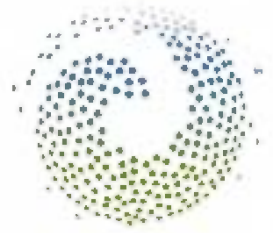**National Data Collection**

ANALYSIS AND INSIGHT REPORT

2023-24

THE YEAR IN REVIEW

The data collected for the year end 30 June 2024 demonstrates that New Zealand's public libraries are busier than ever, facing increased demand to provide services and resources while operating hours are decreasing. This growing pressure calls for adaptation and innovation to meet the evolving needs of their communities. With over 1.4 million active borrowers—28% of the population—libraries continue to demonstrate their importance as essential public resources.

Over the past year, public libraries recorded 28.6 million physical visits and 30.2 million virtual visits, highlighting their critical role in fostering community engagement.

Operating through a robust network of 315 libraries and 23 mobile units, libraries deliver unparalleled accessibility with a combined 12,863 hours of service each week, a reduction of 74 hours since 2022-23.

New Zealand Public Libraries play a central role in fostering equality. Every public library in the country provides free internet access, ensuring digital inclusion across all communities. In addition to offering printing, scanning, and copying services, library staff are available to assist users and support the development of digital skills. Their strong commitment to inclusivity is evident, with 92% of libraries providing home delivery services for the aging population.

1.4
MILLION ACTIVE BORROWERS

58
MILLION VISITS

92%
LIBRARIES PROVIDING HOME DELIVERY SERVICES

Collection Size & Use

New Zealand libraries are home to an extensive collection of over 9.8 million physical items and 3.7 million e-Items. This equals 9.4 items per active borrower. Borrowing activity has continued to trend upward with 48.4 millions items loaned this year. This includes 15.5 million children's physical items and 8.9 million loans of e-Items, representing 32% and 18% of total borrowing respectively.
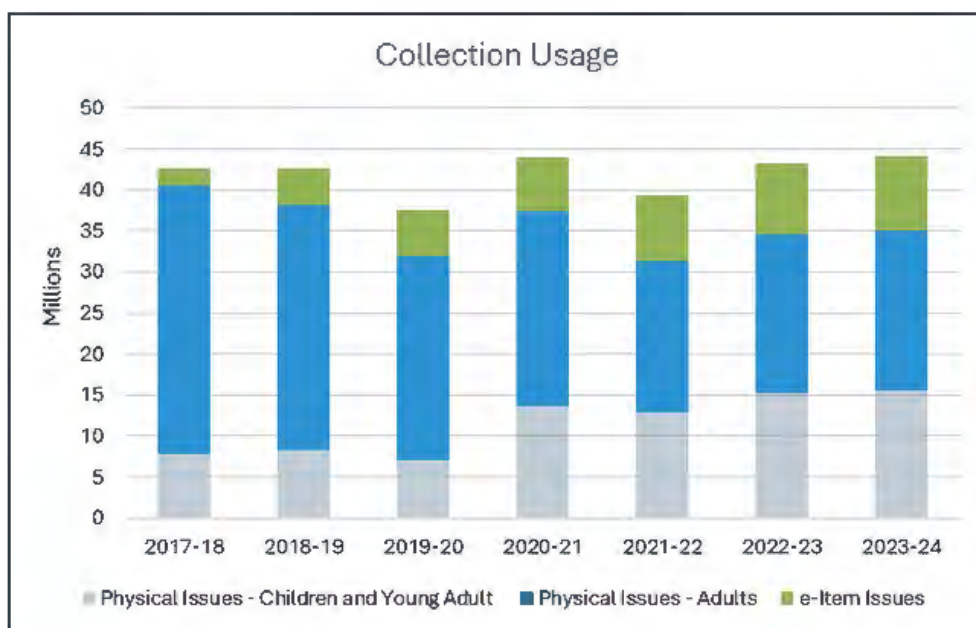
13.6
MILLION ITEMS AVAILABLE

24
ITEMS BORROWED PER ACTIVE BORROWER

Programming

Programming efforts have also expanded significantly, with over 83,000 programmes delivered this year—an increase of 130% since 2017. These initiatives have attracted over 1.5 million attendees, averaging 18 participants per session, and exemplify libraries' commitment to fostering learning and community engagement.
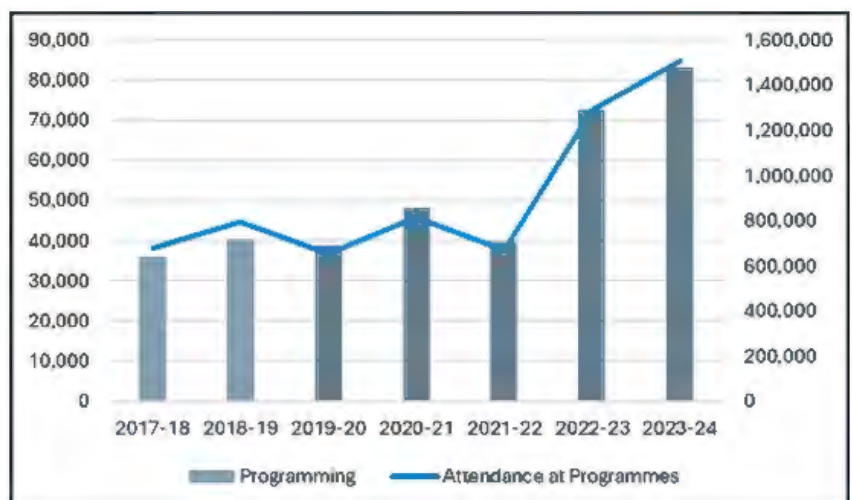
Fine Free Libraries

With a goal of having a Fine Free Aotearoa, as of 30 June 2024, 98% of libraries are fine-free for children's materials, and 78% have eliminated fines for all materials.

Journey to Fine Free Aotearoa New Zealand

Children/Young Adult
All

2024

Libraries with No Late Fees

Ashburton Public Library	Kawerau District Library	Tasman District Libraries
Auckland Libraries	Libraries Tararua	Taupō District Libraries
Buller District Library	Manawatū District Libraries	Tauranga District Libraries
Carterton District Library	Masterton District Library	Thames-Coromandel District Libraries
Central Hawke's Bay District Libraries	Matamata-Piako District Libraries	Timaru District Libraries
Christchurch City Libraries	Napier Libraries	Upper Hutt City Library
Clutha District Libraries	Nelson Public Libraries	Waikato District Libraries
Dunedin Public Libraries	Ōpōtiki District Library	Waimakariri District Libraries
Far North District Libraries	Porirua Public Library	Waipā District Libraries
Hastings District Library	Rangitīkei District Council Libraries	Waitaki District Libraries
HB Williams Memorial Library	Rotorua Library Te Aka Mauri	Waitomo District Library
Horowhenua District Library	Ruapehu District Libraries	Wellington City Libraries
Hutt City Libraries	Selwyn Library	Western Bay of Plenty District Libraries
Invercargill City Libraries	Southland District Libraries	Westland District Library
Kaikōura District Library	South Taranaki District Libraries	Whakatāne Library and Exhibition Centre
Kaipara District Library	South Wairarapa District Libraries	Whangārei Libraries
Kāpiti Coast District Libraries	Stratford District and Centennial Library	

NATIONAL DATA
YEAR END 30 JUNE 2024

Table 1. National Population	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Population	4,727,522	4,681,294	4,768,170	4,916,965	5,010,950	5,034,509	5,149,148
Change from previous year	2.1%	-1.0%	1.9%	3.1%	1.9%	0.5%	2.28%

Table 2. Library Locations	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Number of Libraries	322	328	328	332	332	315	315	
Number of Mobile Service Vehicles[1]	N/A	N/A	N/A	N/A	N/A	23	23	0.00%
Opening hours - normal week	11,772	11,818	12,380	12,979	13,051	12,924	12,863	-0.47%

Table 3: Memberships and visits	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Active Borrowers	1,546,907	1,634,328	1,624,727	1,621,830	1,533,464	1,425,957	1,444,167	1.28%
Active Borrowers as % of population	32.72%	34.91%	34.07%	32.98%	30.60%	28.32%	28.05%	-0.98%
Visits (physical)	33,340,272	31,822,099	25,065,710	26,187,571	18,266,344	25,052,158	28,664,001	14.42%
Visits (virtual)[2]	13,959,709	29,125,321	27,470,884	28,654,136	29,860,821	26,929,502	30,259,467	12.37%
Physical visits per active borrower	21.6	19.5	15.4	16.1	11.9	17.6	19.8	12.97%
Physical visits per capita	7.1	6.8	5.3	5.3	3.6	5.0	5.6	11.87%
Virtual visits per active borrower	9.0	17.8	16.9	17.7	19.5	18.9	21.0	10.95%
Virtual visits per capita	3.0	6.2	5.8	5.8	6.0	5.3	5.9	9.86%
Total Visits per active borrower	30.6	37.3	32.3	33.8	31.4	36.5	40.8	11.93%
Total Visits per capita	10.0	13.0	11.0	11.2	9.6	10.3	11.4	10.83%

Table 4: National collection size	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Collection size (physical)	10,301,696	10,302,523	10,382,266	10,520,063	10,274,693	10,057,053	9,869,412	-1.87%
Collection size (e-Item)[3]	1,306,946	1,753,887	2,217,674	3,411,239	6,642,179	12,621,012	3,748,301	-70.30%
Total Collection size (physical and e-Item)	11,608,642	12,056,410	12,599,940	13,931,302	16,916,872	22,678,065	13,617,713	-39.95%
Collection size per capital (physical)	2.2	2.2	2.2	2.1	2.1	2.0	1.9	-4.05%
Collection size per capital (e-Item)	0.3	0.4	0.5	0.7	1.3	2.5	0.7	-70.96%
Total Collection size per capita[4]	2.5	2.6	2.6	2.8	3.4	4.5	2.6	-41.29%

Table 5: Collection Usage	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Physical Issues - Children and Young Adult	7,812,454	8,247,895	7,080,506	13,631,284	12,925,010	15,269,407	15,522,046	1.65%
Physical Issues - Adults	32,674,131	29,981,652	24,786,327	23,759,921	18,399,901	19,255,307	19,589,520	1.74%
Issues (e-Item)	2,118,798	4,459,416	5,640,602	6,639,146	7,973,002	8,647,292	8,948,156	3.48%
Issues (e-Resources)[5]	1,142,874	3,934,540	9,311,919	13,991,938	10,418,531	8,095,496	4,377,978	-45.92%
Total Issues	43,748,257	46,623,503	46,819,354	58,022,289	49,716,444	51,267,502	48,437,700	-5.52%
Physical Issues %	92.5%	82.0%	68.1%	64.4%	63.0%	67.3%	72.5%	7.64%
e-Item and e-Resources Issues %	7.5%	18.0%	31.9%	35.6%	37.0%	32.7%	27.5%	-15.76%
Issues per capita (physical)	8.6	8.2	6.7	7.6	6.3	6.9	6.8	-0.56%
Issues per capita (e-Item and e-Resources)	0.7	1.8	3.1	4.2	3.7	3.3	2.6	-22.18%
Total Issues per capita	9.3	10.0	9.8	11.8	9.9	10.2	9.4	-7.62%

Table 6: Events and Programmes	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Programming	36,032	40,418	38,747	48,169	39,716	72,732	83,184	14.37%
NZLPP Events[6]	N/A	N/A	31	2,613	5,834	N/A	N/A	N/A
Attendance at Programmes	680,048	797,397	655,520	813,942	666,004	1,288,991	1,510,454	17.18%
NZLPP Event Attendance[6]	N/A	N/A	250	28,361	55,947	N/A	N/A	N/A
Attendance at Events per capita	0.14	0.17	0.14	0.17	0.13	0.26	0.29	14.57%
NZLPP Content[6]	N/A	N/A	7	7,559	79,874	N/A	N/A	N/A

Table 7: Services	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Reading Programme Participants	12,611	19,477	30,054	76,583	89,016	108,699	106,923	-1.63%
Home delivery service	29	29	30	51	58	59	60	1.69%
Libraries systems with maker/creative spaces	N/A	N/A	N/A	N/A	N/A	17	20	17.65%
Number of Maker/Creative Spaces	N/A	N/A	N/A	N/A	N/A	24	30	25.00%

Table 8: Internet and WiFi Usage	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Internet Access by Library Device	3,893,102	3,703,848	2,579,596	2,215,795	1,475,757	1,847,200	2,058,771	11.45%
Number of public devices	478	1,076	1,248	2,587	2,598	2,676	2,742	2.47%
Public computers per 10,000 persons	1.01	2.30	2.62	5.26	5.18	5.32	5.33	0.19%

Table 9: Fine free	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Fine free for children and young adult materials	10	11	19	46	54	59	63	6.78%
Fine free for adult materials	0	0	0	11	23	38	50	31.58%

Table 10: Staff	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Staff numbers (FTE)	2,218	2,319	2,351	2,461	2,232	2,360	2,450	3.80%
Staff numbers (actual)	N/A	N/A	N/A	N/A	N/A	3,207	3,275	2.11%
Funded Staff Hours	N/A	N/A	N/A	N/A	N/A	129,893	123,030	-5.28%
Vacant Staff Positions (FTE)	N/A	N/A	N/A	N/A	N/A	182	149	-17.89%
NZLPP (FTE) Staff[6]	N/A	N/A	3	149	142	N/A	N/A	N/A
Staff members (FTE) per 10,000 persons	4.7	5.0	4.9	5.0	4.5	4.7	4.8	1.49%

Table 11: Expenditure	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	% change
Staff expenditure	$128,917,915	$131,557,439	$140,494,264	$148,232,757	$157,867,764	$173,052,428	$184,655,419	6.70%
Physical Collection expenditure	$21,668,474	$19,941,226	$19,826,947	$29,571,365	$28,412,146	$30,299,438	$32,714,585	7.97%
e-Item expenditure	$1,400,536	$2,879,379	$3,849,535	$5,695,172	$7,786,257	$8,410,606	$11,339,657	34.83%
e-Resources expenditure	$3,762,638	$2,504,502	$2,837,770	$2,521,987	$2,400,518	$4,663,879	$4,784,154	2.58%
Total operating (OPEX) expenditure[7]	$103,194,983	$86,354,437	$80,901,550	$68,421,650	$74,297,898	$89,573,589	$84,122,100	-6.09%
Total expenditure per capita	54.77	51.96	51.99	51.75	54.03	60.78	61.68	1.49%
NZLPP Funding[8]	N/A	N/A	$50,720	$5,595,542	$10,933,344	$1,036,060	N/A	N/A

Notes

This report presents library data spanning from 2017 to the present. PLNZ is confident that the data from the 2021-22 year through the current period is the most accurate, owing to enhanced data literacy among staff and the implementation of consistent data definitions.

1 Data collected starting 2022-23

2 The 2022-23 data has been updated and corrected, with social media references removed from the virtual visit information

3 For the 2023-24 period, pay-per-use platforms have been excluded from the reported collection size. These platforms were previously included in the 2021-22 and 2022-23 data. The current year's data provides a more accurate representation of the actual collection owned by libraries

4 The removal of pay-per-use (PPU) platforms has led to a decrease in the total collection size per capita. PPU data was not included in the 2020-21 figures, which has resulted in the 2023-24 data being more consistent on a per capita basis

5 In 2023-24, data collected included only e-Magazines, e-Comics and digital movies. 2022-23 data included any e-Resources a library subscribed to. With the numerous platforms and reporting metrics, this metric was too variable to include all e-Resources

6 NZLPP - New Zealand Libraries Partnership Programme ended 30 June 2022

7 Total operating (OPEX) expenditures reported by each council include different types of expenses, so this data should not be used to make direct comparisons between councils

NATIONAL DATA COLLECTION DEFINITIONS

Population
Population at the beginning of the reporting period (1 July 2023) of the library's legal service area.

Number of Libraries
Number of physical locations as of 30 June 2024.

Number of Mobile Service Vehicles
Any vehicle that is a dedicated library vehicle designed to offer library services as of 30 June 2024. Does not include staff or council vehicles used to deliver items to households.

Opening Hours - normal week
The total number of hours when the main services are available to users during a normal week. This includes the main library and branches. If the library is available after hours, unstaffed, by library card access, report these hours also.

Active Borrowers
Number of registered people who have borrowed a physical or digital item within the past 24 months. A digital item is either an e-Item or e-Resource as defined below in Issues (e-Item) and Issues (e-Resource). Active borrowers does not represent the total level of community engagement due to 'hidden membership.' Hidden memberships include people who access the library through other library members (children/couples) who use the same card, or customers who, without registering, visit the library to use materials, computers, Wi-Fi, spaces or attend programmes. These customers will be counted in other stats (visits, computer or Wi-Fi use, programme attendance, etc).

Visits (Physical)
This is the total number of persons entering the library for whatever purpose during the year. If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week and multiplying by count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. When reporting the physical visits please enter in the note field "Annual estimate."

Visits (Virtual)
The total number of virtual visits to the library managed domains or subdomains, OPAC, and library app, regardless of the number of pages or elements viewed during the reporting period. *From 2019-20 until 2022-23, social media visits were included in Visits (Virtual). Due to the fluctuating ways in which social media is collecting and reporting data and the move away from libraries using social media as they did during COVID, PLNZ has removed social media from Visits (Virtual).

Collection Size (Physical)
Total physical collection size includes all physical library items on hand as of 30 June 2024. This includes all book and non-book material, including but not limited to reference collections, non-circulating materials, magazines, audiobooks, CDs/DVDs, computer games, puzzles, toys, maps, and kits.

Physical Issues – Children and Young Adult
The total number of loans of any physical item, including renewals, of children's and young adult materials.

Physical Issues – Adults
The total number of loans of any physical item, including renewals, of adult materials.

Collection Size (e-Items)
An e-Item is defined as an electronic item that is purchased individually. This includes e-Books and e-Audiobooks. Report the total copies as of 30 June 2024. If you are part of a consortium, report the total number of items your borrowers have access to. If items are purchased as simultaneous use, only report the number of licenses purchased, not issues. Do not include items purchased as a platform, via 'pay per use' agreements or licensed access to electronic resource databases in the collection size.

Issues (e-Items)
Number of loans of e-Items. e-Items are defined as electronic items purchased individually, item or title based, in which statistics can be recorded at an individual item level. Pay per use issues are recorded here.

Issues (e-Resources)
For 2023-24, we are only collecting the issues of e-Magazines, e-Comics, and digital movies, that are not purchased as part of a pay per use model. We are not collecting issues/reads/opens of e-Newspapers.

Programming
The total number of library endorsed programs or events. These are defined as an activity or session that is planned, facilitated, delivered or endorsed by the library or partners in the library, in a community location or online. Library programs do not include events or services delivered by groups that use the library only as a venue. Services are not considered programmes and should not be included here (JP's, reference services, Skinny Jump, etc). An endorsed programme could be a book club held at the library, not facilitated by staff, but advertised by the library.

Attendance at Programmes
Total attendance includes all community members who attended and/or participated in a library program (as defined above) during the year. Do not count staff or volunteers as attendees. For online programmes, this could be engagements or actual attendees depending on the online platform. Report the number that you are confident reporting as attendance and be consistent year to year.

Reading Programme Participants
Report the total number of participants in all offered reading programmes. For the Hell Reading Challenge, count the number of wheels given out.

Home Delivery Service
Any form of home delivery service, including delivery of materials to customers by staff, volunteers or courier.

Number of Maker/Creative Spaces
Total number of permanent maker/creative spaces. Does not include popup type of maker/creative spaces or spaces with portable equipment.

Internet Access
The total number of internet accesses from public devices owned by the library and/or APNK.

Number of Public Devices
Include devices available for public use (desktops, laptops, and tablets). Do not include catalogue only or devices used only for programming.

Staff Numbers (FTE)
Include all paid full time, part time and casual staff that are funded through the library's budget as of 30 June 2024. Calculate the number of FTE (full time equivalent) based on a 40-hour week. Do not include volunteers or vacant positions.

Staff Numbers (actual)
Total number of staff. Include all paid full time, part time and casual staff that are funded through the library's budget as of 30 June. Do not include volunteers or vacant positions.

Funded Staff Hours
Total number of funded hours per week for all staff as of 30 June 2024.

Vacant Staff Positions (FTE)
Total number of funded positions that are vacant as of 30 June 2024 based on a FTE of a 40-hour week.

Staff Expenditure
Total amount of salaries, wages, allowances, training, medical, kiwi saver and other employee benefits paid for the reporting period.

Physical Collection Expenditure
Total amount spent on physical collection including both operational and capital expenditures. This includes processing fees. NOTE: this corresponds to the Physical Collection Size.

e-Item Expenditure
Total amount spent on e-Item collection including both operational and capital expenditures, any platform costs and cost of cost of pay per use items. NOTE: this corresponds to the Issues (e-Items).

e-Resources Expenditure
Total amount spent on e-Resource collections including both operational and capital expenditures and any start-up or platform costs. e-Resources are items purchased as a platform or database. These include the likes of Ancestry, Overdrive and Borrow Box magazines, PressReader, Newsbank, Beamafilm, Storybox, language platforms, library journals and databases. If you cannot purchase individual items within the resource, you would include the expenditure here. NOTE: this does not correspond to Issues (e-Resources) as you would also include any other databases or resources that you purchase as a platform.

Total Operating (OPEX) Expenditure
Total ordinary operating expenditure. This is the actual expenditure spent, less staffing, collections expenditure, depreciation and capital expenditure (CAPEX).