

Hennen's American Public Library Rating Special Report



Cuyahoga County Public Library

Based on Federal State Cooperative Service Data
Report Date: November 2005

Thomas J. Hennen Jr.
6014 Spring Street
Racine, WI 53406

Voice: 262-886-1625

e-mail: thennen@haplr-index.com
Web site: <http://www.haplr-Index.com>



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Author Biography

Thomas J. Hennen Jr., the author of the HAPLR Index, has over 30 years worth of experience in public libraries. He has published in Library Journal, American Libraries and in other American Library Association publications. He also had a column on rural library materials for the American Library Association's Booklist magazine. He has been a speaker for library associations throughout the U.S. and Canada. He is the Director of the Waukesha County Federated Library System.

His book on effective library planning is now available.

Hennen's Public Library Planner: A Manual and Interactive CD-ROM by Thomas J. Hennen Jr. Neal-Schuman Publisher. ISBN 1-55570-487-5. 2004. 8 1/2 x 11 . 300 pp. Available for order on the web at: <http://www.neal-schuman.com/db/8/378.html>

Executive Summary

This report compares the Hennen's American Library Ratings (HAPLR) scores of chosen peer Libraries. Note that the rating system compares libraries to one another within population categories and that comparison across population categories, while useful, is less reliable.

Thomas J. Hennen Jr developed the HAPLR ratings. The HAPLR system uses data provided by 9,000 public libraries in the United States to create comparative rankings. The comparisons are in broad population categories. HAPLR provides a comparative rating system that librarians, trustees and the public can use to improve and extend library services. The HAPLR ratings have been featured in various issues of *American Libraries*, a publication of the American Library Association. The most recent publication of the ratings was in the October 2005 issue. The HAPLR-Index web site describes the index and provides ranking and comparative data for over 9,000 libraries in the United States. Each factor produces a rank and percentile score. All factors are ranked from high to low EXCEPT cost per circulation. It is assumed that the best cost per circulation is the lowest cost.

Limitations of the Study

Branch Data are not available.

The data used for the HAPLR Ratings are the data from the Federal State Cooperative Service. That agency does not separate out data for branches.

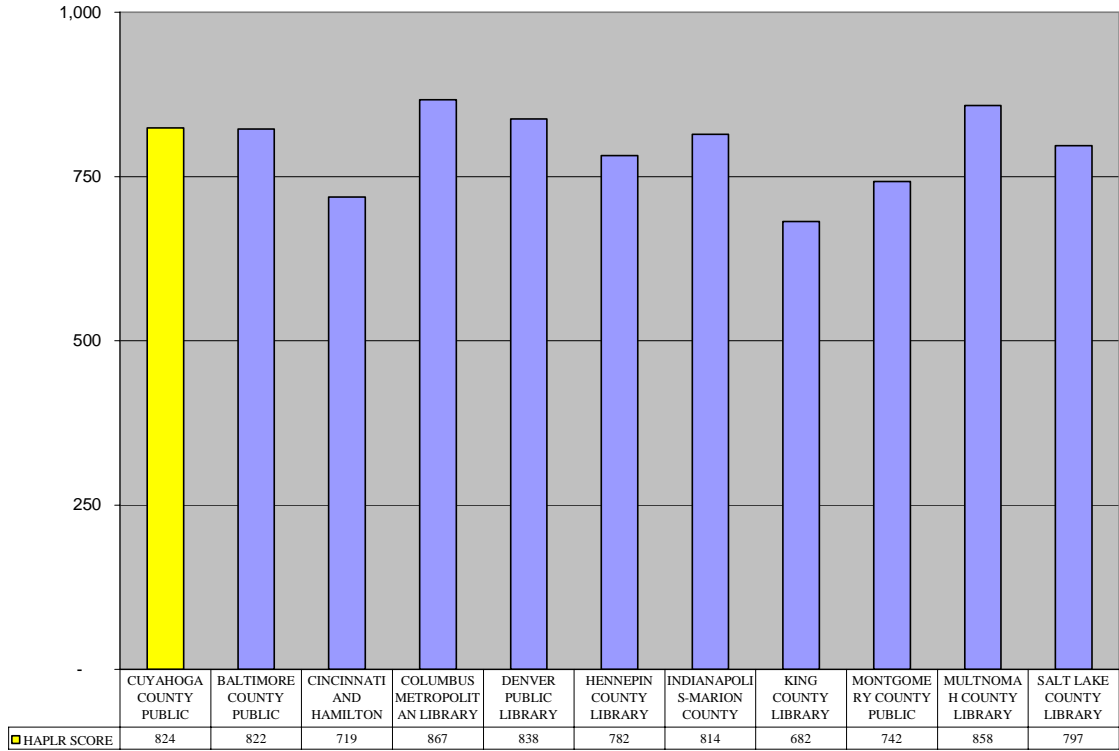
Electronic Resources data are not available

The Internet and the explosion of access points to electronically stored data are obvious to all. However, systematic collection on either the performance data or the input measures for electronic and Internet use in libraries is still in its infancy. Library planners are struggling with methods for systematically measuring and comparing electronic library use, but no consensus has emerged. FSCS has begun reporting the data, but they are still too disparate for incorporation into the HAPLR ratings. Consequently, there are no national comparison data on these issues.

Summary of Scores for Peer Libraries

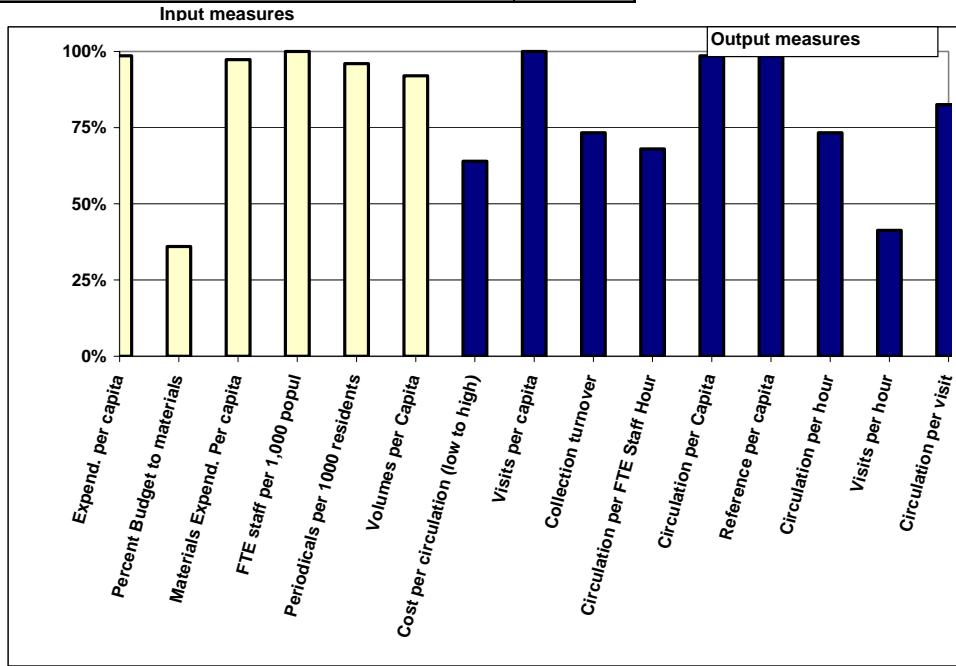
This report compares the Hennen's American Library Ratings (HAPLR) scores of peer libraries. HAPLR ratings rely on the reports to the Federal State Cooperative Service. Note that the ratings are designed primarily for comparison within population categories but that comparisons across population categories are useful as well. Note that the listed libraries are the top 10 in their population category.

Library	Popul. Category	Population of Legal Service Area	HAPLR SCORE	Percentile
CUYAHOGA COUNTY PUBLIC LIBRARY	a) 500 K	523,022	824	96.0%
BALTIMORE COUNTY PUBLIC LIBRARY	a) 500 K	764,600	822	94.6%
CINCINNATI AND HAMILTON COUNTY, PL OF	a) 500 K	845,303	719	88.0%
COLUMBUS METROPOLITAN LIBRARY	a) 500 K	753,892	867	100.0%
DENVER PUBLIC LIBRARY	a) 500 K	560,882	838	97.3%
HENNEPIN COUNTY LIBRARY	a) 500 K	748,180	782	90.6%
INDIANAPOLIS-MARION COUNTY PUBLIC LIBRARY	a) 500 K	832,693	814	93.3%
KING COUNTY LIBRARY SYSTEM	a) 500 K	1,155,360	682	84.0%
MONTGOMERY COUNTY PUBLIC LIBRARIES	a) 500 K	888,400	742	89.3%
MULTNOMAH COUNTY LIBRARY	a) 500 K	670,250	858	98.6%
SALT LAKE COUNTY LIBRARY SYSTEM	a) 500 K	702,987	797	92.0%



Cuyahoga County Public Library HAPLR Graphic

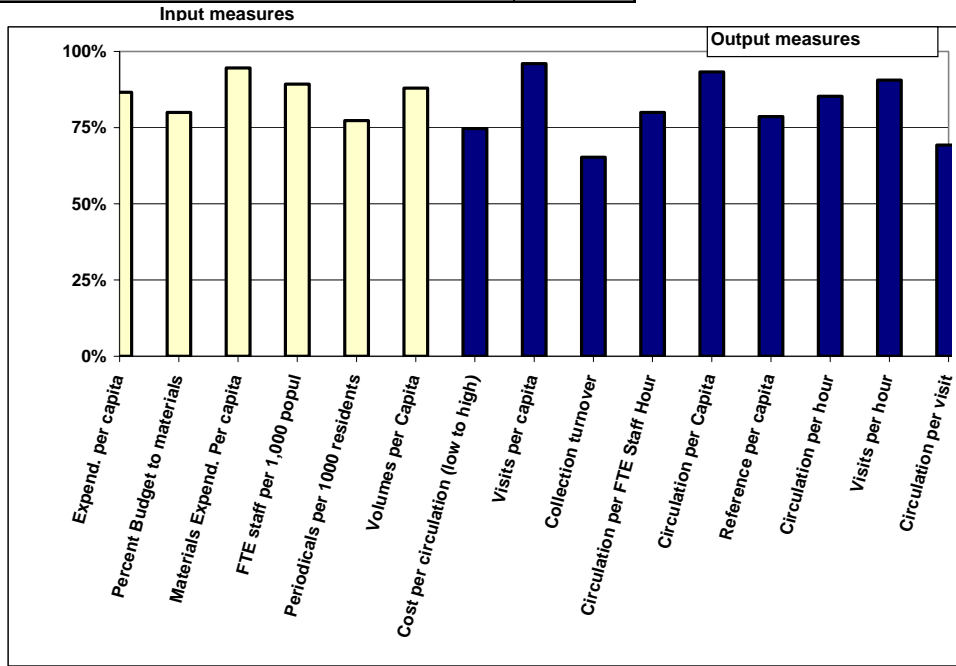
Hennen's American Public Library Ratings Report 2005	
CUYAHOGA COUNTY PUBLIC LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	824
Rank of Libraries in this population category	4
Percentile	96.0%



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Denver Public Library

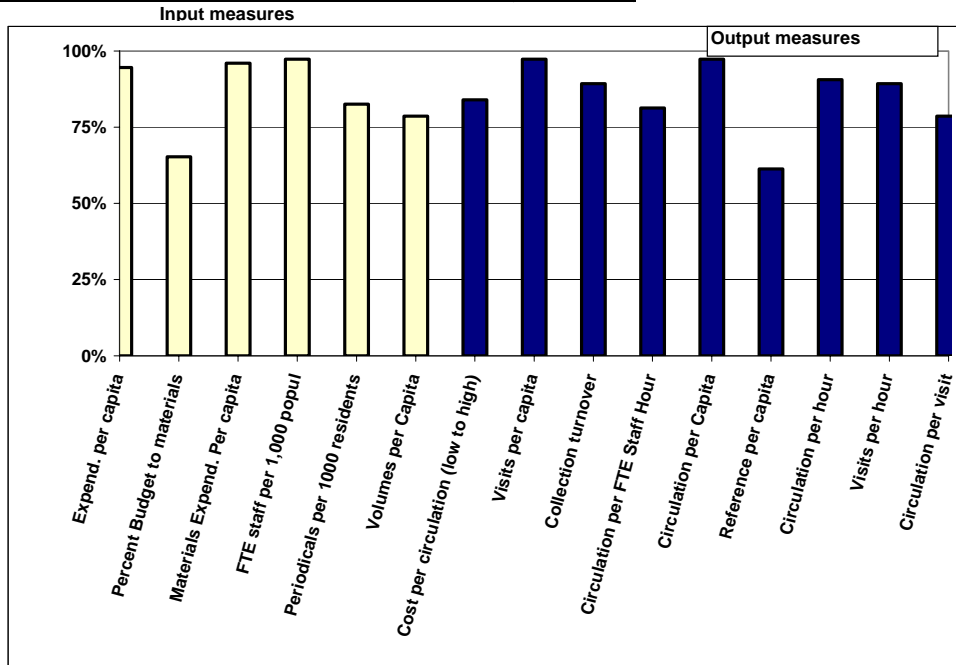
Hennen's American Public Library Ratings Report 2005	
DENVER PUBLIC LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	838
Rank of Libraries in this population category	3
Percentile	97.3%



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Columbus Metropolitan Public Library HAPLR Graphic

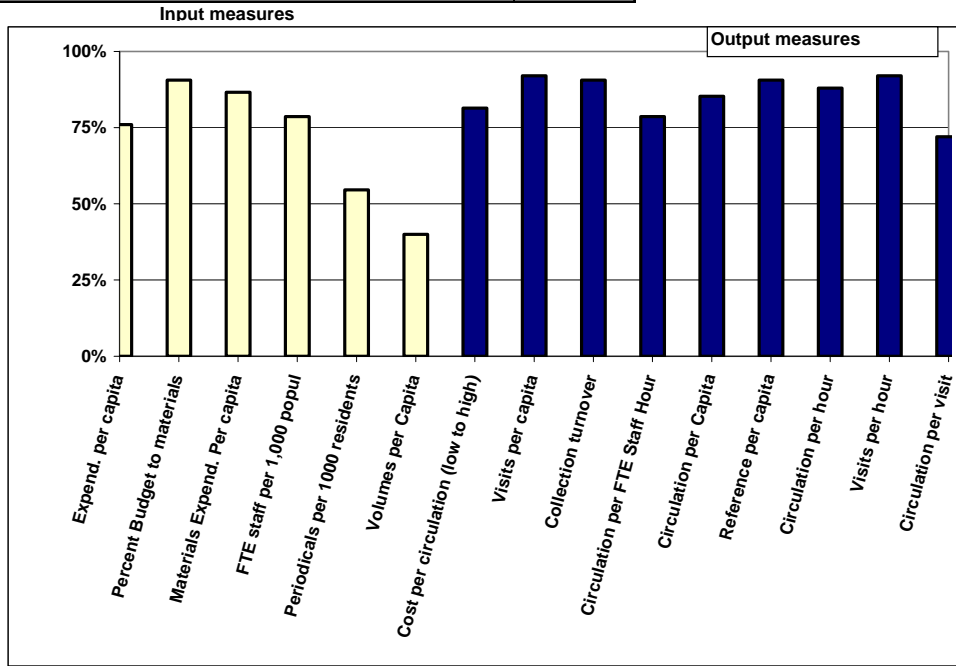
Hennen's American Public Library Ratings Report 2005	
COLUMBUS METROPOLITAN LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	867
Rank of Libraries in this population category	1
Percentile	100.0%



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Baltimore County Public Library HALPR Graphic

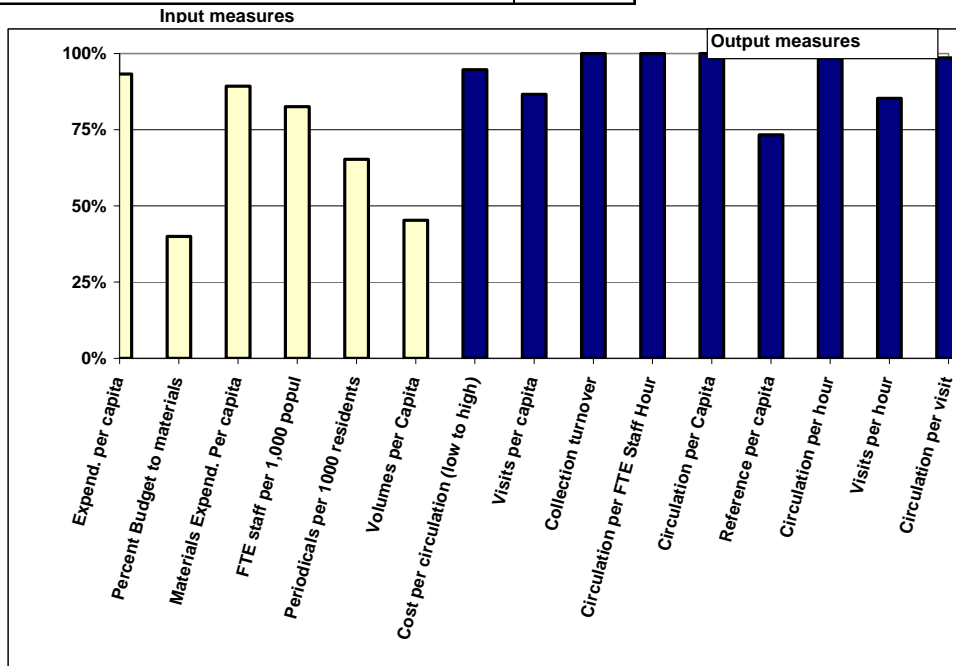
Hennen's American Public Library Ratings Report 2005	
BALTIMORE COUNTY PUBLIC LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	822
Rank of Libraries in this population category	5
Percentile	94.6%



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Multnomah County Public Library HAPLR Graphic

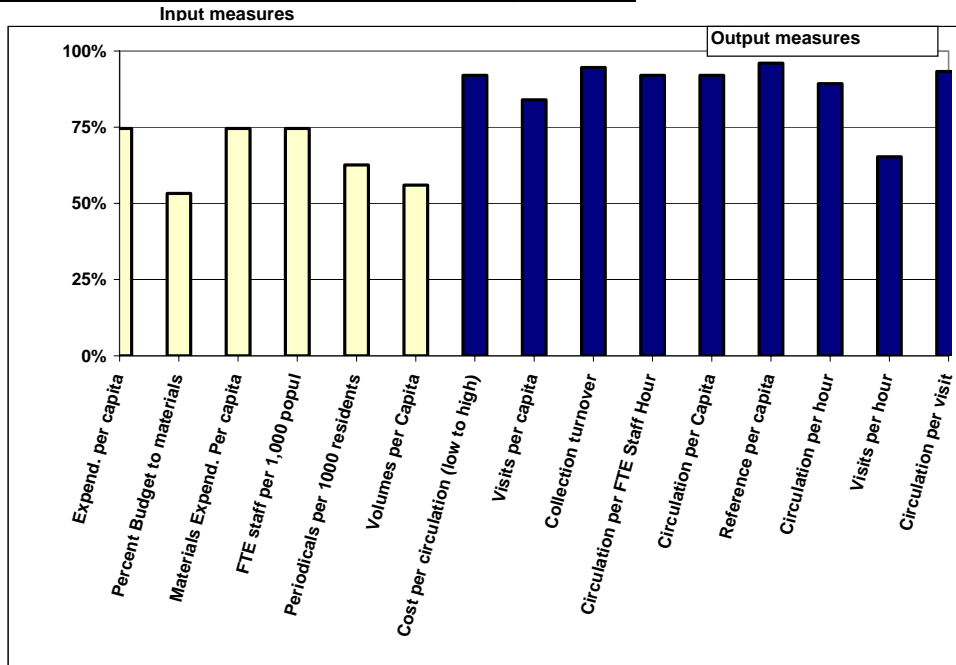
Hennen's American Public Library Ratings Report 2005	
MULTNOMAH COUNTY LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	858
Rank of Libraries in this population category	2
Percentile	98.6%



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Indianapolis-Marion County Public Library HALPR Graphic

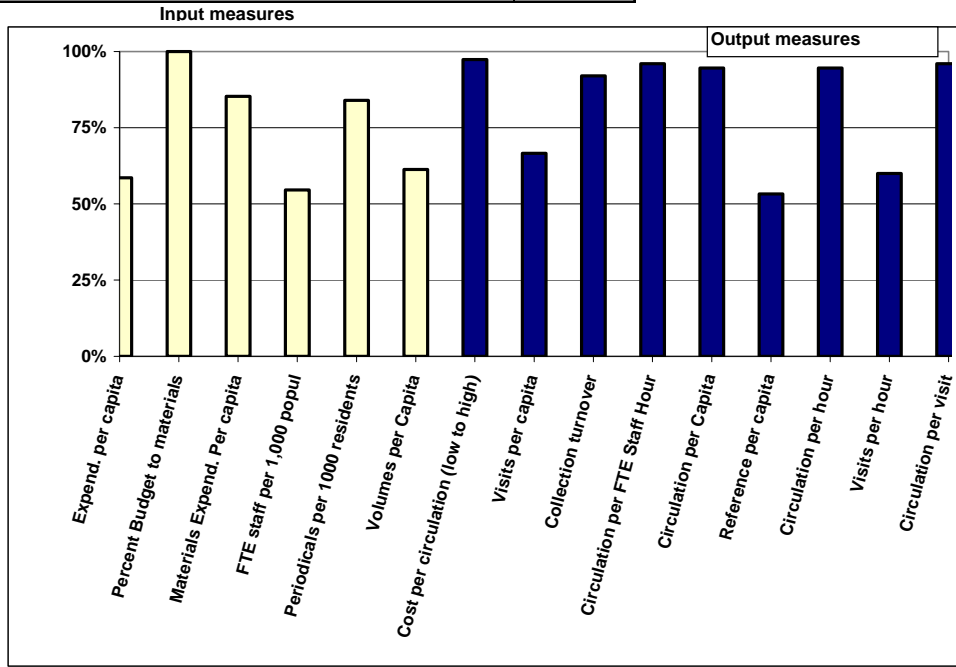
Hennen's American Public Library Ratings Report 2005	
INDIANAPOLIS-MARION COUNTY PUBLIC LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	814
Rank of Libraries in this population category	6
Percentile	93.3%



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Salt Lake County Public Library HAPLR Graphic

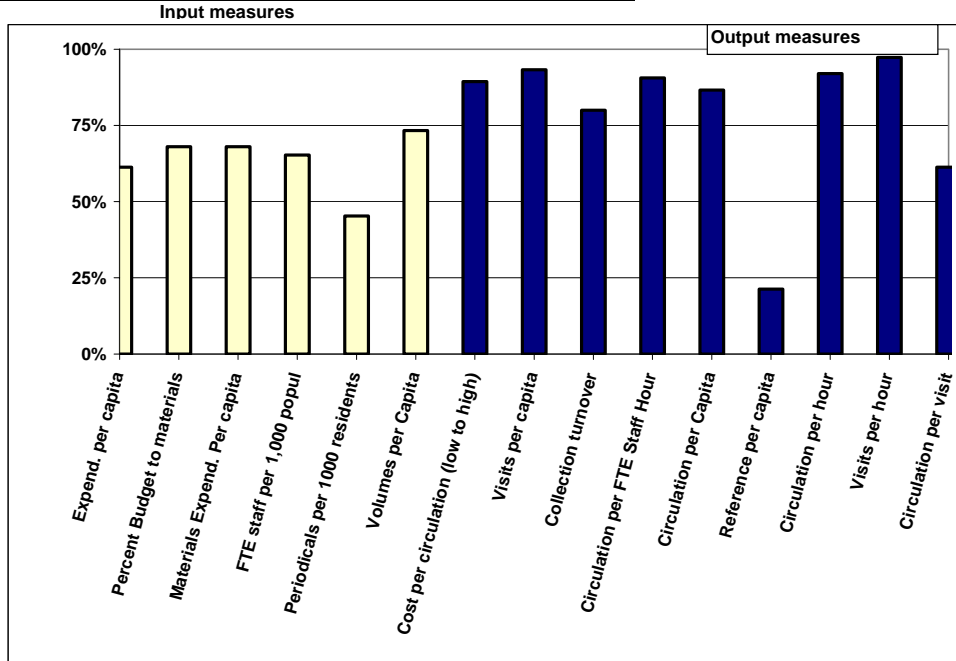
Hennen's American Public Library Ratings Report 2005		
SALT LAKE COUNTY LIBRARY SYSTEM		
November 25, 2005		
Number of Libraries in this Population Category:		76
HALPR Score for this Library		797
Rank of Libraries in this population category		7
Percentile		92.0%



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Montgomery County Public Library HALPR Graphic

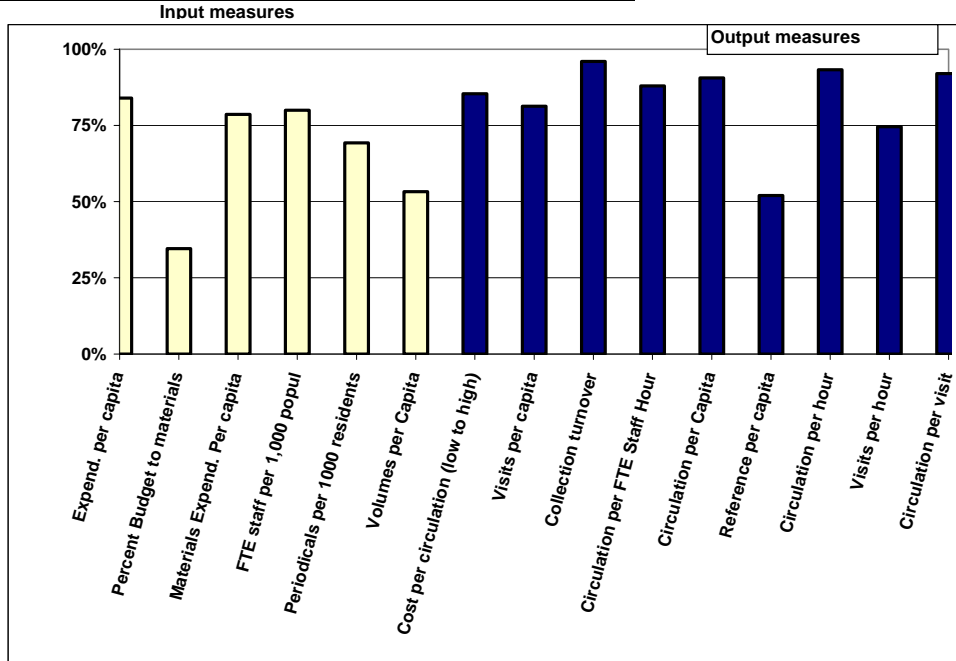
Hennen's American Public Library Ratings Report 2005		
MONTGOMERY COUNTY PUBLIC LIBRARIES		
November 25, 2005		
Number of Libraries in this Population Category:		76
HALPR Score for this Library		742
Rank of Libraries in this population category		9
Percentile		89.3%



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Hennepin County Public Library HAPLR Graphic

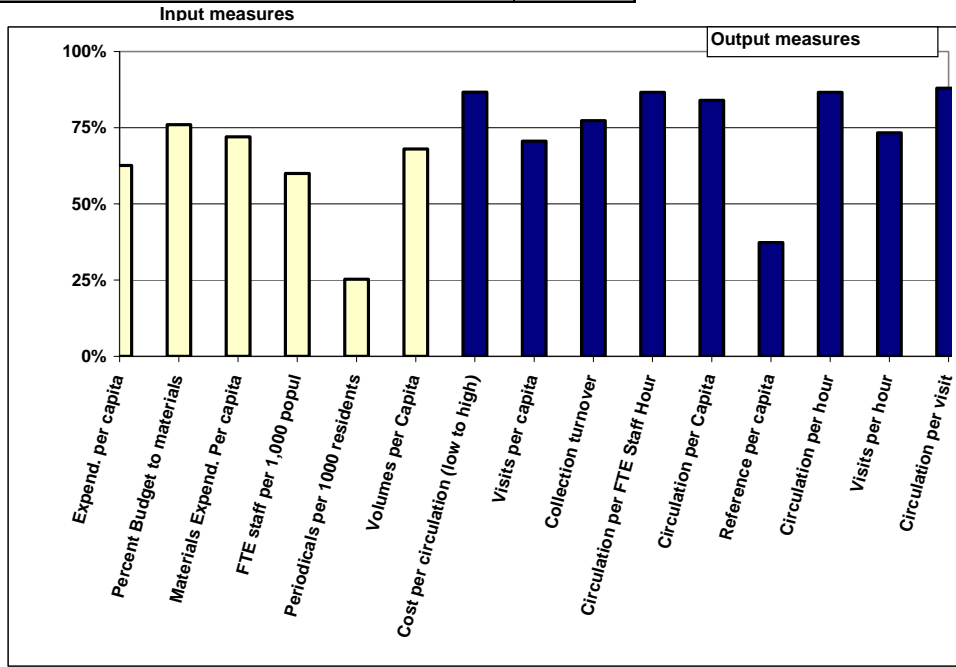
Hennen's American Public Library Ratings Report 2005	
HENNEPIN COUNTY LIBRARY	
November 25, 2005	
Number of Libraries in this Population Category:	76
HALPR Score for this Library	782
Rank of Libraries in this population category	8
Percentile	90.6%



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Fairfax County Public Library HAPLR Graphic

Hennen's American Public Library Ratings Report 2005		
FAIRFAX COUNTY PUBLIC LIBRARY		
November 25, 2005		
Number of Libraries in this Population Category:		76
HALPR Score for this Library		715
Rank of Libraries in this population category		11
Percentile		86.6%



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Hennen's American Public Library Ratings Special Report

HAPLR Calculations for Peer Libraries

	A	B	C	D	E	F	G
2	Population of Legal Service Area	523,022	832,693	764,600	888,400	748,180	845,303
3	LIBNAME	CUYAHOGA	INDIANAPOL	BALTIMORE	MONTGOME	HENNEPIN C	CINCINNATI
4	ADDRESS	2111 SNOW RD.	2450 N MERIDIAN ST	320 YORK ROAD	99 MARYLAND AVENUE	12601 RIDGEDALE DRIVE	800 VINE ST. 1LIB SQUARE
5	State	OH	IN	MD	MD	MN	OH
6	ZIP	44134	46206	21204	20850	55305	45202
7	CNTY	CUYAHOGA	MARION	BALTIMORE	MONTGOME RY	HENNEPIN	HAMILTON
8	Library ID	152C	8492	MD0004	MD0016	M0500	149C
9	CITY	CUY. CO.-PARMA	INDIANAPOLI	TOWSON	ROCKVILLE	MINNETONK	CINCINNATI
10	Population Category	a) 500 K	a) 500 K	a) 500 K	a) 500 K	a) 500 K	a) 500 K
11	Number libraries in population category	76	76	76	76	76	76
12	Expend per capita	\$93.24	\$40.07	\$40.92	\$33.66	\$48.56	\$59.73
13	Percent Budget to materials	13.3%	15.3%	18.9%	16.9%	13.2%	15.6%
14	Materials Expend Per capita	\$12.37	\$6.12	\$7.75	\$5.67	\$6.39	\$9.29
15	FTE staff per 1000 popul	1.2	0.6	0.6	0.5	0.6	0.9
16	Periodicals per 1000 residents	16.3	6.4	4.9	4.4	7.5	18.4
17	Volumes per Capita	5.3	2.4	1.9	2.8	2.2	5.9
18	Cost per circulation	\$4.06	\$2.48	\$3.26	\$2.57	\$3.13	\$3.40
19	Visits per capita	11.2	6.2	7.1	8.1	6.2	3.6
20	Collection turnover	4.4	6.9	6.5	4.6	7.1	3.0
21	Circulation per FTE Staff Hour	\$9.21	\$12.97	\$9.89	\$12.87	\$11.75	\$9.62
22	Circulation per Capita	23.0	16.2	12.6	13.1	15.5	17.6
23	Reference per capita	\$3.77	\$2.88	\$2.59	\$0.73	\$1.31	\$1.86
24	Circulation per hour	120.1	186.2	183.3	196.9	206.4	105.6
25	Visits per hour	58.5	71.7	103.0	121.3	82.1	21.8
26	Circulation per visit	2.1	2.6	1.8	1.6	2.5	4.8
27	Expend per capita PERCENTILE	99%	75%	76%	61%	84%	91%
28	Percent Budget to materials PERCENTILE	36%	53%	91%	68%	35%	57%
29	Materials Expend Per capita PERCENTILE	97%	75%	87%	68%	79%	92%
30	FTE staff per 1000 popul PERCENTILE	100%	75%	79%	65%	80%	95%
31	Periodicals per 1000 residents	96%	63%	55%	45%	69%	97%
32	Volumes per Capita PERCENTILE	92%	56%	40%	73%	53%	95%
33	Cost per circulation (low to high)	64%	92%	81%	89%	85%	77%
34	Visits per capita PERCENTILE	100%	84%	92%	93%	81%	33%
35	Collection turnover PERCENTILE	73%	95%	91%	80%	96%	52%
36	Circulation per FTE Staff Hour PERCENTILE	68%	92%	79%	91%	88%	73%
37	Circulation per Capita PERCENTILE	99%	92%	85%	87%	91%	96%
38	Reference per capita PERCENTILE	99%	96%	91%	21%	52%	71%
39	Circulation per hour PERCENTILE	73%	89%	88%	92%	93%	59%
40	Visits per hour PERCENTILE	41%	65%	92%	97%	75%	0%
41	Circulation per visit PERCENTILE	83%	93%	72%	61%	92%	100%
42	Expend per capita RANK	2	20	19	30	13	8
43	Percent Budget to materials RANK	49	36	8	25	50	33
44	Materials Expend Per capita RANK	3	20	11	25	17	7
45	FTE staff per 1000 popul RANK	1	20	17	27	16	5
46	Periodicals per 1000 residents RANK	4	29	35	42	24	3
47	Volumes per Capita RANK	7	34	46	21	36	5
48	Cost per circulation (low to high) RANK	28	7	15	9	12	18
49	Visits per capita RANK	1	13	7	6	15	51
50	Collection turnover RANK	21	5	8	16	4	37
51	Circulation per FTE Staff Hour RANK	25	7	17	8	10	21
52	Circulation per Capita RANK	2	7	12	11	8	4
53	Reference per capita RANK	2	4	8	60	37	23
54	Circulation per hour RANK	21	9	10	7	6	32
55	Visits per hour RANK	45	27	7	3	20	76
56	Circulation per visit RANK	14	6	22	30	7	1
57	Expend per capita SCORE	102	77	79	63	87	94
58	Percent Budget to materials SCORE	25	37	62	47	24	40
59	Materials Expend Per capita SCORE	67	51	60	47	54	63
60	FTE staff per 1000 popul SCORE	69	51	54	45	55	65
61	Periodicals per 1000 residents SCORE	33	22	19	16	24	34
62	Volumes per Capita SCORE	32	19	14	25	18	33
63	Cost per circulation (low to high) SCORE	66	95	84	92	88	80
64	Visits per capita SCORE	103	87	95	97	84	34
65	Collection turnover SCORE	51	65	62	55	66	36
66	Circulation per FTE Staff Hour SCORE	47	63	54	62	61	51
67	Circulation per Capita SCORE	68	63	59	60	62	66
68	Reference per capita SCORE	68	66	62	15	36	49
69	Circulation per hour SCORE	51	62	61	63	64	40
70	Visits per hour SCORE	14	23	32	34	26	-
71	Circulation per visit SCORE	28	32	25	21	32	34
72	HAPLR SCORE	824	814	822	742	782	719
73	HAPLR PERCENTILE	96%	93%	95%	89%	91%	88%
74	HAPLR RANK	4	6	5	9	8	10

Hennen's American Public Library Ratings Special Report

HAPLR Calculations for Peer Libraries (Continued)

	H	I	J	K	L	M
2	Population of Legal Service Area	560,882	753,892	670,250	702,987	1,155,360
3	LIBNAME	DENVER PUBLIC	COLUMBUS	MULTNOMAH	SALT LAKE	KING COUNTY
4	ADDRESS	10 W 14TH AVENUE PARKWAY	96 S. GRANT AVENUE	205 NE RUSSELL	2197 EAST FORT UNION BLVD.	960 NEWPORT WAY NW
5	State	CO	OH	OR	UT	WA
6	ZIP	80204	43213	97212	84121	98027
7	CNTY	DENVER	FRANKLIN	MULTNOMAH	SALT LAKE	KING
8	Library ID	FSCS0034	157C	OR0063	SLTLAK1300	WA0059
9	CITY	DENVER	COLUMBUS	PORTLAND	SALT LAKE CITY	ISSAQUAH
10	Population Category	a) 500 K	a) 500 K	a) 500 K	a) 500 K	a) 500 K
11	Number libraries in population category	76	76	76	76	76
12	Expend per capita	\$56.92	\$64.38	\$61.65	\$32.61	\$57.65
13	Percent Budget to materials	17.9%	16.6%	13.5%	23.1%	13.5%
14	Materials Expend Per capita	\$10.20	\$10.68	\$8.34	\$7.52	\$7.76
15	FTE staff per 1000 popul	0.8	0.9	0.7	0.5	0.6
16	Periodicals per 1000 residents	8.4	9.1	6.7	9.2	10.0
17	Volumes per Capita	4.3	3.2	2.1	2.4	3.0
18	Cost per circulation	\$3.48	\$3.16	\$2.31	\$1.99	\$4.18
19	Visits per capita	9.4	10.5	6.6	5.0	3.8
20	Collection turnover	3.8	6.3	12.9	6.7	4.6
21	Circulation per FTE Staff Hour	\$10.26	\$10.32	\$19.06	\$17.20	\$10.91
22	Circulation per Capita	16.4	20.4	26.6	16.4	13.8
23	Reference per capita	\$2.12	\$1.70	\$1.89	\$1.34	\$1.15
24	Circulation per hour	174.6	190.7	391.6	221.1	135.3
25	Visits per hour	100.8	98.3	97.1	67.9	37.1
26	Circulation per visit	1.7	1.9	4.0	3.3	3.6
27	Expend per capita PERCENTILE	87%	95%	93%	59%	88%
28	Percent Budget to materials PERCENTILE	80%	65%	40%	100%	37%
29	Materials Expend Per capita PERCENTILE	95%	96%	89%	85%	88%
30	FTE staff per 1000 popul PERCENTILE	89%	97%	83%	55%	77%
31	Periodicals per 1000 residents	77%	83%	65%	84%	87%
32	Volumes per Capita PERCENTILE	88%	79%	45%	61%	76%
33	Cost per circulation (low to high) PERCENTILE	75%	84%	95%	97%	59%
34	Visits per capita PERCENTILE	96%	97%	87%	67%	37%
35	Collection turnover PERCENTILE	65%	89%	100%	92%	79%
36	Circulation per FTE Staff Hour PERCENTILE	80%	81%	100%	96%	84%
37	Circulation per Capita PERCENTILE	93%	97%	100%	95%	88%
38	Reference per capita PERCENTILE	79%	61%	73%	53%	47%
39	Circulation per hour PERCENTILE	85%	91%	100%	95%	79%
40	Visits per hour PERCENTILE	91%	89%	85%	60%	8%
41	Circulation per visit PERCENTILE	69%	79%	99%	96%	97%
42	Expend per capita RANK	11	5	6	32	10
43	Percent Budget to materials RANK	16	27	46	1	48
44	Materials Expend Per capita RANK	5	4	9	12	10
45	FTE staff per 1000 popul RANK	9	3	14	35	18
46	Periodicals per 1000 residents RANK	18	14	27	13	11
47	Volumes per Capita RANK	10	17	42	30	19
48	Cost per circulation (low to high) RANK	20	13	5	3	32
49	Visits per capita RANK	4	3	11	26	48
50	Collection turnover RANK	27	9	1	7	17
51	Circulation per FTE Staff Hour RANK	16	15	1	4	13
52	Circulation per Capita RANK	6	3	1	5	10
53	Reference per capita RANK	17	30	21	36	41
54	Circulation per hour RANK	12	8	1	5	17
55	Visits per hour RANK	8	9	12	31	70
56	Circulation per visit RANK	24	17	2	4	3
57	Expend per capita SCORE	90	98	97	61	91
58	Percent Budget to materials SCORE	55	45	28	69	26
59	Materials Expend Per capita SCORE	65	66	62	59	61
60	FTE staff per 1000 popul SCORE	62	67	57	38	53
61	Periodicals per 1000 residents SCORE	27	28	23	29	30
62	Volumes per Capita SCORE	30	27	16	21	26
63	Cost per circulation (low to high) SCORE	77	87	98	101	61
64	Visits per capita SCORE	99	101	90	69	39
65	Collection turnover SCORE	45	62	69	63	54
66	Circulation per FTE Staff Hour SCORE	55	56	69	66	58
67	Circulation per Capita SCORE	64	67	69	65	61
68	Reference per capita SCORE	54	42	51	37	32
69	Circulation per hour SCORE	59	62	69	65	54
70	Visits per hour SCORE	31	31	29	21	3
71	Circulation per visit SCORE	24	27	34	33	34
72	HAPLR SCORE	838	867	858	797	682
73	HAPLR PERCENTILE	97%	100%	99%	92%	84%
74	HAPLR RANK	3	1	2	7	13

Sources for Further Information:

"Great American Public Libraries: HAPLR Ratings 2005," by Thomas J. Hennen Jr. in **American Libraries**. October 2005. Available on the world wide web at:
<http://www.ala.org/ala/online/selectedarticles/hennen2005.pdf>

Hennen's American Public Library Ratings - Home

The author has a home page on the World Wide Web with further information on the rankings and scoring for libraries. It also includes ordering information for individualized ratings for public libraries. <http://haplr-index.com>

Hennen Library Consulting

We provide clients with solid data, critical assessments, and visionary guidance.
http://www.haplr-index.com/HPLC_MainPage.htm

Federal-State Cooperative System

<http://nces.ed.gov/surveys/public.html#contents>

Nationwide public library statistics are collected and disseminated annually through the Federal-State Cooperative System for public library data (FSCS). FSCS completed the collection of 1991 data in July 1992. Statistics are collected from nearly 9,000 public libraries.

Postsecondary Education Statistics Division

National Center for Education Statistics

555 New Jersey Avenue NW

Washington, DC 20208-5652

Phone: (202) 219-1371 or (202) 219-1772

Email: ckindel@inet.ed.gov or achute@inet.ed.gov



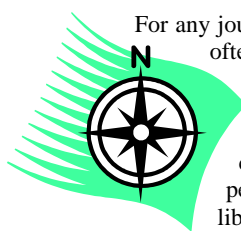
Hennen's Public Library Planner: A Manual and Interactive CD-ROM

Thomas J. Hennen Jr.

ISBN: 1-55570-487-5. 2004 .
8 1/2 x 11. 300 pp. \$125.



Order from Neal-Schuman at: <http://www.neal-schuman.com/db/8/378.html>



For any journey, it is always best to have a map. For libraries and librarians, that map is often a living document that speaks to where the organization is today, where the planners intend to take it in the future, and how to get there. Here is a structured tool for your public library's planning process. With Coverage in key issues—budgeting, governance and administration, electronic services, collection development, technology, access and facilities, staffing and personnel—a wide range of checklists assess the quality of everything from the library director, the integrated system, or even the meeting facilities. Reference tables help evaluate your library's needs for FTE staffing, collection holdings, hours of operation, material expenditures, and more (even better, the CD-ROM calculates many of these numbers for your particular library). Policy development is covered with sample mission statements and policies for Volunteers and Friends, Internet Use, Disasters, and more, for large and small libraries alike. The step-by-step structure answers key questions of how to create a committee, how to create long-range directives, and how to communicate the results. The numbers games of statistics, data, surveys, and even percentile comparisons are tackled in a simple manner. The companion, interactive CD-ROM features more than 50 checklists and "fill in the blank" forms. This is an essential resource for charting and navigating your public library's future.

*Plan for excellence with the new
book from the creator of the
HAPLR rating system.*

HAPLR web site: <http://www.haplr-index.com/>



Hennen's Library Consulting

Thomas J. Hennen Jr.
6014 Spring Street
Racine, WI 53406

Voice: 262-886-1625

e-mail: thennen@haplr-index.com
Web site: <http://www.haplr-index.com>



Hennen Library Consulting provides long range planning services for libraries.

We believe that library planning must be grounded in solid comparative data and aimed at excellent service for the community served. We provide clients with solid data, critical assessments, and visionary guidance.

We do a variety of types of consulting in the areas of long range planning, marketing, and impact fee assessments. For all the consulting, we use the principles and data included in Hennen's Public Library Planner, of course. The consulting can be simply a critical assessment of your library's current plan and a suggested strategy for a new one. We can provide more extensive on site training for you and your staff in using the principles in Hennen's Public Library Planner. We can also serve as facilitators and consultants on the entire project of developing a plan.

Our list of clients or sample reports is available on request.

Of course we also provide HAPLR Reports for your library or region.

For more information on our services see:

http://www.haplr-index.com/HPLC_MainPage.htm