

# The Netherlands Library Statistics 2013



## Introduction

Providing a statistical overview of Libraries in the Netherlands, mainly for international purposes, is the core subject of the FOBID Task Force NL Library Statistics.

The Task Force meets when all data about a certain year have been collected and verified, this time regarding the year 2013.

The annual meeting to discuss the data, also includes themes like possible alignment with international standards, application of new research techniques and including new aspects of library services in the overview.

This overview is not so much about comparing the data of different types of libraries, but more modest to bring 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 2013.

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 2013

#### Introduction

The figures of the public libraries in 2013 have been published in November 2014 by CBS, National Statistical Bureau. The VOB, Netherlands Public Library Association, has made a first analysis. This overview shows mainly the services of the physical library including the Library at School, and to a limited extent digital library services, as good result indicators are not yet available.

The new Library Act (2015) prescribes five functions for the public library: knowledge & information, development & education, reading & literature, meeting & debate and art & culture. They form the basis for the aim of the Act that every Dutch person has to have access to physical and digital library service.

The possibility to develop oneself contributes to solving problems in society, such as low literacy, digital illiteracy, unemployment and loneliness. The core task of the library is to help citizens to develop themselves, as well as that everyone can function and participate in society.

This aim is central to every library regardless of the means with which it is reached.

In 2013, libraries noted 60 million physical visits. Many libraries invest in their physical presentation. And they do so successfully: people come and stay with pleasure. They come not only for the collection and borrowing, but also for the study seats, walk in consultations, lectures, courses, exhibitions and debates.

It is this societal function of libraries which needs to be visualised in the coming year with more figures. VOB works on this in close cooperation with the national library, KB.

Libraries cooperate increasingly also with other local cultural institutions, often in a multifunctional building, such as a heritage institute, archive, artotheek (art lending service), adult learning or arts centre. These institutes influence and reinforce each other. They share the same goals and are focused on development and education of local citizens.

The shift towards more digital services by the library is in full development. Lending e-books increases, and also the use of digital services, including digital training and courses. The library increasingly offers digital services, accessible for everyone, 24 hours a day.

As goes for the physical library: for borrowing materials a library membership is required.

Libraries seek new ways to perform their core task in modern ways, which meets the wishes and demands of our time.

All data are derived from CBS (Statline) and the BIS 2013 survey (BIS=library information system) executed by VOB in spring 2014.

### **Library organisations, municipalities and inhabitants**

The number of library organisations has decreased from 508 in 2001 till 157 in 2015. This is due to mergers and up scaling, a process taking place since 2002, as result of government policy to create efficiency, quality and professionalism. With less organisations and less overhead, costs are saved; this process will continue in the coming years.

The number of municipalities is 393 (2015); 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.

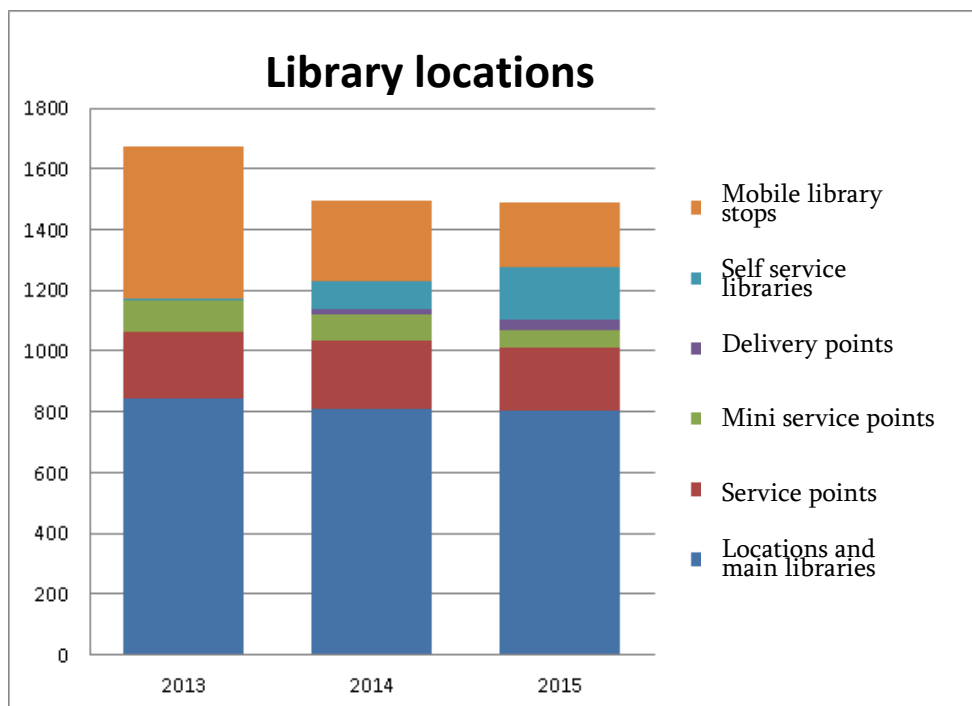
The Netherlands has a wide-spread network of public library amenities, which may take different forms: school libraries, lending services in home-care institutions, service point in bank, supermarkets, bus stops and self service libraries, to mention a few. These form differs in services: some are tailor made to the location and target group.

According to the certification system a library establishment offers the following service level: Minimum opening hours 15 per week; digital access to the total collection and offer of activities; information and reference service; cultural/literary activities; offer for schools and students; study facilities.

During the last two years the number of locations with a broad, extended service has decreased, due to replacement by simple borrow facilities, run by volunteers, by unmanned service points or school libraries with limited collections and hardly facilities or activities. The number of mobile library stops has halved. This changing variety of library locations demonstrates the effects of budget cuts. By sharing housing costs, costs can be saved.

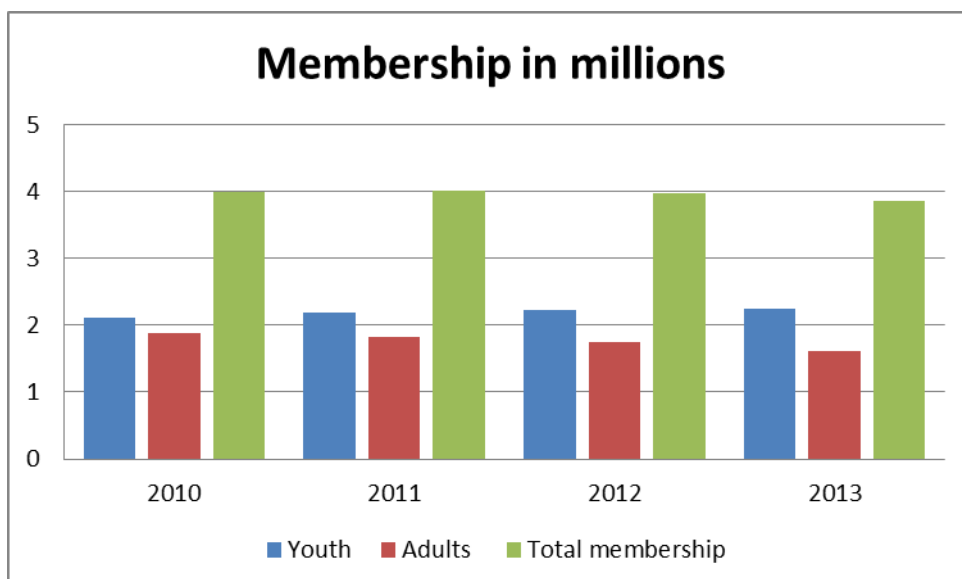
## Inhabitants, municipalities

	2010	2011	2012	2013
Total number of inhabitants (in millions)	16.656	16.730	16.780	16.830
Number of adults > 18 years (in millions)	13.154	13.244	13.317	13.387
Number of children < 18 years (in millions)	3.502	3.486	3.463	3.443
Number of municipalities	418	415	408	403
Library organisations (Source: G!ds)	1-1-2012	1-1-2013	1-1-2014	1-1-2015
Library organisations	163	162	160	157
Provincial Service Organisations	11	10	9	9
Locations and main libraries, > 15 opening hours per week	1073	843	810	802
Service points, 4 to 15 opening hours per week		220	225	209
Mini service points, < 4 opening hours per week		106	87	59
Delivery points			14	31
Self service libraries (sometimes partly staffed)		6	95	178
Mobile libraries		26	20	16
Mobile library stops		499	262	212



## Members and population

Until 2010 about half of the membership (total 3.9 million) was youth until 18 years old. The number of members gradually decreased (mainly adults) to 3.8 million members, bringing this division: 42% adults, 58% youth members in 2013. Related to the increase in the population: 12.01 (was 14.3 %) of adults is member, against youth: from 60.2 to 65% of the youth population in 2013.

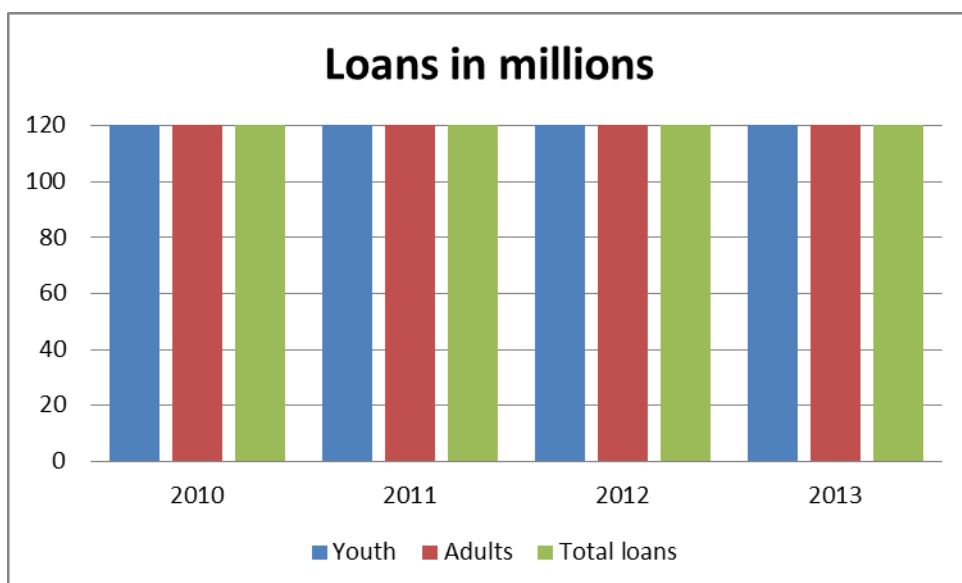


#### Collection and library use

The total collections of libraries decrease in 10 years' time from 38.7 to 27.4 million items (books, sheet music, audio visual media) in 2013. The adult collection decreased with 35%, for youth with 14%. Libraries continue to invest in reading promotion and the stable number of youth members. In spite of the larger number of youth members, they have 5.01 books per member available, whereas adults still have 8.41 book per member available; this relation hasn't changed the last four years.

#### Loans

The number of loans of physical items continues to decrease. Change in leisure time spending, more availability of information sources via internet, the upcoming e-books may explain this development. Sales of physical books show the same decline. In a decade loans declined with 39% to 84.3 million in 2012, with a more rapid decline for adults (44%) than for youth (27%). Nevertheless adult Youth loans Adults loans Total membership loans versus 16.99 books per member.



One of the clarifications for the decline in youth loans, in spite of the rise of their membership, may be the upcoming of the *Library at School*, since 2009. This service is a cooperation between libraries and education, set up to increase systematically the reading- and media results of students, based on an ongoing reading curriculum for 0-18 years of age. Libraries provide schools with collections and make professional workers available, which are now used by 2,385 schools (36% of schools). 74% of the library organisations provide these services, which sometimes have replaced mobile library stops or complete branch libraries.

The decline in the use of printed books can also be clarified by the shift to digital reading. E-books loans, based on the services of the E-book Platform, Honorary Gallery, Selections, and Holiday Library have gone up to 2,431,185 in 2014.

#### Loans E-Book 2014

e-bookplatform	814,072
Honorary Galery	81,239
Selections	41,188
Holiday Library	1,494,686
Total	2,431,185

Source: Bibliotheek.nl

Lending materials is not an end in itself for libraries, but a means to achieve the aim of reading promotion and literacy. The enormous societal value of nearly 4 million people reading between 17 and 25 books per year, makes the 84.4 million physical loans via the library and the 2.5 loans of e-books very relevant.

#### Library visits

The library as a public space is an important place for many types of activities: study and homework, research, investigation, walk in consultations, information services, courses, debates, exhibitions etc. Many libraries invest in the quality of the accommodation and facilities. Modern buildings with spectacular design are attractive, people love to come and stay. On the other side, budget cuts lead to closing of locations or substitutions by simple services without staying facilities, or services in multifunctional buildings. Whatever the cause maybe, there is a decline in physical visits from 74 million (2010) to 60 million in 2014. Further investigation is needed paying attention to the effects of digitisation, including reservation and extension services, Library at School services, the success of the libraries as city rooms etc.

The digital visits amount to half of the physical visits: 32 million in 2013. All in all, 92 million visits a year.

	2010	2011	2012	2013	2014
<b>Physical visits</b>					
Number of library visits (in millions)	74,0	68,6	64,1	60,0	
<b>Digital visits</b>					
Visits to library sites (in millions)	30,0	37,7	32,7	32,0	
Loans of e-books (in millions)					2,5
<b>Total visits</b> (in millions)	104,0	106,3	96,8	92,0	

## Management

### Income

Libraries have two main sources of income: municipal subsidies and own income. The municipal subsidies have decreased in average with 5,7% in the past four years from a total of 457,8 million (2010) to 438,4 million in 2013.

<b>Municipal subsidies</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Municipal subsidy (in millions)	457,8	456,8	452,1	438,4
Municipal subsidy per user/member (in €)	114.56	113.94	113.88	113.63
Municipal subsidy per inhabitant (in €)	27.49	27.31	26.94	26.05

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

The real subsidy per inhabitant varies: in 2013 the highest is € 40.22, the lowest € 8.44 excluding housing costs. A true proof of decentralisation effects.

The libraries' own income has decreased from 71,8 million in 2010 to 67,6 million in 2013, a decline of 5.8 %. Total income has thus decreased with 23,5 million= 4 %.

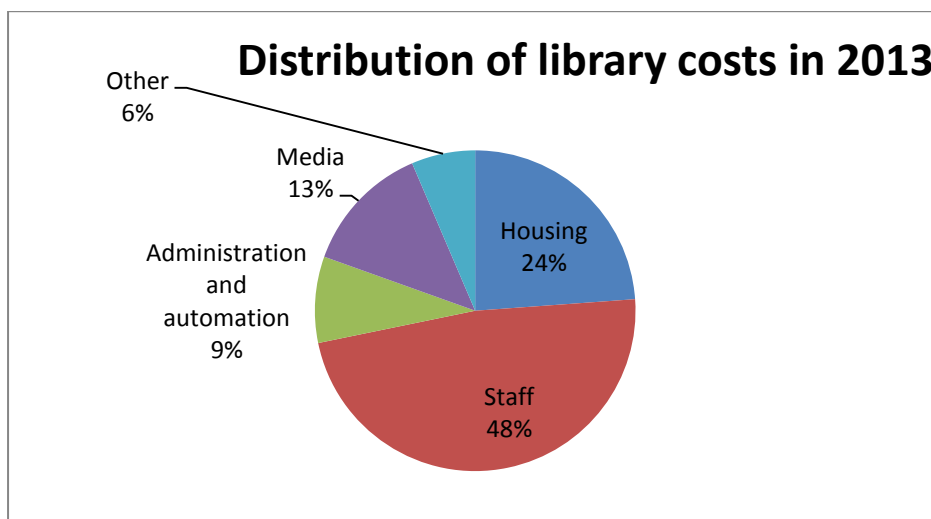
<b>Sources of income</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Total income (subsidy and own income, in millions)	574,2	576,3	570,6	550,7
Total own income from users (in millions)	71,8	71,4	69,8	67,6
Income from users per user / member (in €)	17.97	17.81	17.58	17.52
Income from users per inhabitant (in €)	4.31	4.27	4.16	4.02

These are national core figures: How is the relation of own income per library compared to total income per library? This varies in 2013 from 42 % to 6 %, in average 19 %.

### Costs

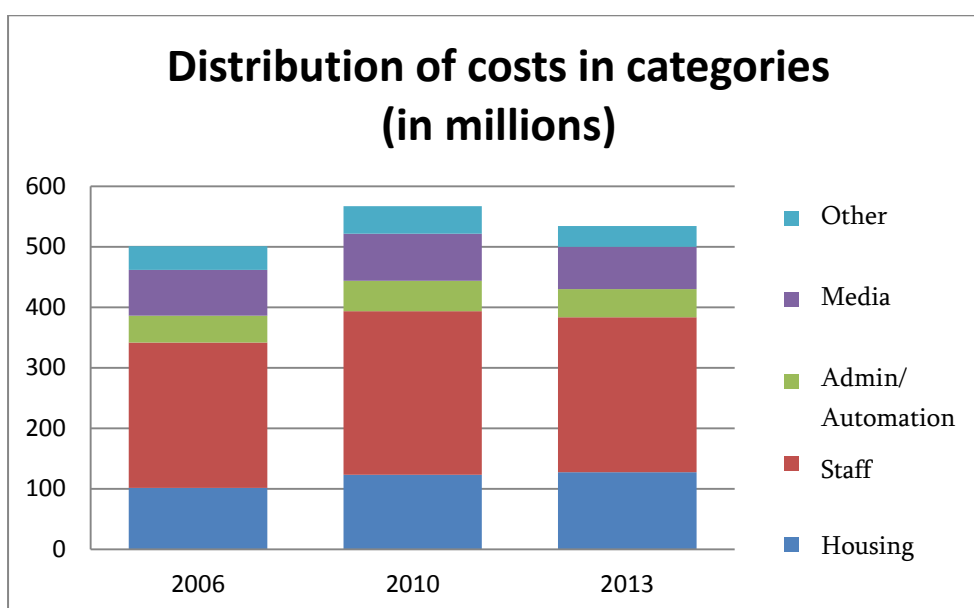
How are libraries spending their money? They spend it on housing, staff, administration-/automation, media and other costs. Media costs include acquisition of all physical and digital media, including the fixed fee for digital content (6,3 million in 2013) and the lending remuneration to the Lending Right office, StOL (14,2 million in 2013).

<b>Costs in millions</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Housing	123,2	126,7	131,9	127,5
Staff	270,3	267,9	266,6	256,1
Admin./autom.	50,5	50,6	48,2	46,5
Media	77,4	75,9	68,6	70,0
Other	45,7	43,7	40,1	34,4



Costs for media and collections have risen to 70 million euro in 2013. At the same time costs for automation decreased to 46,5 million in 2013.

For the first time in years housing costs are lower: 127,5 million in 2013, probably the effect of closing locations and substituting by simpler service locations. Staff cost too are in decline: 4% to 256,1 million, as the number of parttimers decreases and the number of volunteers rises.

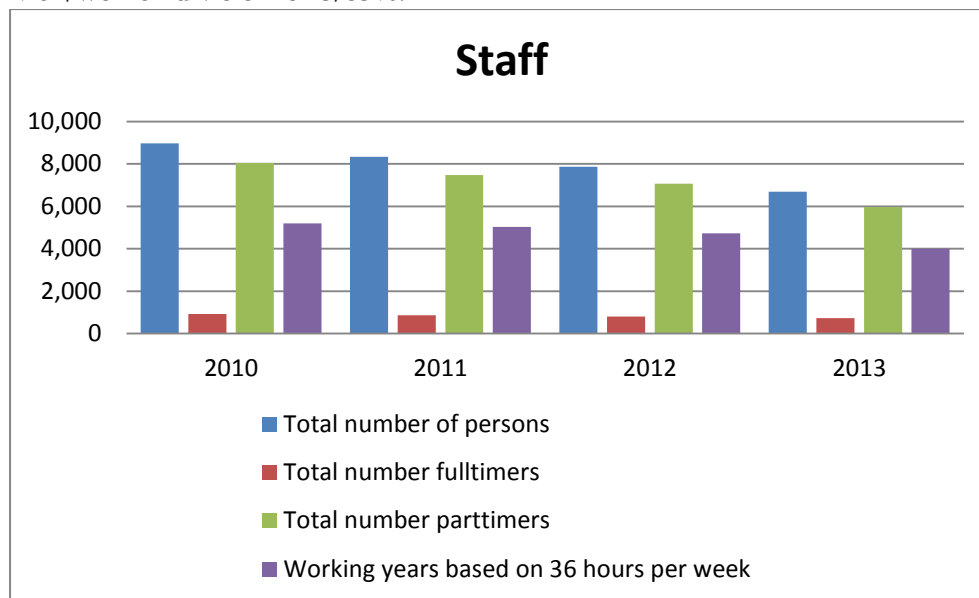


Costs	2010	2011	2012	2013
Total costs (in millions)	567,1	564,8	555,4	534,5
Total costs per user/member (in €)	141.92	140.8	139.90	138.54
Total costs per inhabitant (in €)	34.05	33.76	33.10	31.76

## Staff

The number of staff has dramatically decreased, with 25% since 2010, with 21% fulltimers and 26% volunteers. The number of working years decreased with 23%.

Men/women division is 15/85%.



Source: BIS/CBS	Total number of persons	Total number of fulltimers	Total number of parttimers	Working years based on 36 hours per week
<b>2010</b>	8,970	920	8,050	5,190
<b>2011</b>	8,340	860	7,480	5,030
<b>2012</b>	7,870	801	7,069	4,730
<b>2013</b>	6,695	727	5,968	4,003

The decrease in staff has various explanations: Staff costs are the major category of costs in the budget. Budget cuts and exit of older staff, not being replaced are some of the factors. Smaller services are only feasible when run by volunteers. Libraries struggle to find the best solution when confronted with budget cuts, to keep services open.

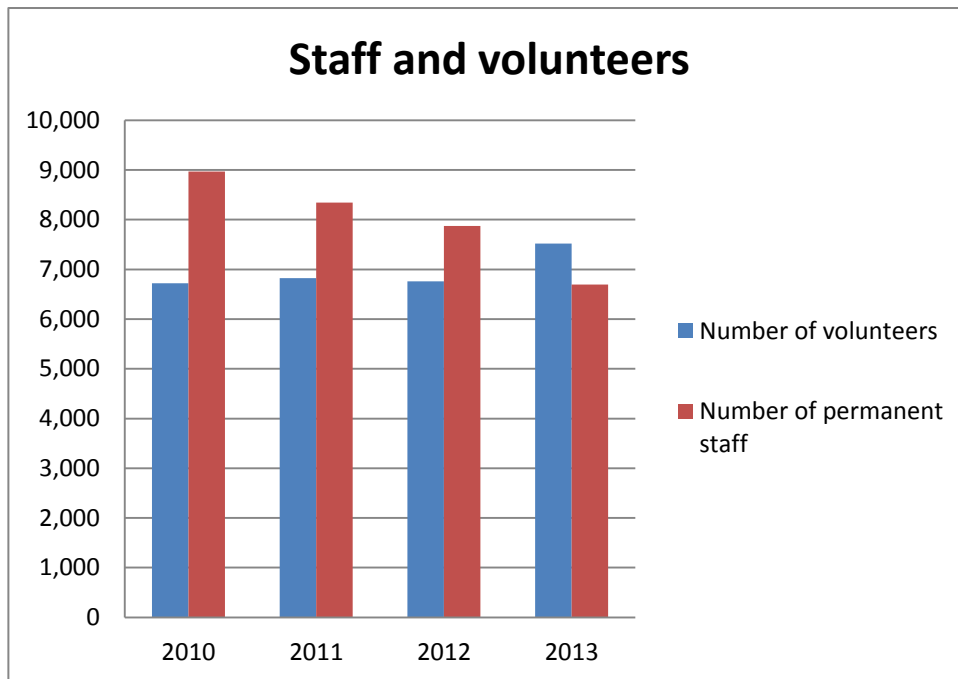
Foundation Library Work (SBW) analysed the situation of the job market in 2013, and showed that since 2011 the exit (1,218 persons) is larger than the influx (804 persons). The main reasons are: (pre)retirement, reorganisation, end of temporary contracts. A further research by SBW will take place in 2015. Another report by SIOB/KB is expected mid 2015 on the effects of budget cuts.

## Volunteers

Library organisations normally make use of volunteers for a limited number of hours; the total number of hours is limited compared with paid, permanent staff. Nevertheless, the number of volunteers rises: the numbers of persons rises with 10.6%; the number of hours with 21.2% per



week. Volunteers outnumber the permanent staff with 112%; in fte this is 9% of the total staff contingent; this percentage has doubled since 2010.



Source:  
BIS/CBS

	Number of volunteers	Number of permanent staff	Volunteers: hours per week	fte=36 hours per week	Percentage volunteers fte versus permanent ftes 36 hours
<b>2010</b>	6,720	8,970	10,821	301	5.79
<b>2011</b>	6,825	8,340	10,603	295	5.86
<b>2012</b>	6,758	7,870	10,766	299	6.32
<b>2013</b>	7,516	6,696	13,742	382	9.54

In 2014 Foundation Library Labour, SBW published an inventory on volunteers. Why and how are they doing in public libraries, what tasks do they perform? How is the relationship between

## Summary of benchmarking data Dutch Public Libraries 2013

Indicators	Variables (absolute measures)	
<b># of inhabitants of The Netherlands (*1,000)</b>		<b>16,830</b>
<b>Library organisations</b>	# of legal entities	160
	# of public libraries	802
	# service points	209
	# Provincial Service Organisations	9
<b>Library members (*1,000)</b>	# of library members	3,858
<i>Of which</i>	<i>till 17th year</i>	2,238
	<i>above the age of 18 year</i>	1,620
<b>Library collections (*1,000)</b>	Size of the collection	27,319
	# of Adult books	13,6
	# of Children books	11,2
	# of music sheets	419
	Audiovisual materials	2,1
<b>Loans (*1,000)</b>	Total number of loans	84,369
	# of Adult books	39,7
	# of Children books	38,0
	# of music sheets	160
	Audiovisual materials	6,5
<b>Employees</b>	# of employees	6,695
	# of volunteers	7,516
<b>Budget (*1,000,000)</b>	Government contribution incl. income library services	550,7
	Expenditures (incl. housing costs)	534,5
<b>Visits (*1,000,000)</b>	# of annual/daily visits	64,1
<b>Enquiries (*1,000,000)</b>	# of enquiries virtual	32,0

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

The University Libraries and Libraries of Applied Sciences in the Netherlands began collecting statistical data 10-15 years ago. The thirteen University Libraries started in 2000. The Libraries of Universities of Applied Sciences started in 2004; twenty libraries participate nowadays, these libraries cover more than 90% of the students.

The collected data include resources (such as fte, media budget), expenditures (such as on e-books), provision (such as the number of e-journals and opening hours), processes (speed of acquisition and media handling) and use (such as loans, searches in Web of Science, article downloads from Science Direct). Annual revision is necessary to keep pace with new developments. In order to make sure that the data are comparable, extended guidelines have been designed, which prescribe how and what should be counted.

There are also some items which are *not* collected, for various reasons: measuring is complicated, comparison does not make much sense, workload would be too heavy. An example is measuring outcomes. Also, there is no common instrument for user studies.

The aim of these efforts is twofold. In the first place benchmarking. Each library is able to compare its results with similar libraries and identify weak points. Without insight into the performance of similar libraries, it would be hard to say whether, for example, 20 article downloads per student is satisfying or not. Libraries which perform below average may learn from 'best practices' how to improve their results.

In the second place, the data collected throughout the years enables one to identify general trends. Some examples from university libraries:

✓ Between 2007 and 2013, expenditures have risen by 13%. This is mainly due to the expenditures on collections (+27%); the number of fte has decreased by 12%.

## Summary of benchmarking data Dutch University Libraries 2013

Nr.	Measure	n	mean	median	minimum	maximum
<b>1</b>	<b>University: expenditures and size of the population</b>					
	Expenditures, excl. housing costs (x 1000 €)	13	424,257	475,700	173,621	660,197
	Number of students	13	19,268	18,886	8,211	31,123
	Fte academic staff	13	2,573	2,579	882	4,728
<b>2</b>	<b>Library expenditures</b>					
	Total expenditures, excl. housing costs (x 1000 €)	12	13,264	12,169	4,884	27,550
	Collection expenditures (x 1000 €)	13	4,564	4,954	1,905	7,365
	Staff expenditures (x 1000 €)	12	6,251	5,723	1,582	13,212
<b>3</b>	<b>Collection expenditures</b>					
	Total	13	4,564	4,954	1,905	7,365
	Expenditures printed books (x 1000 €)	13	340	236	10	766
	Expenditures electronic books (x 1000 €)	13	247	186	63	715
	Expenditures printed journals (x 1000 €)	13	209	266	31	400
	Expenditures electronic journals (x 1000 €)	13	2,918	3,016	613	4,770
	Expenditures other electronic resources (x 1000 €)	13	851	920	304	1,444
<b>4</b>	<b>Library staff</b>					
	Fte library staff	13	93.9	94.8	26.8	182.3
	Percentage of sickness absences	12	4.5	4.4	2.4	6.7
<b>5</b>	<b>Size of the collection</b>					
	Total number of volumes *	13	1,741,410	1,158,360	242,921	4,321,919
	Number of printed book acquisitions past year	13	6,402	4,840	410	21,350
	Number of e-books	13	273,231	302,561	4,663	1,188,745
	Number of current printed journals	13	1,831	1,065	152	6,564
	Number of electronic journals	13	25,424	25,972	7,781	44,277
	* Most libraries reported number of volumes. Some libraries reported number of meters. Estimation: 32.8 volumes per meter					
<b>6</b>	<b>Book processing</b>					
	Book processing time: number of days needed to process 80% of a sample	9	17	19	5	36
<b>7</b>	<b>Repositories</b>					
	Total number of documents in repository, all years (documents from university staff only)	13	36,300	35,560	15,230	78,490
<b>8</b>	<b>Opening hours</b>					
	Total opening hours central library per week	13	92	91	82	112
<b>9</b>	<b>Loans</b>					
	Total number of loans, excl renewals	13	91,062	58,977	12,644	216,700

Nr.	Measure	n	mean	median	minimum	maximum
<b>10 Interlibrary lending</b>						
	Number of books requested by library	13	2,115	1,143	399	6,734
	Number of articles requested by library	13	1,684	1,783	442	3,417
	Number of books requested from library	13	3,987	3,813	504	8,244
	Number of articles requested from library	13	5,558	4,450	163	18,864
	Fill rate book lending (%)	13	72.6	73.0	59.4	87.7
	Fill rate article supply (%)	13	73.7	77.4	37.0	92.6
	% of requests, responded within 8 hours	12	85.8	85.4	78.8	94.0
<b>11 Searches in databases</b>						
	1. Web of Science	13	255,845	193,337	108,563	521,955
<b>12 Article downloads from electronic journals</b>						
	ScienceDirect (Elsevier)	13	981,678	844,418	390,268	1,901,117
	Springer	13	210,969	183,229	70,008	473,160
	Wiley Blackwell	13	259,714	260,074	113,269	434,763
	JSTOR	13	227,528	219,938	46,774	601,291
	Oxford University Press	13	61,079	66,521	6,469	107,257
Nr.	Performance indicators	n	mean	median	minimum	maximum
<b>A. Primary resources</b>						
P1	Expenditures library / expenditures university	12	2.87	2.65	1.76	5.22
P2	Expenditures collection / expenditures library	12	39.0	38.4	22.8	57.1
P3	Expenditures journals / expenditures monographs and journals	13	84.9	84.0	75.6	95.0
P4	Expenditures e-resources / expenditures printed and e-resources	13	88.4	88.2	77.6	98.3
<b>B. Provision of resources, facilities and services to end users</b>						
P5	Collection expenditures per capita (€)	13	209	198	139	280
P6	Total number of opening hours per week, central library	13	92	91	82	112
<b>C. Book processing</b>						
P7	Book processing time (80% of the book sample)	9	17	19	5	36

**D. Use of resources**

P8	Number of loans per capita	13	3.50	2.56	1.09	7.51
P9	Number of searches in Web of Science per capita	13	11.8	11.0	5.4	19.6
P10	Number of articles viewed in Science Direct per capita	13	49.6	38.2	28.5	169.4

**E. Cost-effectiveness of databases**

P11	Cost per search in Web of Science (€)	13	0.34	0.25	0.13	0.92
P12	Cost per article downloaded from Science Direct (€)	13	1.04	0.94	0.33	2.46

- ✓ Between 2010 and 2013 the number of electronic journals has increased by 32%. The number of acquired printed books decreased by 42%.
- ✓ The figures concerning use likewise demonstrate the shift from printed to digital. Between 2007 and 2013 the number of article downloads from Science Direct has doubled. The number of loans decreased with 36%, interlibrary loan even decreased further.

## Summary of Benchmarking data Libraries of Dutch Universities of Applied Sciences 2013

Measure	n	mean	median	minimum	maximum
<b>1. University of Applied Sciences: expenditures and size of the population</b>					
Expenditures, including housing costs (x1000 €)	19	105,670	109	7,513	220,902
Number of students	20	20,163	22,448	1,606	48,207
<b>2. Library expenditures</b>					
Total expenditures (excl. housing costs/IT) (x 1000 €)	16	1,680	1,737	300	4,138
Collection expenditures (x 1000 €)	20	436	398	51	1,160
Staff expenditures (x 1000 €)	16	1,091	1,035	193	2,694
<b>3. Collection expenditures</b>					
Total (X 1000 €)	20	436	398	51	1,160
Printed books (X 1000 €)	19	121	99	8	326
Printed journals (X 1000 €)	18	82	76	9	230
Electronic databases + E-books (X 1000 €)	19	242	236	13	669
<b>4. Library staff</b>					
Total number of employees (fte)	20	21.9	19.6	2.9	56.6
Total number of management (fte)	18	1.9	1.3	0.0	5.7
Total number of information professionals (fte)	19	11.3	9.6	1.0	40.2
Total number of supporting staff (fte)	18	7.3	8.7	0.0	14.7
Percentage sickness absence	17	5.7	4.1	0.2	15.2
<b>5. Size of the collection</b>					
Printed books: number of titles	19	51,617	40,146	11,908	128,919
Printed books: number of copies	14	79,094	57,705	23,857	204,502
Number of current printed journals	18	533	458	100	1,445
Number of electronic journals	13	17,316	17,676	77	40,904
Number of e-books	12	4,796	1,477	65	15,900
<b>7. Repositories</b>					
Digital documents in Repository database	17	1,584	925	14	6,619
<b>8. Locations and opening hours</b>					
Number of library locations	20	4	4	1	15
Total hours per week (all locations)	20	196	190	42	681
Hours per week (location with highest fte)	20	50.8	50.5	37.5	65
Number of weeks open (location with highest fte)	18	47.1	47.0	41	51
<b>9. Loans</b>					
Number of loans incl. renewals	20	87,035	62,713	10,078	252,747
Number of loans excl. renewals	18	50,845	40,972	5,303	109,263
<b>10. Interlibrary lending</b>					
Books and articles requested by library	17	433	268	24	1,763
Books and articles requested from library	9	1,180	606	153	4,756
<b>11. Searches in databases</b>					
Search in Picarta	16	25,042	14,803	1,304	83,581
Search in Lexis Nexis	19	29,869	16,006	130	107,608

Measure	n	mean	median	minimum	maximum
<b>12. Article downloads from electronic journals</b>					
Science Direct	17	33,990	26,353	125	104,536
<b>Performance indicators</b>					
<b>A. Primary resources</b>					
P1. Expenditures Library / Expenditures University (%)	16	1.65	1.53	0.85	2.81
P2. Expenditures Library per student (€)	16	88.83	84.21	44.76	155.35
P3. Expenditures collection / Expenditures Library (%)	16	26.06	27.18	14.61	34.57
P4. Expenditures books / Expenditures collection (%)	19	27.12	28.43	6.98	50.91
P5. Expenditures E-resources / Expenditures collection (%)	19	52.70	49.21	25.44	73.52
P6. Fte Information professionals / total fte library (%)	18	53.87	50.82	34.48	94.29
<b>B. Provision of resources, facilities and services to end users</b>					
P7. Hours per week (location with highest fte)	20	50.8	50.5	37.5	65
P8. Number of employees library (fte) per 1000 students	20	1.33	1.08	0.6	3.19
P9. Expenditures collection per student (€)	20	23.74	23.69	9.71	46.14
P10. Number of printed books (titles) per student	19	3.56	2.78	1.03	11.53
<b>D. Use of resources</b>					
P11. Number of loans (incl. renewals) per student	20	5.74	4.56	0.93	14.89
P12. Number of loans (excl. renewals) per student	18	3.39	2.61	0.69	11.32
P13. Number of loans (incl. renewals) per book(title)	19	1.64	1.34	0.85	3.44
P14. Number of loans (excl. renewals) per book(title)	18	0.97	0.88	0.45	1.58
P15. Number of searches in PiCarta per student	16	1.23	0.89	0.24	4.14
P16. Number of articles viewed in LexisNexis per student	19	1.10	1.01	0.08	3.01
P17. Number of articles viewed in Science Direct per student	16	1.67	1.32	0.08	5.24