.8	47.3	37.5	23.6	20.0-55.3	21.4-53.8	9.0-77.2
PhD	1	0.8	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No. Response	4	3.3	1.3	*	*	0.0-3.8	0.0-11.7	0.0-3.1
TOTAL	122	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	17	10	4	2	4-26	2-10	0-7
10:00-10:59	13	11	6	3	3-31	3-10	2-7
11:00-11:59	19	11	5	3	3-51	4-10	2-7
12:00-12:59	18	10	5	3	3-28	3-8	2-5
1:00-1:59	19	11	4	3	3-27	3-9	3-6
2:00-2:59	21	12	5	4	3-33	4-11	3-7
3:00-3:59	21	11	6	5	4-34	4-11	4-9
4:00-4:59	20	12	6	4	4-31	4-10	4-9
5:00-5:59	19	14	4	4	3-25	2-8	4-9
6:00-6:59	17	9	4	5	3-17	2-6	3-5
7:00-7:59	17	7	4	5	3-19	2-6	3-5
8:00-8:59	17	7	3	5	3-18	2-5	3-5
9:00-9:59	4	5	1	0	0-12	0-2	0-5

Name of Library: Library 21

Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.230	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.180	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.783	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.224	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.174	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.780	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.226	.230	.226	.057	.019-.336	.019-.302	.019-.189
c. Availability of books owned	.800	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.275	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.188	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.682	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=494)	.889	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=465)	.899	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=29)	.724	.636	.692	.648	.388-.846	.494-.724	.543-.746

Bullfinch Users

All Phase II Libraries

Low-High Range

Library 21

A. Description of Users

1. Sex	Your Library		All Phase II Libraries		Low-High Range		Small
	#	%	Large	Medium	Large	Medium	
Male	1013	44.3	57.7	44.8	43.0-66.0	42.2-51.5	35.1-55.8
Female	1126	52.4	38.2	52.4	30.1-53.3	45.1-55.8	44.6-62.8
No Response	64	2.8	5.2	2.8	2.2- 5.3	2.0- 5.5	0.9- 2.4
TOTAL	2263	100.0					
2. Student-Nonstudent							
Student	1172	51.8	56.1	47.3	23.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	921	49.7	50.8	48.2	52.7-62.0	49.7-54.9	42.9-57.2
No Response	170	7.5	*	*	0.0-11.0	0.0- 7.5	9.0- 7.2
TOTAL	2263	100.0					

3. Grade Level of Students

Elementary (K-5)	416	35.5	6.6	25.1	3.0-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	159	14.3	14.2	19.9	4.4-25.5	12.9-22.7	13.8-32.0
High School (10-12)	539	29.2	34.9	29.7	22.3-43.9	21.5-35.1	24.1-37.1
College	196	15.7	30.2	16.7	11.6-41.6	19.7-26.9	6.2-24.5
Graduate School	28	2.4	4.1	1.3	2.1-15.8	0.2- 2.4	0.0- 3.4
No Response	112	9.5	6.7	6.5	3.7-20.4	4.1- 9.5	0.9-12.2
TOTAL	1172	100.0					

4. Occupation of Nonstudents

Professional	197	21.4	27.0	18.1	15.3-33.2	17.0-23.3	12.6-23.1
Other White Collar	292	21.0	29.8	21.0	19.0-36.9	19.9-39.2	14.7-25.2
Blue Collar	194	11.5	13.0	10.8	5.7-17.2	8.7-15.5	5.1-15.7
Housewife/mother	297	22.5	7.7	22.5	2.5-29.0	13.8-29.5	17.4-43.5
Retired	93	10.1	9.0	9.3	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	25	2.7	3.0	1.7	0.7- 5.4	1.1- 2.9	0.9- 3.2
No Response	93	10.1	6.3	15.9	0.5-36.3	4.6-21.0	0.4-20.7
TOTAL	921	100.0					

9. Time Entered

9:00-9:59	239	19.5	6.9	7.8	4.2- 8.6	0.1-19.5	0.0- 7.3
10:00-10:59	224	9.0	7.3	9.9	6.4- 8.9	7.0-11.0	4.1- 7.7
11:00-11:59	119	5.2	8.3	8.7	5.8- 9.5	4.4- 9.3	3.0- 3.1
12:00-12:59	117	5.2	11.5	9.8	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	156	6.9	10.4	7.4	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	232	10.3	8.5	10.5	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	288	12.7	10.4	10.3	9.4-12.6	8.8-12.6	7.4-24.7
4:00-4:59	290	8.8	10.1	10.4	7.4-12.7	5.7-12.7	3.5-15.0
5:00-5:59	146	6.5	8.5	6.5	7.1-10.0	3.6- 9.9	3.6- 9.9
6:00-6:59	226	10.0	5.5	5.8	4.7- 8.5	3.9-10.0	5.0-15.2
7:00-7:59	259	11.4	7.5	9.9	5.5-19.0	7.5-14.4	7.9-15.3
8:00-8:59	57	2.5	4.5	5.0	2.5- 5.3	2.5- 8.8	4.0- 6.1
No Response	2	0.1	7.1	0.1	0.0- 2.4	0.0- 0.3	0.0- 1.0
TOTAL	2263	100.0					

C. Satisfaction

Satisfied	1672	73.9	55.6	59.9	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	366	16.2	16.4	16.2	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	137	6.1	7.1	8.0	5.7-25.8	6.1- 9.4	5.0- 8.6
No Response	89	3.8	6.6	4.2	3.9-20.4	3.2- 6.1	2.4- 9.0
TOTAL	2263	100.0					

In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	497	47.5	55.7	25.3	21.7	12.5-35.3	10.0-40.5	17.4-46.7
Periodicals	251	24.5	25.1	22.7	25.0	9.1-33.7	24.5-34.3	15.0-31.5
General Encyclopedias	18	1.6	2.6	4.3	11.5	0.0-7.7	2.7-3.3	1.5-11.7
Newspapers	78	7.5	10.0	7.3	4.9	0.5-23.8	0.5-16.4	0.7-23.3
Reference Books	77	7.5	14.6	12.4	19.6	4.4-23.6	3.5-30.2	0.7-11.1
Microfilm	7	0.7	4.0	0.7	*	0.0-3.6	0.0-3.5	0.0-3.4
Circulating Fiction	2	0.2	4.4	1.3	6.4	2.0-15.7	0.2-22.4	0.0-17.2
Vertical File	5	0.5	2.3	0.7	9.8	0.2-11.9	0.5-11.9	0.0-22.7
Records	*	*	2.2	*	0.3	0.0-5.7	0.0-6.5	0.0-2.6
Other	12	1.2	7.0	2.5	4.4	3.2-19.3	0.7-13.4	1.3-11.6
TOTAL	1024	100.0						

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	3362	3580	1874	1379-10034	1404-4252	1035-2295
# of Users Circulating Books	1922	918	915	503-3410	451-1347	225-792
Average # of Items per User	1.75	3.91	2.03	2.56-3.00	3.12-3.67	2.35-3.50
% Users Checking Out Books	48.1%	47.6%	52.0%	29.7-52.4	29.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	3442	92.3%	33.5	24.0	21.3	21.2-24.0	24.5-25.0	72.5-15.2
Periodicals	200	5.4	*	3.0	1.6	0.0-0.3	0.0-3.5	0.1-3.2
Records	15	0.4	5.0	2.4	3.4	0.0-7.0	0.4-4.4	0.3-3.7
Other	74	1.9	5.0	1.9	1.0	1.2-14.5	0.0-7.7	0.7-23.0
TOTAL	3737	100.0						
Returned:								
Books	3434	91.5	33.0	23.5	21.7	73.0-91.7	24.0-25.4	73.5-15.3
Periodicals	212	5.7	*	3.0	1.6	0.0-0.3	0.0-3.5	0.1-3.2
Records	43	1.1	7.0	1.0	3.7	5.5-13.0	1.2-4.5	0.4-4.3
Other	60	1.6	7.0	1.0	3.1	0.3-15.5	0.4-5.2	0.0-21.4
TOTAL	3770	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	27	9.3	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	39	13.4	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	16	5.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	20	6.9	9.9	7.3	8.9	6.6-11.6	5.3-12.4	3.1-11.2
1:00-1:59	21	7.2	9.9	7.9	8.4	6.9-12.4	7.2-12.6	5.5-14.6
2:00-2:59	29	9.9	9.1	9.9	6.1	6.7-11.3	4.3-14.2	3.5-16.7
3:00-3:59	35	12.0	10.5	10.5	8.6	6.3-11.3	7.5-13.1	6.3-18.3
4:00-4:59	34	11.7	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	13	4.5	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	19	6.5	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.3-12.9
7:00-7:59	13	4.5	5.5	8.7	8.2	2.2-8.0	4.5-9.7	4.3-15.2
8:00-8:59	25	8.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	291	100.0						
B. Type of Question								
Source Related	210	72.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	31	27.8	61.2	65.8	53.2	49.6-70.8	27.8-63.7	9.8-80.4
TOTAL	291	100.0						
C. Source Related Questions								
1. Questioner								
Student	129	61.4	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	70	33.3	76.1	51.3	51.6	59.6-82.3	33.3-58.5	35.5-71.4
Another Library	7	3.3	2.3	1.7	*	0.0-3.0	0.0-3.3	0.0-1.2
No Response	4	2.0	*	*	*	0.0-17.9	9.0-2.0	0.0-3.9
TOTAL	210	100.0						
2. Means								
In Person	174	82.9	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	25	11.9	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	11	5.2	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	210	100.0						
3. Searcher								
Librarian	191	91.0	89.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	7	3.3	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	12	5.7	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	210	100.0						
4. Disposition of Question								
Answered	208	99.0	38.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	1	0.5	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	1	0.5	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	210	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	44	21.0	24.5	21.2	20.5	13.3-34.2	14.3-32.6	12.3-31.3
Circulating Collection	34	49.0	13.4	39.4	27.3	4.5-45.5	10.6-40.9	5.2-45.9
Card Catalog	14	6.7	17.3	12.1	19.8	12.4-21.1	6.7-20.8	9.0-43.4
Index	6	2.8	9.1	9.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	4	1.9	5.1	0.4	0.0	0.6-10.4	0.6-4.2	0.0-1.7
City Directory	1	0.5	3.2	0.5	0.0	0.3-9.6	0.9-3.1	0.9-3.4
Vertical File	4	1.9	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-5.7
Other	53	25.2	20.5	16.3	15.7	9.4-17.2	19.1-35.1	3.9-35.2
TOTAL	210	100.0						

### V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	52	9:30	25	57	49	2-178	2-82	9-112
Lounge Chairs & Couches	25	7:30	23	11	10	0-56	0-25	0-15
Photocopier	3	12:30	5	4	2	0-7	0-5	0-3
Meeting Room	14	10:30	96	77	61	0-218	0-215	9-121
Microfilm Reader (Printer)	2	2:30	6	2	2	0-10	0-3	0-4
Record Player		None	4	2	2	0-8	0-2	0-4

### VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	43	45	29-53
B. Average Length of Employment in Your Library	17	7	7	7	29-53
C. Average Hours per Week at Public Service	24	18	22	19	11-36
D. Average Hours per week at Other Duties	13	17	17	17	10-25

Your Library      All Phase II Libraries      Low-High Range

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
High School	3	21.4	7.4	0.0	22.3	0.0-14.7	0.0-29.4	0.0-33.3
Some College	3	21.4	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	5	35.8	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	3	21.4	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	14	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	10	4	2	4-26	2-10	0-7
10:00-10:59	11	6	3	3-31	3-10	2-7
11:00-11:59	11	6	3	3-31	4-10	2-7
12:00-12:59	8	5	3	3-28	3-8	2-5
1:00-1:59	7	4	3	3-27	3-9	3-6
2:00-2:59	11	5	4	3-33	4-11	3-7
3:00-3:59	11	6	5	4-34	4-11	4-9
4:00-4:59	10	6	4	4-31	4-10	4-9
5:00-5:59	4	4	4	3-26	2-8	3-5
6:00-6:59	4	4	5	3-17	2-6	3-5
7:00-7:59	7	4	5	3-19	2-6	3-5
8:00-8:59	4	3	5	3-18	2-5	3-5
9:00-9:59	*	1	0	0-12	0-2	0-5

## ATTITUDE TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 22

Size Category: Medium

## I. Description of Collection

## A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.288	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.192	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.667	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.266	.405	.245	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.179	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.672	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.472	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.302	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.640	.692	.688	.750	.400-.840	.500-.800	.500-1.00

## B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.600	.450	.313	.175	.163-.950	.138-.600	.088-.513
3. Availability of articles owned	.750	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

## C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=488)	.670	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=400)	.685	.744	.846	.732	.634-.882	.650-.899	.605-.929
3. Juvenile Availability (N= 88)	.602	.636	.692	.648	.388-.846	.494-.724	.543-.746



**Building Usage**

**Your Library**

**All Phase II Libraries**

**Low-High Range**

**#**

**%**

**Large**

**Medium**

**Small**

**A. Description of Users**

**1. Sex**

Male	1194	42.2	60.3	44.8	44.5	43.0-50.0	42.2-51.5	30.1-53.8
Female	1580	55.8	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-52.8
No Response	58	2.0	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.9-2.4
TOTAL	2832	100.0						

**2. Student-Nonstudent**

Student	1491	52.6	35.1	47.2	52.7	29.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	1341	47.4	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.3-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	2832	100.0						

**3. Grade Level of Students**

Elementary (K-6)	299	20.1	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-45.1
Junior High School (7-9)	394	20.4	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	539	29.2	34.9	29.7	28.0	22.3-33.0	21.5-35.1	24.1-37.1
College	196	16.7	30.2	16.7	13.5	11.8-14.6	10.7-24.9	6.2-24.5
Graduate School	35	2.3	4.1	1.9	0.4	2.1-10.8	0.2-2.4	0.0-3.4
No Response	98	6.6	6.7	6.6	6.3	5.7-20.4	4.1-9.9	0.8-12.2
TOTAL	1491	100.0						

**4. Occupation of Nonstudents**

Professional	301	22.9	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.0-26.1
Other White Collar	257	19.5	20.8	21.0	18.3	10.0-30.0	10.0-30.2	14.7-25.1
Blue Collar	114	8.7	13.9	19.8	19.9	5.7-17.2	6.7-16.5	6.1-16.7
Housewife/mother	389	29.6	7.7	22.5	32.2	2.5-20.8	13.8-20.5	17.4-43.3
Retired	18	1.4	2.0	0.2	0.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	22	1.7	3.9	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	213	16.2	5.3	15.9	7.6	0.5-36.9	4.6-21.0	0.4-20.7
TOTAL	1314	100.0						

**5. Time Entered**

9:00-9:59	4	0.1	6.9	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	237	8.4	7.3	9.9	5.5	6.4-9.9	7.0-11.0	4.1-7.7
11:00-11:59	270	9.5	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	277	9.3	11.5	9.8	6.9	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	358	12.6	19.4	7.4	8.9	6.5-12.5	6.2-13.0	4.5-15.1
2:00-2:59	523	11.4	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	351	12.7	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	369	12.7	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.9
5:00-5:59	179	6.3	6.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.3
6:00-6:59	110	3.9	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.9-15.2
7:00-7:59	212	7.5	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.2
8:00-8:59	142	5.0	4.5	5.9	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	*	*	0.1	0.1	*	0.0-2.4	0.0-9.3	0.0-1.0
TOTAL	2832	100.0						

**6. Satisfaction**

Satisfied	1892	65.8	66.6	69.3	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	554	19.6	10.9	16.2	10.9	8.5-29.8	15.2-21.1	13.1-22.7
Not Satisfied	212	7.5	7.1	8.0	5.7	5.7-25.8	6.1-9.4	3.0-9.6
No Response	174	6.1	5.6	4.2	5.5	3.9-20.4	3.2-6.1	2.4-9.0
TOTAL	2832	100.0						

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	150	14.4	25.7	25.0	21.7	12.5-35.0	10.9-33.5	17.4-50.7
Periodicals	320	25.6	25.1	20.7	25.0	9.1-33.7	24.5-34.3	18.0-51.5
General Encyclopedias	106	8.5	2.8	4.3	11.5	0.0- 7.7	2.7- 8.0	5.8-31.7
Newspapers	6	0.5	10.0	7.6	4.0	0.5-23.8	8.5-10.4	0.7-23.3
Reference Books	377	30.2	14.6	12.4	10.0	4.4-23.6	3.4-32.2	4.7-25.3
Microfilm	14	1.1	4.9	6.7	*	0.0- 8.6	0.0- 3.3	0.0- 11.0
Circulating Fiction	2	0.7	4.8	1.3	6.4	2.0-15.7	2.2-20.4	0.0-17.0
Vertical File	140	11.3	2.3	0.7	4.8	0.2-11.0	0.0-11.0	0.0-22.7
Records	2	0.2	2.2	*	0.3	0.0- 5.7	0.0- 0.5	0.0- 2.0
Other	95	6.8	7.0	2.6	4.4	3.2-19.5	0.7-13.4	1.3-11.5
TOTAL	1248	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	# of Users Circulating Books	Average # of Items per User	% Users Checking Out Books
4252	3695	3598	1204
1347	1365	918	616
7.16	2.09	3.12	3.23
47.6%	33.8%	47.5%	38.0%

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Returned						
Books	3095	64.5	74.2	95.3	81.2-94.0	84.5-95.0	72.5-95.0
Periodicals	395	8.3	*	1.0	0.0- 9.3	0.0- 8.3	0.1- 5.2
Records	205	4.4	2.4	3.4	0.0- 7.0	0.4- 4.4	2.3- 3.7
Other	120	2.6	1.0	1.0	1.2-14.5	0.0- 2.8	0.7-21.5
TOTAL	4225	100.0					
Returned:							
Books	3530	64.0	65.0	91.7	73.0-91.7	84.0-93.4	73.5-93.8
Periodicals	264	6.3	*	1.3	0.0- 1.0	0.0- 7.3	0.1- 4.2
Records	100	4.5	7.0	2.7	5.3-13.0	1.2- 4.3	2.4- 4.5
Other	210	5.2	7.7	1.1	0.3-10.3	0.4- 5.2	0.0-21.4
TOTAL	4203	100.0					

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Your Library		All Phase II Libraries			Low-High Range		
Reference Activity by Time of Day	#	%	Median %		Large	Medium	Small
			Large	Small			
9:00-9:59	5	0.5	6.7	4.2	3.1	0.5- 9.3	0.6-11.8
10:00-10:59	92	9.7	8.3	9.7	4.8	5.5-13.4	2.4-10.5
11:00-11:59	75	7.9	9.1	7.9	7.8	4.3- 9.0	4.3-11.2
12:00-12:59	118	12.4	9.9	7.3	8.9	5.8-12.4	3.1-11.8
1:00-1:59	94	9.9	9.9	7.9	8.4	7.2-18.6	5.6-14.6
2:00-2:59	99	10.4	9.1	9.9	6.1	4.8-14.2	3.5-16.7
3:00-3:59	310	9.9	10.2	10.5	8.6	7.5-15.1	6.8-18.3
4:00-4:59	126	13.2	7.6	12.4	10.8	9.1-13.2	8.3-18.3
5:00-5:59	58	6.1	6.2	6.1	6.3	1.1-10.0	4.7-10.4
6:00-6:59	35	3.7	5.2	6.5	10.6	3.7- 8.3	3.3-12.9
7:00-7:59	68	7.2	5.5	8.7	8.2	4.5- 9.7	4.3-15.2
8:00-8:59	56	5.9	5.0	8.6	6.8	3.3-12.6	5.2-12.2
TOTAL	951	100.0					
B. Type of Question							
Source Related	415	43.6	38.8	34.2	46.8	29.2-50.4	19.6-90.2
Directional	535	56.4	61.2	65.8	53.2	49.6-70.8	27.8-68.7
TOTAL	951	100.0					
C. Source Related Questions							
1. Questioner							
Student	193	46.5	22.9	46.5	44.5	15.5-34.4	28.6-63.5
Nonstudent	215	51.8	76.1	51.8	51.6	59.6-82.3	35.5-71.4
Another Library	7	1.7	2.3	1.7	*	0.0- 3.9	0.0- 1.2
No Response	*	*	*	*	*	0.0-17.9	0.0- 3.0
TOTAL	415	100.0					
2. Means							
In Person	378	91.1	53.5	81.5	80.0	39.2-77.7	76.6-91.1
By Phone	37	8.9	46.5	18.5	16.1	22.3-60.8	8.9-23.4
No Response	*	*	*	*	*	0.0-17.9	0.0- 5.2
TOTAL	415	100.0					
3. Searcher							
Librarian	163	39.3	88.0	87.2	92.0	73.4-95.6	39.3-91.0
User	210	50.6	8.5	8.5	5.7	0.4-11.8	3.3-50.6
Both	5	1.2	1.3	4.3	5.7	0.6-10.9	1.1-14.1
No Response	37	8.9	0.4	0.0	0.0	0.0- 9.8	0.0- 8.9
TOTAL	415	100.0					
4. Disposition of Question							
Answered	400	96.4	98.6	97.8	100.0	95.2-99.6	96.4-100.0
Referred	13	3.1	0.6	0.5	0.0	0.0- 3.3	0.0- 3.1
Not Answered	2	0.5	0.7	0.5	0.0	0.3- 2.9	0.0- 3.2
TOTAL	415	100.0					

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	138	32.8	24.5	21.7	20.6	13.3-34.2	14.9-32.9	12.5-31.8
Circulating Collection	139	33.5	13.4	30.4	27.3	4.5-46.6	10.5-49.0	6.2-46.6
Card Catalog	43	10.4	17.3	12.1	19.8	12.4-21.1	5.7-23.8	0.9-49.4
Index	42	10.1	7.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-12.1
Telephone Book	1	0.2	5.1	0.4	0.0	0.5-10.4	0.2-4.2	0.9-1.7
City Directory	2	0.5	3.2	0.5	0.0	0.3-3.6	0.0-3.1	0.3-2.4
Vertical File	10	2.4	5.0	1.9	3.0	1.9-7.8	1.1-7.8	1.7-9.7
Other	42	10.0	20.5	15.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	415	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Table Seating	# 92	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	6	23	11	10	0-56	0-25	0-15
Photocopier	5	5	4	2	0-7	0-5	0-3
Meeting Room	50	96	77	61	0-212	0-215	0-121
Microfilm Reader (Printer)	3	6	2	2	0-10	0-3	0-4
Record Player	*	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	6-11	5-10	3-13
B. Average Length of Employment in Your Library	10	7	7	7	-25-48	28-48	28-53
C. Average Hours per Week at Public Service	22	18	22	17	13-21	14-24	11-30
D. Average Hours per Week at Other Duties	14	17	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	5	29.4	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	5.9	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	5.9	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	8	47.1	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	2	11.7	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	17	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	2	10	4	2	4-26	2-10	0-7
10:00-10:59	6	11	6	3	3-31	3-10	2-7
11:00-11:59	6	11	6	3	3-31	4-10	2-7
12:00-12:59	5	10	5	3	3-28	3-8	2-5
1:00-1:59	9	11	4	3	3-27	3-9	3-6
2:00-2:59	8	12	5	4	3-33	4-11	3-7
3:00-3:59	9	11	6	5	4-34	4-11	4-9
4:00-4:59	8	12	6	4	4-31	4-10	4-9
5:00-5:59	8	14	4	4	3-26	2-8	3-6
6:00-6:59	6	8	4	5	3-17	2-6	3-5
7:00-7:59	6	7	4	5	3-19	2-6	3-5
8:00-8:59	6	7	3	5	3-18	2-6	3-5
9:00-9:59	1	5	1	0	0-12	0-2	0-5

Name of Library: Library 23

Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.150	.367	.230	.122	.136-.580	.150-.288	.076-.176
b. Probability of availability	.088	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.550	.696	.720	.666	.561-.810	.550-.783	.573-.750
2. Adult Books (N=447)							
a. Probability of ownership	.143	.405	.246	.125	.181-.803	.143-.266	.076-.183
b. Probability of availability	.074	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.516	.691	.780	.661	.353-.729	.516-.967	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.302	.453	.302	.075	.038-.755	.038-.472	.013-.283
b. Probability of availability	.208	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.688	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.225	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.225	.450	.313	.175	.163-.950	.188-.500	.088-.513
3. Availability of articles owned	1.00	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=468)	.630	.756	.818	.646	.585-.849	.630-.880	.582-.850
2. Adult Availability (N=385)	.660	.744	.846	.732	.634-.882	.650-.899	.605-.929
3. Juvenile Availability (N=33)	.494	.636	.592	.648	.388-.846	.494-.724	.543-.745

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	794	51.5	50.3	44.8	44.5	45.0-66.0	42.2-51.5	36.1-53.8
Female	695	45.1	38.2	52.4	54.6	30.1-53.3	45.1-55.2	44.6-62.8
No Response	53	3.4	5.2	2.8	1.6	2.2-6.9	2.0-5.5	0.9-2.4
TOTAL	1542	100.0						
<b>2. Student-Nonstudent</b>								
Student	730	47.3	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	812	52.7	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1542	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-5)	170	25.3	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	165	22.7	14.2	19.6	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	212	29.0	34.9	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	116	15.9	30.2	16.7	13.5	11.6-41.6	19.7-20.3	6.2-24.5
Graduate School	6	0.8	4.1	1.9	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	60	8.2	6.7	6.6	5.3	3.7-20.4	4.1-3.6	0.8-12.2
TOTAL	730	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	138	17.0	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	154	19.0	29.8	21.9	18.3	10.0-39.0	19.0-39.2	14.7-25.2
Blue Collar	134	16.5	13.0	10.8	10.9	5.7-17.2	8.7-15.5	6.1-16.7
Housewife/mother	121	14.9	7.7	22.5	32.2	2.5-29.8	13.8-29.5	17.4-43.5
Retired	85	10.5	9.0	9.8	6.3	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	9	1.1	3.9	1.7	1.3	0.7-6.4	1.1-2.9	0.9-3.2
No Response	171	21.0	9.3	15.9	7.6	0.5-36.9	4.6-21.0	0.4-20.7
TOTAL	812	100.0						
<b>5. Time Entered</b>								
9:00-9:59	121	7.8	6.0	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	169	11.0	7.3	3.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	143	9.3	3.3	3.7	6.8	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	163	10.6	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	200	13.0	19.4	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	170	11.0	8.5	10.3	6.8	6.8-10.8	8.6-11.4	2.5-14.1
3:00-3:59	168	10.9	10.4	10.9	11.2	9.4-12.6	8.6-12.7	7.4-24.7
4:00-4:59	88	5.7	10.1	10.4	11.5	7.4-12.7	5.7-12.7	3.5-15.0
5:00-5:59	51	3.3	3.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	89	5.8	6.5	5.8	10.1	4.7-8.5	3.9-10.2	5.0-15.2
7:00-7:59	120	7.8	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.8
8:00-8:59	58	3.8	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	2	0.1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1542	100.0						
<b>6. Satisfaction</b>								
Satisfied	1078	69.7	66.6	59.9	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	235	15.2	13.8	16.2	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	133	8.7	7.1	3.0	5.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	91	6.0	6.9	4.2	5.5	3.9-20.4	3.2-6.1	2.4-3.6
TOTAL	2332	100.0						

## A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	88	29.7	29.7	25.2	21.7	12.5-36.9	19.0-48.5	17.4-41.7
Periodicals	105	34.2	26.1	28.7	25.6	9.1-33.7	24.5-34.3	12.0-31.5
General Encyclopedias	13	4.2	8.4	4.5	11.5	9.0-7.7	2.7-9.0	5.8-41.7
Newspapers	14	4.6	10.6	7.6	4.3	6.5-23.8	4.5-16.4	9.7-26.5
Reference Books	32	10.3	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.3
Microfilm	19	5.7	4.0	9.7	*	0.8-3.6	0.0-3.3	0.0-1.0
Circulating Fiction	35	11.4	4.4	3.2	6.4	2.0-15.7	6.2-26.4	6.9-17.2
Vertical File	2	0.7	2.3	0.7	4.0	9.2-11.3	3.5-11.9	3.2-21.7
Records	*	*	2.0	*	9.5	9.9-5.7	0.0-0.5	0.0-2.6
Other	2	0.7	7.0	2.6	4.4	3.2-12.5	9.7-13.4	1.3-11.5
TOTAL	327	100.0						

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1494	3360	1934	1379-19034	1404-4252	1933-2245
# of Users Circulating Books	451	918	515	503-5410	451-1347	322-799
Average # of Items per User	3.12	3.12	3.23	2.56-3.89	3.19-3.97	2.75-3.39
% Users Checking Out Books	27.2%	47.6%	38.0%	20.7-52.4	21.2-51.3	23.3-50.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1491	99.5	23.5	24.2	23.3	81.2-94.0	24.5-76.0	72.5-95.8
Periodicals	*	*	*	3.0	1.0	0.0-0.5	0.0-8.3	0.1-5.2
Records	21	1.4	5.0	2.4	3.4	0.0-7.9	0.4-4.4	2.3-3.7
Other	1	0.1	5.0	1.0	1.0	1.2-14.5	9.0-2.8	0.7-21.9
TOTAL	1513	100.0						
Returned:								
Books	1514	99.4	25.0	24.7	21.7	73.0-91.7	24.0-76.4	73.5-95.8
Periodicals	*	*	*	2.0	1.8	0.0-1.5	0.0-5.3	0.1-4.8
Records	12	1.2	7.3	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	6	0.4	7.7	1.2	1.1	9.3-15.3	9.4-5.2	0.0-21.4
TOTAL	1533	100.0						



"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries Median %			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	16	5.8	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	15	5.5	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	24	8.7	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	24	8.7	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	51	18.6	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	39	14.2	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	29	10.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	5.8-18.3
4:00-4:59	25	9.1	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	3	1.1	7.6	6.1	6.3	5.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	16	5.8	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	24	8.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	9	3.3	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	3140	100.0						
B. Type of Question								
Source Related	94	34.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	181	65.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	275	100.0						
C. Source Related Questions								
1. Questioner								
Student	37	39.4	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	55	58.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	2	2.1	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	94	100.0						
2. Means								
In Person	72	76.6	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	22	23.4	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	94	100.0						
3. Searcher								
Librarian	82	87.2	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	8	8.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	4	4.3	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	94	100.0						
4. Disposition of Question								
Answered	91	96.8	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	3	3.2	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	94	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	14	14.9	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	10	10.6	13.4	30.4	27.5	4.5-45.6	19.6-40.0	6.2-45.6
Card Catalog	28	29.8	17.3	12.1	19.8	12.4-21.1	5.7-22.8	9.0-49.4
Index	3	3.2	0.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	4	4.2	5.1	0.4	0.0	9.5-10.4	0.0-4.2	9.0-1.7
City Directory	1	1.1	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	1	1.1	5.9	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	33	35.1	20.5	16.3	15.7	9.4-17.2	10.1-35.1	5.3-35.2
TOTAL	94	109.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	31	2:30	35	57	49	2-178	2-82	0-113
Lounge Chairs & Couches	10	11:30	25	11	10	0-55	0-25	0-15
Photocopier	4	12:30	5	4	2	0-7	0-5	0-5
Meeting Room	19	7:30	26	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	3	11:30	6	2	2	0-10	0-3	0-4
Record Player	2	11:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	28-53
B. Average Length of Employment In Your Library	5	7	7	7	3-13
C. Average Hours per Week at Public Service	18	18	22	19	11-33
D. Average Hours per week at Other Duties	17	17	17	17	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	3	37.5	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	2	25.0	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	3	37.5	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.2
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
NO Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	8	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	4	10	4	2	4-26	2-10	0-7
10:00-10:59	3	11	6	3	3-31	3-16	2-7
11:00-11:59	4	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	3	3-27	3-9	3-6
2:00-2:59	5	12	5	4	3-33	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	5	12	6	4	4-31	4-10	4-8
5:00-5:59	2	14	4	4	3-25	2-9	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	4	7	4	5	3-13	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

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Name of Library: Library 24

Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.256	.230	.122	.367	.230	.122	.156-.580	.150-.282	.076-.175
b. Probability of availability	.202	.180	.080	.262	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.789	.720	.666	.596	.720	.666	.561-.810	.559-.783	.579-.759
2. Adult Books (N=447)									
a. Probability of ownership	.246	.246	.125	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.192	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.782	.780	.661	.691	.780	.661	.353-.729	.516-.957	.538-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.358	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.283	.226	.057	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.789	.688	.750	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.325	.325	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.313	.313	.175	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.962	.962	.875	.377	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=489)	.818	.818	.646	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=395)	.846	.846	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N= 94)	.702	.692	.648	.636	.692	.648	.382-.846	.494-.724	.543-.746

## Building Usage

## All Phase II Libraries

## Low-High Range

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	1439	43.4	60.3	44.6	44.5	43.0-56.0	42.2-51.5	35.1-55.6
Female	1345	45.7	38.2	52.4	54.5	39.1-53.3	45.1-55.8	44.6-62.0
No Response	163	5.5	3.2	2.8	1.6	2.2-5.9	2.0-5.5	0.9-2.4
TOTAL	2945	100.0						
<b>2. Student-Nonstudent</b>								
Student	1328	45.1	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.6-57.1
Nonstudent	1618	54.9	60.8	48.2	45.7	52.7-69.6	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	2945	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-6)	333	25.1	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	170	12.8	14.2	19.9	19.7	2.4-25.5	12.8-22.7	13.6-22.9
High School (10-12)	466	35.1	34.9	20.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	259	19.6	30.2	16.7	13.5	11.6-41.6	19.7-23.6	6.2-24.5
Graduate School	25	1.0	4.1	1.3	0.4	2.1-15.8	9.2-2.4	0.9-3.4
No Response	74	5.6	6.7	6.6	6.3	3.7-20.4	4.1-3.6	0.8-12.2
TOTAL	1328	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	375	23.3	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	438	30.2	29.8	21.9	18.3	10.0-35.9	10.0-30.2	14.7-25.2
Blue Collar	151	9.3	13.6	10.3	19.9	5.7-17.2	3.7-16.5	6.1-16.7
Housewife/mother	223	15.9	7.7	22.5	32.2	2.5-29.8	13.8-29.5	17.4-43.3
Retired	95	5.9	9.0	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	27	1.7	3.0	1.7	1.3	9.7-5.4	1.1-2.9	0.0-3.2
No Response	258	15.9	6.3	15.9	7.6	0.5-36.9	4.6-21.0	0.4-26.7
TOTAL	1618	100.0						
<b>5. Time Entered</b>								
9:00-9:59	245	8.3	6.9	7.8	6.3	4.2-8.6	0.1-10.5	0.9-7.3
10:00-10:59	205	7.0	7.3	9.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	257	8.7	8.3	8.7	6.9	5.8-9.5	4.4-9.5	3.9-9.1
12:00-12:59	393	13.3	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	219	7.4	10.4	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	193	6.6	9.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	289	9.5	10.4	19.9	11.2	9.4-12.5	3.8-12.7	7.4-24.7
4:00-4:59	397	10.4	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	252	8.6	8.6	9.3	6.9	7.1-10.0	3.3-9.9	3.6-9.3
6:00-6:59	155	5.3	6.5	5.8	10.1	4.7-8.5	3.3-10.0	5.0-15.2
7:00-7:59	266	9.0	7.5	9.8	14.4	5.5-10.0	7.5-14.4	7.0-13.8
8:00-8:59	173	5.9	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.9-8.1
No Response	1	*	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	2945	100.0						
<b>6. Satisfaction</b>								
Satisfied	2112	71.7	65.6	69.9	72.1	58.6-73.1	65.3-73.9	62.5-77.3
Partially Satisfied	473	16.1	16.8	16.2	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	235	8.0	7.1	8.0	6.7	5.7-25.8	5.1-9.4	5.0-8.6
No Response	125	4.2	6.0	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	2945	100.0						

Circulation

1. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patron. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-Middle Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	150	10.0	21.7	25.3	21.7	12.5-35.0	16.9-42.5	13.4-42.7
Periodicals	473	31.3	25.1	23.7	25.0	9.1-33.7	24.5-34.5	12.0-31.5
General Encyclopedias	37	2.7	2.4	3.3	11.5	0.9-7.7	2.7-9.6	5.8-41.7
Newspapers	254	16.9	19.0	7.5	4.9	0.5-23.8	6.5-18.4	6.7-28.5
Reference Books	240	17.4	14.6	12.4	13.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	4	0.3	4.0	9.7	*	0.3-9.5	0.0-5.3	0.0-1.0
Circulating Fiction	12	1.3	4.4	1.3	6.4	2.2-15.7	3.2-26.4	0.9-17.2
Vertical File	10	0.7	2.3	0.7	4.8	0.2-11.3	0.6-11.0	0.0-22.7
Records	7	0.5	2.2	*	9.3	0.0-5.7	0.0-5.5	0.0-2.0
Other	105	13.4	7.9	2.6	4.4	3.2-19.0	6.7-13.4	1.3-11.5
TOTAL	1379	100.0						

2. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2047	3568	1894	1379-10934	1494-4252	1053-2245
# of Users Circulating Books	903	918	316	593-3410	451-1347	322-700
Average # of Items per User	3.16	2.79	3.12	2.56-3.89	3.10-3.07	2.93-3.59
% Users Checking Out Books	30.7%	35.3%	47.5%	26.7-52.4	23.2-51.3	23.3-50.2

The following is a

3. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-Middle Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	2404	97.4	99.5	94.0	93.3	81.2-94.0	84.5-95.0	72.5-95.9
Periodicals	*	*	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2
Records	*	*	2.0	0.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	50	2.6	5.0	1.0	1.3	1.2-14.5	0.0-2.8	0.7-21.0
TOTAL	2500	100.0						
Returned:								
Books	2000	95.9	95.0	94.0	91.7	77.0-91.7	84.9-93.4	73.5-95.0
Periodicals	*	*	*	2.0	1.8	0.0-1.5	0.0-0.3	0.1-4.3
Records	*	*	7.0	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	145	4.6	7.7	1.0	1.1	0.3-15.3	0.4-5.2	0.0-21.4
TOTAL	3144	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	32	4.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.9
10:00-10:59	69	9.1	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	33	4.3	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	44	5.8	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	60	7.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	55	7.3	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	66	8.7	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-16.3
4:00-4:59	94	12.4	10.2	12.4	10.8	8.5-15.5	9.1-13.2	8.3-18.3
5:00-5:59	84	11.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	63	8.3	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	73	9.6	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	86	11.3	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	759	100.0						
B. Type of Question								
Source Related	256	33.7	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	503	66.3	61.2	65.8	53.2	49.6-70.8	27.3-68.7	9.8-80.4
TOTAL	759	100.0						
C. Source Related Questions								
1. Questioner								
Student	115	44.9	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	141	55.1	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	256	100.0						
2. Means								
In Person	207	80.9	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	49	19.1	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	256	100.0						
3. Searcher								
Librarian	203	79.3	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	17	6.6	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	36	14.1	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	256	100.0						
4. Disposition of Question								
Answered	256	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	256	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	72	28.1	24.5	21.2	20.5	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	58	22.7	13.4	30.4	27.3	4.5-46.6	10.9-40.0	5.8-48.6
Card Catalog	31	12.1	17.3	12.1	19.3	12.4-21.1	5.7-23.8	0.0-48.4
Index	30	11.7	9.1	6.5	5.3	3.9-13.3	2.8-11.7	2.7-19.1
Telephone Book	1	0.4	5.1	0.4	0.0	0.5-10.4	0.0-4.2	0.0-1.7
City Directory	8	3.1	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	20	7.8	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	35	14.1	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	256	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	#	Time	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	61	8:30	25	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	11	8:30	23	11	10	0-56	0-25	0-15
Photocopier	5	5:30	5	4	2	0-7	0-5	0-3
Meeting Room	215	11:30	96	77	51	0-218	0-215	0-121
Microfilm Reader (Printer)	1	Often	6	2	2	0-10	0-3	0-4
Record Player	2	11:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	28	33	48	45	28-53
B. Average Length of Employment in Your Library	7	7	7	7	3-13
C. Average Hours per Week at Public Service	24	18	22	19	11-36
D. Average Hours per week at Other Duties	13	17	17	17	9-23
					13-24
					28-48
					5-10
					14-24
					11-36
					10-25



Your Library      All Phase II Libraries      Low-High Range

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	*	*	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	6	46.2	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	7	53.8	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	13	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	7	10	4	2	4-26	2-10	0-7
10:00-10:59	6	11	6	3	3-31	3-10	2-7
11:00-11:59	6	11	6	3	3-31	4-10	2-7
12:00-12:59	6	10	5	3	3-28	3-8	2-5
1:00-1:59	4	11	4	3	3-27	3-9	3-6
2:00-2:59	5	12	5	4	3-33	4-11	3-7
3:00-3:59	6	11	6	5	4-34	4-11	4-9
4:00-4:59	6	12	6	4	4-31	4-10	4-9
5:00-5:59	5	14	4	4	3-26	2-8	3-6
6:00-6:59	5	8	4	5	3-17	2-6	3-5
7:00-7:59	2	7	4	5	3-19	2-6	3-5
8:00-8:59	2	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	0-12	0-2	0-5

Name of Library: Library 26

Size Category: Medium

1. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)	.164	.230	.122	.367	.230	.122	.135-.530	.150-.233	.075-.176
a. Probability of ownership	.118	.180	.080	.268	.180	.080	.110-.414	.088-.202	.044-.124
b. Probability of availability	.720	.720	.665	.696	.720	.665	.561-.810	.550-.789	.579-.750
c. Availability of books owned									
2. Adult Books (N=447)	.179	.246	.125	.405	.246	.125	.181-.893	.143-.265	.076-.183
a. Probability of ownership	.130	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.128
b. Probability of availability	.967	.780	.601	.691	.780	.601	.353-.729	.516-.967	.588-.774
c. Availability of books owned									
3. Juvenile Books (N=53)	.038	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
a. Probability of ownership	.019	.226	.057	.230	.226	.057	.019-.396	.019-.302	.019-.189
b. Probability of availability	.500	.688	.750	.692	.688	.750	.400-.840	.500-.800	.500-1.00
c. Availability of books owned									

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.338	.325	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.963	.962	.875	.977	.962	.875	.163-.950	.188-.600	.088-.513
3. Availability of articles owned							.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=480)	.842	.618	.646	.756	.618	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=357)	.850	.846	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=133)	.672	.632	.648	.636	.632	.648	.388-.846	.494-.724	.543-.746

**Oil Usage**

**Your Library**

**All Phase II Libraries**

**Low-High Range**

**1. Sex**

Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Male	789	44.1	60.5	44.6	44.5	45.0-55.0	42.2-51.5	35.1-53.3
Female	959	53.4	38.2	52.4	54.6	50.1-53.3	45.1-55.8	44.6-52.8
No Response	43	2.5	3.2	2.8	1.6	2.2-5.9	2.0-5.5	0.3-2.4
<b>TOTAL</b>	<b>2946</b>	<b>100.0</b>						

**2. Student-Nonstudent**

Student	938	45.8	35.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	864	40.2	50.8	48.2	45.7	52.7-59.0	40.7-54.3	42.9-57.2
No Response	89	5.0	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
<b>TOTAL</b>	<b>1791</b>	<b>100.0</b>						

**3. Grade Level of Students**

Elementary (K-5)	278	33.2	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-45.1
Junior High School (7-9)	159	19.0	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.3
High School (10-12)	275	32.8	34.0	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	30	10.7	30.2	16.7	13.5	11.6-41.6	10.7-20.3	5.2-24.5
Graduate School	2	0.2	4.1	1.0	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	34	4.1	6.7	5.6	6.3	3.7-20.4	4.1-9.5	0.0-12.2
<b>TOTAL</b>	<b>838</b>	<b>100.0</b>						

**4. Occupation of Nonstudents**

Professional	155	18.1	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	218	25.2	29.8	21.9	18.3	19.0-36.0	19.0-30.2	19.7-25.2
Blue Collar	93	10.8	13.9	10.8	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	247	28.6	7.7	22.5	32.2	2.5-29.8	13.8-26.5	17.4-43.3
Retired	95	9.8	9.0	9.8	6.5	5.3-15.4	1.3-18.5	1.6-15.5
Unemployed	25	2.9	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	40	4.8	6.5	15.9	7.5	0.5-36.9	4.6-21.9	0.4-23.7
<b>TOTAL</b>	<b>894</b>	<b>100.0</b>						

**B. Time Entered**

2:00-9:59	37	2.1	6.9	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-19:59	210	11.7	7.3	9.9	5.5	6.4-9.9	7.0-11.0	4.1-7.7
11:00-11:59	79	4.4	8.3	8.7	6.9	5.8-9.5	4.4-7.5	3.0-7.1
12:00-12:59	109	6.1	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.3
1:00-1:59	123	6.3	16.4	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	155	8.7	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	158	8.8	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	194	10.8	19.1	10.4	11.5	7.4-12.7	5.7-12.7	6.5-15.0
5:00-5:59	177	9.3	8.5	6.5	6.9	7.1-10.0	3.3-7.9	5.6-7.9
6:00-6:59	128	7.1	6.5	5.8	10.1	4.7-8.5	3.0-13.0	5.0-15.2
7:00-7:59	258	14.4	7.5	9.0	14.4	5.5-10.9	7.5-14.4	7.0-16.8
8:00-8:59	153	8.9	4.5	5.0	7.1	2.5-5.8	2.5-8.6	4.0-8.1
No Response	5	0.3	0.1	0.1	*	0.0-2.4	0.0-9.3	0.0-1.0
<b>TOTAL</b>	<b>1791</b>	<b>100.0</b>						

**C. Satisfaction**

Satisfied	1128	65.3	66.6	60.9	72.1	58.6-73.1	65.3-73.9	52.5-77.5
Partially Satisfied	378	21.2	18.2	16.8	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	169	9.6	7.1	8.0	6.7	5.7-25.8	5.1-9.4	5.0-8.6
No Response	56	3.2	6.6	4.2	5.3	3.9-20.4	3.2-6.1	2.4-9.9
<b>TOTAL</b>	<b>1791</b>	<b>100.0</b>						

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries (Median)			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	309	25.0	26.7	25.3	21.7	12.5-36.0	10.3-43.5	17.4-52.7
Periodicals	342	28.7	26.1	29.7	25.0	9.1-23.7	24.5-34.3	15.0-21.5
General Encyclopedias	51	4.3	3.8	4.3	11.5	0.0-7.7	2.7-3.0	5.8-22.7
Newspapers	95	8.0	10.0	7.6	4.9	0.5-23.8	0.5-16.4	0.7-22.5
Reference Books	41	3.4	14.6	12.4	10.6	4.4-23.6	3.4-32.2	4.7-15.1
Microfilm	*	*	4.9	0.7	*	0.0-3.0	0.0-3.3	0.0-1.3
Circulating Fiction	315	26.4	4.4	1.3	6.4	2.0-15.7	0.2-21.4	1.0-17.2
Vertical File	9	0.7	0.3	0.7	4.8	0.3-11.9	0.5-11.9	0.0-22.7
Records	*	*	3.9	*	0.5	0.0-5.7	0.0-0.5	0.0-2.5
Other	31	2.6	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.5-11.5
TOTAL	1102	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	3369	3605	3356	1894	1370-1934	1404-4652	1033-2245
# of Users Circulating Books	913	1565	918	616	503-3410	451-1247	322-703
Average # of Items per User	3.67	2.80	3.62	3.03	2.50-3.89	3.10-3.67	2.75-3.39
% Users Checking Out Books	51.3%	33.6%	47.6%	39.0%	29.7-52.4	29.2-51.3	20.3-59.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries (Median)			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	3287	76.0	20.5	74.2	21.3	81.2-94.0	64.5-90.0	72.5-95.8
Periodicals	21	0.6	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2
Records	119	3.4	5.2	2.4	3.4	0.0-7.0	0.4-4.4	2.5-5.7
Other	1	*	5.0	1.0	1.3	1.2-14.5	0.0-2.8	0.7-21.9
TOTAL	3427	100.0						
Returned:								
Books	4129	77.5	35.6	74.5	71.7	73.0-91.7	64.0-93.4	73.5-95.0
Periodicals	5	0.1	*	2.9	1.2	0.0-1.6	0.0-0.3	0.1-4.5
Records	92	1.9	7.9	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	16	0.4	7.3	1.2	1.1	0.5-15.5	0.4-5.2	0.0-21.4
TOTAL	4232	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median % Medium	Small	Large	Medium	Small
9:00-9:59	15	2.5	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	57	9.7	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	53	9.0	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	43	7.3	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	43	7.3	9.9	7.0	8.4	6.9-12.4	7.2-13.5	5.6-14.6
2:00-2:59	23	4.8	9.1	9.9	6.1	9.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	44	7.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	73	12.4	19.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	59	10.0	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	41	7.0	6.2	7.6	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	58	9.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	74	12.6	5.9	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	588	100.0						
B. Type of Question								
Source Related	184	31.3	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	404	68.7	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	588	100.0						
C. Source Related Questions								
1. Questioner								
Student	105	57.1	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	76	41.3	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	3	1.6	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	184	100.0						
2. Means								
In Person	150	81.5	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	18.5	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	184	100.0						
3. Searcher								
Librarian	161	87.5	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	21	11.4	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	2	1.1	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	9.4	0.0	9.0	0.0-9.8	0.0-8.9	0.0-19.3
TOTAL	184	100.0						
4. Disposition of Question								
Answered	180	97.8	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	4	1.6	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.5-2.9	0.0-3.2	0.0-3.2
TOTAL	184	100.0						

5. Source Used to Answer Questions	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
Reference Book	39	21.2	21.2	24.5	21.2	20.9	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	56	30.9	30.4	13.4	30.4	27.3	4.5-45.6	10.6-40.0	6.2-40.6
Card Catalog	45	24.5	12.1	17.3	12.1	19.8	12.4-21.1	6.7-20.8	8.0-49.4
Index	12	6.5	6.5	7.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	*	*	0.4	3.1	0.4	0.0	0.6-19.4	0.9-4.2	0.0-1.7
City Directory	*	*	0.5	3.2	0.5	0.0	0.3- 0.6	0.0- 3.1	0.0- 2.4
Vertical File	2	1.1	1.9	3.0	1.9	3.0	1.0- 7.8	1.1- 7.3	1.7- 9.7
Other	30	16.3	16.3	20.5	16.3	15.7	7.4-17.2	10.1-35.1	3.9-35.2
TOTAL	184	100.0							

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library			All Phase II Libraries			Low-High Range		
	#	Time	Median	Large	Medium	Small	Large	Medium	Small
Table Seating	47	11:30	57	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	2	Often	11	23	11	10	0-56	0-25	0-15
Photocopier	2	12:30-1:30	4	5	4	2	0-7	0-5	0-3
Meeting Room		None	77	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	Often	2	6	2	2	0-10	0-3	0-4
Record Player	*	*	2	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	45	29-53
B. Average Length of Employment in Your Library	6	7	7	7	7	3-13
C. Average Hours per Week at Public Service	14	12	22	19	19	11-36
D. Average Hours per week at Other Duties	22	17	17	17	17	10-25

Your Library All Phase II Libraries

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	2	24.3	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	7	50.0	28.4	35.8	25.0	15.0-50.0	5.9-50.0	11.1-27.3
MA	5	35.7	47.3	37.5	23.6	20.0-55.3	21.4-53.8	6.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	14	109.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	4	10	4	2	4-25	2-10	0-7
10:00-10:59	5	11	6	3	3-31	3-10	2-7
11:00-11:59	5	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-28	3-8	2-5
1:00-1:59	4	11	4	3	3-27	3-9	3-6
2:00-2:59	4	12	5	4	3-35	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-26	2-8	3-6
6:00-6:59	2	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-13	2-5	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	0-12	0-2	0-5

Name of Library: Library 31

Size Category: Small

## I. Description of Collection

## A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)									
a. Probability of ownership	.076	.250	.122	.367	.250	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.044	.180	.080	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.579	.720	.666	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)									
a. Probability of ownership	.076	.246	.125	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.045	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.588	.780	.661	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.075	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.038	.226	.057	.230	.226	.057	.019-.396	.019-.302	.019-.129
c. Availability of books owned	.500	.688	.750	.692	.688	.750	.400-.840	.500-.800	.500-1.00
3. Periodical Sample (N=80)									
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:									
1. Probability of ownership	.100	.325	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.088	.313	.175	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.875	.977	.875	.977	.977	.875	.895-1.00	.682-1.00	.625-1.00
C. Title Availability Sample									
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:									
1. Total Availability (N=428)	.850	.818	.646	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=339)	.929	.846	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=149)	.571	.692	.648	.636	.692	.648	.388-.845	.494-.724	.543-.746



Building Usage

Your Library

All Phase II Libraries

Low-High Range

Median %  
Large Medium Small

Large Medium Small

A. Description of Users

1. Sex	#	%	Large	Medium	Small
Male	314	41.0	60.3	44.2	44.5
Female	439	57.4	38.2	52.4	54.6
No Response	12	1.6	3.2	2.8	1.0
TOTAL	765	100.0			

2. Student-Nonstudent

Student	406	52.7	36.1	47.3	52.7
Nonstudent	362	47.3	63.8	52.2	45.7
No Response	*	*	*	*	*
TOTAL	765	100.0			

3. Grade Level of Students

Elementary (K-6)	187	46.1	8.2	25.1	31.3
Junior High School (7-9)	90	19.7	14.2	19.0	19.7
High School (10-12)	28	24.1	34.0	29.7	28.0
College	25	5.2	39.2	16.7	15.5
Graduate School	*	*	4.1	1.0	0.4
No Response	16	3.0	6.7	6.3	0.0
TOTAL	496	100.0			

4. Occupation of Nonstudents

Professional	48	15.4	27.0	18.1	18.7
Other White Collar	68	21.3	29.0	21.0	18.3
Blue Collar	34	19.9	15.0	19.8	19.9
Housewife/mother	100	32.2	7.7	22.5	32.2
Retired	29	9.3	9.0	9.8	6.6
Unemployed	10	3.2	3.0	1.7	1.3
No Response	22	7.1	6.5	15.9	7.5
TOTAL	351	100.0			

3. Time Entered

9:00-9:59	5	0.7	6.0	7.8	6.3
10:00-10:59	31	4.1	7.3	9.9	5.5
11:00-11:59	40	5.2	8.3	8.7	6.0
12:00-12:59	29	3.8	11.5	9.8	6.0
1:00-1:59	79	10.5	10.4	7.4	8.0
2:00-2:59	62	8.1	8.5	10.3	5.8
3:00-3:59	189	24.7	10.4	10.9	11.2
4:00-4:59	145	15.0	10.1	10.4	11.5
5:00-5:59	41	5.4	6.6	6.5	6.3
6:00-6:59	51	6.7	7.7	5.8	10.1
7:00-7:59	74	9.7	6.5	9.6	14.4
8:00-8:59	48	5.3	4.5	5.0	7.1
No Response	1	0.1	0.1	0.1	*
TOTAL	765	100.0			

C. Satisfaction

Satisfied	523	76.2	66.6	69.0	72.1
Partially Satisfied	160	17.1	18.0	16.2	16.9
Not Satisfied	40	5.3	17.1	8.0	6.7
No Response	42	5.5	6.5	14.2	5.5
TOTAL	765	100.0			

## A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	25	18.1	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-40.7
Periodicals	30	21.7	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	48	34.8	2.4	4.3	11.5	0.9- 7.7	2.7- 9.6	5.8-41.7
Newspapers	6	4.4	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	17	12.3	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	*	*	4.9	0.7	*	0.8- 9.6	0.0- 3.3	0.0- 1.0
Circulating Fiction	1	0.7	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	2	1.4	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	3	2.2	2.2	*	0.3	0.0- 5.7	0.0- 0.5	0.0- 2.6
Other	6	4.4	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	138	100.0						

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1033	3695	3368	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	322	1365	918	616	503-3410	451-1347	322- 708
Average # of Items per User	3.22	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
% Users Checking Out Books	42.1%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	29.5-50.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	802	90.5	88.5	94.2	93.3	81.2-94.0	84.5-96.0	72.5-95.8
Periodicals	1	0.1	*	3.0	1.0	0.0- 0.3	0.0- 8.3	0.1- 5.2
Records	36	4.1	5.2	2.4	3.4	0.0- 7.0	0.4- 4.4	2.3- 3.7
Other	47	5.3	5.0	1.0	1.9	1.2-14.5	0.0- 2.8	0.7-21.9
TOTAL	886	100.0						
Returned:								
Books	922	87.1	85.2	94.5	91.7	73.0-91.7	84.0-98.4	73.5-95.8
Periodicals	*	*	*	2.9	1.8	0.0- 1.6	0.0- 6.3	0.1- 4.8
Records	59	5.6	7.8	1.5	2.7	5.3-13.0	1.2- 4.5	2.4- 4.5
Other	78	7.3	7.7	1.2	1.1	0.3-16.3	0.4- 5.2	0.0-21.4
TOTAL	1059	100.0						

## Patterns of Reference Usage

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	2	1.7	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	11	9.6	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	10	8.7	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	5	4.3	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	7	6.1	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	11	9.6	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	21	18.3	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	19	16.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	7	6.1	7.6	6.1	5.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	11	9.6	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:30-7:59	5	4.3	5.5	8.7	8.2	2.3-8.6	4.5-9.7	4.3-15.2
8:00-8:59	6	5.2	5.0	8.6	6.8	3.4-5.9	3.5-12.6	5.2-12.2
TOTAL	115	100.0						
B. Type of Question								
Source Related	57	49.6	38.2	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	58	50.4	61.2	65.8	53.2	49.6-70.8	27.8-58.7	9.2-80.4
TOTAL	115	100.0						
C. Source Related Questions								
1. Questioner								
Student	34	59.6	22.9	40.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	23	40.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.3	0.0-2.0	0.0-3.9
TOTAL	57	100.0						
2. Means								
In Person	35	61.4	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	22	32.6	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	57	100.0						
3. Searcher								
Librarian	48	85.7	98.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	6	10.7	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	3	5.6	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	57	100.0						
4. Disposition of Question								
Answered	55	98.2	98.0	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	1	1.8	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	57	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	7	12.3	24.5	21.2	26.6	13.3-34.2	14.9-32.8	12.5-31.8
Circulating Collection	23	40.4	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	15	26.3	17.3	12.1	19.8	12.4-21.1	5.7-29.8	0.6-49.4
Index	3	5.3	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	1	1.7	5.1	0.4	0.0	0.6-10.4	0.0- 4.2	0.0- 1.7
City Directory	*	*	3.2	0.5	0.0	0.3- 9.6	0.0- 3.1	0.0- 2.4
Vertical File	1	1.7	3.8	1.9	3.0	1.0- 7.8	1.1- 7.8	1.7- 9.7
Other	7	12.3	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.0-35.2
TOTAL	57	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	44	2:30	85	57	49	2-172	2-82	0-118
Lounge Chairs & Couches	1	None	23	11	19	0-56	0-25	0-15
Photocopier	1	Often	5	4	2	0-7	0-5	0-3
Meeting Room	1	None	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	None	5	2	2	0-10	0-3	0-4
Record Player	1	Often	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	28	33	48	45	28-48	28-53
B. Average Length of Employment In Your Library	4	.7	7	.7	6-11	3-13
C. Average Hours per Week at Public Service	17	18	22	19	13-21	11-36
D. Average Hours per week at Other Duties	18	17	17	17	9-23	10-25

All Phase II Libraries

Your Library

Low-High Range

E. Highest Degree Earned	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
High School	2	22.2	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	55.6	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	2	22.2	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	*	*	47.3	37.5	23.0	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	9	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	**	10	4	2	4-26	2-10	0-7
10:00-10:59	**	11	6	3	3-31	3-10	2-7
11:00-11:59	**	11	6	3	3-31	4-10	2-7
12:00-12:59	**	10	5	3	3-28	3-8	2-5
1:00-1:59	**	11	4	3	3-27	3-9	3-6
2:00-2:59	**	12	5	4	3-33	4-11	3-7
3:00-3:59	**	11	6	5	4-34	4-11	4-9
4:00-4:59	**	12	6	4	4-31	4-10	4-9
5:00-5:59	**	14	4	4	3-25	2-8	3-6
6:00-6:59	**	8	4	5	3-17	2-6	3-5
7:00-7:59	**	7	4	5	3-19	2-6	3-5
8:00-8:59	**	7	3	5	3-18	2-6	3-5
9:00-9:59	**	5	1	0	0-12	0-2	0-5

\*\* No Public Service Schedule

Name of Library: Library 32

Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.176	.367	.230	.122	.136-.520	.160-.282	.076-.176
b. Probability of availability	.124	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.705	.596	.720	.665	.561-.810	.559-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.177	.405	.246	.125	.181-.893	.143-.250	.076-.183
b. Probability of availability	.128	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.722	.591	.780	.661	.353-.729	.516-.967	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.170	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.094	.230	.226	.057	.019-.395	.019-.302	.019-.189
c. Availability of books owned	.556	.692	.688	.750	.400-.840	.509-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.175	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.513	.450	.313	.175	.163-.950	.158-.600	.088-.513
3. Availability of articles owned	2.93	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=499)	.818	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=411)	.839	.744	.840	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N= 88)	.716	.636	.692	.648	.388-.846	.494-.724	.543-.746

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	500	40.9	50.3	44.8	44.5	43.0-55.0	42.2-51.5	36.1-53.8
Female	900	59.0	59.2	52.4	54.6	30.1-53.5	45.1-55.8	44.6-62.8
No Response	10	1.1	3.2	2.8	1.6	2.2-5.9	2.0-5.5	0.9-2.6
TOTAL	1689	100.0						
<b>2. Student-Nonstudent</b>								
Student	954	57.1	35.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	725	42.9	69.8	48.2	45.7	52.7-69.0	49.7-54.9	42.9-57.2
No Response	*		*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1689	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-5)	302	31.3	8.3	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	291	20.0	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	256	25.6	34.9	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	130	13.5	39.2	15.7	13.5	11.6-41.6	10.7-20.9	6.2-24.5
Graduate School	14	1.5	4.1	1.7	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	51	6.3	5.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	964	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	175	24.4	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	124	17.2	20.8	21.9	18.3	10.0-35.0	10.0-30.2	14.7-25.2
Blue Collar	44	5.1	13.0	10.3	10.3	5.7-17.2	8.7-15.5	6.1-15.7
Housewife/mother	230	31.8	7.7	22.5	32.2	2.5-23.3	13.8-29.5	17.4-43.5
Retired	16	2.2	9.0	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	3	0.4	3.0	1.7	1.3	0.7-6.4	1.1-2.3	0.0-3.2
No Response	132	18.0	6.3	15.3	7.6	0.5-36.9	4.6-21.0	0.4-20.7
TOTAL	725	100.0						
<b>5. Time Entered</b>								
3:00-9:52	12	0.7	6.0	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	91	5.4	7.3	9.9	5.5	5.4-8.3	7.0-11.0	4.1-7.7
11:00-11:59	153	9.1	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	201	11.9	11.5	9.9	5.0	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	272	16.1	10.4	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	238	14.1	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	217	12.8	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	174	10.3	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	61	3.5	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	85	5.0	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.0-15.2
7:00-7:59	118	7.0	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	57	4.0	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	*		0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1689	100.0						
<b>C. Satisfaction</b>								
Satisfied	1056	52.5	65.0	60.0	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	384	22.7	18.8	16.2	15.9	8.5-20.8	15.2-21.1	13.1-22.7
Not Satisfied	124	7.3	7.1	8.0	6.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	125	7.5	6.6	4.2	5.5	3.0-20.4	3.2-9.1	2.4-9.0
TOTAL	1689	100.0						

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	245	27.4	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-40.7
Periodicals	282	31.5	26.1	28.7	25.0	9.1-35.7	24.5-34.3	18.0-31.5
General Encyclopedias	103	11.5	2.4	4.3	11.5	0.9- 7.7	2.7- 9.6	5.8-41.7
Newspapers	6	0.7	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	106	11.8	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	1	0.1	4.9	0.7	*	0.8- 9.6	0.0- 3.3	0.0- 1.0
Circulating Fiction	39	4.4	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	43	4.8	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	5	0.6	2.2	*	0.3	0.0- 5.7	0.0- 0.5	0.0- 2.6
Other	6	4.4	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	895	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1894	3695	3368	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	642	1365	918	616	503-3410	451-1347	322- 708
Average # of Items per User	2.95	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
% Users Checking Out Books	38.0%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	See Below*		Returned:	
	#	%	#	%
Books				
Periodicals				
Records				
Other				
TOTAL				
Returned:				
Books				
Periodicals				
Records				
Other				
TOTAL				

\*Data submitted incomplete



"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	2	0.6	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	17	4.8	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	23	6.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	42	11.8	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	52	14.6	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	40	11.3	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	41	11.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	49	13.8	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	25	7.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	14	3.9	6.2	6.5	10.0	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	248	7.9	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	19	5.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	355	100.0						
B. Type of Question								
Source Related	166	46.8	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.5-90.2
Directional	189	53.2	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	355	100.0						
C. Source Related Questions								
1. Questioner								
Student	105	63.3	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	59	35.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	2	1.2	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	166	100.0						
2. Means								
In Person	159	95.8	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	17	4.2	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	166	100.0						
3. Searcher								
Librarian	113	68.1	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	12	7.2	8.5	8.5	5.7	0.4-11.6	3.3-50.6	0.0-34.1
Both	41	24.7	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	166	100.0						
4. Disposition of Question								
Answered	115	99.1	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	1	0.9	0.9	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	155	100.0						

Your Library	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
5. Source Used to Answer Questions								
Reference Book	39	23.5	24.5	21.2	20.0	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	37	22.3	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.2-45.6
Card Catalog	23	13.9	17.3	12.1	19.8	12.4-21.1	6.7-23.8	9.0-49.4
Index	15	9.0	3.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	*	*	5.1	0.4	0.2	0.5-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.5	0.0-3.1	0.0-2.4
Vertical File	5	3.0	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	47	28.3	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	166	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library			All Phase II Libraries			Low-High Range		
	#	Time	Median	Large	Medium	Small	Large	Medium	Small
Table Seating	25	3:30	57	25	49	40	2-178	2-82	0-118
Lounge Chairs & Couches	7	3:30	11	23	10	10	0-56	0-25	0-15
Photocopier	1	Often	4	5	2	2	0-7	0-5	0-3
Meeting Room	121	2:30	77	26	61	61	0-218	0-215	0-121
Microfilm Reader (Printer)	4	1:30	2	6	2	2	0-10	0-3	0-4
Record Player	3	Often	2	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	28-48	28-53
B. Average Length of Employment in Your Library	7	7	7	7	6-11	5-13
C. Average Hours per Week at Public Service	11	18	22	19	13-21	11-36
D. Average Hours per week at Other Duties	14	17	17	17	9-23	13-24

All Phase II Libraries

Your Library

Low-High Range

E. Highest Degree Earned	#	%	All Phase II Libraries			Your Library			Low-High Range		
			Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	11.1	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	11.1	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3	15.6-50.0	5.9-50.0	11.1-27.3
MA	7	77.8	47.3	37.5	25.6	20.0-55.3	21.4-53.8	0.0-77.8	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	9	100.0									

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	*	10	4	2	4-26	2-10	0-7
10:00-10:59	3	11	6	3	3-31	3-10	2-7
11:00-11:59	3	11	6	3	3-31	4-10	2-7
12:00-12:59	4	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	3	3-27	3-9	3-6
2:00-2:59	4	12	5	4	3-33	4-11	3-7
3:00-3:59	5	11	6	5	4-34	4-11	4-9
4:00-4:59	6	12	6	4	4-31	4-10	4-9
5:00-5:59	5	14	4	4	3-26	2-8	3-6
6:00-6:59	5	9	4	5	3-17	2-6	3-5
7:00-7:59	5	7	4	5	3-19	2-6	3-5
8:00-8:59	5	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

Name of Library: Library 33

Size Category: Small

I. Description of Collection

A. "3PR" Probability Sample

The purpose of the 3PR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.135	.367	.230	.122	.136-.580	.150-.282	.076-.176
b. Probability of availability	.102	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.750	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.119	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.092	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.774	.691	.780	.661	.353-.729	.515-.767	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.189	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.667	.692	.688	.750	.400-.840	.500-.800	.500-1.00
8. Periodical Sample (N=80)							
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:							
1. Probability of ownership	.200	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.125	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.625	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00
C. Title Availability Sample							
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:							
1. Total Availability (N=503)	.646	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=347)	.605	.744	.846	.732	.634-.882	.650-.893	.605-.929
3. Juvenile Availability (N=162)	.548	.536	.692	.648	.388-.846	.494-.724	.543-.746

Suiling Usage

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	511	36.1	50.3	44.8	44.5	43.0-56.0	42.2-51.5	35.1-53.8
Female	988	62.8	38.2	52.4	54.5	30.1-53.3	45.1-55.8	44.6-62.8
No Response	15	1.1	3.2	2.8	1.6	2.2- 5.9	2.0- 5.5	0.3- 2.4
TOTAL	1414	100.0						
<b>2. Student-Nonstudent</b>								
Student	795	56.2	36.1	47.5	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	619	43.8	50.8	48.2	45.7	52.7-59.0	40.7-54.3	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0- 7.5	0.0- 7.2
TOTAL	1414	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-5)	353	45.7	8.8	25.1	31.3	3.0-20.4	29.1-35.5	13.5-45.1
Junior High School (7-9)	154	19.4	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	297	26.3	34.9	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	61	7.7	30.2	16.7	13.5	11.6-41.6	10.7-20.9	6.2-24.5
Graduate School	1	0.1	4.1	1.9	0.4	2.1-15.3	0.2- 2.4	0.0- 3.4
No Response	5	0.8	6.7	6.6	6.3	3.7-20.4	4.1- 9.6	0.8-12.2
TOTAL	795	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	79	12.6	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	86	14.4	29.8	21.9	18.5	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	43	7.4	13.9	10.3	10.9	5.7-17.2	8.7-15.5	6.1-16.7
Housewife/mother	268	43.3	7.7	22.5	32.2	2.5-29.8	13.8-29.5	17.4-43.3
Retired	10	1.6	0.0	0.3	6.6	5.5-15.4	1.3-10.5	1.6-15.5
Unemployed	*	*	3.0	1.7	1.3	0.7- 6.4	1.1- 2.9	0.0- 3.2
No Response	128	20.7	5.3	15.9	7.0	0.5-36.3	4.6-21.0	0.4-20.7
TOTAL	619	100.0						
<b>5. Time Entered</b>								
9:00-9:59	77	5.4	6.9	7.8	6.3	4.2- 8.5	0.1-10.5	0.0- 7.3
10:00-10:59	87	6.2	7.3	8.9	5.5	6.4- 8.2	7.0-11.0	4.1- 7.7
11:00-11:59	43	3.0	8.3	8.7	6.9	5.8- 9.5	4.4- 9.1	3.0- 7.7
12:00-12:59	40	2.6	11.5	7.8	6.0	7.5-15.3	5.7-13.4	2.8-11.0
1:00-1:59	149	9.9	10.4	7.4	8.9	6.5-12.5	5.9-13.0	4.5-16.1
2:00-2:59	35	2.5	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	159	11.2	19.4	19.7	11.2	9.4-12.9	8.8-12.7	7.4-24.7
4:00-4:59	177	12.5	10.1	19.4	11.5	7.4-12.7	5.7-12.7	2.5-15.0
5:00-5:59	93	6.9	8.6	9.5	6.9	7.1-19.0	3.3- 9.9	3.6- 9.9
6:00-6:59	215	15.2	6.5	5.8	10.1	4.7- 8.5	3.9-10.0	5.0-15.2
7:00-7:59	237	16.8	7.5	9.9	14.4	5.5-10.0	7.0-10.8	7.0-10.8
8:00-8:59	195	7.5	4.5	9.9	7.1	2.5- 5.8	2.5- 8.8	4.0- 8.1
No Response	*	*	0.1	0.1	*	0.0- 2.4	0.0- 0.5	0.0- 1.0
TOTAL	1414	100.0						
<b>C. Satisfaction</b>								
Satisfied	1995	77.5	65.9	69.9	72.1	53.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	212	15.9	18.9	16.2	16.9	8.3-29.8	15.2-21.1	13.1-22.7
Not Satisfied	72	5.1	7.1	8.8	5.7	5.7-25.8	6.1- 9.4	5.0- 8.6
No Response	34	2.4	6.6	4.2	5.5	3.9-20.4	3.2- 6.1	2.4- 9.9
TOTAL	1414	100.0						

I. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median %		Large	Medium	Small
				Medium	Small			
Circulating Non-Fiction	189	30.4	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-40.7
Periodicals	126	20.3	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	36	5.8	2.4	4.3	11.5	0.9-7.7	2.7-9.6	5.8-41.7
Newspapers	5	0.8	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	35	5.6	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	*	=	4.9	0.7	*	0.8-9.6	0.0-3.3	0.0-1.0
Circulating Fiction	107	17.2	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	141	22.7	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	*	*	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.6
Other	23	3.7	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	622	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2245	3695	3368	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	708	1365	918	616	503-3410	451-1347	322-708
Average # of Items per User	3.18	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
% Users Checking Out Books	50.1%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Circulated		Returned	
	#	%	#	%
Books	1687	72.5	88.5	94.2
Periodicals	44	1.9	*	3.0
Records	86	3.7	5.2	2.4
Other	511	21.9	5.0	1.0
TOTAL	2328	100.0		
Returned:				
Books	1961	73.5	85.2	94.5
Periodicals	64	2.4	*	2.9
Records	73	2.7	7.8	1.6
Other	570	21.4	7.7	1.2
TOTAL	2668	100.0		

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Median %			Large	Medium	Small
			Large	Medium	Small			
9:00-9:59	2	1.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	4	2.4	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	7	4.3	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	5	3.1	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.2-11.8
1:00-1:59	13	7.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	10	6.1	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	21	12.8	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	30	18.3	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	9	5.5	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	18	11.0	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	25	15.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	20	12.2	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	164	100.0						
B. Type of Question								
Source Related	148	90.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	16.	9.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	164	100.0						
C. Source Related Questions								
1. Questioner								
Student	94	63.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	54	36.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	164	100.0						
2. Means								
In Person	133	89.9	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	15	10.1	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	164	100.0						
3. Searcher								
Librarian	164	100.0	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	*	*	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	164	100.0						
4. Disposition of Question								
Answered	164	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	9.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	164	100.0						

Your Library	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	47	31.9	24.5	21.2	20.6	13.3-34.2	14.0-32.8	12.3-31.8
Circulating Collection	59	46.6	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-45.6
Card Catalog	*	*	17.3	12.1	19.8	12.4-21.1	6.7-29.8	0.0-49.4
Index	4	2.7	0.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-2.6	0.0-3.1	0.0-2.4
Vertical File	7	4.7	3.3	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	21	14.2	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	148	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library			All Phase II Libraries			Low-High Range		
	#	Time	Median	Large	Medium	Small	Large	Medium	Small
Table Seating	30	1:30	57	25	40	40	2-178	2-82	0-118
Lounge Chairs & Couches	5	7:30	11	23	10	10	0-56	0-25	0-15
Photocopier	None	None	4	5	2	2	0-7	0-5	0-3
Meeting Room	18	9:30	77	96	61	61	0-218	0-215	0-121
Microfilm Reader (Printer)	None	None	2	6	2	2	0-10	0-3	0-4
Record Player	4	1:30	2	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	**	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment In Your Library	**	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	**	13	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	**	17	17	17	9-23	13-24	10-25

\*\* Data Not Submitted



Your Library All Phase II Libraries Low-High Range

E. Highest Degree Earned	#	Your Library		All Phase II Libraries		Low-High Range		
		Large	Medium	Small	Large	Medium	Small	
High School	*****	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3	
Some College	*****	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0	
BA	*****	23.4	35.8	25.0	15.0-50.0	5.9-50.0	11.1-27.3	
MA	*****	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8	
PhD	*****	*	*	*	6.0-3.5	0.0-0.0	0.0-0.0	
No Response	*****	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1	
TOTAL	*****							

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	*****	10	4	2	4-25	2-10	0-7
10:00-10:59	*****	11	6	3	3-31	3-10	2-7
11:00-11:59	*****	11	6	3	3-31	4-10	2-7
12:00-12:59	*****	10	5	3	3-28	3-8	2-5
1:00-1:59	*****	11	4	3	3-27	3-9	3-6
2:00-2:59	*****	12	5	4	3-33	4-11	3-7
3:00-3:59	*****	11	6	5	4-34	4-11	4-9
4:00-4:59	*****	12	6	4	4-31	4-10	4-9
5:00-5:59	*****	14	4	4	3-25	2-8	3-6
6:00-6:59	*****	6	4	5	3-17	2-5	3-5
7:00-7:59	*****	7	4	5	3-13	2-6	3-5
8:00-8:59	*****	7	3	5	3-12	2-6	3-5
9:00-9:59	*****	5	1	0	0-12	0-2	0-5

\*\*\*\*\* Data Not Submitted

## TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 34

Size Category: Small

## I. Description of Collection

## A. "SPR" Probability Sample

The purpose of the SPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.122	.367	.230	.122	.156-.530	.100-.288	.076-.175
b. Probability of availability	.078	.268	.190	.080	.110-.414	.068-.292	.044-.124
c. Availability of books owned	.639	.696	.720	.666	.561-.810	.550-.793	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.123	.405	.246	.125	.181-.633	.143-.266	.075-.183
b. Probability of availability	.076	.237	.174	.083	.121-.438	.074-.192	.043-.128
c. Availability of books owned	.618	.691	.780	.661	.353-.723	.516-.957	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.113	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.074	.230	.226	.057	.019-.396	.019-.392	.019-.189
c. Availability of books owned	.833	.692	.688	.750	.409-.840	.500-.800	.500-1.00
5. Periodical Sample (N=89)							
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:							
1. Probability of ownership	.250	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.250	.450	.313	.175	.103-.950	.188-.600	.038-.513
3. Availability of articles owned	1.00	.377	.962	.875	.995-1.00	.682-1.00	.625-1.00
C. Title Availability Sample							
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:							
1. Total Availability (N=407)	.777	.756	.818	.646	.585-.843	.630-.899	.582-.852
2. Adult Availability (N=374)	.785	.748	.845	.732	.634-.882	.660-.899	.605-.829
3. Juvenile Availability (N=118)	.746	.636	.692	.548	.388-.846	.494-.724	.543-.746

A. Description of Users	#	Median %			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
<b>I. Sex</b>							
Male	778	44.8	44.5	44.5	43.0-55.0	42.2-51.5	35.1-53.5
Female	875	52.5	54.5	54.5	50.1-53.3	45.1-55.8	44.6-62.5
No Response	39	2.3	1.6	1.6	2.2-5.3	2.0-5.5	0.9-2.5
TOTAL	1692	100.0					
<b>2. Student-Nonstudent</b>							
Student	725	47.3	52.7	52.7	23.4-45.1	45.1-52.5	42.9-57.1
Nonstudent	957	48.2	45.7	45.7	52.7-53.0	40.7-54.0	42.0-57.2
No Response	*	*	*	*	9.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1692	100.0					
<b>3. Grade Level of Students</b>							
Elementary (K-6)	92	25.1	31.3	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	142	19.0	19.7	19.7	2.4-25.5	12.8-22.7	13.2-22.9
High School (10-12)	259	29.7	28.0	28.0	22.3-43.0	21.5-35.1	23.1-37.1
College	155	15.7	13.5	13.5	11.6-41.0	10.7-23.0	9.2-24.5
Graduate School	14	1.0	0.4	0.4	2.1-15.2	0.2-2.4	0.2-3.4
No Response	47	6.5	6.5	6.5	3.7-20.4	4.1-9.6	0.2-12.2
TOTAL	725	100.0					
<b>4. Occupation of Nonstudents</b>							
Professional	191	18.1	18.7	18.7	15.3-33.2	17.0-23.3	12.5-28.1
Other White Collar	219	21.0	18.3	18.3	15.0-35.0	19.0-33.2	15.7-35.2
Blue Collar	72	13.0	19.0	19.0	5.7-17.2	8.7-16.5	5.1-15.7
Housewife/mother	275	22.5	32.2	32.2	2.5-20.8	13.0-20.5	17.6-43.5
Retired	56	9.8	6.5	6.5	5.3-15.4	1.3-19.5	1.3-15.5
Unemployed	9	1.7	1.3	1.3	0.7-6.4	1.1-2.9	0.9-3.2
No Response	55	16.0	15.3	15.3	0.5-35.3	4.6-21.0	0.4-29.7
TOTAL	957	100.0					
<b>B. Time Entered</b>							
9:00-10:59	123	7.6	6.3	6.3	4.2-8.0	0.1-16.5	0.0-7.3
10:00-10:59	195	9.0	5.5	5.5	6.4-8.0	7.0-11.0	4.1-7.7
11:00-11:59	93	8.7	5.0	5.0	5.3-9.5	4.4-9.5	2.3-9.7
12:00-12:59	40	11.5	6.0	6.0	7.5-15.3	5.7-13.4	2.5-11.0
1:00-1:59	131	7.9	6.0	6.0	5.5-12.5	6.3-15.0	4.5-11.3
2:00-2:59	50	10.3	6.0	6.0	6.8-17.8	5.5-11.4	2.5-11.1
3:00-3:59	125	10.4	11.2	11.2	9.4-12.5	8.3-12.7	7.4-13.7
4:00-4:59	144	10.4	11.5	11.5	7.4-12.7	9.5-15.0	7.4-13.7
5:00-5:59	158	6.5	6.0	6.0	7.1-10.0	3.3-7.9	3.6-9.3
6:00-6:59	202	5.8	19.1	19.1	4.7-8.5	3.9-10.0	5.0-15.2
7:00-7:59	272	7.5	14.4	14.4	5.5-16.0	7.5-14.4	7.0-16.8
8:00-8:59	135	4.3	7.1	7.1	2.5-5.8	2.5-6.8	2.0-9.1
No Response	*	0.1	*	*	0.0-2.4	0.0-3.3	0.0-1.0
TOTAL	1692	100.0					
<b>C. Satisfaction</b>							
Satisfied	1220	72.1	72.1	72.1	58.6-73.1	65.3-73.9	62.5-77.5
Partially Satisfied	258	15.2	16.0	16.0	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	114	6.7	5.7	5.7	5.7-25.8	6.1-9.4	5.0-9.0
No Response	100	6.0	5.5	5.5	3.0-26.4	3.2-6.1	2.4-9.0
TOTAL	1692	100.0					

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-Ridge Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	142	27.6	26.7	25.3	21.7	12.5-35.0	10.0-40.5	17.4-50.7
Periodicals	215	31.4	25.1	23.7	25.0	0.1-37.7	24.5-34.3	16.0-31.3
General Encyclopedias	75	13.8	2.4	4.3	11.5	0.3-7.7	2.7-9.0	5.9-91.7
Newspapers	61	9.1	10.0	7.5	4.0	0.5-23.8	0.5-18.4	0.7-28.3
Reference Books	104	15.1	14.6	12.4	10.6	4.6-23.5	3.4-30.2	4.7-15.1
Microfilm	*	*	4.3	0.7	*	0.3-9.0	0.0-7.3	0.0-10.0
Circulating Fiction	23	3.5	4.4	1.3	6.4	2.0-15.7	0.2-21.4	0.3-17.2
Vertical File	10	2.3	2.7	0.7	4.8	0.2-11.0	0.7-11.3	0.8-22.7
Records	*	*	2.3	*	0.5	0.2-5.7	0.0-0.5	0.0-2.1
Other	25	3.8	7.0	2.5	4.4	3.2-13.5	0.7-13.4	1.3-11.3
TOTAL	600	100.0						

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated:	1004	3563	1004	1370-10034	1494-4292	1033-2243
# of Users Circulating Books	400	410	615	593-3410	451-1317	322-700
Average # of Items per User	3.24	3.17	3.23	2.57-3.69	3.17-3.97	2.95-3.38
# Users Checking Out Books	29.3%	47.6%	30.0%	20.7-52.4	21.2-51.3	21.3-51.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated:	Your Library		All Phase II Libraries			Low-Ridge Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1551	95.3	22.5	24.0	33.3	21.2-24.0	24.5-27.9	72.5-25.2
Periodicals	2	0.1	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2
Records	43	2.7	5.0	2.4	3.0	0.0-7.0	0.4-4.4	2.3-3.7
Other	23	1.5	5.0	1.0	1.0	1.0-14.5	0.0-2.9	1.7-21.1
TOTAL	1620	100.0						
Returned:								
Books	1450	95.4	25.0	26.5	31.7	75.0-93.7	84.0-28.4	73.5-25.0
Periodicals	1	0.1	*	2.0	1.0	0.0-1.0	0.0-0.3	0.1-4.3
Records	60	4.3	7.0	1.0	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	15	1.0	7.7	1.0	1.1	0.3-16.3	0.4-5.2	0.0-21.3
TOTAL	1526	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	14	5.0	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	11	4.8	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-16.5
11:00-11:59	25	11.2	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	17	7.3	9.9	7.3	8.9	5.6-11.5	5.2-12.4	3.1-11.8
1:00-1:59	13	5.6	3.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	14	6.0	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	19	8.2	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	25	10.8	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-19.3
5:00-5:59	18	7.8	7.6	6.1	6.3	5.1-8.5	1.1-10.0	4.7-10.4
6:00-6:59	30	12.9	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	19	8.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	25	11.2	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	232	100.0						
B. Type of Question	126	54.3	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-92.2
-Source Related	106	45.7	61.2	65.8	53.2	49.9-70.8	27.8-68.7	9.8-89.4
DIRECTIONAL	232	100.0						
C. Source Related Questions								
1. Questioner								
Student	36	28.6	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	90	71.4	76.1	51.8	51.5	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.3
TOTAL	126	100.0						
2. Means								
In Person	92	73.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	26.0	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.3	0.0-5.2	0.0-3.9
TOTAL	126	100.0						
3. Searcher								
Librarian	79	55.6	38.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	43	34.1	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	13	10.3	0.4	0.0	0.0	0.0-9.8	0.0-2.9	0.0-10.3
TOTAL	126	100.0						
4. Disposition of Question								
Answered	118	93.6	93.6	97.3	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	4	3.2	0.5	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	4	3.2	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	126	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	25	20.6	24.5	21.2	20.0	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	19	15.1	15.4	30.4	27.3	4.5-45.6	10.6-40.0	6.8-45.6
Card Catalog	25	19.8	17.3	12.1	19.8	12.4-21.1	5.7-23.8	0.0-23.4
Index	24	19.1	9.1	5.5	5.3	3.0-13.3	2.3-11.7	2.7-13.1
Telephone Book	1	0.8	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	2.4	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-3.4
Vertical File	3	2.4	3.7	1.3	3.0	1.0-7.8	1.1-7.3	1.3-3.7
Other	25	19.8	20.6	16.3	15.7	0.4-17.2	10.1-35.1	3.3-35.2
TOTAL	125	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	36	7:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	9	3:30	23	11	10	0-55	0-25	0-15
Photocopier	3	Often	5	4	2	0-7	0-5	0-3
Meeting Room	24	10:30-11:30	26	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	4:30	5	2	2	0-10	0-3	0-4
Record Player	1	7:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	43	33	48	45	28-53
B. Average Length of Employment in Your Library	7	7	7	7	3-13
C. Average Hours per Week at Public Service	35	18	22	19	14-24
D. Average Hours per week at Other Duties	3	17	17	17	13-24
		-25-48	28-48	28-48	10-25
		6-11	5-10	5-10	11-36
		13-21	14-24	14-24	10-25
		0-8	0-2	0-2	

Your Library All Phase II Libraries Low-High Range

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.3	0.0-14.7	0.0-29.4	0.0-33.3
Some College	6	75.0	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	12.5	28.4	35.8	25.0	15.5-50.0	5.9-50.0	11.1-27.3
MA	1	12.5	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	9.0- 3.5	9.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	9.0-11.7	0.0- 0.1
TOTAL	8	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	4	10	4	2	4-26	2-10	0-7
10:00-10:59	4	11	5	3	3-31	3-10	2-7
11:00-11:59	4	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-23	3-8	2-5
1:00-1:59	4	11	4	3	3-27	3-9	3-6
2:00-2:59	5	12	5	4	3-33	4-11	3-7
3:00-3:59	5	11	6	5	4-34	4-11	4-9
4:00-4:59	5	12	6	4	4-31	4-10	4-9
5:00-5:59	4	14	4	4	3-25	2-8	3-6
6:00-6:59	5	8	4	5	3-17	2-6	3-5
7:00-7:59	5	7	4	5	3-19	2-6	3-5
8:00-8:59	5	7	3	5	3-12	2-6	3-5
9:00-9:59	*	5	1	0	0-12	9-2	0-5

Name of Library: Library 35

Size Category: Small

1. Description of Collection

A. "322" Probability Sample

The purpose of the 3PR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)									
a. Probability of ownership	.084	.230	.122	.357	.230	.122	.175-.580	.168-.288	.075-.175
b. Probability of availability	.054	.180	.080	.263	.180	.080	.110-.414	.038-.292	.044-.124
c. Availability of books owned	.643	.720	.666	.596	.720	.666	.561-.810	.559-.769	.579-.750
2. Adult Books (N=447)									
a. Probability of ownership	.092	.246	.125	.405	.246	.125	.181-.893	.143-.266	.075-.183
b. Probability of availability	.075	.174	.083	.237	.174	.083	.121-.438	.074-.122	.045-.126
c. Availability of books owned	.634	.780	.691	.691	.780	.691	.553-.729	.516-.987	.532-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.019	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.226	.057	.250	.226	.057	.019-.396	.019-.392	.019-.182
c. Availability of books owned	1.00	.688	.750	.692	.688	.750	.400-.840	.500-.800	.569-1.00

3. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.138	.325	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.175	.313	.175	.450	.313	.175	.163-.950	.123-.600	.088-.513
3. Availability of articles owned	.536	.362	.875	.377	.362	.875	.895-1.00	.622-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.612	.818	.646	.756	.818	.646	.585-.849	.630-.880	.502-.850
2. Adult Availability (N=347)	.625	.846	.732	.744	.846	.732	.634-.882	.660-.892	.605-.929
3. Juvenile Availability (N=153)	.592	.592	.643	.655	.592	.643	.588-.846	.494-.724	.543-.746



A. Description of Users	Your Library		All Phase II Libraries			Low-Usage Range		
	#	%	Median			Large	Medium	Small
			Large	Medium	Small			
1. Sex								
Male	940	44.5	40.3	44.0	44.5	43.0-55.0	42.2-51.5	37.1-55.0
Female	845	54.0	39.0	52.0	54.0	30.1-53.5	35.1-52.8	44.5-52.9
No Response	14	0.9	3.0	0.0	1.0	2.2-5.0	3.0-5.5	0.0-2.9
TOTAL	1550	100.0						
2. Student-Nonstudent								
Student	842	54.3	36.1	47.3	52.7	28.4-45.1	45.1-52.9	42.0-57.1
Nonstudent	702	45.7	60.0	48.2	45.7	52.7-57.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1550	100.0						
3. Grade Level of Students								
Elementary (K-6)	230	33.3	8.8	25.1	31.5	3.0-20.9	20.1-35.5	13.5-36.1
Junior High School (7-9)	177	21.0	14.0	19.0	19.7	2.4-25.5	12.3-22.7	13.6-22.0
High School (10-12)	255	31.6	34.0	23.7	23.0	22.5-33.1	21.5-35.1	24.1-37.1
College	31	9.6	39.2	16.7	15.5	11.0-41.6	19.7-29.1	6.2-24.5
Graduate School	4	0.4	4.1	1.0	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	35	4.1	5.7	5.0	6.5	3.7-20.4	4.1-9.0	0.8-12.0
TOTAL	842	100.0						
4. Occupation of Nonstudents								
Professional	114	17.1	27.0	18.1	18.7	15.5-33.2	17.0-23.3	12.5-20.1
Other White Collar	122	19.3	20.3	21.0	18.3	19.0-36.0	19.3-37.2	14.7-25.2
Blue Collar	85	12.0	13.0	10.3	10.9	5.7-17.2	8.7-15.5	5.1-16.7
Housewife/mother	241	35.1	7.7	22.5	32.2	2.5-29.8	13.2-27.5	17.4-43.3
Retired	44	6.5	0.0	9.8	6.5	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	9	1.3	3.0	1.7	1.3	0.7-5.4	1.1-2.9	0.0-3.2
No Response	51	7.6	6.3	15.0	7.9	0.5-36.0	4.6-21.0	0.4-30.7
TOTAL	657	100.0						
5. Time Entered								
9:00-9:59	*	*	6.9	7.8	6.3	4.2-8.0	9.1-10.5	0.0-7.3
10:00-10:59	95	5.5	7.3	9.9	5.5	0.4-8.0	7.0-11.0	4.1-7.7
11:00-11:59	23	6.0	0.3	0.7	6.9	5.0-9.5	4.4-9.5	3.6-9.1
12:00-12:59	40	2.0	11.5	0.3	0.9	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	70	4.5	16.0	7.4	0.3	6.5-12.5	6.3-17.0	3.5-12.1
2:00-2:59	196	6.0	10.3	9.0	9.0	9.0-19.8	6.0-11.4	2.5-18.1
3:00-3:59	220	14.2	19.3	10.9	11.2	3.4-12.6	3.8-12.7	7.4-24.7
4:00-4:59	229	14.7	19.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	130	8.4	0.0	6.5	6.0	7.1-10.0	3.3-8.0	3.0-9.0
6:00-6:59	155	10.1	0.0	3.9	19.1	4.7-8.5	3.7-19.0	5.0-15.0
7:00-7:59	245	15.8	7.0	0.0	14.4	5.5-10.0	7.5-14.4	7.0-10.8
8:00-8:59	125	8.1	0.0	5.0	7.1	3.5-8.2	2.5-8.8	3.0-8.1
No Response	1	0.1	0.1	0.1	*	0.0-2.4	0.0-0.5	0.0-1.0
TOTAL	1550	100.0						
6. Satisfaction								
Satisfied	1095	70.0	60.0	60.0	72.1	58.0-73.1	65.3-73.0	62.5-77.5
Partially Satisfied	270	17.0	16.0	16.0	16.0	3.3-20.8	15.2-21.1	17.1-22.7
Not Satisfied	134	8.0	7.0	7.0	6.7	5.7-25.5	0.1-9.4	5.0-9.0
No Response	37	2.5	0.0	4.0	5.5	3.0-20.4	3.2-6.1	2.9-9.0
TOTAL	1550	100.0						

### 4. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	97	21.7	25.7	25.0	21.7	12.5-36.9	16.0-46.5	17.5-40.7
Periodicals	102	20.4	25.1	23.7	25.0	0.1-33.7	24.5-34.3	16.0-31.1
General Encyclopedias	52	13.0	0.4	4.0	11.5	0.0- 7.7	2.7- 9.0	5.0-41.7
Newspapers	130	26.5	16.0	7.6	4.0	0.5-23.0	0.5-11.4	0.7-22.5
Reference Books	24	6.4	14.0	12.3	19.1	4.8-23.0	3.4-11.0	5.0-18.3
Microfilm	*	*	4.3	0.7	0.0	0.0- 0.0	0.0- 1.3	0.0- 1.0
Circulating Fiction	22	6.4	6.6	3.0	6.8	2.0-15.7	0.2-26.4	0.0-10.2
Vertical File	*	*	0.7	0.7	4.3	0.2-11.1	0.0-11.1	0.0-20.7
Records	*	*	2.3	*	0.7	0.0- 5.7	0.0- 0.5	0.0- 2.1
Other	2	1.3	7.0	0.3	4.4	3.0-13.0	0.7-13.4	1.5-11.5
TOTAL	450	100.0						

### 5. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1974	1975	1976	1977	1978-1979	1979-1984	1984-1985	1985-1986
# of Users Circulating Books	1774	3075	3599	1904	1004	1370-19034	1404-1352	1133-1225
Average # of Items per User	4.37	13.07	13.07	4.19	4.19	5.03-24.0	4.21-13.67	3.02-7.01
# Users Checking Out Books	36.00	2.00	3.32	3.32	3.32	2.05-3.00	3.17-3.01	2.05-3.33

### 6. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	1977	1978	1979	1980	1981	1982-1983	1983-1984	1984-1985
Books	1607	93.7	29.3	99.2	93.7	81.2-134.0	84.5-98.0	72.5-95.8
Periodicals	18	1.0	*	5.0	1.0	0.0- 0.3	0.0- 8.3	0.1- 5.2
Records	42	2.3	5.0	2.4	3.4	0.0- 7.0	0.5- 4.4	0.3- 2.7
Other	62	3.6	5.0	1.0	1.0	1.5-14.5	0.0- 0.0	0.7-91.4
TOTAL	1629	100.0						
Returned:								
Books	1792	95.0	95.0	96.5	91.7	73.0-91.7	74.0-99.4	70.5-93.8
Periodicals	33	1.0	*	2.0	1.0	0.0- 1.0	0.0- 1.3	0.1- 4.8
Records	45	2.6	7.0	1.0	2.7	5.3-16.0	1.2- 6.5	2.5- 6.5
Other	4	*	7.0	1.0	1.1	0.0-10.5	0.0- 5.0	0.0-20.4
TOTAL	1880	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Median		Small	Large	Medium	Small
			Large	Medium				
9:00-9:59	6	3.1	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	20	10.5	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	11	5.8	9.1	7.9	7.2	6.2-10.5	4.3-9.0	4.3-11.2
12:00-12:59	17	8.9	9.9	7.3	8.9	6.6-11.6	5.3-12.4	3.1-11.8
1:00-1:59	15	8.4	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.5
2:00-2:59	279	9.9	9.1	9.9	9.1	6.7-11.3	4.6-14.2	3.5-16.7
3:00-3:59	13	6.8	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.5-18.3
4:00-4:59	17	8.9	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	9	4.7	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	21	11.0	6.2	6.5	19.6	4.3-7.6	3.7-9.3	3.9-12.9
7:00-7:59	11	5.8	5.5	9.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	18	9.4	5.0	9.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	191	100.0						
B. Type of Question								
Source Related	88	45.1	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.4
Directional	103	53.9	61.2	65.8	53.2	49.6-70.8	27.8-58.7	9.8-80.4
TOTAL	191	100.0						
C. Source Related Questions								
1. Questioner								
Student	33	38.6	22.0	46.5	44.5	15.5-34.4	39.4-51.4	28.6-63.5
Nonstudent	54	61.4	75.1	51.8	51.6	50.6-82.3	33.3-52.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	88	100.0						
2. Means								
In Person	64	72.7	53.5	31.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	27.3	45.5	18.5	15.1	22.3-60.8	3.9-23.4	4.2-38.0
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	88	100.0						
3. Searcher								
Librarian	81	92.0	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	5	5.7	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	2	2.3	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	9.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	88	100.0						
4. Disposition of Question								
Answered	88	100.0	98.6	97.8	100.0	95.2-99.6	95.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	913	100.0						

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries				Low-High Range			
	#	%	Median		Large	Medium	Small	Large	Medium	Small
			Large	Small						
9:00-9:59	6	3.1	6.7	4.2	3.1	5.5-2.2	0.5-9.3	0.6-11.8		
10:00-10:59	29	10.5	8.3	7.7	4.8	7.1-19.5	5.5-13.4	2.4-19.5		
11:00-11:59	11	5.0	9.1	7.9	7.8	8.9-19.5	4.3-9.6	4.3-11.2		
12:00-12:59	17	8.0	9.9	7.3	8.9	5.5-11.6	5.6-12.4	3.1-11.8		
1:00-1:59	15	8.4	7.9	7.9	8.4	6.3-12.4	7.2-18.6	5.0-11.5		
2:00-2:59	279	9.9	9.1	9.9	6.1	5.7-11.3	4.8-14.2	3.5-16.7		
3:00-3:59	13	6.0	9.2	10.5	8.6	5.3-11.5	7.5-13.1	5.6-13.5		
4:00-4:59	17	9.9	10.2	12.4	10.3	8.5-16.5	9.1-13.2	2.3-18.5		
5:00-5:59	9	4.7	7.6	6.1	6.3	6.1-8.6	1.1-19.9	4.7-16.4		
6:00-6:59	21	11.0	6.2	6.5	19.6	4.3-7.6	3.7-8.3	3.3-12.9		
7:00-7:59	11	5.8	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2		
8:00-8:59	18	9.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2		
TOTAL	171	100.0								

3. Type of Question	#	%	Large	Medium	Small
Source Related	88	46.1	34.2	46.8	29.2-50.4
Directional	103	53.9	65.3	55.2	49.6-70.2
TOTAL	191	100.0			31.3-72.2

C. Source Related Questions	#	%	Large	Medium	Small
1. Questioner					
Student	33	39.6	46.5	44.5	15.5-34.4
Nonstudent	54	61.4	51.8	51.5	50.6-82.5
Another Library	*	*	1.7	*	0.0-5.9
No Response	*	*	*	*	0.0-17.3
TOTAL	88	100.0			39.4-61.4

2. Means	#	%	Large	Medium	Small
In Person	54	72.7	81.5	80.0	39.2-77.7
By Phone	34	27.3	18.5	16.1	22.3-50.8
No Response	*	*	*	*	0.0-17.9
TOTAL	88	100.0			75.6-91.1

3. Searcher	#	%	Large	Medium	Small
Librarian	81	92.0	87.2	92.0	73.4-95.6
User	5	5.7	8.5	5.7	0.4-11.8
Both	2	2.3	4.3	5.7	0.6-10.9
No Response	*	*	0.4	0.0	0.0-9.8
TOTAL	88	100.0			39.3-91.0

4. Disposition of Question	#	%	Large	Medium	Small
Answered	88	100.0	97.8	100.0	95.2-99.6
Referred	*	*	0.5	0.0	0.0-3.3
Not Answered	*	*	0.7	0.0	0.3-2.9
TOTAL	91	100.0			96.4-100.0

Source Used to Answer Questions	#	\$	Your Library	Phase II Libraries Median
Reference Book	12	14.0	28.0	21.2
Circulating Collection	29	27.3	17.0	29.4
Card Catalog	15	14.3	17.0	14.1
Index	4	4.5	0.1	0.3
Telephone Book	*	*	5.1	0.4
City Directory	*	*	3.2	0.5
Vertical File	3	3.4	3.3	1.0
Other	31	35.2	20.5	16.3
TOTAL	88	109.0		15.7

Source Used to Answer Questions	#	\$	Your Library	Phase II Libraries Median
Reference Book	12	14.0	28.0	21.2
Circulating Collection	29	27.3	17.0	29.4
Card Catalog	15	14.3	17.0	14.1
Index	4	4.5	0.1	0.3
Telephone Book	*	*	5.1	0.4
City Directory	*	*	3.2	0.5
Vertical File	3	3.4	3.3	1.0
Other	31	35.2	20.5	16.3
TOTAL	88	109.0		15.7

Source Used to Answer Questions	#	\$	Your Library	Phase II Libraries Median
Reference Book	12	14.0	28.0	21.2
Circulating Collection	29	27.3	17.0	29.4
Card Catalog	15	14.3	17.0	14.1
Index	4	4.5	0.1	0.3
Telephone Book	*	*	5.1	0.4
City Directory	*	*	3.2	0.5
Vertical File	3	3.4	3.3	1.0
Other	31	35.2	20.5	16.3
TOTAL	88	109.0		15.7

### V. Facilities Usage

Facilities Usage Deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries		
	#	Time	Large	Medium	Small
Table Seating	24	7:30	35	57	47
Lounge Chairs & Couches	15	2:30	23	11	10
Photocopier	2	Often	5	4	2
Meeting Room	*	*	90	77	61
Microfilm Reader (Printer)	3	2:30	1	2	2
Record Player		None	4	2	2

Low-High Range		
Large	Medium	Small
2-170	2-82	0-110
0-56	0-25	0-15
0-7	0-5	0-3
0-210	0-215	0-121
0-10	0-3	0-4
0-3	0-2	0-4

### VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	43	35	48	45	23-53
3. Average Length of Employment in Your Library	3	7	7	7	3-13
C. Average Hours per Week at Public Service	24	18	22	19	17-35
D. Average Hours per week at Other Duties	24	17	17	17	10-25

Low-High Range	
Large	Medium
-25-48	28-48
5-11	5-10
13-21	15-24
9-23	13-24

E. Highest Degree Earned

Your Library	#	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
High School	3	33.3	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	3	33.3	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	11.1	28.4	35.8	25.0	15.0-50.0	5.0-50.0	11.1-27.3
MA	2	22.2	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	7	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	*	10	4	2	4-26	2-10	0-7
10:00-10:59	2	11	6	3	3-31	3-10	2-7
11:00-11:59	3	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-23	3-3	2-5
1:00-1:59	3	11	4	3	3-27	3-3	3-5
2:00-2:59	4	12	5	4	3-33	4-11	3-7
3:00-3:59	5	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-26	2-8	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

Name of Library: Library 36  
 Size Category: Small

### I. Description of Collection

#### A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)									
a. Probability of ownership	.120	.230	.122	.367	.230	.122	.136-.580	.169-.282	.076-.175
b. Probability of availability	.080	.180	.080	.268	.180	.080	.110-.414	.088-.262	.044-.124
c. Availability of books owned	.667	.720	.666	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)									
a. Probability of ownership	.125	.245	.125	.405	.245	.125	.121-.803	.143-.268	.076-.163
b. Probability of availability	.083	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.651	.780	.661	.691	.780	.661	.353-.729	.510-.667	.538-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.075	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.057	.226	.057	.239	.226	.057	.019-.306	.019-.302	.019-.182
c. Availability of books owned	.750	.688	.750	.692	.688	.750	.400-.840	.502-.800	.500-1.00

#### B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.188	.450	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.188	.450	.175	.450	.313	.175	.163-.950	.183-.600	.088-.513
3. Availability of articles owned	1.00	.962	.875	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

#### C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=486)	.632	.756	.646	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=389)	.635	.744	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=97)	.619	.635	.648	.635	.692	.648	.388-.846	.493-.724	.543-.745

All Phase II Libraries Low-High Range

Your Library

Description of Users	Your Library			All Phase II Libraries			Low-High Range		
	#	%	Median	Large	Medium	Small	Large	Medium	Small
<b>A. Description of Users</b>									
<b>1. Sex</b>									
Male	933	47.3	44.8	50.7	44.8	44.5	43.0-65.0	42.2-51.5	36.1-53.3
Female	902	50.3	52.4	38.3	52.4	54.6	30.1-53.3	45.1-53.8	44.6-52.8
No Response	52	2.4	2.8	1.0	2.8	1.6	2.2-5.0	2.0-5.5	0.0-2.5
TOTAL	1773	100.0							
<b>2. Student-Nonstudent</b>									
Student	834	47.0	47.3	35.1	47.3	52.7	28.4-45.1	45.1-52.3	42.8-57.1
Nonstudent	912	45.8	48.2	59.8	48.2	45.7	52.7-69.0	40.7-54.9	42.0-57.2
No Response	127	7.2	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1773	100.0							
<b>3. Grade Level of Students</b>									
Elementary (K-6)	123	14.8	25.1	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	115	13.8	17.0	14.2	17.0	13.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	297	34.3	29.7	34.0	29.7	29.0	22.3-43.3	21.5-35.1	24.1-37.2
College	204	24.5	16.7	30.2	16.7	13.5	11.6-41.6	10.7-20.3	5.2-24.5
Graduate School	3	0.4	1.0	3.1	1.0	0.4	2.1-15.8	0.2-2.3	3.0-3.9
No Response	192	12.2	6.6	6.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	834	100.0							
<b>4. Occupation of Nonstudents</b>									
Professional	175	21.5	18.1	27.3	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	121	14.0	21.9	20.3	21.9	18.3	10.0-36.0	10.0-30.2	14.7-25.2
Blue Collar	192	13.0	10.9	15.0	10.9	10.2	5.7-17.2	8.7-16.5	9.1-19.7
Housewife/mother	262	32.3	7.7	22.5	7.7	32.2	2.5-20.6	13.6-23.5	17.4-43.3
Retired	125	15.5	9.9	9.9	9.9	6.6	5.3-15.4	1.3-10.5	1.0-15.5
Unemployed	11	1.3	3.0	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	15	1.3	15.0	6.3	15.0	7.6	0.5-35.0	4.6-21.0	0.4-29.7
TOTAL	812	100.0							
<b>5. Time Entered</b>									
9:00-9:59	94	5.3	7.0	5.0	7.0	6.3	4.2-8.0	9.1-10.5	0.0-7.3
10:00-10:59	94	4.7	9.0	7.3	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	119	6.2	8.7	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	114	6.4	9.8	11.5	9.8	6.9	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	139	7.3	7.4	10.8	7.4	8.9	6.5-12.5	6.9-13.0	4.5-16.1
2:00-2:59	218	12.3	10.8	10.5	10.8	6.8	6.3-10.3	5.6-11.4	2.5-14.1
3:00-3:59	151	8.5	10.0	10.4	10.0	11.2	2.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	204	11.5	10.9	10.1	10.9	11.5	7.4-12.7	5.7-12.7	3.5-15.0
5:00-5:59	159	8.5	6.5	8.0	6.5	6.9	7.1-10.0	3.3-6.3	3.6-9.3
6:00-6:59	131	7.4	5.8	7.5	5.8	10.1	4.7-8.5	3.9-10.0	5.9-15.2
7:00-7:59	237	13.4	3.6	7.3	3.6	10.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	189	7.1	5.0	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	16	1.0	3.1	3.1	3.1	*	0.0-2.4	0.0-3.3	0.0-1.0
TOTAL	1773	100.0							
<b>6. Satisfaction</b>									
Satisfied	1100	67.3	73.3	73.3	73.3	73.3	58.5-73.1	66.2-73.1	60.5-77.5
Partially Satisfied	300	16.8	16.3	16.3	16.3	15.0	9.3-20.3	15.2-21.1	13.1-22.7
Not Satisfied	124	7.0	8.2	7.3	8.2	6.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	119	6.6	4.2	4.5	4.2	5.5	3.0-20.4	3.2-5.1	2.4-9.9
TOTAL	1773	100.0							



## A. In-Library Circulation

In-library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase I Libraries				Low-Mid-Range		
	#	%	Large	Medium	Small	Large	Medium	Small	
Circulating Non-Fiction	155	17.4	26.7	25.9	21.7	12.5-36.2	16.2-49.5	17.4-49.7	
Periodicals	227	25.6	26.1	28.7	25.0	9.1-33.7	24.5-34.3	19.0-31.5	
General Encyclopedias	63	7.1	9.3	4.3	11.5	0.2-7.7	2.7-3.6	5.2-41.7	
Newspapers	44	4.9	10.0	7.8	4.9	0.5-23.6	9.5-10.4	0.7-20.5	
Reference Books	95	10.6	14.2	12.4	10.6	4.8-23.6	3.4-39.2	4.7-15.1	
Microfilm	9	1.0	4.3	0.7	*	0.8-9.6	0.3-9.3	0.8-11.0	
Circulating Fiction	71	8.0	4.4	1.3	6.4	2.2-15.7	0.2-20.4	0.2-17.2	
Vertical File	123	14.1	3.3	0.7	4.2	0.2-11.2	0.5-11.9	0.2-22.2	
Records	4	0.4	0.2	*	0.3	0.2-5.7	0.0-3.5	0.2-2.6	
Other	103	11.5	7.0	2.6	4.4	3.0-10.6	0.7-12.4	1.3-11.5	
TOTAL	303	100.0							

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2932	3095	3568	1894	1370-19034	1404-4952	1033-2245
# of Users Circulating Books	616	1365	919	616	503-2419	451-1347	322-740
Average # of Items per User	3.70	2.29	3.12	3.23	2.66-3.89	3.12-3.67	2.65-3.12
# Users Checking Out Books	34.7%	33.9%	47.6%	38.0%	20.7-52.4	29.2-51.3	20.3-59.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated:	Your Library		All Phase I Libraries				Low-Mid-Range		
	#	%	Large	Medium	Small	Large	Medium	Small	
Books	1938	99.7	20.5	24.2	23.3	21.2-94.9	24.5-35.0	72.5-95.0	
Periodicals	111	5.2	*	3.0	1.0	0.0-0.3	0.0-0.3	2.1-5.2	
Records	73	3.4	5.2	2.4	3.4	0.3-7.0	0.4-4.4	2.5-3.7	
Other	14	0.7	5.0	1.0	1.0	1.2-14.5	0.0-2.6	6.7-21.9	
TOTAL	2136	100.0							
Returned:									
Books	3007	91.7	25.0	24.5	21.7	73.0-91.7	24.0-28.4	73.5-95.2	
Periodicals	136	4.8	*	2.6	1.8	0.0-1.6	0.0-0.3	9.1-4.3	
Records	75	2.7	7.3	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5	
Other	31	1.1	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4	
TOTAL	2914	100.0							

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	39	8.6	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	17	3.7	8.3	7.7	4.8	7.1-10.5	5.5-13.4	2.4-19.5
11:00-11:59	48	10.6	7.1	7.0	7.9	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	51	11.2	7.9	7.3	8.9	6.6-11.6	5.6-12.4	3.1-11.8
1:00-1:59	39	8.6	7.9	7.3	8.4	6.9-12.4	7.2-13.6	5.6-14.6
2:00-2:59	16	3.5	7.1	7.0	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	39	8.6	7.2	7.0	8.6	6.3-11.5	7.5-13.1	6.8-12.3
4:00-4:59	38	8.3	10.2	12.4	10.8	2.5-16.5	9.1-13.2	2.3-16.3
5:00-5:59	47	10.4	7.0	5.1	6.3	6.1-9.6	1.1-19.0	4.7-19.4
6:00-6:59	48	10.6	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	47	10.4	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	25	5.5	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	454	100.0						
B. Type of Question								
Source Related	39	19.6	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	365	20.4	61.2	55.8	53.2	49.6-70.8	27.8-66.7	9.8-80.4
TOTAL	454	100.0						
C. Source Related Questions								
1. Questioner								
Student	39	43.8	22.9	45.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	50	56.2	76.1	51.8	51.0	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.6-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.3
TOTAL	89	100.0						
2. Means								
In Person	81	91.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	8	9.0	46.5	18.5	16.1	22.3-50.3	2.3-23.4	4.2-33.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	9.0-3.9
TOTAL	89	100.0						
3. Searcher								
Librarian	97	97.8	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	1	1.1	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	1	1.1	0.4	0.0	0.0	0.0-9.8	0.0-2.9	0.0-10.3
TOTAL	89	100.0						
4. Disposition of Question								
Answered	89	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	89	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	20	22.5	24.5	21.2	20.6	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	6	5.9	13.4	30.4	27.3	4.5-46.6	19.6-40.0	6.3-46.6
Card Catalog	44	49.4	17.3	12.1	19.8	12.4-21.1	5.7-29.8	0.0-49.4
Index	3	3.4	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-10.4	0.0- 4.2	0.0- 1.7
City Directory	*	*	3.2	0.5	0.0	0.3- 9.6	0.0- 3.1	0.0- 2.4
Vertical File	2	2.2	3.8	1.0	3.0	1.0- 7.8	1.1- 7.2	1.7- 9.7
Other	14	15.7	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	89	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	44	7:30	25	57	49	2-178	2-82	0-112
Lounge Chairs & Couches	3	8:30	23	11	10	0-56	0-25	0-15
Photocopier	3	2:30	5	4	2	0-7	0-5	0-3
Meeting Room	100	2:30&3:30	96	77	61	0-212	0-215	0-121
Microfilm Reader (Printer)	*	*	6	2	2	0-10	0-3	0-4
Record Player	1	2:30&3:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45	28-53
B. Average Length of Employment in Your Library	7	7	7	7	3-13
C. Average Hours per Week at Public Service	13	18	22	19	11-36
D. Average Hours per week at Other Duties	25	17	17	17	13-24

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	20	22.5	24.5	21.2	20.6	13.3-34.2	14.2-32.8	12.3-32.8
Circulating Collection	6	6.8	13.4	17.5	27.3	4.5-49.6	10.6-40.0	0.6-49.6
Card Catalog	44	49.4	17.2	12.1	10.9	12.4-21.1	6.7-23.9	0.6-23.9
Index	3	3.4	9.1	6.5	5.3	3.0-13.5	2.8-11.7	2.7-13.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-19.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	2	2.2	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	14	15.7	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.0-35.2
TOTAL	89	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	44	7:30	35	57	49	2-178	2-32	0-118
Lounge Chairs & Couches	9	8:30	23	11	19	9-56	0-25	0-15
Photocopier	3	2:30	5	4	2	0-7	0-5	0-3
Meeting Room	100	2:30-3:30	26	77	61	0-218	0-315	0-121
Microfilm Reader (Printer)	*	*	3	2	2	0-10	0-3	0-4
Record Player	1	2:30-3:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	48	45	22-53
B. Average Length of Employment in Your Library	7	7	7	3-13
C. Average Hours per Week at Public Service	13	22	19	11-36
D. Average Hours per week at Other Duties	25	17	17	13-24
				2-23

Your Library All Phase II Libraries

E. Highest Degree Earned	#	%	Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
High School	3	23.7	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	31.3	14.4	21.4	32.0	3.5-32.8	9.0-37.5	11.1-75.0
BA	4	25.0	28.4	35.3	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	4	25.0	47.3	37.5	23.6	20.0-55.3	21.4-53.8	9.0-77.8
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	*	*	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	15	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

3:00-9:59	2	19	4	2	4-25	2-10	0-7
10:00-10:59	2	11	6	3	3-31	3-10	2-7
11:00-11:59	2	11	5	3	3-31	4-10	2-7
12:00-12:59	2	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	3	3-27	3-9	3-6
2:00-2:59	3	12	5	4	3-33	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-25	2-8	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

Name of Library: Library 37

Size Category: Small

## I. Description of Collection

## A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.160	.367	.230	.122	.136-.520	.160-.282	.076-.176
b. Probability of availability	.112	.268	.180	.080	.110-.414	.082-.202	.044-.124
c. Availability of books owned	.700	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.183	.405	.246	.125	.181-.893	.143-.250	.076-.123
b. Probability of availability	.123	.237	.174	.083	.121-.438	.074-.192	.045-.122
c. Availability of books owned	.671	.691	.780	.661	.353-.729	.516-.967	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.019	.453	.302	.075	.038-.755	.038-.472	.018-.223
b. Probability of availability	.019	.230	.226	.057	.019-.306	.019-.302	.012-.189
c. Availability of books owned	1.00	.692	.688	.750	.400-.840	.500-.860	.500-1.00

## B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.263	.450	.325	.188	.175-.950	.255-.450	.160-.263
2. Probability of availability	.188	.450	.313	.175	.163-.350	.128-.600	.088-.513
3. Availability of articles owned	.714	.977	.962	.875	.835-1.00	.682-1.00	.625-1.00

## C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.582	.755	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=314)	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=186)	.543	.636	.632	.648	.388-.846	.434-.724	.543-.746



## Circulation

Library 77

## A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	130	49.7	25.7	25.0	23.7	12.5-35.7	10.3-30.5	17.4-32.7
Periodicals	51	18.0	26.0	29.7	25.0	9.1-33.7	24.5-34.3	19.8-32.5
General Encyclopedias	31	0.1	2.0	4.3	11.5	0.3-2.7	2.7-2.5	5.5-11.7
Newspapers	14	4.1	10.0	7.6	4.3	0.5-23.3	9.5-17.4	9.7-20.5
Reference Books	10	4.7	14.5	12.4	10.6	4.4-23.6	3.4-20.2	4.7-15.1
Microfilm	3	0.0	4.0	0.7	*	0.5-3.6	0.0-3.3	0.0-1.0
Circulating Fiction	25	7.4	4.4	1.7	5.4	2.0-15.7	0.2-35.4	0.9-17.2
Vertical File	35	10.3	2.3	0.7	4.0	0.2-11.3	0.5-11.0	0.0-22.7
Records	1	0.3	3.2	*	0.3	0.0-5.7	0.0-3.5	0.0-2.0
Other	15	4.8	7.0	2.0	4.4	3.2-13.6	0.7-13.4	1.5-11.5
TOTAL	339	100.0						

## B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2067	3905	3350	1894	1573-10934	1404-4252	1033-2243
# of Users Circulating Books	627	1375	919	516	503-3410	451-1347	322-798
Average # of Items per User	3.29	2.84	3.62	3.63	2.58-3.09	3.10-3.67	2.95-3.59
% Users Checking Out Books	59.2%	33.0%	47.6%	38.0%	20.7-52.4	29.2-51.3	20.3-50.2

## C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated:	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
Books	1997	93.8	90.5	94.7	93.3	81.2-94.0	84.5-95.0	72.5-95.2
Periodicals	12	0.3	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-0.2
Records	75	3.2	5.0	2.8	3.0	0.0-7.0	0.4-4.4	2.3-3.7
Other	40	1.0	5.0	1.0	1.0	1.2-14.5	0.0-2.0	0.7-21.0
TOTAL	2124	100.0						
Returned:								
Books	3087	91.7	95.2	94.5	91.7	73.0-91.7	84.0-98.4	73.5-95.8
Periodicals	52	1.5	*	2.0	1.3	0.0-1.6	0.0-6.3	0.1-4.8
Records	151	3.3	7.0	1.6	2.7	5.2-13.9	1.2-4.5	2.4-4.5
Other	25	0.1	3.7	1.0	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	3315	100.0						



"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

		Your Library			All Phase 11 Libraries			Low-High Range		
		#	%	Large	Medium	Small	Large	Medium	Small	
<b>A. Reference Activity by Time of Day</b>										
9:00-9:59		56	11.8	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8	
10:00-10:59		24	5.1	3.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-19.5	
11:00-11:59		37	7.8	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2	
12:00-12:59		49	10.3	9.9	7.3	8.9	6.6-11.0	3.8-12.4	3.1-11.8	
1:00-1:59		54	11.4	9.9	7.9	8.4	6.9-12.4	7.2-18.0	5.6-14.6	
2:00-2:59		29	6.1	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7	
3:00-3:59		35	7.6	9.2	10.5	8.6	6.5-11.5	7.5-13.1	6.8-18.3	
4:00-4:59		41	8.6	19.2	12.4	10.8	8.5-16.5	9.1-13.2	8.5-18.3	
5:00-5:59		39	8.3	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4	
6:00-6:59		44	9.3	9.2	6.5	10.0	4.3-7.6	3.7-8.3	3.9-12.9	
7:00-7:59		35	7.6	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2	
8:00-8:59		32	6.8	5.0	8.6	6.8	3.4-6.9	3.3-12.0	5.2-12.2	
No Response		6	1.3							
TOTAL		474	100.0							
<b>B. Type of Question</b>										
Source Related		155	32.7	38.8	34.2	46.8	29.2-50.4	31.3-72.2	13.6-39.2	
Directional		319	67.3	61.2	65.8	53.2	49.6-70.8	27.8-68.7	3.8-30.4	
TOTAL		474	100.0							
<b>C. Source Related Questions</b>										
<b>1. Questioner</b>										
Student		69	44.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5	
Nonstudent		80	51.6	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4	
Another Library		*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2	
No Response		*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9	
TOTAL		155	100.0							
<b>2. Means</b>										
In Person		124	80.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8	
By Phone		25	16.1	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6	
No Response		6	3.9	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9	
TOTAL		155	100.0							
<b>3. Searcher</b>										
Librarian		154	99.4	88.9	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0	
User		1	0.6	8.5	8.5	5.7	0.4-11.8	3.3-50.0	0.0-34.1	
Both		*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7	
No Response		*	*	0.4	0.0	9.0	0.0-9.8	9.0-8.3	0.0-10.3	
TOTAL		155	100.0							
<b>4. Disposition of Question</b>										
Answered		155	100.0	95.6	97.8	100.0	95.2-99.6	95.4-100.0	93.6-100.0	
Referred		*	*	0.6	0.5	0.0	0.0-3.5	0.0-3.1	0.0-3.2	
Not Answered		*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2	
TOTAL		155	100.0							

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	24	15.5	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	51	39.3	13.4	30.4	27.3	4.5-45.6	13.6-40.0	6.8-45.5
Card Catalog	37	23.9	17.3	12.1	19.8	12.4-21.1	5.7-29.8	9.0-49.4
Index	11	7.1	9.1	5.5	5.3	3.0-13.3	2.8-11.7	2.7-14.1
Telephone Book	1	0.6	5.1	0.4	0.0	0.0-10.4	0.0- 4.2	0.0- 1.7
City Directory	*	*	3.2	0.5	0.0	0.3- 9.5	0.0- 3.1	0.0- 2.4
Vertical File	15	9.7	3.8	1.9	3.0	1.0- 7.8	1.1- 7.8	1.7- 9.7
Other	6	3.9	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	155	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	113	7:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	15	7:30	25	11	10	0-56	0-25	0-15
Photocopier	2	Often	5	4	2	0-7	0-5	0-3
Meeting Room	42	1:30	96	77	61	9-218	0-215	0-121
Microfilm Reader (Printer)	2	Often	5	2	2	0-10	0-3	0-4
Record Player		None	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	53	33	48	45	28-53
B. Average Length of Employment in Your Library	13	7	7	7	3-13
C. Average Hours per Week at Public Service	21	18	22	19	11-36
D. Average Hours per week at Other Duties	19	17	17	17	10-25

Your Library

All Phase II Libraries

Low-High Range

E. Highest Degree Earned	Your Library #	%	Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
High School	7	31.8	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	22.7	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	6	27.3	28.4	35.8	25.0	15.6-50.0	5.2-50.0	11.1-27.3
MA	2	9.1	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0- 3.5	0.0- 0.0	0.0- 0.0
No Response	2	9.1	1.3	*	*	0.0- 3.8	0.0-11.7	0.0- 9.1
TOTAL	31	100.0						

F. Scheduling 3y Hour (Average # of People Assigned to Public Service)

9:00-9:59	7	10	4	2	4-26	2-19	0-7
10:00-10:59	7	11	6	3	3-31	3-19	2-7
11:00-11:59	7	11	6	3	3-31	4-10	2-7
12:00-12:59	5	19	5	3	3-28	3-8	2-5
1:00-1:59	6	11	4	3	3-27	3-9	3-6
2:00-2:59	7	12	5	4	3-33	4-11	3-7
3:00-3:59	9	11	6	5	4-34	4-11	4-9
4:00-4:59	9	12	6	4	4-31	4-10	4-9
5:00-5:59	6	14	4	4	3-26	2-8	3-6
6:00-6:59	5	8	4	5	3-17	2-6	3-5
7:00-7:59	5	7	4	5	3-19	2-6	3-5
8:00-8:59	5	7	3	5	3-18	2-6	3-5
9:00-9:59	5	5	1	0	0-12	0-2	0-5

## REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 35  
Size Category: Small

## I. Description of Collection

## A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

I. Total Sample (N=500)	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.120	.230	.122	.357	.230	.122	.136-.580	.169-.282	.076-.175
b. Probability of availability	.080	.180	.080	.268	.180	.080	.110-.414	.088-.262	.044-.124
c. Availability of books owned	.667	.720	.666	.696	.720	.666	.551-.810	.550-.789	.579-.750
2. Adult Books (N=447)									
a. Probability of ownership	.125	.245	.125	.405	.245	.125	.121-.803	.143-.265	.076-.183
b. Probability of availability	.083	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.129
c. Availability of books owned	.651	.780	.661	.591	.780	.661	.353-.729	.516-.667	.532-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.075	.302	.075	.453	.302	.075	.033-.755	.038-.472	.018-.293
b. Probability of availability	.057	.220	.057	.239	.220	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.750	.688	.750	.592	.688	.750	.400-.840	.509-.860	.500-1.00

## B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.188	.325	.182	.450	.325	.182	.175-.950	.235-.450	.100-.263
2. Probability of availability	.188	.313	.175	.450	.313	.175	.163-.950	.183-.600	.082-.513
3. Availability of articles owned	1.00	.962	.875	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

## C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=486)	.632	.812	.646	.756	.812	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=389)	.635	.846	.732	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=97)	.619	.692	.648	.636	.692	.648	.388-.846	.494-.724	.543-.745

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
<b>1. Sex</b>								
Male	839	47.3	39.7	44.8	44.5	43.0-66.0	42.2-51.5	36.1-53.3
Female	892	50.3	38.0	52.9	54.6	30.1-53.3	45.1-55.8	44.6-52.8
No Response	42	2.4	1.0	2.9	1.6	2.2-2.0	2.0-5.5	0.0-2.4
TOTAL	1773	100.0						
<b>2. Student-Nonstudent</b>								
Student	834	47.0	36.1	47.3	52.7	28.4-45.1	45.1-52.0	42.8-57.1
Nonstudent	812	45.8	60.8	46.2	45.7	52.7-69.0	40.7-54.9	42.0-57.2
No Response	127	7.2	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1773	100.0						
<b>3. Grade Level of Students</b>								
Elementary (K-6)	123	19.0	8.0	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	115	13.0	14.0	10.0	12.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	297	34.1	34.0	29.7	29.0	22.3-43.0	21.5-35.1	25.1-37.1
College	204	24.5	30.2	16.7	13.5	11.6-41.6	10.7-20.3	5.2-24.5
Graduate School	3	0.4	0.1	1.0	0.4	2.1-15.3	0.2-2.4	0.0-3.9
No Response	102	12.0	6.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	834	100.0						
<b>4. Occupation of Nonstudents</b>								
Professional	175	21.5	27.3	18.1	18.7	15.3-33.2	17.0-23.3	12.6-23.1
Other White Collar	121	14.0	20.3	21.9	18.3	10.0-36.0	10.0-30.2	12.7-25.2
Blue Collar	102	13.0	13.0	10.3	10.2	5.7-17.2	2.7-16.5	5.1-13.7
Housewife/mother	262	32.3	7.7	22.5	32.2	2.5-20.6	13.6-23.5	17.5-43.3
Retired	126	15.5	0.0	9.3	6.6	3.3-15.4	1.3-10.5	1.5-13.5
Unemployed	11	1.3	3.0	1.7	1.3	0.7-5.4	1.1-2.3	0.0-3.2
No Response	15	1.3	0.3	15.0	7.6	0.5-39.9	4.6-21.9	0.4-20.7
TOTAL	812	100.0						
<b>5. Time Entered</b>								
9:00-9:59	34	5.3	6.0	7.0	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	34	6.7	7.3	9.0	5.3	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	110	16.2	8.3	8.7	6.0	5.8-9.5	4.4-10.5	3.0-9.1
12:00-12:59	114	17.0	11.5	9.0	6.0	7.5-15.3	5.7-13.4	2.8-11.0
1:00-1:59	138	20.3	10.8	7.4	8.0	6.5-12.5	6.0-13.0	4.5-16.1
2:00-2:59	218	32.3	10.5	10.3	6.3	9.3-19.3	9.6-11.4	2.5-14.1
3:00-3:59	151	22.0	10.4	10.0	11.2	0.4-12.6	2.8-12.7	7.4-24.1
4:00-4:59	204	29.5	10.1	10.3	11.5	7.4-12.7	5.7-12.7	2.5-15.0
5:00-5:59	150	21.5	0.0	0.2	0.0	7.1-10.0	3.3-6.3	3.5-6.3
6:00-6:59	131	18.3	0.0	5.0	10.1	4.7-8.5	3.0-16.0	5.0-15.2
7:00-7:59	237	34.0	7.0	2.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	120	17.0	10.5	5.0	7.1	2.5-9.8	2.5-9.8	4.0-11.1
No Response	16	2.0	0.0	0.1	*	0.0-2.4	0.0-3.3	0.0-1.0
TOTAL	1773	100.0						
<b>6. Satisfaction</b>								
Satisfied	1100	67.7	11.0	10.0	72.3	58.0-73.1	66.3-73.9	50.5-77.5
Partially Satisfied	300	16.9	10.0	10.0	10.0	0.3-20.3	15.2-21.1	13.1-22.7
Not Satisfied	124	7.0	7.3	2.0	6.7	5.7-25.8	6.1-9.4	5.0-9.0
No Response	150	8.0	1.6	4.3	5.5	3.0-20.4	3.2-5.1	2.4-9.0
TOTAL	1773	100.0						

Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries		Low-Mid Range			
	#	%	Large	Median % Medium	Small	Large	Medium	Small
Circulation: Non-Fiction	155	17.4	26.7	25.0	21.7	10.5-30.0	10.0-40.5	17.4-45.1
Periodicals	227	25.6	26.1	28.7	25.0	2.1-33.7	24.5-34.3	19.0-33.5
General Encyclopedias	63	7.1	9.9	4.3	11.5	3.0- 7.7	2.7- 9.0	1.9-21.7
Newspapers	44	4.9	10.0	7.0	4.9	0.5-23.0	0.5-10.4	1.7-20.1
Reference Books	95	10.8	14.0	12.4	10.0	4.4-23.0	3.4-30.2	4.7-15.1
Microfilm	2	0.2	4.3	0.7	*	0.0- 0.0	0.1- 3.0	0.0- 1.0
Circulation: Fiction	71	8.0	4.4	1.3	5.4	2.0-15.7	0.2-20.4	0.0-17.0
Vertical File	120	14.1	2.3	0.7	4.0	0.2-11.3	0.0-11.0	0.0-22.7
Records	4	0.4	0.0	*	0.3	0.0- 0.7	0.0- 0.5	0.0- 2.0
Other	103	11.5	7.0	0.0	4.4	3.0-10.0	0.7-13.4	1.3-11.5
TOTAL	303	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	# of Users Circulating Books	Average # of Items per User	% Users Checking Out Books
2032	619	3.28	35.7%
1894	616	3.07	38.0%
1370-19034	451-1357	3.10-3.89	29.7-52.4
1033-2245	300-700	2.75-3.70	29.5-59.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Returned
Books	Books
1038	3037
111	136
73	75
14	31
2136	2914
90.7	91.7
5.2	4.8
3.4	2.7
0.7	1.1
100.0	100.0
20.5	25.0
*	*
5.0	7.0
5.0	7.7
94.2	95.0
13.3	91.7
1.0	1.8
2.4	2.7
1.0	1.1
81.2-94.0	73.0-91.7
0.0- 0.5	0.0- 0.5
0.0- 7.0	5.3-13.0
1.2-14.5	0.3-10.5
0.0- 2.0	0.4- 5.2
24.5-30.0	24.0-28.4
0.0- 0.5	0.0- 0.5
0.4- 4.4	1.2- 4.5
0.0- 2.0	0.4- 5.2
72.5-95.0	73.5-95.0
2.1- 3.2	2.4- 4.5
0.0- 2.0	0.0- 2.0

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	39	8.6	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.3
10:00-10:59	17	3.7	8.3	7.7	4.8	7.1-10.5	5.5-13.4	2.4-18.5
11:00-11:59	48	10.6	7.1	7.9	7.8	6.3-10.5	4.3-9.0	4.3-11.2
12:00-12:59	51	11.2	7.0	7.3	8.9	6.0-11.6	5.8-12.4	3.1-11.8
1:00-1:59	39	8.6	9.0	7.9	8.4	6.9-12.4	7.2-15.6	5.6-14.6
2:00-2:59	16	3.5	2.1	7.9	6.1	5.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	39	8.6	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-12.3
4:00-4:59	38	8.3	10.2	12.4	10.8	2.5-15.5	9.1-13.2	8.3-18.3
5:00-5:59	47	10.4	7.6	6.1	6.3	6.1-9.6	1.1-19.0	4.7-19.4
6:00-6:59	48	10.6	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	47	10.4	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	25	5.5	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	454	100.0						
B. Type of Question								
Source Related	39	19.6	38.8	34.2	45.8	29.2-50.4	31.3-72.2	19.6-99.2
Directional	365	80.4	61.2	55.8	53.2	49.6-70.8	27.8-65.7	9.8-80.4
TOTAL	454	100.0						
C. Source Related Questions								
1. Questioner								
Student	39	43.8	22.9	45.5	44.5	15.5-34.4	32.4-61.4	28.6-53.5
Nonstudent	50	56.2	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.5	1.7	*	0.0-3.9	0.6-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.3
TOTAL	89	100.0						
2. Means								
In Person	81	91.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	8	9.0	46.5	18.5	16.1	22.3-50.3	8.3-23.4	4.2-33.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	9.0-3.9
TOTAL	89	100.0						
3. Searcher								
Librarian	37	97.8	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	1	1.1	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	1	1.1	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	89	100.0						
4. Disposition of Question								
Answered	89	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	89	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	20	22.5	24.5	21.2	20.6	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	6	6.9	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.9-46.6
Card Catalog	44	49.4	17.3	12.1	13.8	12.4-21.1	5.7-29.8	0.0-49.4
Index	3	3.4	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-17.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	2	2.2	3.8	1.0	3.0	1.0-7.8	1.1-7.2	1.7-9.7
Other	14	15.7	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	89	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	#	Time	All Phase II Libraries			Low-High Range		
				Large	Medium	Small	Large	Medium	Small
Table Seating		44	7:30	25	57	49	2-172	2-82	0-112
Lounge Chairs & Couches		3	8:30	23	11	10	0-56	0-25	0-15
Photocopier		3	2:30	5	4	2	0-7	0-5	0-3
Meeting Room		100	2:30	95	77	61	0-213	0-215	0-123
Microfilm Reader (Printer)		*	*	6	2	2	0-10	0-3	0-4
Record Player		1	2:30	4	2	2	0-3	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45	28-53
B. Average Length of Employment in Your Library	7	7	7	7	3-13
C. Average Hours per Week at Public Service	13	18	22	19	11-36
D. Average Hours per week at Other Duties	25	17	17	17	10-25



5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Median	Small	Large	Medium	Small
Reference Book	20	22.5	24.5	21.2	20.5	13.3-34.2	14.0-32.6	12.3-31.3
Circulating Collection	5	6.8	13.4	30.1	27.3	4.5-46.0	19.5-49.0	0.3-47.6
Card Catalog	44	40.4	17.7	12.1	10.0	12.4-21.1	6.7-20.8	0.0-20.2
Index	3	3.4	3.1	6.5	5.3	3.0-13.5	2.8-11.7	2.7-9.1
Telephone Book	*	*	5.1	0.4	0.0	0.5-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.5	0.0-3.1	0.0-2.4
Vertical File	2	2.2	3.8	1.0	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	14	15.7	20.5	16.5	15.7	3.4-17.2	10.1-35.1	3.0-35.2
TOTAL	99	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Median	Small	Large	Medium	Small
Table Seating	44	7:30	35	57	40	2-178	2-52	0-118
Lounge Chairs & Couches	0	8:30	23	11	10	0-56	0-25	0-15
Photocopier	3	2:30	5	4	2	0-7	0-3	0-3
Meeting Room	100	2:30-3:30	26	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	*	*	3	2	2	0-10	0-3	0-4
Record Player	1	2:30-3:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45	22-53
B. Average Length of Employment in Your Library	7	7	7	7	3-13
C. Average Hours per Week at Public Service	13	10	22	19	11-36
D. Average Hours per week at Other Duties	25	17	17	17	13-24

Your Library All Phase II Libraries Low-High Range

E. Highest Degree Earned	Your Library		All Phase II Libraries		Low-High Range		
	#	%	Large	Small	Large	Medium	Small
High School	3	23.7	7.4	0.0	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	31.3	14.4	21.4	3.5-32.8	0.0-37.5	11.1-75.0
BA	4	25.0	28.4	35.3	15.6-50.0	5.9-50.0	11.1-27.3
MA	4	25.0	47.3	37.5	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	15	100.0					

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	2	10	4	2	4-25	2-10	0-7
10:00-10:59	2	11	6	3	3-31	3-10	2-7
11:00-11:59	2	11	5	3	3-31	4-10	2-7
12:00-12:59	2	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	4	3-27	3-9	3-6
2:00-2:59	3	12	5	4	3-33	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-26	2-8	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

Name of Library: Library 37  
 Size Category: Small

### I. Description of Collection

#### A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library			All Phase II Libraries			Low-High Range		
	Large	Medium	Small	Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.160	.230	.122	.367	.230	.122	.136-.520	.160-.282	.076-.176
b. Probability of availability	.112	.180	.080	.263	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.700	.720	.666	.536	.720	.666	.501-.810	.550-.789	.573-.750
2. Adult Books (N=447)									
a. Probability of ownership	.183	.246	.125	.405	.246	.125	.131-.293	.143-.260	.076-.183
b. Probability of availability	.123	.174	.083	.237	.174	.083	.121-.438	.074-.192	.045-.122
c. Availability of books owned	.571	.780	.661	.591	.780	.661	.353-.729	.516-.957	.588-.774
3. Juvenile Books (N=53)									
a. Probability of ownership	.019	.302	.075	.453	.302	.075	.038-.755	.038-.472	.018-.223
b. Probability of availability	.019	.226	.057	.230	.226	.057	.019-.396	.019-.302	.012-.183
c. Availability of books owned	1.00	.688	.750	.592	.688	.750	.400-.840	.500-.800	.500-1.00
B. Periodical Sample (N=80)									
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:									
1. Probability of ownership	.253	.325	.188	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.188	.313	.175	.450	.313	.175	.163-.950	.188-.500	.088-.513
3. Availability of articles owned	.714	.962	.875	.777	.962	.875	.835-1.00	.682-1.00	.625-1.00
C. Title Availability Sample									
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:									
1. Total Availability (N=500)	.582	.818	.646	.755	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=314)	.732	.845	.732	.744	.845	.732	.634-.862	.660-.899	.605-.929
3. Juvenile Availability (N=186)	.543	.632	.643	.636	.632	.643	.388-.846	.434-.724	.543-.746