IFLA		
Administration		
1	Library Name	State the official name of the library system in the original language. This will be the name under which the library is listed in the statistical tables.
1b.	Name of Library (English)	State the official name of the library system in English.
2	Chief Librarian/Administrator	State the first and last name of the Chief or City Librarian, or Chief Administrator or Director
3	Library Administration telephone number	State the telephone number of the library administration office - State the country code, regional code and number Example: +1(123) 456-7890
4	Library Administration e-mail address	The corporate e-mail address is an e-mail address that is a permanent contact address for the library administration. State the corporate e-mail address of the library. If the library doesn't have a corporate e-mail address, state the Chief Librarian's e-mail or his/her designee's e-mail address
5	Contact Person for the survey	State the name of the person to contact if there are any questions about information submitted in the survey, if the Chief Librarian is not the contact person
6	Contact Person's e-mail address	State the e-mail address of the contact person
7	Library Website URL	State the URL for the home page of the library website
8	Period Reported	Report data for the 2012 calendar year. If the system does not collect data for the calendar year, data for the most recent complete fiscal year may be reported. In completing the survey, use either the calendar year or the fiscal year throughout
General Information		
9a.	Library Location	The library location is defined as the town or city that best describes the location of the library system. It is likely to be where the library administration, and/or the central/main library is located. State the name of the city or town which identifies clearly the location of the library system. Add the province/state/county if this helps identify your library and its location Example: Kansas City, MO, USA
9b.	Country	Add the country to identify your library and its location.
10	Governing Body	The governing body is the legal entity responsible for the library system. State the type of legal entity responsible for the library system Example: Municipality, Regional Authority, Board of Trustees, Consortium

11	Geographic Service Area	The geographic service area is the geographic scope of the library's primary mandate. State the geographic service area of the library system Example: Singapore is a national library; a U.S. state library is a regional library; Vancouver is a city library. If the library has collections of national or regional significance, but the main mandate of the library is to serve the population of the municipality, enter "Municipality" as the geographic service area If "other" is selected, specify in the notes using the note icon located near the data entry box.
12	Total Population of the Community	The population of the community is normally the population of the legal service area. State the population of the legal service area. If the population of the community which the library serves is not the legal service area, state the total population of the community which the library serves. State the population at the beginning of the reporting period.
Libraries		
13a.	Total Number of Service Points	Total libraries is defined as the total number of service points including central/main library + branch libraries + mobile libraries + external service points. State the total number of libraries that are administered by the organization. The number stated in 15a will be the sum of 15b + 15c + 15d + 15e
13b.	Central / Main Library	A central library/main library is defined as usually where the main administration functions and the important parts of the library collection and services located. Not all library systems have a central or main library. * Type in 1 if there is a central or main library. * Check "N/A" if there is no central or main library.
13c.	Branch Libraries	A branch library is defined as part of the larger system, providing, in separate quarters, a service for a particular user group or for a locally defined clientele. State the number of branch libraries in the library system. Exclude the central/main library. Exclude mobile libraries. Exclude external service points *Check N/A if not applicable or data not available.
13d.	Mobile Libraries	A mobile library is defined as a library using transport means furnished to provide documents and services directly to users as an alternative to access on library premises. State the number of specially equipped vehicles furnished to provide documents and services directly to users; do not count the number of mobile stops *Check N/A if not applicable or data not available.

13e.	External Service Points	An external service point is defined as a point away from library premises at which a certain service is regularly offered to users. Examples: deposit collection in home for seniors; collections for hospital patients. Do not count mobile library stops as external service points. A single PC connection at a place outside the library is not counted as an external service point *Check N/A if not applicable or data not available.
Collections		
14a.	Total Collection	A library collection is defined as all documents provided by a library for its users. -This comprises information resources held locally and remote resources for which access rights have been acquired. -Access rights can be acquired by the library itself, by a consortium and/or through external funding. -Does not include links to Internet resources for which the library has not secured access rights by legal agreements, licence or other contractual and/or cooperative agreement. -Documents in institutional repositories are not included, but should be counted separately if the library is involved in collecting the items and/or operating the repository. Count all items in the library collection including printed books and serials (16b), audiovisual documents (16c), electronic collections (16d), and other physical collection items not covered by 16b, 16c, and 16d, such as manuscripts, microforms, cartographic documents, printed music documents (titles), graphic documents, and patents. -16a will not necessarily equal the sum of 16b + 16c + 16d.
14b.	Books & Serials (Printed Materials)	A book is defined as a non-serial printed document in codex form. A printed serial is defined as a document in print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. Printed serials include periodicals and newspapers, reports series and conference series that appear regularly. Count the number of physical units in total stock - Bound periodicals are to be counted as physical units. Unbound periodicals and newspapers are to be included in the count as if they were collected into bound physical units. Usually a volume will comprise the issues of one year. One loose-leaf binder should be counted as one physical unit. -Books may contain enclosures such as CD-ROMs, diskettes, slides, etc. These enclosures are not to be counted separately. *Check N/A if not applicable or data not available.

14c.	Audio Visual Items	Audiovisual documents are defined as documents in which sound and/or pictures are prominent, and which require the use of special equipment to be seen and/or heard. -This includes audio documents such as records, tapes, cassettes, audio compact discs, DVDs, files of digital audio recordings, and talking books; visual documents such as slides, transparencies; and combined audiovisual documents, such as motion pictures, video recordings, computer games. -Microforms are excluded. Count the number of audiovisual documents in the library collections - Include records, cassettes, CDs, slides, DVDs, talking books, etc. -Exclude microforms *Check N/A if not applicable or data not available.
14d.	Electronic Collection	An electronic collection is defined as all resources in electronic form in the library collection, whether born digital or digitized. The electronic collection includes databases, eletronic serials, and digital documents. Free internet resources which have been catalogued by the library in its online catalogue or a database should be counted separately. Electronic collection resources can be networked, installed on stand-alone workstations or stored on physical carriers. A database is defined as a collection of electronically stored descriptive records or content units (including facts, texts, pictures and sound) with a common user interface and software for the retrieval and manipulation of the data. Databases and electronic serials are excluded. An eBook is defined as a non-serial digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book. -Doctoral dissertations in electronic format, and documents digitized by the library are included. An electronic serial is defined as a serial published in electronic form only or in both electronic and another format. Count the number of eBooks (titles) in the electronic collection. Count the number of databases and other digital documents. Count electronic serials. Exclude free Internet resources that have been catalogued in the library catalogue or a database.
Additions		

15a.	Total Additions	An addition (or acquisition) is defined as a document or item added to the collection during the reporting period. Acquisitions may be obtained, for example, by purchase, licensing, legal deposit, digitization, donation or exchange. Count all physical or electronic units added to the library collection during the reporting period including books and serials (17b), audiovisual documents (17c), and electronic collections (17d). - Count and include all other collection items added to the library collections during the reporting period not covered by 17b, 17c, or 17d, for example manuscripts, microforms, cartographic documents, printed music documents (titles), graphic documents, and patents. - 17a will not necessarily equal the sum of 17b + 17c + 17d - 17a is a sub-set of 16a *Check N/A if not applicable or data not available.
15b.	Additions - Book & Serials (Printed Materials)	A book is defined as a non-serial printed document in codex form. A printed serial is defined as a document in print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity. Printed serials include periodicals and newspapers, reports series and conference series that appear regularly. Count the number of physical units added to the total stock - Bound periodicals are to be counted as physical units. Unbound periodicals and newspapers are to be included in the count as if they were collected into bound physical units. Usually a volume will comprise the issues of one year. One loose-leaf binder should be counted as one physical unit. -Books may contain enclosures such as CD-ROMs, diskettes, slides, etc. These enclosures are not to be counted separately. - 17b is a sub-set of 16b *Check N/A if not applicable or data not available.
15c.	Additions - Audiovisual Items	Audiovisual documents are defined as documents in which sound and/or pictures are prominent, and which require the use of special equipment to be seen and/or heard. -This includes audio documents such as records, tapes, cassettes, audio compact discs, DVDs, files of digital audio recordings, and talking books; visual documents such as slides, transparencies; and combined audiovisual documents, such as motion pictures, video recordings, computer games. -Microforms are excluded. Count the number of audiovisual documents added to the library collections during the reporting period. -Include records, cassettes, CDs, slides, DVDs, motion pictures etc. -Exclude microforms -17c is a sub-set of 16c *Check N/A if not applicable or data not available.

15d.	Additions - Electronic Collection	An electronic collection is defined as all resources in electronic form in the library collection, whether born digital or digitized. The electronic collection includes databases, eletronic serials, and digital documents. Free internet resources which have been catalogued by the library in its online catalogue or a database should be counted separately. Electronic collection resources can be networked, installed on stand-alone workstations or stored on physical carriers. A database is defined as a collection of electronically stored descriptive records or content units (including facts, texts, pictures and sound) with a common user interface and software for the retrieval and manipulation of the data. Additionally, the single serials or digital documents should be counted as serials or digital documents. A digital document is defined as an information unit with a defined content, born digital or digitized, that has been created or digitized by the library or acquired in digital form as part of the library collection. -This includes eBooks, electronic patents, networked audiovisual documents and other digital documents, e.g. reports, cartographic and music documents, preprints, etc. Databases and electronic serials are excluded. -A digital document can be structured into one or more files, and it consists of one or more content units. An eBook is defined as a non-serial digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book.
Use and Users		

16a.	Total Registered Users	A registered user is defined as a person or organization registered with a library in order to use its collection and/or services within or away from the library. -Users may be registered upon their request or automatically when enrolling in the institution. -The registration should be monitored at regular intervals, minimum every three years, so that inactive users can be removed from the register. -The count of active users can be established either by a direct identity count at the entry or exit, by a population sample survey or by a sample of users to establish the proportion to be added to the number of active borrowers. -This may include registered users who use electronic library services, if it is possible to identify electronic use and virtual visits of the individual user, or if data can be obtained by means of surveys. Count the total number of registered users at the end of the reporting period - Include all active borrowers. -Include the number of newly-registered users during the reporting period. - If possible, include active registered users who are not active borrowers, who for example use the library's facilities, programs, or electronic resources. - Do not include non-registered library users, e.g. those identified by surveys. -Do not include inactive users who have not used the library in the past three years.
16b.	Newly Registered Users	Count the number of newly-registered users during the reporting period. - 18b is a sub-set of 18a - If possible, include all new registered users including those registering to use the library's facilities, programs, collections or electronic resources. If this information is not available, only count newly registered borrowers. *Check N/A if not applicable or data not available.
16c.	Children and young adults, ages 0-18	Count the total number of registered active child and young adult users aged 0-18 during the reporting period. *Only count registered children users who have used their library card in the past 24 months *Check N/A if not applicable or data not available.
16d.	Adults 19-65	Count the total number of registered adult users aged 19-65 during the reporting period.
16e.	Adults 66+	Count the total number of registered older adult users aged 66 and over during the reporting period.

17	Loans	A loan is defined as a direct lending or delivery transaction of an item in non-electronic form (e.g. book), of an electronic document on a physical carrier (e.g. CD-ROM) or other device (e.g. eBook reader), or transmission of an electronic document to one user for a limited time period (e.g. eBook). An on-site loan is defined as a document delivered, in most cases from closed access, for use on the premises. A renewal is defined as an extension of the loan period for a document usually initiated by the user. -Automatic renewals generated by the library system without user interaction are included. Count the total number of loans and renewals processed during the reporting period -Include the number of initial loans to users that allow removal of the item from the library premises (ordinary loans), including initial loans of books and eBooks (either on an eReaders or for download). - Include renewals of loaned items - Include copied documents supplied in place of original documents (including fax) and printouts of electronic documents made by library staff for the user. - Include loans to distance users delivered by mail - Include short loans - Include on-site loans - Include mediated electronic transmission of documents to users if use is permitted for a limited time only. - Exclude mediated electronic transmission of documents to users if use is permitted for an unlimited time - Exclude inter-library lending
18	Physical Units in Use Within the Library	In-house use is defined as the use of documents on the premises having been taken by a user from open access stock -In-house use includes browsing at the shelves in the sense of a short investigation of the contents, but excludes looking at the side or spine titles only for selecting material. Count the number of physical units that are used in-house on a specified day - Use sample count taken in one or more normal weeks and gross up - Exclude or deduct, where possible, ordinary or on-site loans to avoid double-counting *Check N/A if not applicable or data not available.

19	Information requests	Reference questions (information requests) are defined as information contacts that involve the knowledge or use of one or more information sources (such as printed and non-printed materials, machine-readable databases, the library's own and other institutions' catalogues) by library staff. -This may also involve recommendations, interpretation, or instruction in the use of such sources. -One reference question may address several issues. -The question can be delivered personally or by means of telephone, regular mail, fax or electronic media (via email, the library website or other networked communications mechanisms). -Do not include directional or administrative questions, e.g. for locating staff or facilities, regarding opening times or about handling equipment such as printers or computer terminals. Count the number of reference questions (information requests) handled during the reporting period. -The annual total is to be established from a sample count. The sample should be taken in one or more normal weeks and grossed up. -Exclude directional and administrative inquiries. *Check N/A if not applicable or data not available.
20	Physical visits	Physical visits are defined as the number of persons (individuals) entering the library premises. Count the number of visits made by persons to the library premises annually -This may be counted at either entrance or exit by one of the following methods: turnstile count; electronic counter; manual count. Any of these methods, but particularly the manual count, may be used for one or more sample time periods and grossed up to give an annual estimate.

21	Virtual Visits	A virtual visit is defined as one continuous cycle of user activities on the library website by users from outside the library's IP address space (usually from outside the library premises), regardless of the number of pages or elements viewed. - A virtual visit typically starts when a user accesses the library website after visiting an external page, and ends if no activity has been recorded for a defined period of time (a maximum of 30 minutes). Another access after a longer interval initiates a new visit. -A virtual visitor should at least be identified by a unique cookie and/or by a unique combination of the user's IP address and browser string (user agent). Count the number of virtual visits on the library website, regardless of the number of pages or elements viewed, during the reporting period. - The calculation of virtual visits involves specific analysis software. Depending on the method used, the recording of website statistics may be limited to a selection of core pages. -The calculation of virtual visits may be based on specific techniques such as visiting Web browsers, visiting IP addresses, or the number of accesses to the homepage. - Exclude Internet access by a user from a workstation provided on the library premises *Check N/A if not applicable or data not available.
22	Searches	The definition of a search is a unique intellectual quiry, typically equated to submitting a search form of a library-provided online service to the server. -A search is recorded each time a search request is submitted to the server. Count the total number of searches conducted. Typically, a search is recorded each time a search form of a library-provided online service is submitted to the server. -Mistyped search strings do not represent unique intellectual inquiries. In practice, however, libraries will have difficulty differentiating these unintended searches from intended, but unsuccessful, searches. *Check N/A if not applicable or data not available.
23a.	Total Internet Sessions	Count the number of internet accesses by users from a workstation owned by the library or from the user's private computer or mobile device inside the library via the library's network. Include internet sessions from library workstations if users have registered or authenticated themselves when accessing the internet. Include internet sessions if users have accessed the internet using the library's wireless network 25b + 25c should equal 25a. *Check N/A if not applicable or data not available.

23b.	Internet Sessions from Public computers	An internet session from public computers is defined as internet access by a user from a workstation owned by the library via the library's network. Count internet sessions on library public computers if users have registered or authenticated themselves when accessing the internet *Check N/A if not applicable or data not available.
23c.	WIFI Sessions	A WIFI session is defined as internet access via a user's private computer (e.g. laptop or mobile device) via the library's wireless network inside the library. Count internet sessions if users have registered or authenticated themselves when accessing the internet. Include internet sessions if users have accessed the internet using the library's wireless network *Check N/A if not applicable or data not available.
Access		
24	Opening Hours Per Week	The definition of opening hours is the number of hours in a normal week when the main services of the library are available to users. Count the total number of hours when the main services are available to users during a normal week at the central/main library and at all branch libraries Do not count mobile libraries or external service points Example: (a) Central Library is open for 60 hours per week (b) There are four branches which are open for different hours per week - 23 hours, 30 hours, and two branches are open for 54 hours. (c) Total number of opening hours = 60 + 23 + 30 + (2 x 54) = 221 (d) Submit 221 as the total number of opening hours per week.
25	Total Public Access Workstations	The definition of a public access workstation is a library owned computer workstation, networked or stand alone, including those placed external to the library, and those whose acquisition and/or maintenance has in part or fully been sponsored by or donated to the library. Count the number of public access workstations in the library available to users. Include public access workstations which are connected to the Internet and public access workstations which are not connected to the Internet. Exclude workstations available only to staff *Check N/A if not applicable or data not available.
26	Net usable area for library functions	The net usable area is expressed in square metres. It includes space for user services (including areas for recreation and communication), materials storage, library management and technical services, events, exhibitions and meetings, equipment areas, aisles, toilets and all other space used for library resources and services. It excludes vestibules, traffic areas, janitorial or custodial storage and service areas, elevators, stairway space, building corridors, space for utility management.

27	Gross floor area of library buildings	The gross floor area is expressed in square metres. This is the total space in the library building or buildings and will include those areas specifically excluded from
Finance		
	Currency Local	
	Currency Exchange Rate	The currency site we recommend is OANDA at http://www.oanda.com/convert/fxhistory
28	Income and Funding	Count all sources of income and funding including funding from the library's own parent authority, donations, grants, fundraising, and income generated (e.g. fees & charges) that are available to the library for expenditure
29a.	Total Operating Expenditures	The definition of operating expenditure is the total expenditure incurred in the running of a library - money that is spent on staff and on resources that are used and replaced regularly. Count all money spent, during the reporting period, on staff and on resources (stock, staff, maintenance & operation of automation, premises, repair or replacement of existing furnishings and equipment etc.) that are replaced regularly. The total amount reported in 29a will not be the sum of 29b and 29c. When applicable include national and local sales/purchase taxes *Check N/A if not applicable or data not available.
29b.	Library Staff Expenditures	The definition of library staff is a library employee, that is, a person who works for a library in return for payment. Count total amount of money spent on salaries and wages, allowances and other employee benefits, and other related expenditure. Include all library staff. Exclude costs of staff training. Exclude volunteers. 29b is a sub-set of 29a *Check N/A if not applicable or data not available.
29c.	Acquisitions Expenditures	An acquisition is defined as a document or item added to a collection during the reporting period. Acquisitions may be obtained, for example, by purchase, licensing, legal deposit, donation, digitization or exchange. Count the costs of all items added to a library collection for the benefit of users. Include all print, audiovisual, electronic collections, and other material. When applicable include national and local sales/purchase taxes. 29c is a sub-set of 29a *Check N/A if not applicable or data not available.
30	Capital Expenditures	The definition of capital expenditure is expenditure which results in the acquisition of or addition to, fixed assets. Count expenditure for the acquisition of, or addition to building sites, new buildings and extensions, furnishings and equipment for new and expanded buildings, computer systems, and all other capital expenditure. When applicable include national and local sales/purchase taxes *Check N/A if not applicable or data not available.
Staff		

31a.	Total Staff	Count the total number of people employed by the library and convert to FTE. Include staff funded from outside the library's own institution/parent authority. The total reported in 31a will be the sum of 31b and 31c
31b.	Professional Staff	Professional staff is defined as a person, employed in the library, who has received training in librarianship and/or information science and whose duty requires professional education. The training may be by formal education or by means of an extended period of work of a professional nature, in a library, under supervision. Count the number of professional staff members, and convert to FTE *Check N/A if not applicable or data not available.
31c.	Other Staff	Other staff is defined as all other library employees without formal qualifications in librarianship/ information science. Count all staff other than employees included in professional staff (31b), and convert to FTE. Include qualified specialist staff who have received training in a discipline other than libraries. Exclude staffing services provided by contractors e.g. security or cleaning services *Check N/A if not applicable or data not available.
Electronic Services		
32a.	Number of eReaders available for public use	The number of eBook readers available for public use. Include eReaders available for in-library use or for loan.
32b.	eBook Holdings (Titles)	An eBook is defined as a non-serial digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book. -Count the number of eBooks (titles) in the electronic collection. -The number of titles can be higher than the number of subscriptions, as there may be several titles comprised in one eBook, and eBooks can also be acquired by purchase, gift or legal deposit right.
33a.	Total Circulation of downloadable electronic materials	Count total circulation of downloadable electronic materials including eBooks, audiobooks, music, video and other multimedia that can be lent to users either on portable devices or by transmitting contents to the user's personal electronic device for a limited time.
33b.	eBook circulation	Count total circulation of eBooks that are downloadable.
34a.	Total electronic materials expenditures	Count the costs of all items (downloadable and non-downloadable) added to the electronic collection including ebooks, audiobooks, music, video, multimedia, databases, electronic serials and any materials in electronic or digital formats, including materials digitized by the library, during the reporting period.
	Total Electronic Materials Expenditures - Conversion	Monetary amounts expressed in local currency will be automatically converted to euros based on the April 15 exchange rates

34b.	Expenditures for downloadable ebooks, audiobooks, music, video and other multimedia	Count the costs of all downloadable items added to the electronic collection during the reporting period.
	Multimedia Expenditures - Conversion	Monetary amounts expressed in local currency will be automatically converted to euros based on the April 15 exchange rates
34c.	Expenditures for eBooks	Count the costs of downloadable ebooks added to the library during the reporting period.
	eBooks Expenditures - Conversion	Monetary amounts expressed in local currency will be automatically converted to euros based on the April 15 exchange rates
34d.	Other electronic materials expenditures	Count any other costs (not already reported) incurred in the acquisition of electronic materials to the library.
	Other Electronic Expenditures - Conversion	Monetary amounts expressed in local currency will be automatically converted to euros based on the April 15 exchange rates
Social Networking		
Library hosted services		
35a.	Number of library hosted interactive services	Count the number of interactive services (blogs, wikis, podcasts, etc.) hosted by the library for public as well as for internal use. -Each type of interactive service is counted separately (e.g. blogs, podcasts). The number of services can then be summed.
35b.	Number of library hosted blogs	Count the number of interactive blogs hosted by the library for public as well as for internal use.
35c.	Number of library hosted wikis	Count the number of interactive wikis hosted by the library for public as well as for internal use.
35d.	Number of library hosted podcasts	Count the number of interactive podcasts hosted by the library for public as well as for internal use.
35e.	Other library hosted services	Count the number of interactive services other than blogs, wiki or podcasts, hosted by the library for public as well as for internal use. Please define "other" in an annotation.
36a.	Usage of library hosted interactive services	Count the following data by using log file analysis: number of accesses; number of entries (posts, comments, messages) received; number of subscribers to the service, if appropriate; number of downloads (from podcasts). -For each type of interactive service the data should be counted separately. The numbers for all services could then be summed. This is the total of 44b + 44c + 44d.
36b.	Blog usage	Count the following data by using log file analysis: number of accesses; number of entries (posts, comments, messages) received; number of subscribers to the service, if appropriate; number of downloads (from podcasts).
36c.	Wiki usage	Count the following data by using log file analysis: number of accesses; number of entries (posts, comments, messages) received; number of subscribers to the service, if appropriate; number of downloads (from podcasts).

36d.	Use of podcasts	Count the following data by using log file analysis: number of accesses; number of entries (posts, comments, messages) received; number of subscribers to the service, if appropriate; number of downloads (from podcasts).
36e.	Other library hosted services usage	Count the following data by using log file analysis: number of accesses; number of entries (posts, comments, messages) received; number of subscribers to the service, if appropriate; number of downloads (from podcasts). Please define "other" in an annotation.
Social Networking		
37a.	Number of Social network services	Count the number of social network services on which the library is using an account or has registered as a member. -A library's presence on a social network is counted only once, irrespective of the number of separate pages or instances.
37b.	Facebook	Include any comments or services related to your library's use of the social media in the Notes section.
37c.	Twitter	Include any comments or services related to your library's use of the social media in the Notes section.
37d.	Blogs	Include any comments or services related to your library's use of the social media in the Notes section.
37e.	Photosharing, e.g. Flickr, Pinterest	Include any comments or services related to your library's use of the social media in the Notes section.
37f.	Comments / Services not listed	
38a.	Usage of Social network services	Count as core datasets: number of accesses (visits) to the library's account; number of downloads of documents that the library has uploaded on a social network. If possible and relevant, also count: number of subscribers (e.g. fans/followers) to the library's account; number of posts or new entries within the library's account.
38b.	Activities generated from your library's Facebook account(s)	Count total number of activities including visits, followers, information requests or comments generated from the library Facebook account(s) during the reporting period.
38c.	Activities generated from your library's Twitter account(s)	Count total number of activities including followers, information requests or comments generated from the library Twitter account(s) during the reporting period.
38d.	Activities generated from your library Blogs	Count total number of activities including visits, clickthrough or comments generated from the library blogs during the reporting period.
38e.	Activities generated from your library's Photosharing account(s)	Count total number of activities including visits, clickthrough or comments generated from the library photosharing accounts during the reporting period.
38f.	Activities generated from other library account(s)	Count total number of activities including visits, clickthrough or comments generated from other library social media accounts during the reporting period.
Programming		

39a.	Total program attendance	Count total number of attendance at events undertaken by the library, e.g. exhibitions and other events, typically with a literary, cultural or educational intent. - Include attendance at on-site, off-site and virtual events, programs and exhibitions.
39b.	Children (0-18) program attendance	Program attendance can be counted separately based on types of users: children and adult.
39c.	Adult (19+) program attendance	Program attendance can be counted separately based on types of users: children and adult.
40a.	Total number of programs	Count number of events organized by the library, e.g. exhibitions and other events (including virtual events), typically with a literary, cultural or educational intent. - Include on-site, off-site and virtual events, programs and exhibitions.
40b.	Children's (0-18) programs	Children's (0-18) programs.
40c.	Adult (19+) programs	Adult (19+) programs.