



LIBRARY INSIGHTS SURVEY 2023

Data collected for the years 2019 and 2022.

Survey Respondents

98 ULC members from the U.S. and Canada participated in Library Insights Survey.

Alexandria Library
Anne Arundel County Public Library
Austin Public Library
Barrie Public Library
Berkeley Public Library
Boise Public Library
Boston Public Library
Brampton Library
Brooklyn Public Library
Broward County Library
Calgary Public Library
Carlsbad City Library
Carnegie Library of Pittsburgh
Cedar Rapids Public Library
Chesterfield County Public Library
Cincinnati & Hamilton County Public Library
Cleveland Public Library
Columbus Metropolitan Library
Contra Costa County Library
Cuyahoga County Public Library
Dakota County Library
Dallas Public Library
Dayton Metro Library
Denver Public Library
Durham County Library
Edmonton Public Library
El Paso Public Library
Enoch Pratt Free Library
Evansville Vanderburgh Public Library
Fairfax County Public Library
Free Library of Philadelphia
Frisco Public Library
Greensboro Public Library

Halifax Public Libraries
Harris County Public Library
Hartford Public Library
Hennepin County Library
Houston Public Library
Howard County Library System
Jefferson County Public Library (Colorado)
Kent District Library
La Porte County Public Library
Lexington Public Library
Live Oak Public Libraries
Los Angeles Public Library
Madison Public Library
Mandel Public Library of West Palm Beach
Markham Public Library
Mid-Continent Public Library
Milton Public Library
Milwaukee Public Library
Multnomah County Library
New Haven Free Public Library
New Orleans Public Library
New York Public Library
Newport News Public Library System
Oak Park Public Library
Oakville Public Library
Ottawa Public Library
Palm Beach County Library System
Palo Alto City Library
Pasadena Public Library
Pickering Public Library
Pima County Public Library
Pioneer Library System
Poudre River Public Library District

Prince George's County Memorial Library System
Prince William Public Libraries
Public Library of Youngstown & Mahoning County
Queens Borough Public Library
Rangeview Library District, dba Anythink Libraries
Richland County Public Library
Sacramento Public Library
Saint Paul Public Library
Salt Lake City Public Library
San Antonio Public Library
San Diego County Library
San Diego Public Library
San Francisco Public Library
San Jose Public Library
Santa Clara County Library District
Santa Clarita Public Library
Sarasota County Library System
Schaumburg Township District Library
Shreve Memorial Library
Skokie Public Library
Spokane Public Library
Springfield City Library
St. Louis County Library District
Stark Library
The Ferguson Library
The Seattle Public Library
Toledo Lucas County Public Library
Toronto Public Library
Tulsa City County Library
Vancouver Public Library
Vaughan Public Libraries
Wichita Public Library

LIS: Attraction & Attendance

In-person visits to libraries are expected to gradually recover from pandemic lows

2019



2.9M average in-person visits

2022

1.6M

44.5% drop

LIS: Location Experience

eResources continue to be very popular for library patrons

2019



1.8M average eResource use

2022

2.4M

33% increase

LIS: Use of Space

Post-pandemic computer usage is significantly evolving

2019



1.3M average computer use

2022

900K

31% drop

LIS: Programs & Service

Has program design caught up with post-pandemic demand?

2019



19,700 average programs

265K average program attendance

2022

71% drop in programming

58% decline in attendance

LIS: Staffing & Budget

Library budgets are expected to continue to see some growth

2019



\$42M average library budget

2022

\$45M

8% increase (not adjusted for inflation)

Results At-A-Glance

SURVEY TOPIC	2019 Average	2022 Average	% Change
ATTRACTION AND ATTENDANCE: In-Person Visits	2,864,613	1,587,730	-44.57
ATTRACTION AND ATTENDANCE: Registered Users	434,780	419,855	-3.433
PROGRAMS AND SERVICES: Library Program Totals	19,758	5,724	-71.33
PROGRAMS AND SERVICES: Program Attendance	264,583	111,130	-58.43

Results At-A-Glance

SURVEY TOPIC	2019 Average	2022 Average	% Change
LOCATION EXPERIENCE AND USE OF SPACE: eResource Usage	1,824,968	2,379,791	30.40
LOCATION EXPERIENCE AND USE OF SPACE: Computer Usage	1,266,076	937,820	-25.93
LOCATION EXPERIENCE AND USE OF SPACE: Room Reservations	15,113	11,425	-23.38

Results At-A-Glance

SURVEY TOPIC	2019 Average	2022 Average	% Change
LOCATION EXPERIENCE AND USE OF SPACE: Circulation	5,271,864	4,108,338	-22.07
LOCATION EXPERIENCE AND USE OF SPACE: Wireless Sessions	1,567,413	966,191	-36.91
LOCATION EXPERIENCE AND USE OF SPACE: Incident Reports	1,779	1,298	-26.14

Results At-A-Glance

SURVEY TOPIC	2019 Average	2022 Average	% Change
STAFFING AND BUDGET: Fiscal Year Budgets	\$42,006,316	\$44,445,991	8.188
STAFFING AND BUDGET: Security Budgets	\$767,579	\$915,173	19.23
STAFFING AND BUDGET: Full-Time Employees	358.5	343.9	-2.064



FOR MORE INFORMATION

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