

The Netherlands Library Statistics 2015

Introduction

Part of our professional work is to exchange fact and figures, in order to enrich international knowledge on the library services. Providing a statistical overview of Libraries in the Netherlands, mainly for international purposes, is the core subject of the FOBID Taskforce NL Library Statistics. At its annual meeting the figures for the year 2015 were discussed. There is an increasing need to measure more beyond the traditional fulfilment of tasks and library services. Especially the rich educational services and cultural programmes provided by public libraries, and the increasing data management by libraries in universities (of applied sciences) are high on the list to be measured by new standards.

This overview is not so much about comparing the data of different types of libraries, but more modestly, it brings those data at least in one national overview. The Taskforce is aware that the different types of libraries have a number of issues in common, but also some specialties, which makes comparison an exercise of comparing apples to pears.

FOBID is pleased to present this overview of 2015.

Added to the statistical data are summarized explanations, to help the reader better understand the figures, and the facts and processes they intend to describe and the library management they intend to support.

We hope that also in the wider European and international perspective improved data of library services will support the libraries' position in the increasingly global society.

Benchmarking in The Netherlands

1. Analysis of core figures for Dutch Public Libraries 2015

General

The figures of the public libraries in 2015 have been published in July 2016 by CBS, National Statistical Bureau: <http://statline.cbs.nl/Statweb/publication/?DM=SLLEN&PA=70763eng&D1=0-45&D2=8-18&LA=EN&VW=T> .

The Koninklijke Bibliotheek, National Library of the Netherlands, has made a report, which is presented in English here, including some additional information.

The new Library Act (Wsob, 2015) prescribes that public libraries are obliged to deliver their data annually to the Minister of Education, Culture and Sciences (OCW). It is important both for the library sector itself and the financiers to have insight in the results and deliverables. Participants in the network provide data about the collection, the use and users, about staff and finances. These data are important for the development of the network and policymaking.

In spring 2016, the follow-up of the BIS-survey, formerly executed by the Netherlands Public Library Association (VOB) took place as a legally obligatory provision of data. A large number of data are collected in order to give insight into the societal services and the functioning of the

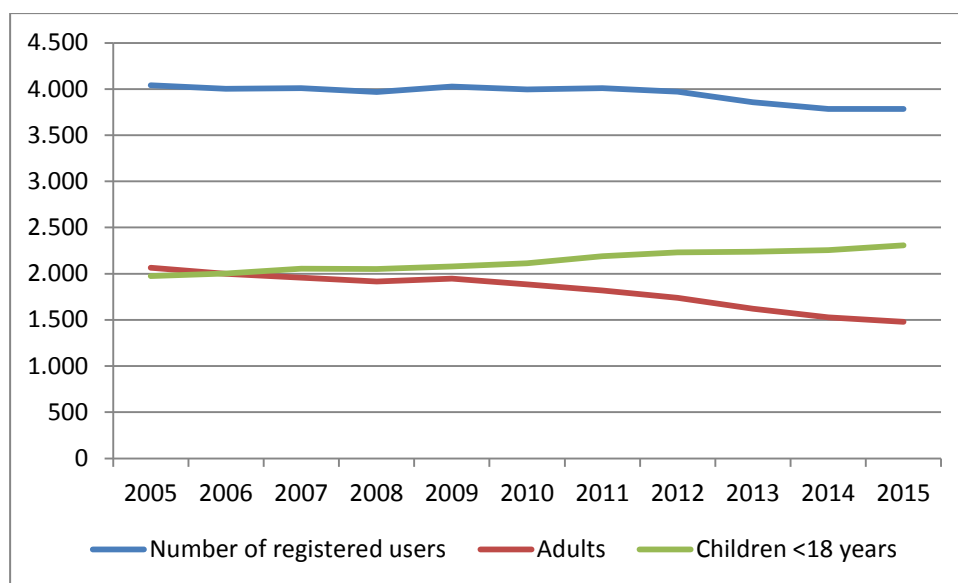
public libraries. Via the Library Research Platform (BOP) all libraries have delivered data to the KB. CBS has aggregated the library statistics at the national level. This report gives a clarification on the collected data. The total image based on the aggregated figures can differ from local and regional developments.

Members, collections and loans

Stabilisation of members: more youth members, less members.

In 2015, the 156 Dutch public library organisations counted around 3.8 million members, as was case in the year before. It seems that the decline in membership of the past few years has come to a standstill. But the composition of the membership changes. The youth membership (2.3 million) continues to grow (with 2 % since 2014), whereas adult membership (1.5 million) continues to decrease with: 3% since 2014. Youth members form now 61% of the membership, also due to the successful reading promotion programme Art of Reading (including Bookstart and the Library at School), which is now an important part of the action programme: Count on Skills.

The number of municipalities is 390 (2015); in average, every library organisation has to do with 2.5 different municipal authorities. In urban areas the relationship library – municipality is 1:1, in rural areas it can be 1:17; it means 17 municipalities share the costs of a joint back office and organisation.



Graph 1: registered members in public libraries (x 1000)

Source: CBS, KB

	2010	2011	2012	2013	2014	2015
Total number of inhabitants (x 1000)	16,656	16,730	16,780	16,830	16,900	16,979
Number of adults > 18 years (x 1000)	13,154	13,244	13,317	13,387	13,471	13,562
Number of children < 18 years (x 1000)	3,502	3,486	3,463	3,443	3,429	3,417
Number of municipalities	418	415	408	403	393	390

Table 1: inhabitants, municipalities

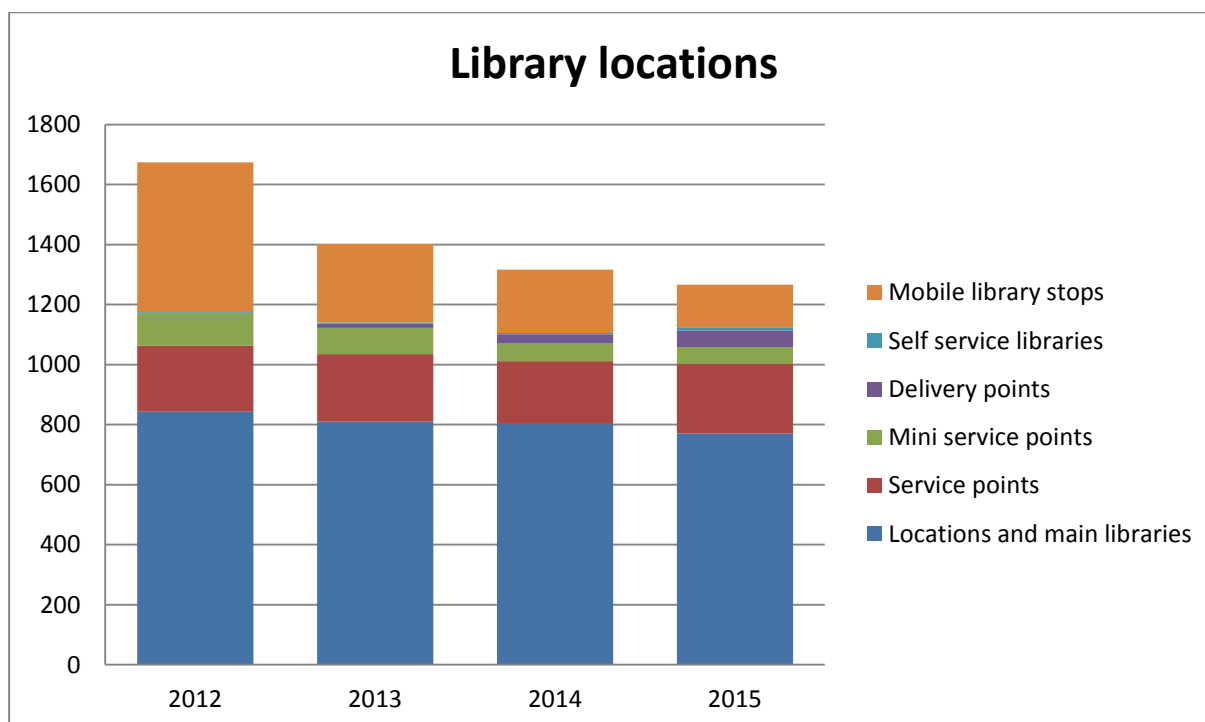
	1-1-2011	1-1-2012	1-1-2013	1-1-2014	1-1-2015
Library organisations	163	162	160	157	156
Provincial Service Organisations	11	10	9	9	9
Locations and main libraries, > 15 opening hours per week	1,073	843	810	802	770
Service points, 4 to 15 opening hours per week		220	225	209	232
Mini service points, < 4 opening hours per week		106	87	59	56
Delivery points			14	31	56
Self service libraries (sometimes partly staffed)		6	95	178	11
Mobile libraries		26	20	16	10
Mobile library stops		499	262	212	141

Table 2: library organisations

Source: G!ds

Library locations

The Netherlands has a wide-spread network of public library amenities, which may take different forms: locations with at least 15 opening hours a week, mini service points, with 4-15 opening hours, and mini service points with 4 or less opening hours. Examples are service points in homes for the elderly, in banks, or supermarkets. The level of service a well-equipped location (>15 hours per week) offers: digital access to the total collection and a range of activities; information and reference service; cultural/literary activities; offer for schools and students; study facilities. Increasingly libraries programme services with other local (cultural) institutions, regardless of sharing the same multifunctional building. Examples of partners are: heritage centre, archive, *artotheek*, adult learning or Art centre. In this way they can better perform the five tasks as described in The Public Library services Act (Wsob, 2015). Many institutions share the same mission of education and personal development of citizens. Cooperation leads to strength.

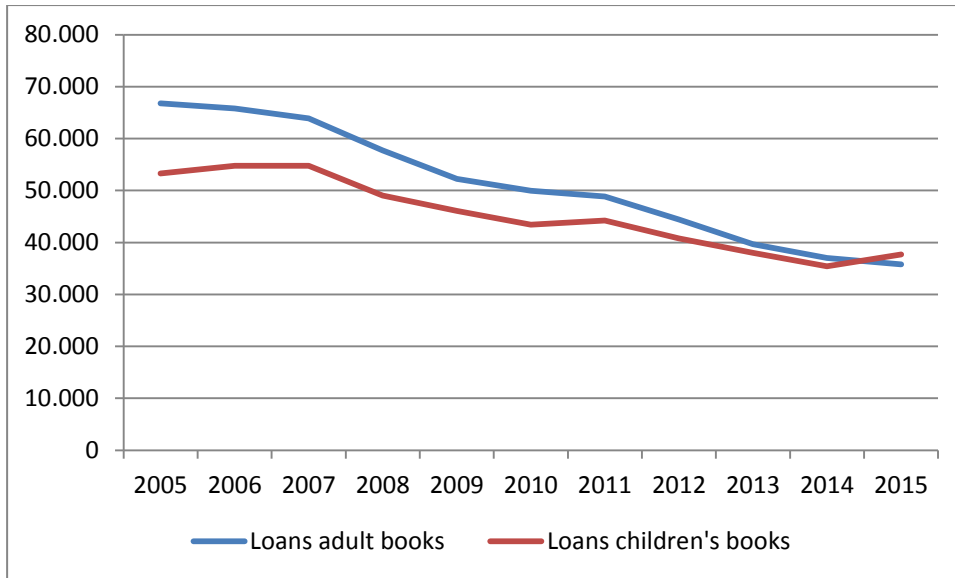


Graph 2: library locations

Source: BIS, VOB

Number of loans of printed books, decrease on hold

In 2015, 73.4 million physical books were borrowed, 1% more than the year before. At the same time the number of loans of children's books increased with 6% till 37.7 million items. For adult books, the loans decreased with 3% till 35.7 million. For the first time loans of children's books surpassed those of books for adults. Fiction and stories covered 82% of all loans of printed books.

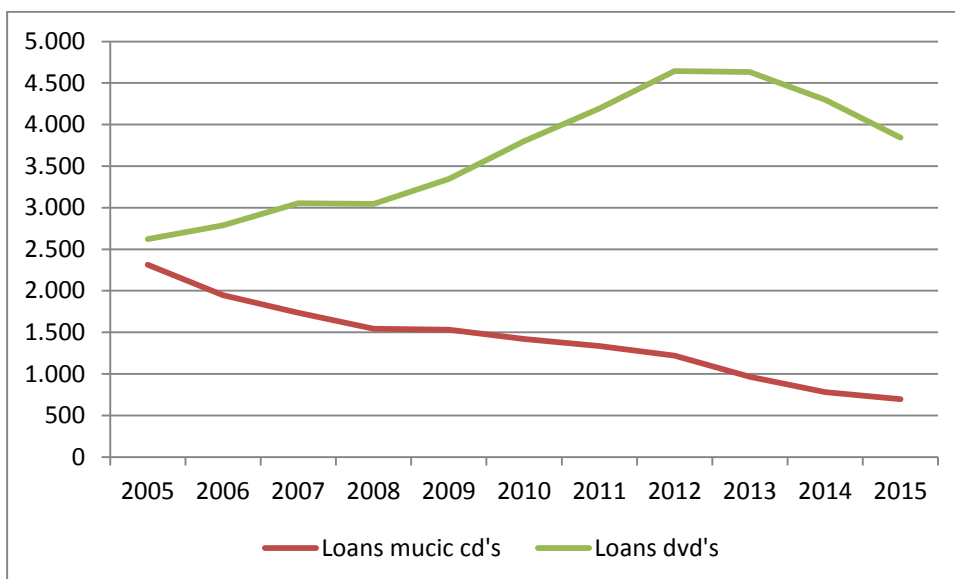


Graph 3: loans of printed books (x 1000)

Source: CBS, KB

Loans of audio-visual materials continue to decrease

In 2015, 5.3 million audio-visual materials such as cd's and dvd's were borrowed, 10% less than in 2014. The number of cd loans decreases since 2005, whereas those for dvd's started to decline in 2013. This dvd-decrease is very probably due to the upcoming of video-on-demand services, as offered by the large television and internet providers such as Netflix.



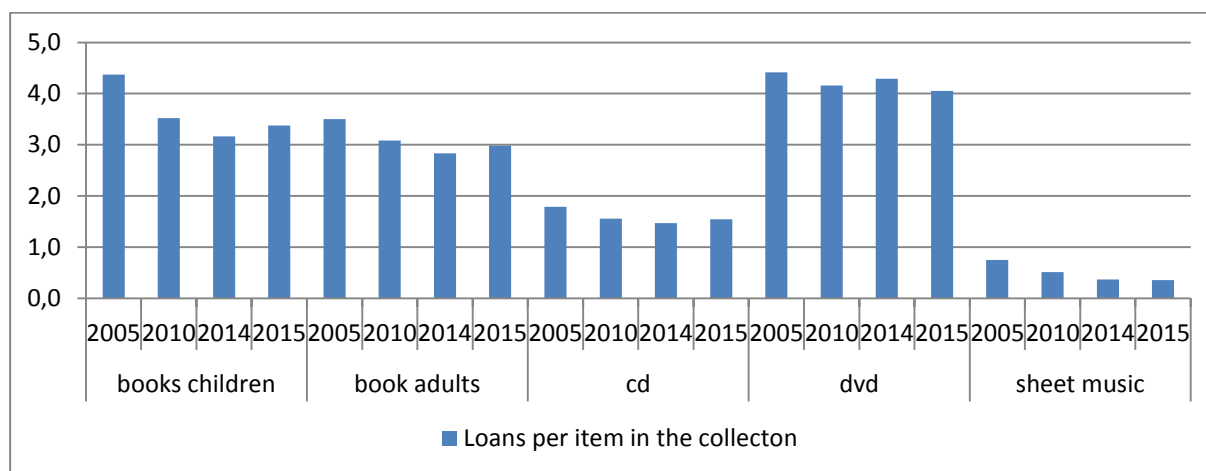
Graph 4: loans of audiovisual materials (x 1000)

Source: CBS, KB

Number of loans per book on the rise

For the past decade, the collections of books, music cd's and sheet music have diminished.

The dvd collection was growing until its decrease in 2012. How the size of the collection relates to the number of loans can be demonstrated: 3.4 loans per children's book (4.4 in 2005 and 3.2 in 2014) For adult books is the same correlation: 3.0 in 2015 against 2.8 in 2014. Dvd's still have the largest number of loans per item.



Graph 5: average loans per item in the collection, according to type

Source: CBS, KB

E-books and Holiday Library are popular

Based on its legal task, KB has gathered figures for e-books for the first time. In 2015, almost 86,000 new e-book accounts were created via the portal Bibliotheek.nl. The number of library members with an e-book account has risen to almost 240,000 at the end of 2015. The main part (234,000) are related to a specific library. Around 85% of the e-books accounts belong to adults (198,000). More than 130,000 of the e-book accounts registered the loan of at least 1 title.

The collection of titles held at the E-book platform, Bibliotheek.nl has risen to 11,300,; almost 10,000 for adults and less than 1000 for children and youth. The remaining titles relate to the popular Holiday-Library (Vakantiebib) and copyright free e-books. The loans of the e-books are 1.5 million for adults and 144,000 for children's titles (library membership with e-bookaccount). People do not have to be member of a public library to make use of e-books which are made temporary and freely available via the Holiday-Library app. In 2015 2.2 million times books were downloaded. The app itself was downloaded 400,000 times before, and had 629,000 downloads after the period of the active HolidayLibrary offer (June to September).

	2014	2015
E-book platform	814,072	1,610,148
Honorary Gallery	81,239	21,117
Selections	41,188	27,554
Holiday Library	1,494,686	2,255,397
Total	2,431,185	3,914,216

Table 3: loans E-Books

Source: KB

Library visits

The library as a public service and space is an important place for many types of activities: study and homework, research, investigation, walk in consultations, information services, courses, debates, exhibitions etc. This is their mission: to help citizens to develop themselves - to make knowledge and information available can be done in many ways. Lending materials is only one of the means; libraries seek collaboration with other local partners to meet the needs of the great variety of citizens in many other ways. That is why many libraries invest in the quality of the accommodation and facilities. They are successful; people come and love to stay in these modern buildings with spectacular design.

	2010	2011	2012	2013	2014	2015
Physical visits						
Number of library visits (in millions)	74.0	68.6	64.1	60.0	63.4	61.2
Digital visits						
Visits to library sites (in millions)	30.0	37.7	32.7	32.0	32.8	34.4
Total visits (in millions)	104.0	106.3	96.8	92.0	96.2	95.6

Table 4: library visits

Source: BIS

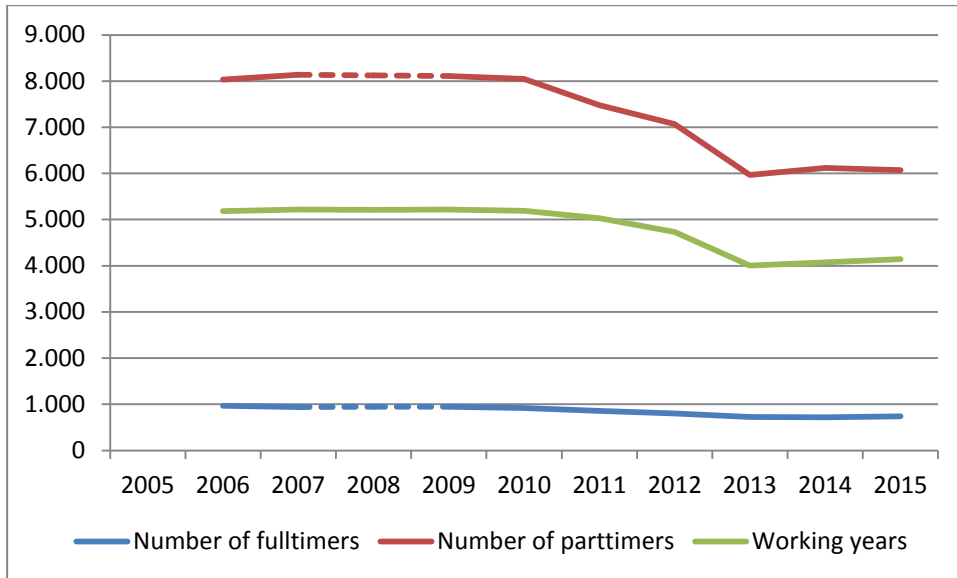
In 2014 for the first time figures were available to support insight in the number of activities performed by libraries, in their commitment to their core functions. One third of the 77,000 activities (2015) is devoted to education in many forms: helping low literate people, training of digital skills, activities with schools, running the Language House. Half of the activities has to do with Reading and literature, such as author readings, Reading clubs, literary writing clubs, Knowledge and information functions are addressed by 5% of activities such as Consultation hours, (self) service info points on special topics, such as legal matters, health, history. And 10% of the activities takes place in the field of arts and culture, such as exhibitions music performances and lectures.

Management

Stabilisation of number of staff

In the period 2005-2010 the number of staff was more or less stable with 1,000 full timers and 8,000 part timers. The number of staff has dramatically decreased with 25% between 2010 and 2013 with 21% full timers and 26% volunteers. Since then there is more stabilisation in paid staff: 750 full-timers and 6,800 part timers. There is a slight growth in FTE: 4,100 in 2015.

There is also a large number of volunteers working in libraries, in total around 10,000 – exact figures are missing, but there is a clear increase compared to 7,000 in 2013, counted in BIS survey.



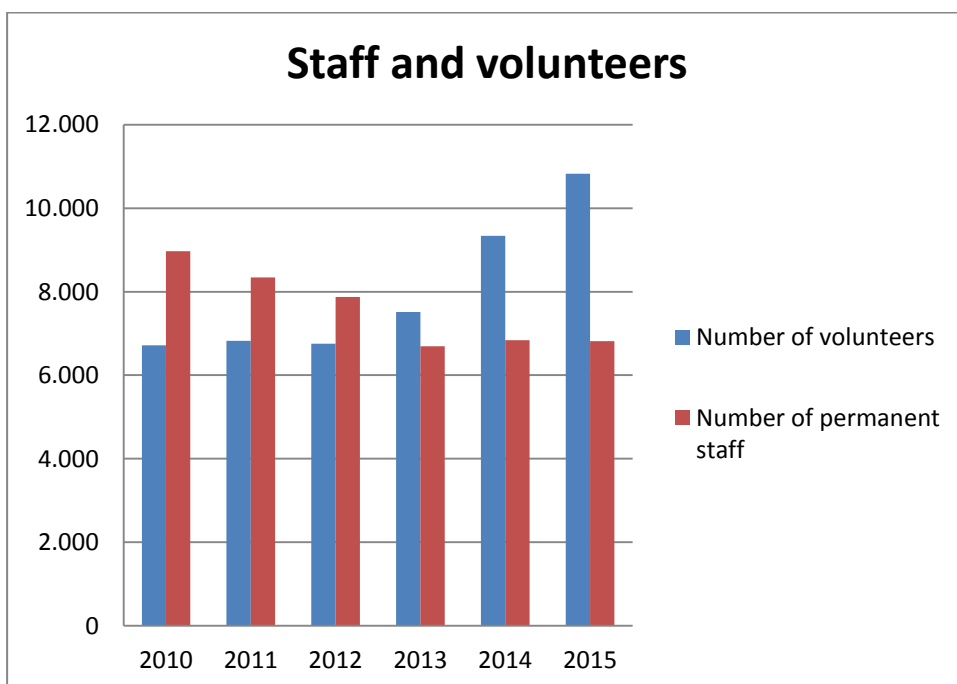
Graph 6: number of staff and working years

Source: CBS, KB

	Total number of persons	Total number of full timers	Total number of part timers	Working years based on 36 hours per week
2010	8,970	920	8,050	5,190
2011	8,340	860	7,480	5,030
2012	7,870	801	7,069	4,730
2013	6,695	727	5,968	4,003
2014	6,841	719	6,122	4,073
2015	6,813	740	6,073	4,143

Table 5: number of staff full timers and part timers

Source: BIS/CBS



Graph 7: staff and volunteers

Source: CBS, KB

	Number of volunteers	Number of permanent staff	Volunteers: hours per week	fte=36 hours per week	Percentage volunteers fte versus permanent ftes 36 hours
2010	6,720	8,970	10,821	301	5.79
2011	6,825	8,340	10,603	295	5.86
2012	6,758	7,870	10,766	299	6.32
2013	7,516	6,696	13,742	382	9.54
2014	9,341	6,841	16,875	469	11.51
2015	10,828	6,813	20,430	568	13.70

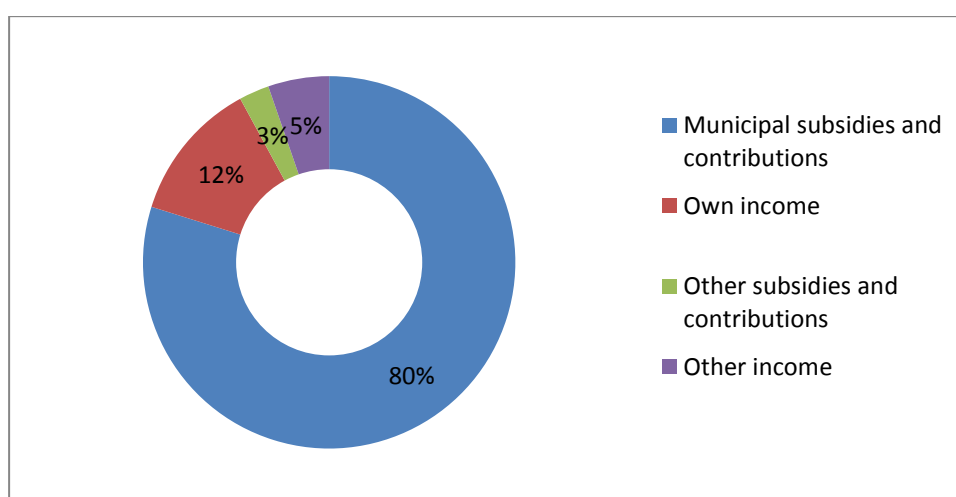
Table 6: staff and volunteers

Source: BIS/CBS

Income

The main source of income are subsidies, 80% are the municipal subsidies, 3% comes from provincial subsidies and other institutes. The second source of income are the membership prescriptions: 12% of total income. This is an unchanged image for the past years.

Municipal subsidies have decreased with 1.5%; this is less than in 2014, but budget cuts on the main source of income have directly felt consequences for libraries and their users. Own library income was on the decrease since 2010, but 2014-2015 does not show this tendency.



Graph 8: income libraries, 2015

Source: CBS, KB

	2010	2011	2012	2013	2014	2015
Municipal subsidy (in millions)	457.8	456.8	452.1	438.4	420.9	414.6
Municipal subsidy per user/member (in €)	114.56	113.94	113.88	113.63	111.23	109.57
Municipal subsidy per inhabitant (in €)	27.49	27.31	26.94	26.05	24.91	24.42

Table 7: municipal subsidies

The figures are core figures per inhabitant/user/member, thus national average figures.

The average is € 24.42 per inhabitant.

	2010	2011	2012	2013	2014	2015
Total income (subsidy and own income in millions)	574.2	576.3	570.6	550.7	523.8	519.4
Total own income from users (in millions)	71.8	71.4	69.8	67.6	62.3	62.7
Income from users per user / member (in €)	17.97	17.81	17.58	17.52	16.46	16.57
Income from users per inhabitant (in €)	4.31	4.27	4.16	4.02	3.68	3.69

Table 8: source of income

Source: BIS, CBS

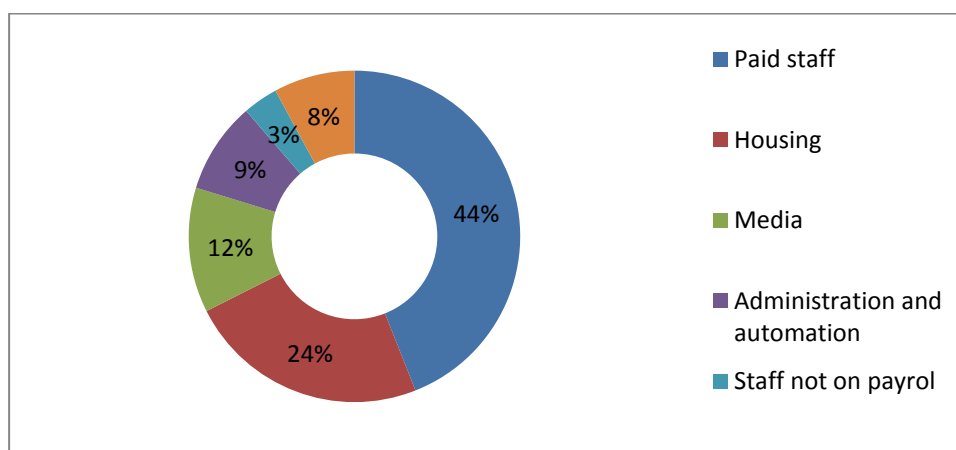
Costs

Staffing costs are the biggest costs: 47% , followed by housing costs: 24%. Among other categories of costs are media costs including acquisition of physical collection and payment of lending rights. Administration and automation require 9% of the costs. The spending patterns of libraries have hardly changed.

	2010	2011	2012	2013	2014	2015
Housing	123.2	126.7	131.9	127.5	118.8	121.2
Staff	270.3	267.9	266.6	256.1	241.9	243.9
Admin./autom.	50.5	50.6	48.2	46.5	46.0	62.7
Media	77.4	75.9	68.6	70.0	65.1	45.9
Other	45.7	43.7	40.1	34.4	39.0	40.7

Table 9: Costs in millions

Source: BIS, CBS



Graph 9: costs of libraries, 2015

Source: CBS, KB

	2010	2011	2012	2013	2014	2015
Total costs (in millions)	567.1	564.8	555.4	534.5	510.9	514.4
Total costs per user/member (in €)	141.92	140.8	139.90	138.54	135.02	135.94
Total costs per inhabitant (in €)	34.05	33.76	33.10	31.76	30.23	30.3

Table 10: costs per user/member/inhabitant

Source: BIS, CBS

Summary of benchmarking data Dutch Public Libraries 2015

Indicators	Variables (absolute measures)	
# of inhabitants of The Netherlands (*1,000)		16,979
Library organisations	# of legal entities	156
	# of public libraries	770
	# service points	232
	# Provincial Service Organisations	9
Library members (*1,000)	# of library members	3,784
<i>Of which</i>	< 18 years	2,306
	> 18 years	1,478
library collections (*1,000)	Size of the collection	25,254
	# of Adult books	11,986
	# of Children books	11,143
	# of music sheets	365
	Audiovisual materials	1,761
Loans (*1,000)	Total number of loans	78,844
	# of Adult books	35,750
	# of Children books	37,665
	# of music sheets	131
	Audiovisual materials	5,297
Employees	# of employees	6,813
	# of volunteers	10,828
Budget (*1,000,000)	Government contribution incl. income library services	519.4
	Expenditures (incl. housing costs)	514.4
Visits (*1,000,000)	# of physical visits	61.2
Enquiries (*1,000,000)	# of virtual enquiries	34.4

2. Introduction to statistical data from Dutch University Libraries and Libraries of Dutch Universities of Applied Sciences

Since 2000, the thirteen university libraries in the Netherlands are involved in a benchmarking project. The libraries from Dutch universities of applied sciences started four years later with a similar project. Although not each university of applied sciences contributes, the largest ones all do participate; the participants represent more than 90% of the student population.

Raw data on expenditures, provision of information resources and facilities, processing activities and use of information resources, are gathered on an Excel spreadsheet (universities) or a wiki (universities of applied sciences). Each year, slight adjustments are made to keep up with new developments. For example, the university libraries started measuring web statistics and data on social media previous year. Data are analyzed in various ways.

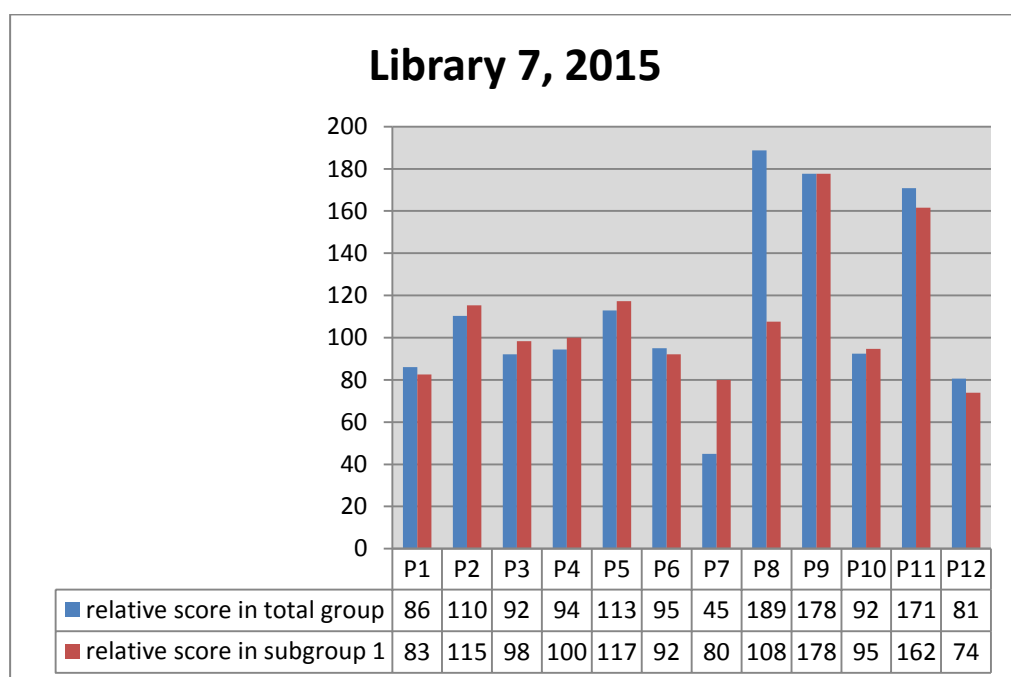
Based on the raw data, several indicators are being calculated. Table 1 shows the calculation of the indicator 'loans per capita' and the calculation of relative scores, based on the median. In addition, dependent on the type and size of the institution, the libraries are divided in two or three subgroups, for the university libraries and the libraries from universities of applied sciences respectively. For each subgroup the median and relative scores based on the median are calculated separately. The table below gives an example.

	Loans	Population	Loans per capita	Relative score based on median total group	Relative score based on median subgroup 1	Relative score based on median subgroup 2
Libr 1	178.518	34.575	5,16	246	140	
Libr 2	119.534	32.453	3,68	175	100	
Libr 3	269.965	29.919	9,02	430	245	
Libr 4	168.564	36.765	4,58	218	124	
Libr 5	67.280	26.847	2,51	119	68	
Libr 6	34.871	19.186	1,82	87	49	
Libr 7	92.079	23.227	3,96	189	108	
Libr 8	61.546	29.300	2,10	100	57	
Libr 9	15.876	13.491	1,18	56	32	
Libr 10	34.610	24.351	1,42	68		105
Libr 11	17.875	12.239	1,46	70		108
Libr 12	7.319	11.308	0,65	31		48
Libr 13	15.718	12.296	1,28	61		95

Loans per capita	
Minimum	0,65
Maximum	9,02
Mean	2,99
Median	2,10
Median subgroup 1	3,68
Median subgroup 2	1,35

Table 1: example of calculation of performance indicator and relative scores

By normalizing the values and presenting the results in a bar graph, each library can identify its own weak and strong points at a glance. See graph 1 as an example. Values above 100 are above the median, values below 100 are below the median. Values higher than 170 are considered as best practices.



Graph 1: the relative scores of one library on twelve performance indicators

By comparing the current values with those obtained in earlier years, each library can easily determine the changes during the past years. Table 2 shows loan data from thirteen libraries from 2012 – 2015. Decreases higher than 10 percent are marked in yellow. Increases higher than 10 percent are marked in green.

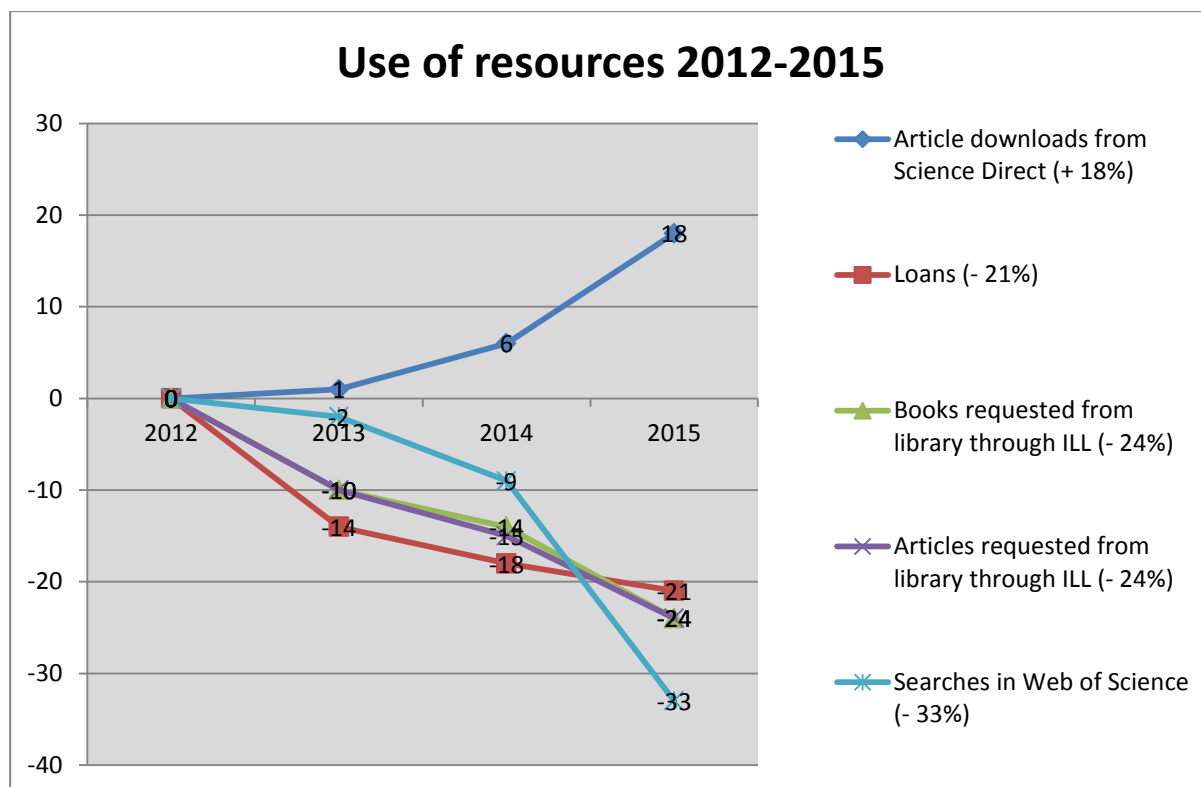
	2012	2013	2014	2015	2015 - 2012	2015 - 2014
Libr 1	242.431	216.700	189.148	178.518	-26	-6
Libr 2	209.682	140.108	137.266	119.534	-43	-13
Libr 3	212.684	203.595	216.162	269.965	27	25
Libr 4	203.264	193.798	180.269	168.564	-17	-6
Libr 5	91.096	81.367	73.705	67.280	-26	-9
Libr 6	59.585	40.830	37.844	34.871	-41	-8
Libr 7	92.997 *	109.904	102.872	92.079		-10
Libr 8	53.084	58.977	52.283	61.546	16 *	18 *
Libr 9	38.879	31.377	26.088	15.876	-59	-39
Libr 10	56.326	56.238	56.361	34.610	-39	-39
Libr 11	28.529	24.005	20.498	17.875	-37	-13
Libr 12	19.200	12.644	9.960	7.319	-62	-27
Libr 13	15.691	14.259	13.308	15.718	0	18

* Libr 7: data 2012 not reliable

* Libr 8. since 2015 including loans from two related institutions

Table 2: number of loans from thirteen university libraries from 2012 – 2015

By comparing aggregate sector-wide values throughout the years, general trends can be determined. See graph 2 as an example.



Graph 2: use of resources 2012 – 2015. Raw data are converted to index numbers

As the graph shows, the use of printed resources is still declining. Also, the number of searches in bibliographic databases such as Web of Science is getting lower, possibly as a result of the use of alternative facilities, such as discovery systems or Google Scholar. This applies to both types of libraries. The use of e-content is still increasing.

Caveat: How to use the data in the summaries

The raw data are shown in number of respondents (n), mean, median, minimum value and maximum value. On purpose, no total numbers are provided. These can easily be calculated for university libraries in case of 13 respondents: multiply the mean x 13. In some cases, the response is lower than 13. It may not be excluded that one or more libraries with extreme low or high values did not respond. There, multiplying the mean x 13 may be risky. This applies even more to libraries from universities of applied sciences with their huge differences in expenditures and number of students. Therefore, we strongly advise other countries to calculate their own mean and/or median and to compare these with our results.

Summary of benchmarking data Dutch University Libraries 2015

Nr.	Measure	n	mean	median	minimum	maximum
1	University: expenditures and size of the population					
	Expenditures, excl. housing costs (x 1000 €)	13	438,256	493,900	173,806	700,346
	Number of students	13	20,265	20,980	9,398	30,611
	Fte academic staff	13	2,616	2,697	857	5,138
2	Library expenditures					
	Total expenditures, excl. housing costs (x 1000 €)	12	14,037	12,952	5,512	31,187
	Collection expenditures (x 1000 €)	13	4,917	5,397	1,922	7,563
	Staff expenditures (x 1000 €)	12	5,905	5,407	1,546	12,742
	Fte library staff	12	88	78	26	169
3	Collection expenditures					
	Total	13	4,917	5,397	1,922	7,563
	Expenditures printed books (x 1000 €)	13	263	177	15	777
	Expenditures electronic books (x 1000 €)	13	300	308	71	715
	Expenditures printed journals (x 1000 €)	13	200	176	19	549
	Expenditures electronic journals (x 1000 €)	13	3,227	3,478	907	5,144
	Total expenditures printed resources	13	452	321	57	1,101
	Total expenditures electronic resources	13	4,334	4,376	1,652	7,009
4	Size of the collection					
	Total number of volumes *	12	1,618,021	951,266	242,957	4,780,085
	Number of printed book acquisitions past year	12	7,049	4,215	558	25,454
	Number of e-books	13	340,938	335,471	32,413	1,468,008
	Number of current printed journals	13	1,492	703	206	5,850
	Number of electronic journals	13	33,277	24,662	7,553	75,938
	* Most libraries reported number of volumes. Some libraries reported number of meters. Estimation: 31,3 volumes per meter					
5	Book processing					
	Book processing time: number of days needed to process 80% of a sample	10	13	12	3	22
6	Repositories					
	Total number of documents in repository, all years (documents from university staff only)	12	48,110	48,147	13,159	93,673
7	Information skills					
	Number of instructions including tours	9	221	156	0	511
	Number of instructions excluding tours	12	204	151	20	533
	Number of participants	13	5,645	5,230	1,852	11,766
8	Library building					
	Number of seats	12	1,468	1,278	616	3,136
	Total opening hours central library per week	13	98	99	86	112
9	Loans					
	Total number of loans, excl renewals	13	83,366	61,546	7,319	269,965

10 Interlibrary lending						
	Number of books requested by library	13	1,730	1,400	194	5,758
	Number of articles requested by library	13	1,216	1,150	123	2,527
	Number of books requested from library	13	3,347	2,654	335	7,759
	Number of articles requested from library	13	4,107	3,514	222	11,513
	Fill rate book lending (%)	13	73.3	76.6	41.5	87.9
	Fill rate article supply (%)	13	70.2	66.2	37.0	92.3
	% of requests, responded within 8 hours	13	82.7	82.5	75.4	88.0

11 Searches in databases						
	Web of Science	12	179,529	134,741	54,948	424,036

Nr.	Measure	n	mean	median	minimum	maximum
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12 Article downloads from electronic journals						
	ScienceDirect (Elsevier)	13	1,070,992	1,035,701	488,664	1,883,716
	Springer	13	210,543	194,859	77,979	380,004
	Wiley Blackwell	13	288,307	292,160	102,582	493,999
	JSTOR	13	233,536	222,059	30,432	671,923
	Oxford University Press	12	92,547	106,668	11,361	161,195

13 Use of e-books						
	Total use of e-books	10	33,367	17,930	2,204	104,638
	Total number of e-books with download data at book level	10	17,096	15,606	624	48,246
	Total use of e-book sections	13	648,567	532,351	139,262	1,428,106
	Total number of e-books with download data at section level	12	111,641	51,841	6,199	354,262

14 Web statistics						
	Number of sessions	11	595,075	411,262	144,118	1,328,477
	Number of page views	11	1,244,686	1,025,207	282,206	2,709,829

15 Social media						
	Total number of Tweets (till 31-12-2105)	11	1,890	1,748	391	4,299
	Total number of followers on Twitter (till 31-12-2015)	11	1,257	1,631	182	2,135
	Total number of Facebook messages (till 31-12-2015)	10	443	340	70	1,320
	Total number of Facebook likes (till 31-12-2015)	10	1,286	922	323	3,060

Nr.	Performance indicators	n	mean	median	minimum	maximum
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A. Primary resources						
P1	Expenditures library / expenditures university	12	2.93	2.82	1.92	5.55
P2	Expenditures collection / expenditures library	12	39.9	40.7	21.3	52.0
P3	Expenditures journals / expenditures monographs and journals	13	86.3	88.0	77.1	93.7
P4	Expenditures e-resources / expenditures printed and e-resources	13	90.8	92.1	81.0	98.9

B.	Provision of resources, facilities and services to end users					
P5	Collection expenditures per capita (€)	13	212	206	142	261
P6	Total number of opening hours per week, central library	13	98	99	86	112
C.	Book processing					
P7	Book processing time (80% of the book sample)	10	13	12	3	22
D.	Use of resources					
P8	Number of loans per capita	13	2.99	2.10	0.65	9.02
P9	Number of searches in Web of Science per capita	12	7.5	6.8	2.4	14.2
P10	Number of articles viewed in Science Direct per capita	13	47.6	42.5	36.2	82.7
E.	Cost-effectiveness of databases					
P11	Cost per search in Web of Science (€)	12	0.62	0.43	0.17	1.81
P12	Cost per article downloaded from Science Direct (€)	13	0.96	0.85	0.62	1.98

Summary of Benchmarking data Libraries of Dutch Universities of Applied Sciences 2015

Measure	n	mean	median	minimum	maximum
1. University of Applied Sciences: expenditures and size of the population					
Expenditures, including housing costs (€)	21	118.855.361	116.025.000	4.798.113	274.100.000
Number of students	21	19.307	20.110	662	46.334
2. Library expenditures					
Total expenditures (excl. housing costs/IT) (€)	18	1.554.428	1.455.664	118.652	4.399.000
Collection expenditures (€)	20	446.100	427.075	14.990	1.051.000
Staff expenditures (€)	18	1.009.202	943.638	100.919	2.982.000
3. Collection expenditures					
Total (€)	20	446.100	427.075	14.990	1.051.000
Printed books (€)	20	94.295	76.207	6.004	257.557
Printed journals (€)	19	76.211	65.000	3.603	266.323
Electronic databases + E-books (€)	20	261.048	248.919	2.130	704.027
4. Library staff					
Total number of employees (fte)	21	20,6	16,3	1,9	63,3
Total number of management (fte)	18	1,5	1,0	0,0	3,4
Total number of information professionals (fte)	19	11,3	9,6	1,0	41,0
Total number of supporting staff (fte)	19	6,5	5,1	0,0	20,7
5. Size of the collection					
Printed books: number of titles	20	40.494	34.650	3.214	130.405
Printed books: number of copies	15	55.327	32.675	6.400	206.115
Number of electronic journals	15	18.455	19.753	2	38.865
6. Repositories					
Digital documents in Repository database	18	2.079	1.267	40	7.825
7. Information skills					
Number of participants at courses	18	3.934	2.228	250	11.166
8. Locations and opening hours					
Number of library locations	20	4	4	1	15
Number of seats	17	581	265	86	2.604
Total opening hours per week (all locations)	20	183	167	42	677
Opening hours per week (location with highest fte)	20	52,8	53,8	37,5	66
Number of weeks open (location with highest fte)	17	47,0	47	42	51
9. Loans					
Number of loans incl. renewals	19	71.613	44.861	8.436	206.728
Number of loans excl. renewals	19	41.281	29.023	5.108	100.018
10. Interlibrary lending					
Books and articles requested by library	17	336	233	86	2.037
Books and articles requested from library	8	1.112	677	111	4.000

Measure	n	mean	median	minimum	maximum
11. Searches in databases					
Search in Picarta	14	13.658	10.589	592	42.598
Search in Lexis Nexis	20	22.168	12.462	103	82.595
12. Article downloads					
Science Direct	18	43.490	38.107	315	109.161
Performance indicators	n	mean	median	minimum	maximum
A. Primary resources					
P1. Expenditures Library excl housing / Expenditure	18	1,57	1,33	0,82	2,82
P2. Expenditures Library per student (€)	18	98,94	86,12	45,27	179,23
P3. Expenditures collection / Expenditures Library (€)	18	26,85	28,1	12,63	33,97
P4. Expenditures books / Expenditures collection (€)	20	25,21	24,09	1,3	61,75
P5. Expenditures E-resources / Expenditures collection (€)	20	55,34	56,61	14,21	88,54
P6. Fte Information professionals / total fte library (%)	19	59,58	59,87	34,48	94,29
B. Provision of resources, facilities and services to end users					
P7. Hours per week (location with highest fte)	20	52,8	53,75	37,5	66
P8. Number of employees library (fte) per 1000 students	21	1,34	1,12	0,59	3,34
P9. Expenditures collection per student (€)	21	25,7	22,68	11,14	45,67
P10. Number of printed books (titles) per student	20	4,12	2,37	0,12	25,57
D. Use of resources					
P11. Number of loans (incl. renewals) per student	19	6,17	3,93	0,97	33,64
P12. Number of loans (excl. renewals) per student	19	3,79	2,36	0,76	21,69
P13. Number of loans (incl. renewals) per book(title)	19	2,25	1,37	0,81	12,21
P14. Number of loans (excl. renewals) per book(title)	19	1,27	0,91	0,49	6,69
P15. Number of searches in PiCarta per student	14	0,8	0,46	0,11	3,27
P16. Number of articles viewed in LexisNexis per student	20	0,86	0,89	0,06	1,95
P17. Number of articles viewed in Science Direct per student	18	2,13	1,8	0,29	7,86