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
Bexar 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
Harford 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
Mandell Public Library of West Palm Beach
Markham Public Library
Mid-Continent Public Library
Milford 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
Pickington Public Library
Plano 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
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

<table>
<thead>
<tr>
<th>SURVEY TOPIC</th>
<th>2019 Average</th>
<th>2022 Average</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATTRACTION AND ATTENDANCE: In-Person Visits</td>
<td>2,864,613</td>
<td>1,587,730</td>
<td>-44.57</td>
</tr>
<tr>
<td>ATTRACTION AND ATTENDANCE: Registered Users</td>
<td>434,780</td>
<td>419,855</td>
<td>-3.433</td>
</tr>
<tr>
<td>PROGRAMS AND SERVICES: Library Program Totals</td>
<td>19,758</td>
<td>5,724</td>
<td>-71.33</td>
</tr>
<tr>
<td>PROGRAMS AND SERVICES: Program Attendance</td>
<td>264,583</td>
<td>111,130</td>
<td>-58.43</td>
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<tr>
<td>LOCATION EXPERIENCE AND USE OF SPACE: eResource</td>
<td>1,824,968</td>
<td>2,379,791</td>
<td>30.40</td>
</tr>
<tr>
<td>Usage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOCATION EXPERIENCE AND USE OF SPACE: Computer</td>
<td>1,266,076</td>
<td>937,820</td>
<td>-25.93</td>
</tr>
<tr>
<td>Usage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOCATION EXPERIENCE AND USE OF SPACE: Room</td>
<td>15,113</td>
<td>11,425</td>
<td>-23.38</td>
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<td>Reservations</td>
<td></td>
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<tr>
<td>LOCATION EXPERIENCE AND USE OF SPACE: Wireless Sessions</td>
<td>1,567,413</td>
<td>966,191</td>
<td>-36.91</td>
</tr>
<tr>
<td>LOCATION EXPERIENCE AND USE OF SPACE: Incident Reports</td>
<td>1,779</td>
<td>1,298</td>
<td>-26.14</td>
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<tr>
<td>STAFFING AND BUDGET: Fiscal Year Budgets</td>
<td>$42,006,316</td>
<td>$44,445,991</td>
<td>8.188</td>
</tr>
<tr>
<td>STAFFING AND BUDGET: Security Budgets</td>
<td>$767,579</td>
<td>$915,173</td>
<td>19.23</td>
</tr>
<tr>
<td>STAFFING AND BUDGET: Full-Time Employees</td>
<td>358.5</td>
<td>343.9</td>
<td>-2.064</td>
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</tbody>
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FOR MORE INFORMATION

Press inquiries:

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