AMERICA'S STAR LIBRARIES

THE *LJ* INDEX OF PUBLIC LIBRARY SERVICE 2019

By Keith Curry Lance

A third of the 261 Star Libraries that *Library Journal* scored, in its 12th year rating U.S. libraries on the *LJ* Index of Public Library Service, were not Star Libraries last year. The dramatic drop in libraries scored on the Index altogether—over 1,000, to 6,333—is primarily due to this year's new per-capita output measure: Wi-Fi sessions. With more and more users visiting libraries with their own laptops, tablets, and smartphones, as well as libraries loaning devices that run on Wi-Fi to replace or supplement desktop PCs, Wi-Fi sessions are now being counted alongside public internet computer usage to provide a more complete picture of how visitors access online resources at the library.

Wi-Fi joins the five existing measures that determine the *LJ* Index: total circulation, circulation of electronic materials, library visits, program attendance, and public internet computer use. (Eligible libraries are grouped by total operating expenditures and rated based on their differences from the average for the six per-capita statistics. For more detail, see the FAQ: bit.ly/LJstarsFAQ.)

The 2019 scores and ratings are based on the most recent findings from the Institute of Museum and Library Services (IMLS) Public Library Survey (PLS), FY17. Even though every state agency has collected data on Wi-Fi for at least two years, and often three, 1,028 libraries did not report Wi-Fi sessions. Unlike reporting zero sessions, not answering the question at all eliminated these libraries from consideration for the Index and rankings, which requires libraries to submit data on all six measures.

LIBRARIES STRUGGLE TO TRACK WI-FI

Several states reported that data collection on Wi-Fi usage was a major challenge, one that required training, assistance, and expenditure of resources at the state level. "We now have a statewide contract to help libraries collect Wi-Fi use," says Scott Dermont, Iowa state data coordinator (SDC). Michele Balliet Unrath, North Dakota SDC, says the state library offered a grant to supply libraries with routers and individual training on how to accurately count and report sessions. Texas offers something similar, but one obstacle is systemic rather than informational: "The main barrier to getting Wi-Fi data we hear is that the Wi-Fi is managed at the city or county level and is not broken out by department," explains Stacey Malek, Texas SDC.

WI-FI RADICALLY CHANGES THE GAME

Since the 2018 edition of the Index, the Star Libraries group has undergone dramatic changes. Notably, the standard deviation for Wi-Fi sessions in each expenditure category tends to run two to three times the mean—something it has in common with circulation of electronic materials for lower expenditure categories. Most likely, these proportionally larger deviations are explained by a few outliers reporting

KEITH CURRY LANCE (KEITHLANCE@COMCAST.NET) IS AN INDEPENDENT CONSULTANT BASED IN SUBURBAN DENVER. HE ALSO CONSULTS WITH THE COLORADO-BASED RSL RESEARCH GROUP. IN BOTH CAPACITIES, HE CONDUCTS RESEARCH ON LIBRARIES OF ALL TYPES FOR STATE LIBRARY AGENCIES, STATE LIBRARY ASSOCIATIONS, AND OTHER LIBRARY-RELATED ORGANIZATIONS. FOR MORE INFORMATION, VISIT WWW.KEITHCURRYLANCE.COM

very high numbers on one end, and a large number of zeroes reported by libraries that don't provide these services on the other.

REPEAT STARS MAINTAIN THEIR EDGE

For 2019, 111 libraries retained the same Star status they had in 2018. There are 59 continuing five-Star libraries, 32 libraries that maintained four-Star status, and 20 libraries that remain three-Star libraries.

This year, 172 of 2018's Star libraries held onto Star status. However, their number of Stars may have changed. There are also 89 new or returning Star libraries that were not Stars in last year's edition. That's an all-time high, and it, too, is explained largely by the addition of Wi-Fi. A record 31 public libraries withdrew themselves from consideration as repeat Star Libraries by declining to report Wi-Fi sessions.

Between 2018 and 2019, ten libraries moved from one expenditure category to another while retaining Star library status. Of those libraries, eight retained Star library status despite moving from a lower to a higher expenditure category and, in two cases, it was the reverse.

WHY DO LIBRARIES GAIN OR LOSE STARS?

Each year, some libraries remaining in the same expenditure categories earn more or fewer Stars than in the previous year. Of 2018's five-Star libraries, 11 are four-Star ones and two are three-Star ones this year. Of 2018's four-Star libraries, six became five-Star libraries, while 19 became three-Star ones. Of 2018's three-Star libraries, seven became five-Star libraries, while 16 became four-Star ones.

The number of libraries losing Star status often falls between 50 and 70 per year, making this year's 85 seem exceptionally high. But again, the losses can be attributed largely to the fact that 31 libraries didn't report Wi-Fi sessions. Notably, while libraries withdrawn from consideration for Star Library status are found in every expenditure category, the highest proportion of Star status losses for non-reporting of Wi-Fi sessions was in the lowest expenditure category. More than nine out of ten of the lowest-spending libraries that lost Star status did so over Wi-Fi non-reporting. It's possible that many or most small libraries simply don't have the resources, training, or funds to easily track Wi-Fi usage by patrons.
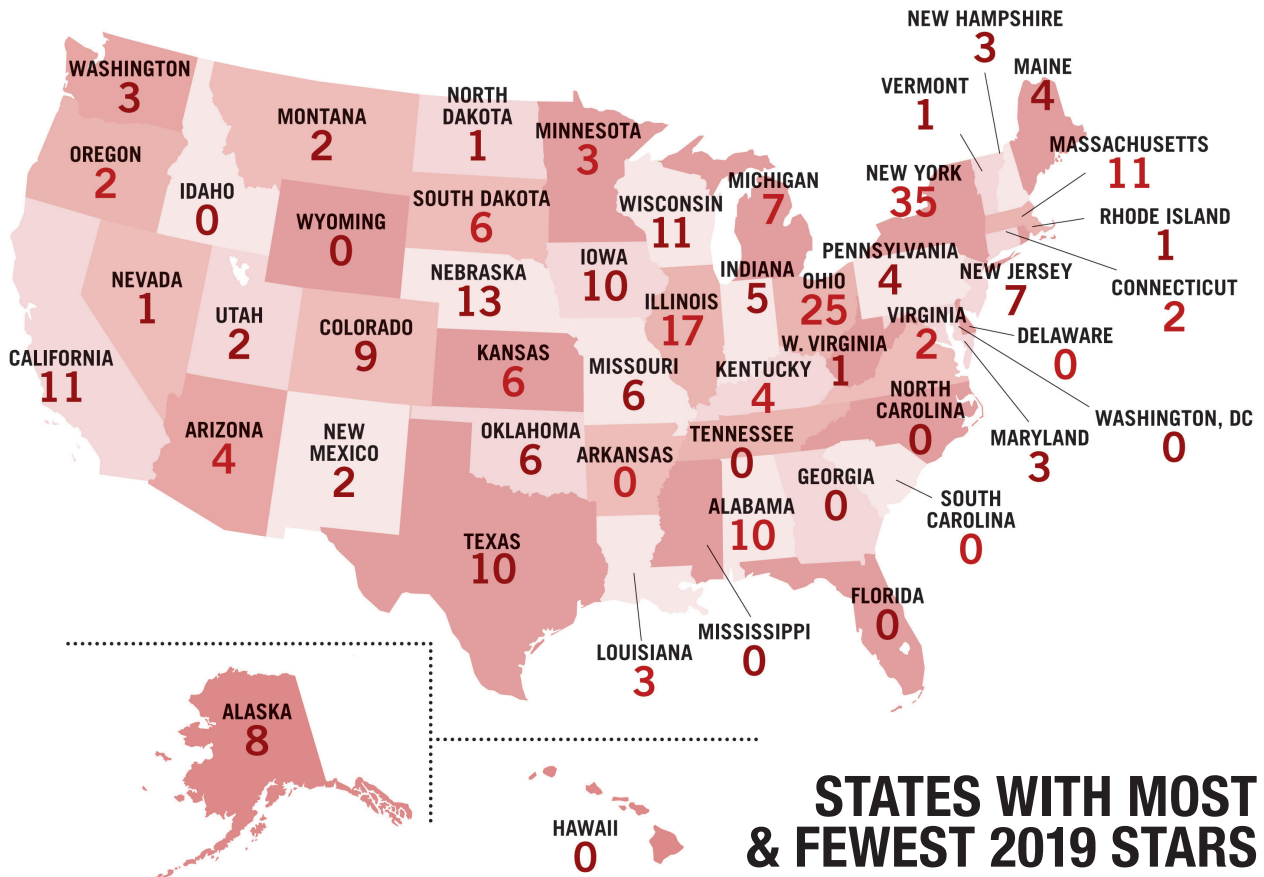
THE ROLE OF SYSTEM SIZE

As in past years, most of the Star-less states have one notable thing in common: public library jurisdictions covering the largest geographical areas. At the greatest extreme is Hawaii, which is unique in having a statewide system. In three of the remaining Star-less states—North

TABLE 1 MEAN AND STANDARD DEVIATIONS (SD) OF *LJ* INDEX STATISTICS BY EXPENDITURE CATEGORY, 2019 (BASED ON FY17 DATA)

PER CAPITA SERVICE OUTPUT EXPENDITURE CATEGORY	TOTAL CIRCULATION		CIRCULATION OF ELECTRONIC MATERIALS		LIBRARY VISITS		TOTAL PROGRAM ATTENDANCE		PUBLIC INTERNET COMPUTER USE		WI-FI SESSIONS	
	MEAN	SD	MEAN	SD	MEAN	SD	MEAN	SD	MEAN	S.D	MEAN	S.D.
$30M+	9.61	5.78	1.42	0.96	4.73	1.63	0.39	0.21	0.98	0.48	1.66	2.31
$10-29.9M	10.05	6.72	1.33	1.90	4.81	2.08	0.44	0.30	1.01	0.61	1.84	4.15
$5-9.9M	10.65	8.07	1.12	1.14	5.99	4.94	0.53	0.42	1.09	0.98	2.31	5.10
$1-4.9M	9.05	7.62	0.86	1.77	6.12	5.13	0.62	0.81	0.99	0.98	1.53	3.39
$400-999.9K	8.04	6.52	0.69	1.02	6.62	6.57	0.70	0.77	1.07	1.31	1.54	4.57
$200-399.9K	6.86	6.13	0.56	1.06	5.60	4.67	0.63	0.71	1.02	1.53	1.02	2.46
$100-199.9K	6.87	6.37	0.52	0.81	5.55	5.34	0.65	0.84	1.10	1.62	1.17	2.87
$50-99.9K	5.69	4.44	0.45	0.86	4.43	3.65	0.57	0.71	0.97	1.19	1.25	4.05
$10-49.9K	3.63	3.18	0.27	0.68	2.77	2.16	0.35	0.57	0.77	1.03	0.85	3.12
AVERAGE	7.27	6.47	0.64	1.19	5.48	5.10	0.61	0.75	1.01	1.29	1.32	3.60

KEY: **M**–Millions **K**–Thousands

TABLE 2 PUBLIC LIBRARIES ELIGIBLE FOR THE *LJ* INDEX AND REPEAT AND NEW STAR LIBRARIES, 2009–19 (BASED ON FY06–17 IMLS DATA)

EXPENDITURE CATEGORY	NUMBER OF LIBRARIES											
	NOVEMBER 2019 (2017 DATA)	NOVEMBER 2018 (2016 DATA)	DECEMBER 2017 (2015 DATA)	NOVEMBER 2016 (2014 DATA)	NOVEMBER 2015 (2013 DATA)	NOVEMBER 2014 (2012 DATA)	NOVEMBER 2013 (2011 DATA)	NOVEMBER 2012 (2010 DATA)	NOVEMBER 2011 (2009 DATA)	OCTOBER 2010 (2008 DATA)	NOVEMBER 2009 (2007 DATA)	FEBRUARY 2009 (2006 DATA)
$30M +	55	54	49	49	51	47	46	44	48	45	36	31
$10M - $29.9M	112	127	116	107	112	113	112	114	107	106	98	88
$5M - $9.9M	192	220	219	222	209	209	198	191	211	186	176	159
$1M - $4.9M	1,251	1,445	1,436	1,401	1,397	1,381	1,367	1,349	1,307	1,282	1,209	1,125
$ 400K - $999.9K	1,221	1,451	1,443	1,414	1,446	1,394	1,395	1,373	1,377	1,333	1,278	1,247
$200K - $399.9K	1,030	1,169	1,186	1,171	1,209	1,208	1,174	1,170	1,129	1,087	1,113	1,089
$100K - $199.9K	1,044	1,204	1,212	1,180	1,257	1,237	1,251	1,258	1,236	1,204	1,191	1,173
$50K - $99.9K	888	1,011	1,002	1,055	1,088	1,122	1,111	1,126	1,145	1,128	1,152	1,115
$10K - $49.9K	540	680	746	750	894	875	919	945	953	1,036	1,015	1,088
Total Libraries Rated	6,333	7,361	7,409	7,349	7,663	7,586	7,573	7,570	7,513	7,407	7,268	7,115
Repeat Stars (from prior year)	172	197	205	199	207	198	196	203	195	195	208	
New Stars (not starred prior year)	89	60	54	61	54	60	67	59	67	63	50	
TOTAL STARS	261	257	259	260	261	258	263	262	262	258	258	256

KEY: **M**–Millions **K**–Thousands

STATES WITH MOST & FEWEST 2019 STARS

NEW HAMPSHIRE 3
MAINE 4
VERMONT 1
MASSACHUSETTS 11
WASHINGTON 3
MONTANA 2
NORTH DAKOTA 1
MINNESOTA 3
NEW YORK 35
RHODE ISLAND 1
OREGON 2
IDAHO 0
MICHIGAN 7
WISCONSIN 11
PENNSYLVANIA 4
NEW JERSEY 7
CONNECTICUT 2
SOUTH DAKOTA 6
WYOMING 0
NEBRASKA 13
IOWA 10
INDIANA 5
OHIO 25
NEVADA 1
UTAH 2
COLORADO 9
ILLINOIS 17
VIRGINIA 2
DELAWARE 0
CALIFORNIA 11
KANSAS 6
MISSOURI 6
KENTUCKY 4
W. VIRGINIA 1
NORTH CAROLINA 0
WASHINGTON, DC 0
MARYLAND 3
ARIZONA 4
NEW MEXICO 2
OKLAHOMA 6
ARKANSAS 0
TENNESSEE 0
GEORGIA 0
SOUTH CAROLINA 0
TEXAS 10
ALABAMA 10
FLORIDA 0
LOUISIANA 3
MISSISSIPPI 0
ALASKA 8
HAWAII 0

STARS ON THE MAP The 2019 Star libraries are scattered among 40 states across the country. The top four states are New York (35), Ohio (25), Illinois (17), and Nebraska (13). California, Massachusetts, and Wisconsin (11 each) are tied for places five through seven, and Alabama, Iowa, and Texas (ten each) for places eight through ten. Regionally, the Midwest has the largest number of Star Libraries at 110, followed by the Northeast at 68, and the West and South at 44 and 39, respectively.

There are no 2019 Star winners in 11 states (including the District of Columbia): Arkansas, Delaware, Florida, Georgia, Hawaii, Idaho, Mississippi, North Carolina, South Carolina, Tennessee, and Wyoming.

Carolina, South Carolina, and Wyoming—all, or almost all, jurisdictions are countywide. In two others—Georgia and Mississippi—the most prevalent jurisdictions are county and multi-jurisdictional, while in Delaware, jurisdictions are predominantly either county systems or library districts.

WHAT FACTORS
AFFECT STAR STATUS

As always, factors other than changes in service output can affect a library's Star status:

The mix of libraries that qualify for inclusion in the *LJ* Index

Changes in the statistics reported by a library's spending peers

Moving from one expenditure category to another.

Increases or decreases in a library's own statistics relative to the previous year don't necessarily translate into higher or lower *LJ* Index scores or more or fewer Stars. Each year is a separate ranking, strongly influenced by the other libraries in the mix.

As reported in the 2017 article (bit.ly/starlib2017), library jurisdictions that cover larger geography—particularly countywide and multi-jurisdictional systems—are at a disadvantage in the Star Library ratings, because they tend to be more poorly funded on a per-capita basis than other types (i.e., city, library district, nonprofit association) and, as a result, tend to generate lower per-capita service outputs.

Many libraries serving smaller geographic areas have higher per-capita statistics for both funding and output because they attract users from outside their official legal service area population. This gives them an edge over libraries with larger official service areas that encompass all or most of their actual users. This is why you should compare your library's *LJ* Index score with scores of other libraries of the same type (e.g., city, county, library district). A more precise analysis will yield a fairer comparison from a local perspective.

WHAT VARIABLES AFFECT WI-FI COUNTS?
Wi-Fi sessions can vary dramatically from library to library based on a wide variety of factors. Major issues include:

- **CAPACITY** How many simultaneous users can your library's Wi-Fi network accommodate?
- **RANGE** What is the geographical range of your library's Wi-Fi network? Many library Wi-Fi networks provide service in the library's parking lot. Some may provide service to neighboring businesses or other public agencies.
- **SPATIAL CONCENTRATION OF SIMULTANEOUS USERS** How is your library's Wi-Fi traffic affected by a large number of simultaneous users in close physical proximity?
- **BANDWIDTH** How fast is your Wi-Fi network? Web browsing can be done at four mbps; but high-definition video streaming might call for 25 mbps. What users can do on your Wi-Fi network probably has an impact on how often and for how long they use it, thus affecting the number of sessions.
- **LIBRARY POLICIES** Does the library have policies that limit Wi-Fi session length, connection speed, or number of simultaneous users?
- **AUTHENTICATION** To access your library's Wi-Fi network, do users have to log in? Or are mobile devices automatically connected to your network? After publication of last year's article, a director reported having extraordinarily high Wi-Fi session counts because devices are connected automatically, the library network has a wide range, and the library is at an intersection with a traffic light!
- **INTENSITY OF USER—AND STAFF—ACTIVITY** Some uses make far greater demands on a Wi-Fi network's resources than others. And what about staff use of library Wi-Fi? If public services staff are equipped with handheld devices, their use of library Wi-Fi could inflate the count of Wi-Fi sessions substantially.
- **WI-FI SERVICE BEYOND THE LIBRARY** Does your library check out Wi-Fi hotspots? If so, are usage counts for those hotspots included in your Wi-Fi session count? Is the library involved in providing Wi-Fi service to the wider community?

WI-FI SESSIONS VERSUS LIBRARY VISITS

The relationship between Wi-Fi sessions and library visits is worth examining. You might expect a library's number of Wi-Fi sessions to be a subset of its number of visits; however, there are many circumstances in which Wi-Fi sessions might exceed visits: if the network range extends beyond the building, if log-ons are automated, or if a network-imposed limit on session length generates repeated reconnects. And sometimes visits don't get counted, say, when special event attendees use a separate entrance. It's also possible that libraries reporting very high numbers

of Wi-Fi sessions are not counting these sessions in the same way their peers are—there is no standardized process across public libraries.

Libraries reporting more Wi-Fi sessions than library visits are few—less than four percent nationwide. Interestingly, the proportion of libraries reporting more Wi-Fi sessions than library visits is higher for both the highest and the lowest-spending libraries than it is those in-between. About one out of 20 libraries spending $30 million or more and about one out of 14 libraries spending between $5 million and $29.9 million report more Wi-Fi sessions than library visits. The latter proportion also applies to libraries spending between $10,000 and $49,999. Only two to three percent of libraries in the spending categories in-between report more Wi-Fi sessions than library visits.

There are other interesting patterns in the relationship between Wi-Fi sessions and library visits. In a dozen states—Alaska, Delaware, Florida, Maine, North Carolina, New Hampshire, New Mexico, Nevada, Rhode Island, South Carolina, West Virginia, and Wyoming—zero libraries report more Wi-Fi sessions than library visits. In most other states, nine out of ten libraries report a number of Wi-Fi sessions that is less than or equal to their number of library visits. The percentage of libraries reporting more Wi-Fi sessions than library visits reaches double digits in only four states: Kansas (ten percent), Kentucky (13 percent), Wisconsin (16.7 percent, and North Dakota—where just over half (52.1 percent) of libraries report more Wi-Fi sessions than library visits. Perhaps rural locations, which often lack reliable, affordable broadband connections to private homes, are more dependent on library Wi-Fi.

A noteworthy change accompanying the addition of digital service measures is the increasing independence of service outputs from physical visits. The long-established definition of circulation has always included renewals, which often happen either automatically or via a library website transaction. As public library programming becomes more

TABLE 3 2018 STAR LIBRARIES THAT LOST STAR STATUS DUE TO NOT REPORTING WI-FI SESSIONS		
	NO WI-FI SESSIONS REPORTED	
EXPENDITURE CATEGORY	**NUMBER**	**% LOSING STAR STATUS**
$30M +	1	50.0
$10M–$29.9M	3	42.9
$5M–$9.9M	1	20.0
$1M–$4.9M	1	10.0
$400K–$999.9K	2	28.6
$200K–$399.9K	4	26.7
$100K–$199.9K	2	25.0
$50K–$99.9K	5	35.7
$10K–$49.9K	12	92.3
TOTAL	**31**	**38.3**

KEY: **M**–Millions **K**–Thousands

TABLE 4 NEW STARS, MORE STARS, AND CONTINUING STARS IN NEW EXPENDITURE CATEGORIES, 2018–2019										
EXPENDITURE CATEGORY	**NEW STARS**		**3 TO 5 STARS**		**3 TO 4 STARS**		**4 TO 5 STARS**		**NEW EXPENDITURE CATEGORY/ STILL STARS**	
	NUMBER	**%**	**NUMBER**	**%**	**NUMBER**	**%**	**NUMBER**	**%**	**NUMBER**	**%**
$30M +	4	26.7	0	0.0	1	6.7	0	0.0	0	0.0
$10M–$29.9M	10	30.3	1	3.0	2	6.1	1	3.0	1	3.0
$5M–$9.9M	7	22.6	2	6.5	2	6.5	1	3.2	1	3.2
$1M–$4.9M	12	40.0	0	0.0	1	3.3	1	3.3	1	3.3
$400K–$999.9K	5	16.7	1	3.3	3	10.0	0	0.0	3	10.0
$200K–$399.9K	14	46.7	1	3.3	1	3.3	0	0.0	2	6.7
$100K–$199.9K	8	26.7	0	0.0	1	3.3	1	3.3	1	3.3
$50K–$99.9K	15	48.4	1	3.2	1	3.2	0	0.0	1	3.2
$10K–$49.9K	14	45.2	1	3.2	4	12.9	2	6.5	0	0.0
TOTAL	**89**	**34.1**	**7**	**2.7**	**16**	**6.1**	**6**	**2.3**	**10**	**3.8**

KEY: **M**–Millions **K**–Thousands

expansive and places increasing emphasis on outreach, there is a growing probability that program attendance figures include attendees of events happening outside the library. Of the *LJ* Index statistics, the only one that continues to have a strong relationship to physical visits is use of public internet computers, which are usually located in library facilities. None of the new digital service measures—e-circulation, Wi-Fi sessions, and, in time, e-retrievals and library website visits—requires that the user trip the gate counter at the library door. ∎

WHAT'S NEXT:
ELECTRONIC INFORMATION RETRIEVALS

In FY16, the PLS added a new data element for successful retrieval of electronic information, as distinct from circulation of ebooks. Mostly this consists of full content from licensed databases, downloaded or fully displayed, such as journal articles; reference content, such as dictionary definitions, encyclopedia articles, or biographies; and non-text resources, such as images, audio, and video. It includes use both inside and outside the library, but not use of the OPAC or website. By next year, all states will have been collecting data on the measure for at least two years, so electronic information retrievals may become the seventh per-capita statistic in the *LJ* Index formula next year. This will be a useful measure of how people are using library resources and what kind of content they need or want.

The status of this new measure is already strong: This statistic is being reported by more than nine out of ten public libraries that qualified for an *LJ* Index score this year. Two out of three report a value greater than zero. Only a quarter report zero electronic retrievals. And only about one out of 12 does not report this figure at all. Generally, libraries with higher operating expenditures are more likely to report e-retrievals (almost all spending more than $10 million) and libraries with lower expenditures are less likely to report e-retrievals (still, almost nine out of ten even for the lowest expenditure category).

At the state level, there is even stronger evidence that e-retrievals as a new measure is being adopted remarkably quickly. All libraries with 2019 *LJ* Index scores reported non-zero values for this new statistic in the District of Columbia and 11 states: Delaware, Georgia, Hawaii, Idaho, Louisiana, Mississippi, North Carolina, Ohio, Rhode Island, South Carolina, and Wyoming. All libraries with 2018 *LJ* Index scores reported e-retrievals—including reports of zero—in another 20 states: Arkansas, Iowa, Kansas, Kentucky, Maryland, Michigan, Missouri, Montana, North Dakota, Nebraska, New Hampshire, Nevada, New York, Oklahoma, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, and Wyoming. Other states have reports from most libraries. The only states with substantial percentages of libraries not reporting e-retrievals are Maine (84.8 percent), Utah (75.6 percent), Minnesota (59.2 percent), and Connecticut (46.2 percent).

PAIN POINTS

State library agencies already achieving 100 percent reporting of electronic information retrievals were asked what works for them. One clever technological solution to total compliance was simple: "A state edit check was developed to require

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TABLE 5 **PUBLIC LIBRARIES ON THE *LJ* INDEX 2019 BY REPORTING ON ELECTRONIC INFORMATION RETRIEVALS, FY17**

EXPENDITURE CATEGORY	ELECTRONIC INFORMATION RETRIEVALS							
	GREATER THAN ZERO		ZERO		MISSING		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
$30M +	50	90.9	4	7.3	1	1.8	55	100
$10M–$29.9M	104	92.9	4	3.6	4	3.6	112	100
$5M–$9.9M	163	84.9	12	6.3	17	8.9	192	100
$1M–$4.9M	1,069	85.5	132	10.6	50	4.0	1,251	100
$400K–$999.9K	949	77.7	197	16.1	75	6.1	1,221	100
$200K–$399.9K	703	68.3	228	22.1	99	9.6	1,030	100
$100K–$199.9K	607	58.1	315	30.2	122	11.7	1,044	100
$50K–$99.9K	401	45.2	373	42.0	114	12.8	888	100
$10K–$49.9K	197	36.5	284	52.6	59	10.9	540	100
TOTAL	4,243	67.0	1,549	24.5	541	8.5	6,333	100

KEY: M–Millions **K**–Thousands

VERIFYING DATA COLLECTION

One of the most challenging issues in comparing statistics is assessing the validity of outliers in the responses. At the national level it is impossible for anyone other than IMLS and the state library agencies, working together, to police the accuracy and comparability of data. Even for them, it is a daunting annual challenge, particularly for new measures, where the learning curve is still steep and data collection methods are not yet standardized. This is where public library directors and their staff come in, to review regularly how their own library's data are collected and reported and to consult with each other when their peers report unusual data.

a response in the Successful Retrieval of Electronic Information question if a library reported databases," an anonymous spokesperson from the Missouri State Library told *LJ*.

Even with their success, certain obstacles came up again and again. Lack of standard terminology across vendor platforms and reports was the most frequent complaint. Norma Fowler, Nevada SDC, gives a telling example of "lack of standardization or consistency between vendors about the elements that are reported and the terms that are used for the elements." She says: "We provide databases from three vendors. Between the three of them, they use the following terms in their usage reports: Hits, Sessions, Content Views, Searches, Regular Searches, Federated and Automated Searches, Result Clicks, Record Views, Full Text Requests, Abstract Requests, and Link-out Requests. We select the elements that seem to meet the PLS definition of "successful retrievals" and use those elements for the statewide databases, but it is unclear if we are using the same elements as other states. Also, the question of how to count pay-per-use vendors has not been resolved."

Databases provided through state libraries and consortia are generally easier to track than resources subscribed to at the local level, with many states prepopulating those fields. But while several state libraries provide charts attempting to guide individual systems to decide which data elements to report where, they report widespread confusion about what counts as a database use versus an electronic circulation, and concern that different libraries are applying the criteria inconsistently.

FURTHER FUTURE

With the addition of this data element, there will be only one, long-awaited digital service measure still missing: visits to library websites. That measure is being introduced to the

IMLS Public Library Survey (PLS) for FY18, so it probably will not be added to the *LJ* Index until the 2022 edition. But while that is the last technological measure the field has been waiting for, it's far from the last measure some would like to see added to the survey. As Amanda Johnson, North Carolina SDC, sums up, "We would also like to see the survey reflect how libraries are expanding services through partnerships and outreach services, as well as providing spaces for community use."

As libraries take on increasingly vital roles as community builders in shifting times, it's a topic worth considering. ∎

FIND YOUR LIBRARY

Explore the Star Libraries and look deeper into the *LJ* Index to find your library's peers via the online version of this article at **libraryjournal.com/LJindex2019**

THE STAR LIBRARIES 2019

We are pleased to announce the results of the 12th edition of the *LJ* Index of Public Library Service, sponsored by Baker & Taylor's CollectConnect. The *LJ* Index rates U.S. public libraries based on selected per capita output measures. The 2019 Index derives from data recently released by the Institute of Museum and Library Services (IMLS) for FY17. This year, 6,333 U.S. public libraries qualified to be rated in the Index. In this edition, there are 261 Star Libraries, each receiving three-Star, four-Star, or five-Star designations.

EXPENDITURE RANGE $30,000,000+

LIBRARY	STATE	POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	SCORE
Cuyahoga County Public Library	OH	616,527	24.79	3.89	10.60	0.56	2.28	2.45	2063
PL of Cincinnati and Hamilton County	OH	802,374	24.72	4.31	7.35	0.57	1.81	0.62	1736
Cleveland Public Library	OH	398,453	12.49	1.37	6.70	0.85	2.33	4.66	1593
King County Library System	WA	1,464,815	14.20	3.22	6.78	0.41	1.67	3.41	1422
Seattle Public Library	WA	713,700	15.11	3.43	7.23	0.46	1.27	2.28	1378
Indianapolis Public Library	IN	877,389	16.45	2.31	4.56	0.69	0.95	5.25	1291
Santa Clara County Library	CA	439,004	20.28	1.19	7.35	0.52	1.10	3.42	1280
San Francisco Public Library	CA	874,228	12.31	2.65	7.10	0.56	1.07	2.76	1267
Multnomah County Library	OR	790,670	23.69	2.68	5.52	0.40	1.08	1.97	1262
Columbus Metropolitan Library	OH	850,548	18.44	2.07	6.82	0.25	1.94	0.46	1230
Saint Louis County Library	MO	859,148	15.78	1.55	5.88	0.88	1.17	0.72	1221
East Baton Rouge Parish Library	LA	446,268	6.55	1.49	5.52	1.06	1.43	1.56	1211
Carnegie Library of Pittsburgh	PA	402,422	10.77	1.14	7.24	0.74	1.28	1.03	1147
Dayton Metro Library	OH	458,677	12.90	1.57	5.47	0.52	1.20	2.48	1061
Tulsa City-County Library System	OK	642,940	11.45	1.90	4.57	0.56	1.15	1.25	971

EXPENDITURE RANGE $10M–29.9M

| LIBRARY | STATE | PER CAPITA | | | | | | | SCORE |
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Allen County Public Library	IN	355,329	32.15	18.79	6.68	0.53	1.44	5.42	2,325
Ann Arbor District Library	MI	163,590	45.25	5.50	11.22	0.77	0.88	5.22	2,022
Naperville Public Library	IL	141,853	29.25	3.43	10.46	0.71	2.47	4.06	1,851
Middle Country Public Library	NY	62,562	15.19	1.12	7.07	1.41	3.54	0.88	1,692
Lexington Public Library	KY	318,449	9.81	0.97	5.77	0.29	1.08	36.28	1,614
Santa Monica Public Library	CA	93,834	15.77	1.30	13.40	0.79	1.85	0.96	1,530
Howard County Library System	MD	309,284	23.86	3.10	6.00	1.09	1.88	1.52	1,509
Kansas City Public Library	MO	218,765	9.09	2.88	8.90	0.79	3.11	0.64	1,499
Mercer County Library	NJ	160,057	11.10	1.12	6.45	0.88	3.88	1.22	1,488
Fountaindale Public Library District	IL	67,683	15.25	1.48	6.51	1.76	1.27	2.32	1,461
San Mateo County Libraries	CA	283,572	11.99	0.86	7.79	1.15	1.16	6.82	1,326
Kenton County Public Library	KY	164,945	13.66	3.12	5.27	1.13	1.40	1.40	1,256
Harford County Public Library	MD	250,105	14.78	1.41	6.85	1.04	1.59	1.02	1,248
Eugene Public Library	OR	165,885	16.21	1.13	6.86	0.32	1.31	12.56	1,246
Berkeley Public Library	CA	121,238	16.14	1.86	9.37	0.59	1.32	0.79	1,213
Schaumburg Township District Library	IL	126,849	22.05	1.19	8.42	0.64	1.13	1.06	1,210
Henrico County Public Library	VA	318,019	17.63	1.96	6.73	0.36	1.37	7.33	1,203
Carroll County Public Library	MD	167,830	22.17	0.91	6.10	1.05	1.05	0.68	1,202
Gail Borden Public Library District	IL	144,597	10.89	0.72	5.93	0.86	1.04	10.77	TIE 1,194
Arapahoe Library District	CO	262,524	16.64	4.31	7.11	0.59	1.05	0.65	1,194
Kent District Library	MI	395,660	20.88	3.07	6.72	0.37	0.96	1.64	1,108
Somerset County Library	NJ	188,378	16.02	1.66	7.54	0.63	1.05	1.45	1,098
Fort Vancouver Regional Library District	WA	489,685	9.22	2.05	3.93	0.27	0.91	17.05	1,077
Douglas County Libraries	CO	328,330	20.19	2.23	6.43	0.57	0.39	2.24	1,025
Ramsey County Library	MN	238,251	15.39	1.55	6.46	0.46	1.15	2.56	TIE 1,017
Rochester Public Library	NY	210,565	7.45	0.26	6.96	1.00	1.33	0.59	1,017
Marin County Free Library	CA	143,336	12.97	0.99	7.56	0.38	1.45	1.82	TIE 1,009
Stark County District Library	OH	240,131	16.40	1.37	5.56	0.70	0.90	2.19	1,009
Greene County Public Library	OH	161,573	18.60	2.32	6.46	0.51	0.63	1.15	1,003
Pikes Peak Library District	CO	639,625	11.58	2.37	5.15	0.43	1.81	0.99	1,002
Shreve Memorial Library	LA	246,581	4.18	0.61	4.30	0.86	2.01	2.46	969
Kalamazoo Public Library	MI	116,445	15.89	1.65	5.57	0.64	0.97	0.27	963
City of St. Louis Municipal Library District	MO	319,294	7.46	0.77	6.24	0.50	0.94	7.90	956

EXPENDITURE RANGE $5M–9.9M

| LIBRARY | STATE | PER CAPITA | | | | | | | SCORE |
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Worthington Public Library	OH	59,689	56.11	8.48	21.43	1.31	2.39	4.06	2,675
Upper Arlington Public Library	OH	34,150	56.23	4.51	14.83	1.14	1.87	5.57	2,132
Northbrook Public Library	IL	33,170	25.08	1.69	13.15	1.59	0.99	37.30	2,104
Wilmette Public Library District	IL	27,087	30.02	4.55	12.20	1.07	1.02	25.38	2,042
Elmhurst Public Library	IL	44,121	27.16	1.55	13.57	1.36	6.76	5.48	2,039
Princeton Public Library	NJ	28,572	18.01	2.65	27.50	2.33	2.19	2.95	2,016
Cerritos Public Library	CA	50,039	8.65	0.34	52.87	0.37	4.45	4.25	1,999
Greenwich Library	CT	62,359	19.64	3.39	10.16	0.85	7.46	1.82	1,915
Cook Memorial Public Library District	IL	59,842	23.31	1.52	10.28	0.58	1.03	34.17	1,710
Washington-Centerville Public Library	OH	56,628	28.47	4.71	8.59	0.80	0.80	16.57	1,703
Oak Park Public Library	IL	51,878	24.56	2.61	15.28	0.76	2.79	11.52	1,701
Redwood City Public Library	CA	85,601	12.88	1.11	9.36	2.62	0.83	11.93	1,559
Cleveland Heights–University Heights PL	OH	57,867	26.24	1.90	12.09	0.75	3.44	3.97	1,512
Ela Area Public Library District	IL	34,462	22.99	1.26	11.06	1.09	3.07	7.69	1,510
Westerville Public Library	OH	90,764	18.82	3.31	5.65	0.54	5.10	2.34	1,501
Palo Alto City Library	CA	68,691	22.20	1.41	15.01	1.08	2.18	5.15	1,452
Carmel Clay Public Library	IN	83,293	25.61	2.17	7.49	0.96	2.86	4.76	1,441
Plainview–Old Bethpage Public Library	NY	28,676	12.28	1.13	12.91	1.89	2.97	0.00	1,433
Great Neck Library	NY	44,580	13.66	6.34	7.03	0.61	1.90	0.67	1,386
Barrington Public Library District	IL	44,157	25.33	4.58	7.96	0.80	0.95	2.49	1,380
Pueblo City-County Library District	CO	165,109	15.66	1.32	8.26	1.56	2.76	0.85	1,315
Vernon Area Public Library District	IL	41,055	23.16	2.43	8.26	1.17	0.85	4.46	1,288
Williamsburg Regional Library	VA	86,204	16.20	2.60	8.62	1.39	1.03	2.32	1,254
Chester County Library	PA	78,350	20.67	1.72	7.61	0.76	0.71	12.75	1,231
Half Hollow Hills Community PL	NY	48,558	10.67	4.83	6.45	1.07	0.55	2.95	1,223
Iowa City Public Library	IA	83,352	15.73	1.47	9.56	0.69	1.00	13.56	1,217
Northport Public Library	NY	36,113	10.89	1.67	12.54	0.84	2.66	1.97	TIE 1,213
Port Washington Public Library	NY	31,071	10.31	1.15	13.42	1.39	1.27	4.32	1,213
Palatine Public Library District	IL	88,983	15.17	1.07	5.73	0.43	0.79	23.60	1,210
Medina County District Library	OH	145,137	17.63	2.23	4.91	0.76	2.37	1.47	1,133
Chandler Public Library	AZ	257,948	7.64	0.77	4.03	0.58	0.87	24.89	1,125

EXPENDITURE RANGE $1M–4.9M

| LIBRARY | STATE | PER CAPITA | | | | | | | SCORE |
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Avalon Free Public Library	NJ	1,334	126.22	42.44	68.79	11.10	5.82	18.57	8197
The Hampton Library in Bridgehampton	NY	1,827	49.56	8.20	43.45	9.69	3.66	14.72	4253
Grandview Heights Public Library	OH	7,392	76.86	6.20	58.60	4.15	4.71	12.08	4140
San Miguel Library District #1 (Telluride)	CO	6,392	32.99	2.90	40.72	4.73	4.80	20.57	3360
Hudson Library And Historical Society	OH	22,262	48.45	5.11	43.54	2.53	6.18	5.05	3155
Fayetteville Free Library	NY	10,347	33.42	12.76	15.41	3.35	6.95	7.17	3084
West Bloomfield Township Public Library	MI	71,755	40.48	1.81	17.29	0.82	13.79	2.52	2844
Westhampton Free Library	NY	5,571	32.78	4.92	27.15	6.56	2.40	3.18	2675
Darien Library	CT	21,744	29.20	2.21	17.68	3.02	8.13	7.62	2569
Center Moriches Free Public Library	NY	7,546	27.70	3.81	33.86	6.06	1.60	2.31	2507
Port Jefferson Free Library	NY	7,570	31.13	3.05	25.06	6.07	1.68	7.40	2498
Cottonwood Public Library	AZ	11,974	19.18	1.16	37.12	1.17	2.86	22.82	2440
Beauregard Parish Library	LA	36,928	31.42	28.22	2.17	0.14	0.46	0.11	2407
Glencoe Public Library	IL	8,723	33.23	14.49	12.54	1.45	2.90	2.51	2339
Lake Forest Library	IL	19,375	19.41	1.26	21.61	0.83	1.55	34.17	2306
South Country Library	NY	29,858	25.97	19.37	10.21	0.44	2.73	0.70	2278
Porter Public Library	OH	32,680	31.39	1.45	12.74	1.31	1.32	31.21	2249
Coffey County Library	KS	8,433	16.32	0.73	19.52	4.69	2.32	16.24	2220
Wright Memorial Public Library	OH	9,192	51.79	4.31	17.59	2.36	2.01	4.71	2191
Prospect Heights Public Library District	IL	14,073	21.36	2.54	11.26	1.96	0.96	30.42	2170
Cutchogue New Suffolk Free Library	NY	3,684	32.07	0.50	27.28	4.39	2.06	4.89	2167
Lancaster Sys Admin Unit	PA	4,231	7.55	0.13	3.06	13.59	-	0.30	2140
Bexley Public Library	OH	13,064	50.36	3.49	17.68	1.77	2.69	4.31	2113
Scarsdale Public Library	NY	17,166	23.42	1.19	16.94	1.13	7.88	2.75	2020
City of Commerce Public Library	CA	13,064	23.92	0.07	27.23	1.05	5.29	6.07	1986
Ocean City Free Public Library	NJ	11,701	23.13	3.63	21.14	2.43	2.59	6.10	1954
Verona Public Library	WI	18,280	32.34	2.00	12.73	1.95	0.87	18.08	1939
Huntington City-Township Public Library	IN	21,932	9.31	0.82	6.27	0.50	0.80	41.19	1938
Sitka Public Library	AK	8,748	25.47	4.71	17.72	0.66	4.23	6.29	1935
Lakewood Public Library	OH	51,983	28.71	1.48	16.80	2.11	4.92	2.93	1927

EXPENDITURE RANGE $400K–999.9K

| LIBRARY | STATE | PER CAPITA | | | | | | | SCORE |
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
West Tisbury Free Public Library	MA	2,895	70.39	3.22	55.54	6.86	9.79	35.12	4942
Provincetown Public Library	MA	2,980	15.21	1.24	107.42	2.06	10.47	55.37	4566
Leslie County Public Library	KY	10,538	43.53	16.70	7.30	1.10	15.87	15.87	4412
Wellfleet Public Library	MA	2,751	42.85	3.23	48.57	8.11	13.04	3.04	4121
Camden Public Library	ME	4,835	51.05	2.69	47.40	5.58	6.77	20.30	3750
Foley Public Library	AL	17,218	47.08	15.55	29.29	1.08	1.78	0.85	3285
Quogue Library	NY	1,080	28.99	6.46	46.61	4.96	4.45	9.72	3281
Park Ridge Free Public Library	NJ	8,645	13.16	1.01	7.07	0.64	0.77	109.05	3238
Truro Public Library	MA	2,009	33.35	3.65	47.01	4.39	7.51	2.90	3088
Loudonville Public Library	OH	7,677	17.31	1.43	11.61	0.64	17.35	25.13	2837
North Kansas City Public Library	MO	4,208	38.04	3.69	35.30	3.10	6.81	3.19	2772
Amagansett Free Library	NY	1,365	23.80	4.26	26.19	4.75	3.66	14.94	2702
Haines Borough Public Library	AK	2,459	32.98	0.84	36.99	3.22	5.61	13.65	2595
Island Free Library	RI	1,093	26.05	1.73	50.03	3.49	4.71	6.51	2584
Brumback Library	OH	23,964	41.36	2.97	16.93	5.66	2.32	3.04	2459
Bernardsville Public Library	NJ	7,707	24.15	1.59	20.21	2.84	10.43	5.65	2420
Shelter Island Public Library Society	NY	2,392	20.82	2.95	38.06	4.17	2.47	5.97	2346
Dover Town Library	MA	5,887	26.59	4.13	13.75	3.35	1.85	17.81	2287
Snow Library	MA	5,858	28.28	2.29	28.94	2.49	3.11	12.46	2231
Homer Public Library	AK	5,313	30.81	2.90	26.57	1.63	5.41	4.67	2188
Osterville Village Library	MA	2,990	32.26	1.89	26.41	3.83	3.15	1.57	2153
Joyce K. Carver Memorial Soldotna PL	AK	4,333	32.21	2.88	26.00	2.18	3.65	5.27	2149
Grand County Public Library	UT	9,579	17.60	0.93	15.89	1.00	9.11	18.65	2135
Smoky Valley Library District	NV	1,831	28.12	2.15	22.51	5.04	2.16	1.17	2128
Seward Community Library and Museum	AK	2,518	16.09	2.22	30.37	2.40	4.79	8.54	2089
Brewton Public Library	AL	5,434	22.19	8.65	12.12	0.87	3.39	0.55	2055
Orrville Public Library	OH	10,862	44.28	3.83	11.63	1.60	1.71	5.17	1983
Julia L. Butterfield Memorial Library	NY	2,641	15.45	1.17	34.04	3.03	3.79	5.68	1976
Hancock County Public Library	KY	8,810	6.08	0.59	3.39	1.09	1.18	55.34	1947
Skidompha Public Library	ME	5,541	13.55	0.49	37.23	3.87	3.82	1.41	1946

EXPENDITURE RANGE $200K–399.9K

LIBRARY	STATE	PER CAPITA							SCORE
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Wagnalls Memorial Library	OH	1,074	101.03	6.79	25.71	4.22	2.70	15.60	4558
Delta Community Library	AK	1,195	55.99	3.10	40.23	4.01	5.10	21.38	4150
Southwest Harbor Public Library	ME	1,778	32.24	2.94	39.55	5.66	15.56	4.95	3980
Irwindale Public Library	CA	1,423	42.43	21.08	14.46	0.73	4.40	3.51	3833
Red Hook Public Library	NY	1,961	39.35	2.30	41.20	6.94	2.49	5.23	3409
Haslet Public Library	TX	1,817	49.63	3.14	26.91	6.47	2.17	1.33	3105
West Liberty Public Library	IA	4,606	5.74	0.86	5.30	0.67	0.97	56.44	3057
Richland Community Library	MI	7,580	31.86	20.98	5.31	0.58	0.31	0.61	3048
Kellogg Free Library	NY	1,056	14.86	0.54	6.50	0.44	33.70	-	3012
La Veta Regional Library District	CO	1,301	26.71	0.54	36.50	3.85	3.24	8.21	2673
Central City Public Library	NE	2,905	26.01	0.89	24.03	5.37	5.85	2.43	2576
Ely Public Library	MN	3,441	21.36	2.11	21.00	1.15	7.12	8.02	2268
Williamsport–Washington Township PL	IN	2,298	8.38	0.35	17.20	2.77	6.29	12.43	2162
Ak-Chin Indian Community Library	AZ	1,351	2.99	0.14	31.12	2.22	8.49	5.40	2133
Rock Creek Public Library	OH	2,746	18.70	0.88	21.00	4.73	2.73	2.42	2097
Watonga Public Library	OK	2,946	9.52	5.60	10.28	2.03	2.40	8.36	2002
Bristol Public Library	OH	2,910	41.39	2.45	8.04	0.68	2.12	6.98	1915
Meekins Public Library	MA	2,474	28.37	1.22	17.29	0.70	0.48	11.71	1873
Beresford Public Library	SD	2,320	21.14	2.05	16.77	1.78	4.69	2.02	1854
Yoakum County/Cecil Bickley Library	TX	4,463	5.90	0.44	7.35	6.83	2.62	1.97	1825
Robertsdale Public Library	AL	5,894	16.66	-	12.42	0.41	10.05	6.04	1815
Stevens County Library	KS	5,584	18.12	0.97	37.94	1.10	1.04	1.61	1806
Falls City Library and Arts Center	NE	4,214	18.87	0.82	11.29	0.90	8.82	3.45	1788
Edward U. Demmer Memorial Library	WI	2,487	16.21	1.40	11.23	1.02	1.71	13.76	1770
Ridgway Public Library District	CO	2,617	28.36	1.08	21.53	1.08	3.10	1.63	1765
John A Stahl Library	NE	3,327	23.44	2.10	15.93	1.26	3.97	2.12	1763
Skagway Public Library	AK	1,087	15.87	0.66	24.78	1.04	6.18	-	1720
Mancos Library District	CO	3,408	8.26	0.11	20.16	0.69	6.21	7.18	1689
Clifton Springs Library	NY	2,127	19.53	0.89	13.88	3.53	1.30	2.09	1684
Green Tree Public Library	PA	4,432	17.22	1.14	24.82	1.20	3.37	1.22	1676

EXPENDITURE RANGE $100K–199.9K

LIBRARY	STATE	PER CAPITA							SCORE
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Flomaton Public Library	AL	1,411	105.30	0.58	37.09	1.09	29.22	12.45	5123
Madison Valley Public Library	MT	1,177	39.59	4.45	64.94	6.77	11.71	7.35	4513
Smith Memorial Library	NY	1,125	25.41	4.12	58.76	1.37	12.36	19.34	3947
The Southworth Library Association	NY	1,889	52.24	2.85	20.63	6.40	2.00	14.30	3286
Claud H. Gilmer Memorial Library	TX	1,911	17.69	0.24	33.29	7.58	12.00	9.55	3247
Hartington Public Library	NE	1,523	27.56	2.24	28.01	1.67	15.37	1.47	2770
Atkinson Public Library	NE	1,249	29.35	1.80	23.70	5.18	6.64	6.62	2725
Neligh Public Library	NE	1,527	34.47	1.66	17.38	6.11	6.64	0.68	2574
Lincoln Public Library	NH	1,345	9.64	1.32	37.17	6.69	4.46	1.82	2487
City of Wolfforth Library	TX	4,936	16.74	12.73	5.73	0.53	1.13	-	2419
Powers Library Association	NY	1,282	19.41	1.40	32.57	1.58	8.75	7.44	2414
Cimarron City Library	KS	2,222	21.56	1.03	23.40	4.79	1.99	13.59	2411
Wonewoc Public Library	WI	1,834	11.86	1.28	8.01	1.67	1.42	36.98	2410
Elroy Public Library	WI	2,341	12.29	0.56	15.92	3.45	0.99	29.75	2409
Tivoli Free Library	NY	1,118	18.38	1.28	15.93	4.16	7.96	9.49	2402
Hopkins District Library	MI	4,610	17.52	10.78	6.04	1.85	1.21	0.25	2367
Quartzsite Public Library	AZ	3,882	19.02	7.55	12.22	2.11	3.06	1.51	2295
Falconer Public Library	NY	2,420	29.43	0.49	36.57	2.73	5.59	1.50	2268
Rogersville Public Library	AL	1,231	36.34	2.92	17.62	3.04	2.80	2.65	2229
Fairview City Library	OK	2,658	16.63	3.03	11.66	0.72	9.22	7.28	2101
Freeman Public Library	SD	1,308	19.27	3.33	16.34	1.40	6.82	3.38	2064
Hastings Memorial Library	NE	1,115	19.68	4.60	19.26	2.24	1.65	3.26	2061
Bertha Voyer Memorial Library	TX	1,679	21.73	0.93	20.32	4.89	4.49	0.62	2057
Stamford Village Library	NY	1,119	14.12	0.55	12.65	2.01	1.61	23.49	2022
Bandera County Library	TX	1,711	17.37	0.99	28.54	1.22	6.71	5.29	2010
Dennis Memorial Library Association	MA	2,805	20.99	2.17	21.31	2.33	3.56	3.62	1959
Witherle Memorial Library	ME	1,012	19.79	0.38	20.33	3.40	5.09	4.30	1946
Macsherry Library	NY	1,078	18.95	1.87	16.88	2.77	3.59	6.03	1945
Altamont Free Library	NY	1,720	17.32	1.90	8.60	3.28	4.15	7.64	1921
Summerdale–Marjorie Younce Snook PL	AL	1,128	17.96	0.73	15.75	2.84	8.80	0.89	1917

LIBRARY	STATE	PER CAPITA							SCORE
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Centerville Community Library	SD	1,342	20.32	0.76	29.25	8.95	1.94	0.89	3096
Holdenville–Grace Pickens PL	OK	5,680	17.30	13.46	5.55	0.10	0.63	21.13	2997
North Freedom Public Library	WI	1,326	15.45	0.57	8.30	1.51	14.82	10.38	2664
Craftsbury Public Library	VT	1,179	18.13	–	17.11	2.99	7.50	17.07	2656
Ettrick Public Library	WI	1,035	8.77	2.12	3.44	0.65	0.31	67.78	2635
Otis Library and Museum	MA	1,583	21.24	11.56	7.98	0.09	1.05	0.01	2446
Estancia Public Library	NM	1,655	4.14	0.64	17.61	0.47	15.52	0.24	2335
Bath Public Library	NH	1,078	25.07	0.90	12.62	5.34	2.41	2.41	2333
Cambridge Public Library	NY	1,870	14.83	1.28	26.98	1.47	1.23	18.74	2301
Hospers Public Library	IA	1,021	22.31	0.67	19.25	2.93	3.56	0.66	2142
Antlers Public Library	OK	2,325	5.58	1.57	7.35	0.38	1.79	44.30	2112
Elbridge Free Library	NY	1,058	21.25	2.37	14.22	3.06	2.12	0.54	2072
Ontario Public Library	WI	1,576	13.79	0.48	6.64	0.97	1.04	39.70	2057
Plainview Public Library	NE	1,204	16.42	0.57	10.63	5.34	3.16	0.25	2056
Hubbard Public Library	IA	1,131	14.97	0.61	18.22	3.41	3.52	1.29	2020
Marion City Library	KS	1,838	16.08	0.72	22.43	1.92	3.58	2.12	1989
Saint Paul Public Library	NE	2,349	20.26	2.31	17.71	0.51	4.04	1.23	1958
Wellsburg Public Library	IA	1,241	14.20	0.86	16.19	1.44	6.30	0.90	1924
Electra Public Library	TX	2,722	21.42	5.01	11.17	0.54	1.49	1.06	1903
Osborne Public Library	KS	1,353	18.99	1.65	13.59	3.47	1.00	0.65	1884
Hazel L. Meyer Memorial Library	SD	1,077	40.58	3.42	3.62	0.46	0.80	0.52	1861
Boyden Public Library	IA	1,095	12.63	0.67	21.82	1.48	2.38	6.49	1836
Philmont Public Library	NY	1,379	22.70	1.01	15.31	1.65	1.68	4.28	1832
Rocky Ford Public Library	CO	3,835	17.84	3.27	17.06	0.54	1.96	0.38	1804
Creighton Public Library	NE	1,117	27.64	0.53	7.11	2.07	3.34	1.45	TIE 1792
Stuart Public Library	IA	1,937	6.94	1.20	16.01	1.02	2.48	16.21	TIE 1792
Litchfield District Library	MI	2,372	14.22	7.10	4.89	0.73	0.79	1.46	1789
Edgerton Public Library	MN	1,879	35.86	0.98	12.02	0.72	0.65	0.68	1729
Oakland Public Library	NE	1,192	19.32	1.18	10.72	1.82	2.62	3.05	1724
Willow Springs Public Library	MO	2,184	16.50	3.41	4.28	0.05	5.44	2.30	1712
Windham Public Library	NY	1,703	13.00	0.96	12.04	1.83	4.50	1.24	1706

LIBRARY	STATE	PER CAPITA							SCORE
		POPULATION	CIRCULATION	E-MATERIAL CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	WI-FI SESSIONS	
Norwalk Public Library	WI	1,090	7.74	1.16	5.69	0.56	2.36	58.56	3236
Tularosa Public Library	NM	2,842	11.90	–	13.82	1.06	11.61	0.74	2707
Velva Public & School Library	ND	1,265	12.72	0.50	5.14	8.11	1.98	0.23	2677
Vincent–Lallouise F. McGraw Library	AL	2,120	9.89	8.08	3.52	0.29	2.29	1.18	2320
Ellinwood School Community Library	KS	2,037	11.07	0.40	11.24	4.84	1.10	0.44	2246
Lanark Public Library	IL	1,457	15.44	0.76	16.57	0.78	1.72	2.30	2097
Wilsonville–Vernice Stoudenmire Library	AL	1,980	9.44	8.08	3.17	0.04	0.53	0.08	2039
Lemmon Public Library	SD	1,216	12.65	3.06	7.91	0.38	2.38	1.37	1907
Elk Horn Public Library	IA	1,025	12.76	1.60	7.75	2.11	0.71	1.08	1820
Wedsworth Memorial Library	MT	1,547	21.30	0.18	5.48	0.48	2.12	6.83	1812
Louisville Public Library	NE	1,224	8.02	0.96	7.16	0.35	5.17	5.17	1808
Saint Jo Public Library	TX	2,166	8.49	6.87	1.12	0.25	0.87	–	1806
Hughes Springs Area Public Library	TX	1,774	9.53	–	5.79	3.85	1.62	0.87	1777
Swea City Public Library	IA	1,936	9.87	–	10.16	0.30	5.39	0.40	1725
Gilbertville Public Library	MA	1,504	9.68	–	6.13	0.96	5.98	–	1692
Mound City Public Library	MO	1,159	11.13	–	7.85	1.02	4.04	1.55	1688
Elmwood Public Library	WI	1,075	12.57	1.06	5.80	0.48	2.03	7.19	1685
Mounds Public Library	OK	1,193	13.97	–	6.22	0.92	4.19	0.99	1682
City of Bayou La Batre Public Library	AL	2,621	8.04	–	7.69	0.56	5.60	–	1606
Colonial Library	NY	1,255	9.59	0.69	4.62	3.41	0.24	0.54	1605
Minersville Public Library	UT	1,083	14.35	0.37	8.09	1.55	0.78	0.26	1587
Wisner Public Library	NE	1,174	5.63	0.41	3.06	0.20	1.35	20.44	1555
Reform Public Library	AL	1,632	5.65	–	9.95	0.24	5.24	0.07	1546
Foard County Library	TX	1,183	13.79	–	7.70	0.12	3.58	0.66	1536
Piedmont Public Library	WV	1,475	0.57	–	7.78	0.78	6.70	0.26	TIE 1527
Deer Park Public Library	WI	1,015	11.87	0.83	5.04	0.33	1.16	8.54	TIE 1527
Shedd Free Library	NH	1,104	6.90	1.00	5.89	2.08	1.27	1.45	1523
Tri-Valley Community Library	AK	1,082	15.71	1.27	4.76	1.07	0.74	0.29	1521
Lime Springs Public Library	IA	1,225	8.32	0.88	5.40	2.31	1.16	–	1509
Platte Public Library	SD	1,273	12.46	1.32	4.76	0.83	1.84	0.31	1493
Lester Public Library of Vesper	WI	1,063	10.32	1.17	6.08	1.36	1.01	0.74	1491