



The Public Libraries Survey

Fiscal year 2025-2026



Welcome!

Please introduce yourself in the chat:

- Name
- Library
- One word that describes how you feel about data

Access the
instructions



Access the
workbook



Hello!



Amanda Johnson

Data Analysis & Communication Consultant

amanda.johnson@dnocr.nc.gov



[Data Webpage](#)

How can I help you?



Public Libraries `Survey

- Manage Public Library Survey collection in North Carolina
- Aggregate, analyze and disseminate data to IMLS, local libraries, and other stakeholders.
- Create tools and resources to help libraries use survey data to plan, advocate and support local services.



Evaluation Plans

- Developing evaluation plans for specific services or projects including grant applications
- Advise on methodologies, design of collection tools (surveys, focus groups, interviews, etc), and analysis



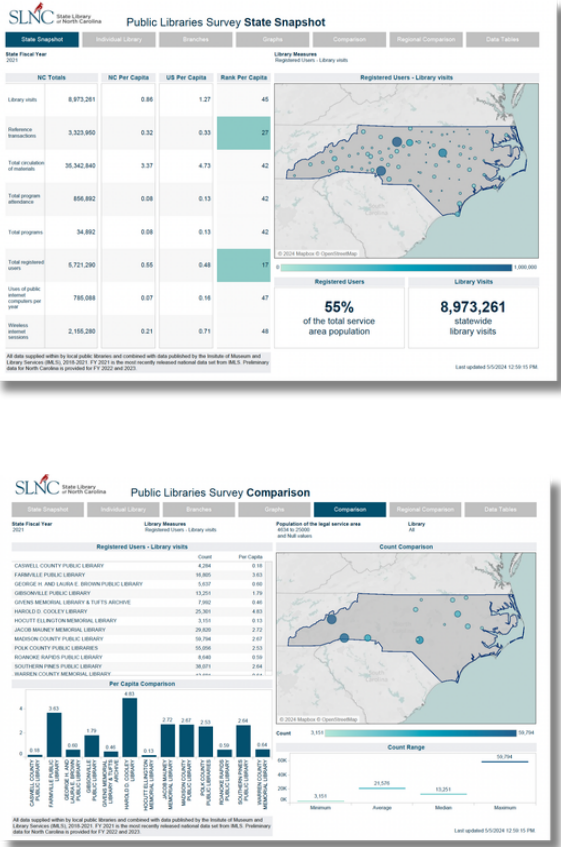
Communicating Data

- Trainings on communicating data
- Statewide publications on the impact of libraries
- Templates for local use:
 - General Infographics
 - Day in the District handouts
 - Library Week Social Media templates



Data tools

Tableau Dashboards



Hello!

Lauren Clossey

Continuing Education Consultant



Public Libraries Survey

aka: Annual Statistical Report

Part 1: Structure and People

Federal Cooperative System

Authorization and management

Part 2: The PLS in North Carolina

FY26 Timeline

LibPAS & Instructions

The PLS section by section

Modifications

Common Mistakes

INSTITUTE of Museum and Library SERVICES | Public Libraries Survey Web Portal | Fiscal Year 2022 | OMB No. 3137-0074 Expires 11/30/2024

Input Data: State Char page | Home | Survey Status | Tools | Reports | Help

SUB MENU | USER OPTIONS | DATA ELEMENT DEFINITIONS: STATE CHAR

State Characteristics			
ITEM #	ITEM	CURRENT YEAR	PRIOR YEAR
100	Reporting Period Start Date (MM/YYYY)	07/2021	07/2020
101	Reporting Period End Date (MM/YYYY)	06/2022	
102	State Total Population Estimate	10,487,088	
103	Total Unduplicated Population of Legal Service Areas	10,487,088	

PRINT PAGE

Welcome Library of North Carolina

Public Libraries Survey | Standards Self-Assessment | Non-recurring SFRF State Aid

Public Libraries Survey

Data entry has closed. Prior year data and custom reports are available under [Reports](#). The reports module includes all NC public libraries and the most recent national data set from IMLS.

The FY26 Public Libraries Survey will open on July 15, 2026 and close on September 15, 2026. Survey documentation including definitions, Excel workbook, and training information can be found on the [PLS Report Data webpage](#). For more information, contact [Amanda Johnson](#).

[View the survey form](#)

Ready Reports:

[FY25 Infographic Summary](#)

[FY25 Ranking Report](#)

[Per capita metrics](#) - limited to libraries serving a similar population size.

More ready reports coming soon

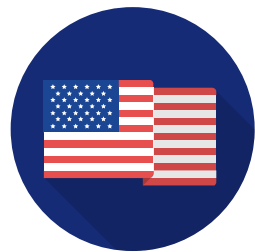
Additional Resources:

[FY23 Primary Peer Groups](#)

PART 1: **STRUCTURE & PEOPLE**

The PLS is a federal-state cooperative data collection

Agencies and organizations "with similar strong interests in producing accurate, reliable, annual state and national public library statistics"*



National Level

Institute of Museum and
Library Services



State Level

State Library Agencies in
all 50 states, D.C., and
territories



Local Level

~9,300 Public Libraries

*An Action Plan for a Federal State Cooperative System for Public Library Data: FSCS. United States, Task Force, 1989.

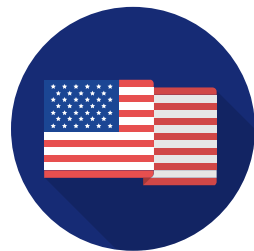
Federal-State Cooperative System



Local Level

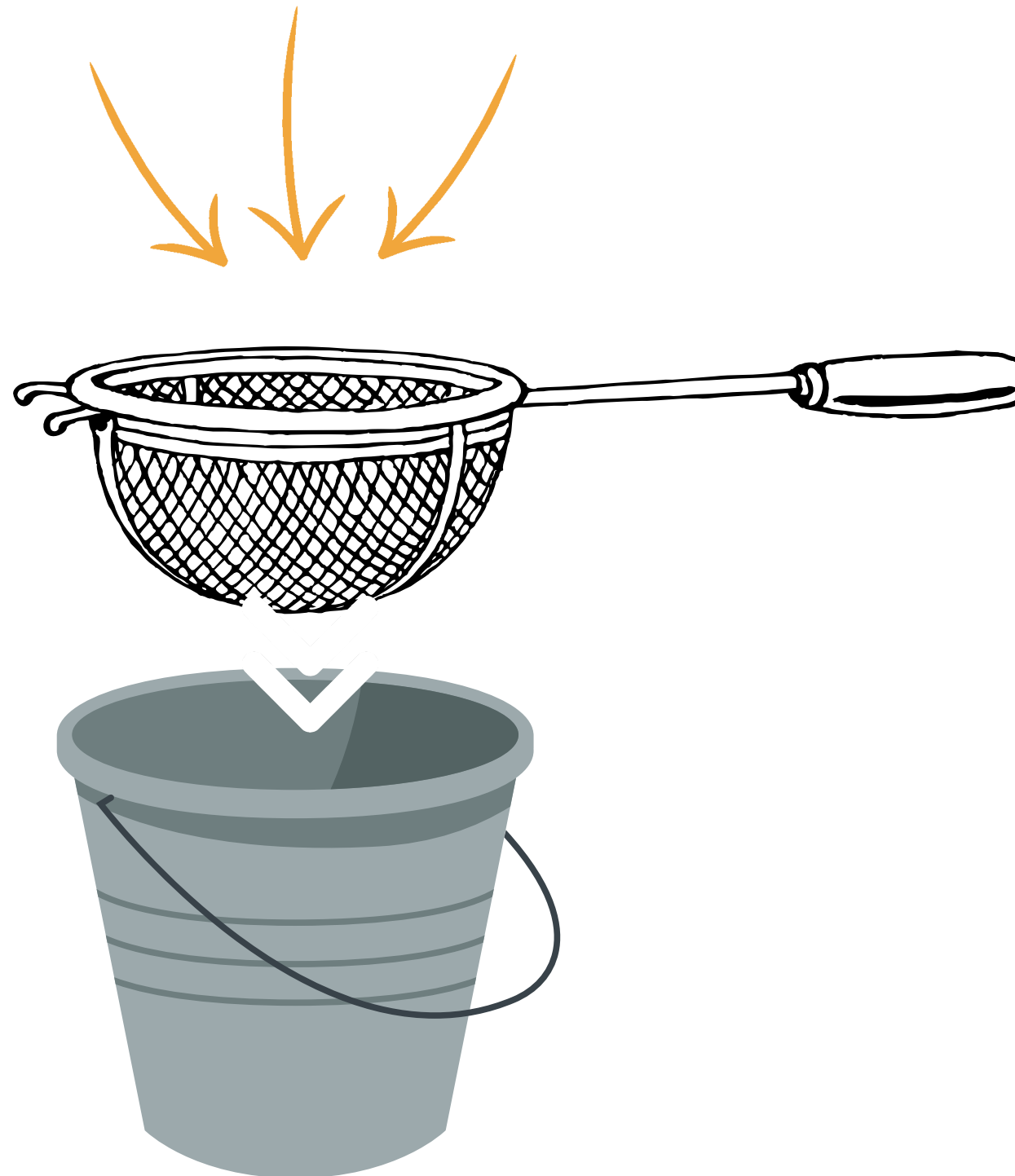


State Level



Federal Level

DATA



How is PLS data used?

National

- IMLS research briefs
- IMLS search & compare tools
- 3rd party products
- Industry research:
 - Gregory Gilpin - Return on investment research
- Practitioner research:
 - NYPL - Library access study
- AARP Livability Index

North Carolina

- State Aid application requirement
- Strategic Planning
- Grantwriting
- NC PL Standards Development
- NC DIT Digital Resource Finder
- Local government benchmarking

Part 2:
**The Public Libraries
Survey in North Carolina**
a.k.a. Annual Statistical Report

Yearly Cycle



July 2026

- FY26 survey opens on July 15 for the reporting for July 1, 2026-June 30, 2027*
- LibPAS input training will be on July 16, at 10am

Register:



August 2026

- FY26 survey remains open

September 2026

- FY26 survey closes on September 15, 2026
- Review of FY26 data begins

October 2026

- [IMLS releases FY27 data elements that passed state vote.](#)
- Review of FY26 data continues

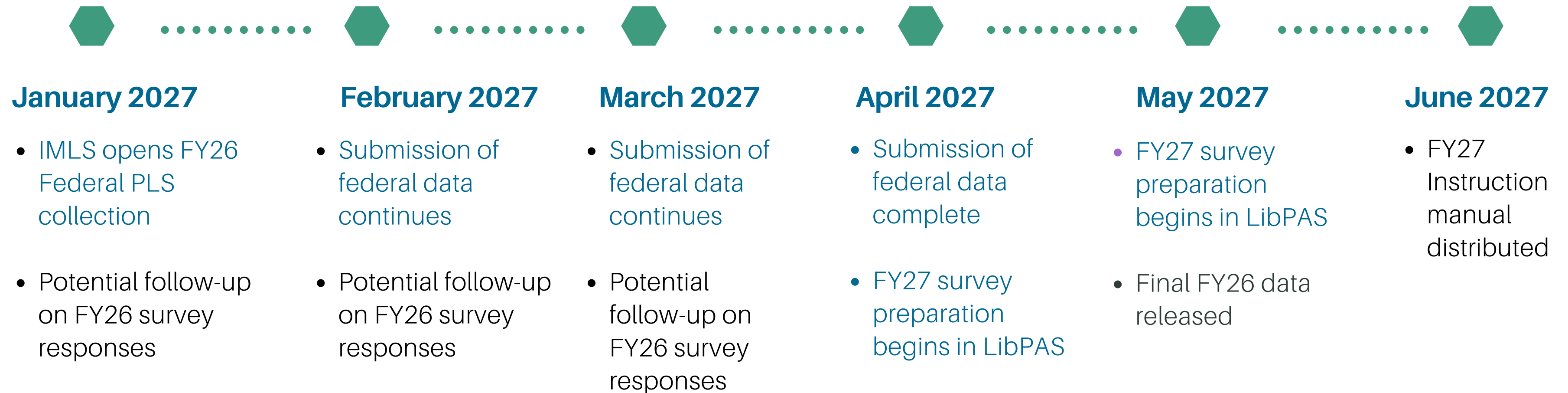
November 2026

- Review of FY26 data wraps up
- Development of draft FY26 tables begins

December 2026

- FY26 preliminary data released

Yearly Cycle



Instruction Guide & Workbook

The instruction guide includes:

- Survey overview + dates
- Section overview and guidance
- Full data element definitions
- What to include or exclude for specific elements
- Notes on pre-filled data
- Formatted to be printed and shared - sections separated by page breaks

Draft instructions are available. A final version will be available when the survey opens on July 15, 2026.

The workbook includes:

- Resource to gather data from staff all in one place before entering into LibPAS

Data element	Definition	Data
Legal Name	The legal name of the administrative entity or outlet. Note: Do not use acronyms. Do not abbreviate the name unless it exceeds the field length of 60 characters. Avoid abbreviations at the beginning of the name and do not punctuate abbreviations.	
Library type	Municipal, county, or regional library. This is prefilled by the State Library. The number of people in the geographic area for which a public library has been established to offer services and from which (or on behalf of which) the library derives revenue, plus any areas served under contract for which the library is the primary service provider. Federal note: The determination of this population figure shall be the responsibility of the state library agency. This population figure should be based on the most recent state population figures for jurisdictions in your state available from the State Data Center. The State Data Coordinator should obtain these figures annually from the State Data Center or other state sources.	
Population of the Legal Service Area	NC note: During survey collection, the pre-filled number reflects the prior year's certified population from the NC Office of Budget and Management. The population is updated by State Library staff prior to federal submission once the current year's data is released.	
NCOSMB Economic tier	The economic tier designated by the NC Department of Commerce. These can change on an annual basis. Numbers are 1, 2, or 3 with three being the most economically robust. 20 counties are assigned tier 3 status, and 40 are assigned tier 1 and tier 2 respectively. Regional libraries' tier is determined based on the designation of the majority of their member counties.	
Library Director	Name of the library director.	
Phone	The telephone number of the administrative entity or outlet, including area code. Note: Report telephone number without spacing or punctuation.	
Library Website URL	The Web Address of the administrative entity starting with http://	
Organizational Notes (opt)	Provide any information that may provide insight into data reported for this fiscal year. Include details such as significant changes in funding, staffing, or location status(es) that may provide context for higher or lower numbers throughout the survey. Also consider noting any important policy changes, partnerships, etc. This is also a space to note significant outcomes or share stories of impact. Character limit is 500.	

LibPAS Updated design & ready reports

LibPAS is the survey software system provided by Counting Opinions.

- Username and password is specific to library
- Resources and status updates are on the homepage
- All data must be submitted through LibPAS
- All communication happens through LibPAS except for select reminders.

LibPAS input training will be on July 16 at 10am.
Register:



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Public Libraries Survey Standards Self-Assessment Non-recurring SFRF State Aid

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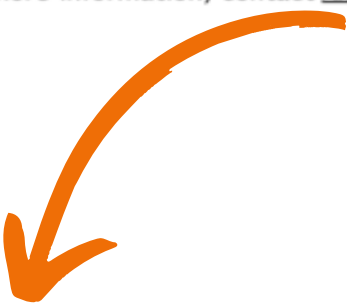
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More ready reports coming soon

Additional Resources:

[FY23 Primary Peer Groups](#)



Summary of Modifications

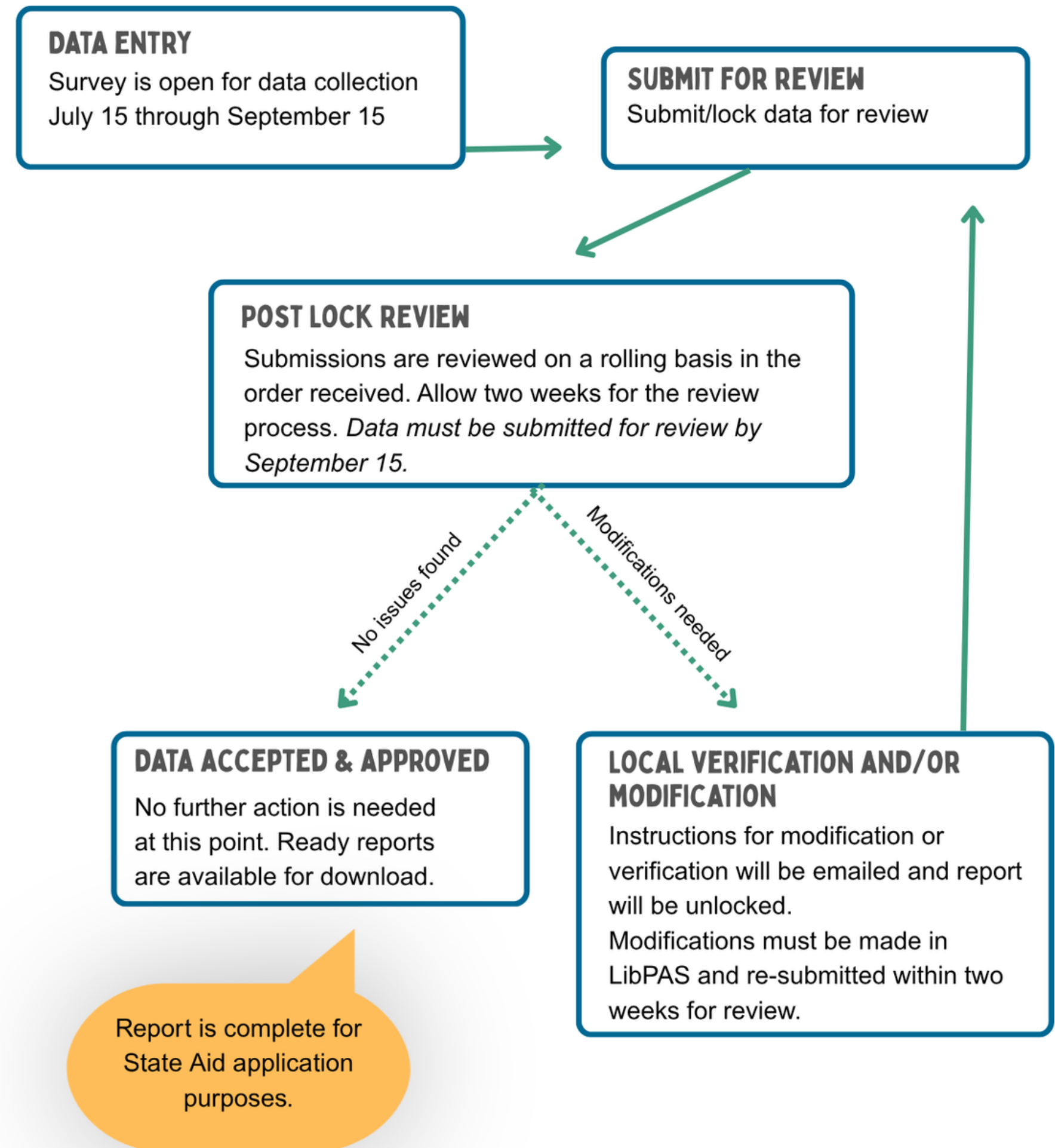
General updates:

- Updated LibPAS design with a cleaner look and feel
- Re-organization of survey questions
- Rotating sections
 - Staff: Salaries, roles and responsibilities
 - Facilities and spaces
 - Community services
- Submission process

Data element specific updates:

- Other print materials holdings: include only circulating items
- Reservable spaces & reservations moved to location level
- NEW self-directed activities offered & intent

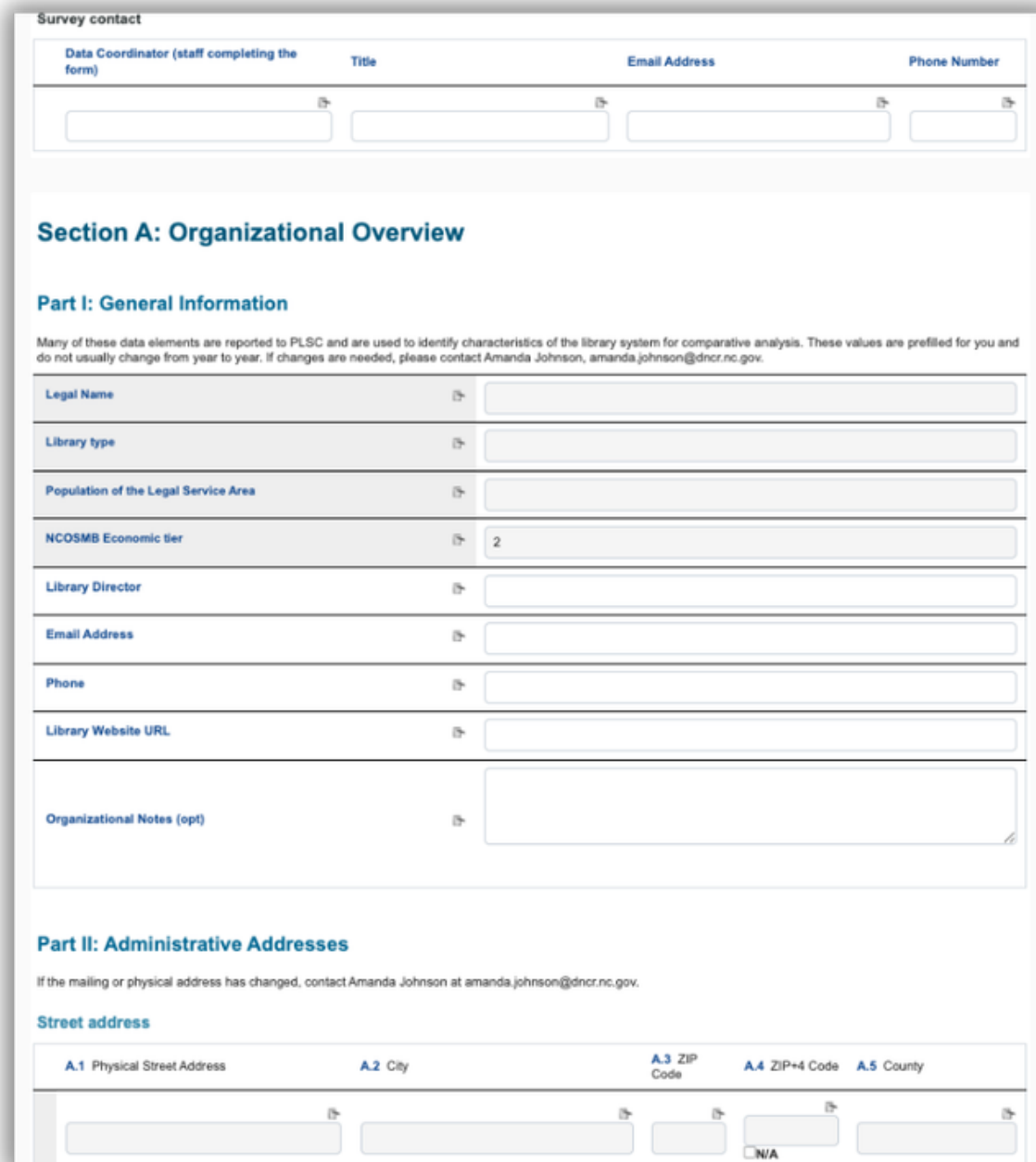
Updated Submission Process



Survey Sections

- A. Organizational overview
- B. Personnel
- C. Finance
- D. Collection holdings
- E. Collection usage
- F. Registered users & services
- G. Programming
- H. Facilities & bookmobiles

A. Organizational Overview



Survey contact

Data Coordinator (staff completing the form)	Title	Email Address	Phone Number

Section A: Organizational Overview

Part I: General Information

Many of these data elements are reported to PLSC and are used to identify characteristics of the library system for comparative analysis. These values are prefilled for you and do not usually change from year to year. If changes are needed, please contact Amanda Johnson, amanda.johnson@dnr.nc.gov.

Legal Name	
Library type	
Population of the Legal Service Area	
NCOSMB Economic tier	2
Library Director	
Email Address	
Phone	
Library Website URL	
Organizational Notes (opt)	

Part II: Administrative Addresses

If the mailing or physical address has changed, contact Amanda Johnson at amanda.johnson@dnr.nc.gov.

Street address

A.1 Physical Street Address	A.2 City	A.3 ZIP Code	A.4 ZIP+4 Code	A.5 County

Notes:

- When the survey opens, the service population displayed is the prior year data. The population is updated in the fall when the certified estimates are released by OSMB. The population on the PLS matches the population used for the State Aid formula.
- **NEW** Organizational Summary: provide anything notable that happened in the past year such as a large grant, a notable partnership, new or expanded services, etc.

B. Personnel

Section B: Personnel

Report figures as of the last day of the fiscal year (June 30). Include all positions funded in the library's budget whether those positions are filled or not. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment (FTE).

Part I: Personnel Counts

How to categorize staff: Count only positions requiring a master's degree from library and information sciences programs as librarians. DO NOT include individuals employed in positions that do not require a master's degree in the librarian count. Non-librarian positions should be reported as All Other Staff.

Calculating the number of positions: To compute full-time equivalents of employees in any category, take the number of hours worked per week by all employees in that category and divide it by 40.

Example: The library has two ALA-MLS employees working 38 hours per week. Formula: $2 \times 38/40 = 1.9$ FTEs

Budgeted Full-time Equivalent Positions

B.1 FTE Librarians with MLS accredited by ALA	853.60
B.2 FTE Librarians with MLS not accredited by ALA	29.88
B.3 Total Librarians	0.00 883.48
B.4 FTE all other paid staff	2,531.41
B.5 Total Paid FTE Employees	0.00 3,414.89
FTE Certification	☐ I certify that FTEs have been reported using a 40 hour week equivalency.

Part II: Volunteers

B.6 Volunteer hours	177,459 Unknown
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Part III: Salaries

Director salary information is reported to the federal PLSC. Salary information for other positions is collected every 3 years effective FY2026. Comprehensive salary data will next be collected in FY2028.

B.7 Director's Salary	B.8 Director's Salary Range	B.9 Year of Appointment of Library Director
\$95,165	N/A	N/A

Notes:

- Report all budgeted positions, even if the position is vacant
- Include temporary positions
- FTE is “full-time equivalent staff” determined as 40hrs per week
- Formula:
- 2 staff members who work 35hrs
- $(2 \times 35)/40 = 1.75$ FTE
- Categorize staff by the requirements of the position they hold, not their credentials.
- **Modified:** Only reporting the directors salary.

Pop Quiz!

Example:

- 3 staff members work 10 hrs
- 2 staff members work 20hrs
- 1 staff member works 40hrs

How many FTEs work at this library location?



Pop Quiz!

Correct Answer is: **2.25 FTEs**

Formula: $((3 \times 10) + (2 \times 20) + (1 \times 40)) / 40 = 2.75 \text{ FTEs}$



C. Finance

Notes:

- Pay special attention to ensure the correct year's data is input as the State Aid application is requested next year's allocations.
- Only include funds received and expended during the reporting period.
- Actual income and expenditures should be reported
- Include all revenue that supports the library regardless of if the budgetary line is assigned to library.



D. Collection Holdings

I: Physical holdings by location

Notes:

- Pre-filled for NC Cardinal members
- **Modified:** D.15 Other non-print, circulating physical materials. Previously included non-circulating items.
- Floating collections can be reported based on "home" location or current location. Be consistent year to year.

Section D: Collection Holdings

This section of the survey collects data on selected types of materials. It does not cover all materials (i.e., microform, scores, maps, and pictures) for which expenditures are reported under Collection Expenditures.

Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required unless specified.

Exclude: Exclude items freely available without monetary exchange and items that are permanently retained by the patron.

Part I: Physical holdings

Note: This section is pre-filled for NC Cardinal members. Floating collections can be reported by either the material's physical location as of June 30 or its home location if one is designated. All materials must be reported in a consistent manner for all locations within a library system.

Physical books

Books are non-serial printed publications (including bound music scores and maps) that are bound in hard or soft covers, or in loose-leaf format. Include non-serial government documents. Report the number of physical units, including duplicates, in each category requested in these questions.

Fiction

Location	D.1 Adult Fiction	D.2 Young Adult Fiction	D.3 Juvenile Fiction
MOBILE LIBRARY	489	146 ILS cannot provide this data	1,972
MAY MEMORIAL LIBRARY	27,858	3,409 ILS cannot provide this data	16,777
GRAHAM PUBLIC LIBRARY	12,385	1,528 ILS cannot provide this data	11,398
MEBANE PUBLIC LIBRARY	13,838	3,075 ILS cannot provide this data	15,071
NORTH PARK LIBRARY/COMMUNITY CENTER	604	300 ILS cannot provide this data	1,679



D. Collection Holdings

II: Electronic holdings

Notes:

- Consortial holdings are prefilled.
- NCDL & e-iNC shared materials are pre-filled. Add non-shared titles to local field.
- Do not report the entire catalog of Hoopla or similar products where items are on-demand. Only report purchased materials (i.e. holdings=circulation).

Electronic materials by format

Electronic (digital) materials can be accessed online from an electronic device. Types of electronic materials include e-books, e-serials, e-audio, and e-video. Only count items that require user authentication and have a limited period of use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

Purchase on-demand materials: For collections, where items are purchased as they are requested by users, only report the number of items actually acquired for patrons, not the entirety of the collection.

Consortia Materials: All data is pre-filled for NC Live and NC Kids. e-INC, and NCDL is pre-filled with content that is shared consortium-wide: Advantage Plus and consortium-owned content. The Executive Team is unable to report collection counts for unshared material.

- If your library does not have an Advantage account or you share all Advantage content, no further steps are necessary.
- If your library has unshared Advantage content, you will need to report the number of unshared copies available to your patrons as local content.
- Libby Extras (Craftsy, Indiefix, Quello Concerts, Great Courses, Universal Class, etc.) - If your library makes any Libby Extras available to patrons, you will need to report those independently in the appropriate PLS database/collection spot. Most "extras" are categorized as database usage, not materials circulation.

Note: For purposes of this survey, units are defined as "units of acquisition or purchase." The "unit" is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

- *Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 "unit"; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 "units."*
- *Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 "units."*

Format Definitions:

eBook: eBooks are the digital equivalent of printed books that may be accessed online from an electronic device. E-books also include e-comics.

eAudio: eAudio are digital files of sound only (e.g., audiobooks, music) that may be accessed online from an electronic device.

eVideo: eVideos are digital files of moving visual images (e.g., movies, television shows) with or without sound that may be accessed online from an electronic device.

eSerials: eSerials are periodic digital publications equivalent to printed newspapers, magazines, and similar media that are viewed as entire issues rather than as single articles returned from a research query.

[close](#)

	D.23. eBooks	D.24. eAudio	D.25. eVideo	D.26. ePeriodical
NCLive	334,022	3,500	65,491	0
NC Kids (+Level-up)	369,551	52,050	0	0
e-INC	0 Not a member of e-INC	0 Not a member of e-INC	0 Not a member of e-INC	0 Not a member of e-INC
NCDL	0 Not a member of NCDL	0 Not a member of NCDL	0 Not a member of NCDL	0 Not a member of NCDL
Local	12,606	4,833	0	6,343
Total	706,179	60,383	65,491	6,343

E. Collection Usage

Notes:

- Physical usage is pre-filled for NC Cardinal members and e-materials usage are pre-filled for consortia members.
 - NCDL & e-iNC shared materials are pre-filled & INCLUDE non-shared titles. Do not add anything to these fields.
 - Usage of NC Live homegrown materials will appear in both NC Live and local Overdrive reports. I will subtract the duplication after the report closes.
- Special sub-section for technology lending. These transactions should be included in other, non-print as well!

Technology Lending				
Technology lending is a subset of Other Physical Material Usage and items lent for external use should be included in Other non-print material usage (do not include in-house usage). Technology lending is a service by which libraries lend technology (laptops, tablets, Playaways, cameras, MP3 players, etc.) to patrons for either in-house or out of library use.				
Location	E.17 Technology Lending Circulation	E.18 Method of data collection: tech lending	E.19 Does your library lend laptops or tablets?	E.20 Does your library lend WiFi Hotspots?
MOBILE LIBRARY	0	N/A	No	Yes
MAY MEMORIAL LIBRARY	271	N/A	Yes, for inside building use only	Yes
GRAHAM PUBLIC LIBRARY	964	N/A	Yes, for inside building use only	Yes
MEBANE PUBLIC LIBRARY	186	N/A	Yes, for inside building use only	Yes
NORTH PARK LIBRARY/COMMUNITY CENTER	2	N/A	No	Yes

F. Registered Users & Services

Sub-sections

I: Registered users

- Traditional: Reported users have to be cardholders who have used their cards within the past three years.
- k-12 student program cards

II: Visits by location

III: User assistance

- Reference Services
- Consultations
- Interlibrary loan

IV: Technology services

- Public computers and usage by location
- Broadband and WiFi access by location

V: Reservable meeting spaces

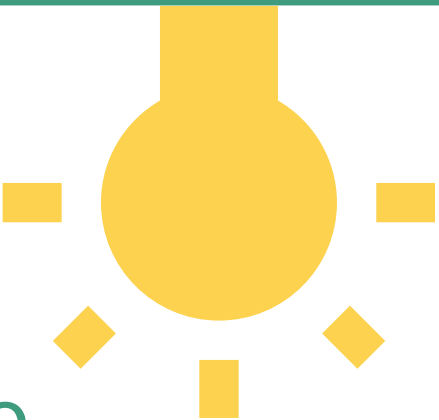
- Number of small (9 or less) and large (10+) group reservable spaces and number of reservations by location

VI: Community Partnerships

- Type of partnership by organization

G. Programming & Self-direct activities

I: Programming & attendance



What is a program?

- Planned event
- Intended for group participation
- Sponsored or led by the library
- Program sessions may cover use of the library, library services, or library tours. Program sessions may also provide cultural, recreational, or educational information. Examples of these types of program sessions include, but are not limited to, film showings, lectures, story hours, literacy programs, citizenship classes, and book discussions.

What is NOT a program?

- A booth at a festival
- A library card sign-up table
- Self-directed activities
- An event hosted and planned by another organization using a library meeting room
- One-on-one consultations **Report these in reference!**

Early childhood, 0-5 years old				
Include all programs where the target audience is 0-5 year-olds. Include all participants regardless of age including caregivers and siblings.				
	G.1 Onsite	G.2 Offsite	G.3 Live, virtual	G.4 Total
a. Programs	433	28	0	461
b. Attendance	11,542	624	0	12,166
c. Attendance per program				

G. Programming & Self-direct activities

II: Self-directed activities (new)

What is a self-directed activity?

Self-directed activities, also called self-guided activities, are planned activities available for a defined time period and designed for individual participation and engagement. Self-directed activities require staff resources to plan, design or prepare, and monitor (including restocking and or re-organizing) or distribute. Activities may take place on or off-site.

Examples of self-directed activities include story walks, take-and-make activity kits, and online reading challenges.

- Do not include activities that are reported elsewhere in the survey such as circulating kits or materials.
- Do not report activities that were designed as part of a program, available to a limited group, or at a non-public event such as items passed out at a school visit. If the event meets the program definition, it should be reported in that area.
- Do not include unstructured activities such as coloring sheets, puzzles, or toys laid out in public spaces for passive engagement.

G. Programming & Self-direct activities

II: Self-directed activities (new)

Data Elements:

- Number of activities offered
- Activites offered by intent by location

How to count common activities:

- **Story walks:** Report each new story as 1 activity
- **Scavenger hunts:** Each scavenger hunt is counted as 1.
 - Example: the library releases a new scavenger hunt on the first Monday of the month. Report 12 scavenger hunts.

Part III: Self-directed activities

NEW Self-directed activities, also called passive or self-guided activities, are planned activities available for a defined time period and designed for individual participation and engagement. Self-directed activities require staff resources to plan, design or prepare, and monitor (including restocking and or re-organizing) or distribute. Activities may take place on or off-site. Examples of self-directed activities include story walks, take-and-make activity kits, and online reading challenges.

Exclude: Do not include activities that are reported elsewhere in the survey such as homework help, circulating kits or materials. Do not report activities that were designed as part of a program or available to a limited group, or at a non-public event such as items passed out at a school visit. If the events meet the program definition, it should be reported in that area. Do not include unstructured activities such as coloring sheets, puzzles, or toys laid out in public spaces for passive engagement.

How to count common activities:
Story walks: Report each new story as 1 activity
Scavenger hunts: Each scavenger hunt is counted as 1. Example: the library releases a new scavenger hunt on the first Monday of the month. Report 12 scavenger hunts.
[close](#)

G.30 Number of Self-directed activities

Self-directed activities offered by Intent

Select the types of self-directed activities that are offered on a regular basis (at least quarterly) by location.

Location	G.31 Career support	G.32 Digital literacy skills	G.33 Early literacy	G.34 Adult literacy	G.35 STEAM
MOBILE LIBRARY					
MAY MEMORIAL LIBRARY					
GRAHAM PUBLIC LIBRARY					
MEBANE PUBLIC LIBRARY					
NORTH PARK LIBRARY/COMMUNITY CENTER					

G. Programming & Self-direct activities

IV: Summer learning

Modifications:

- **New:** Literacy-based program
- **New:** SLP summary
- **New:** adult category

Part V: Summer Learning Program

For summer learning program questions, report on the most recent summer June 1-August 31.

G.39 Select the literacy-based program used for summer learning.

G.40 What is the primary method used to track SLP participation?

G.41 SLP Summary

G.42 Juvenile SLP book circulation

G.43 YA SLP book circulation

G.44 Adult SLP book circulation

G.45 Total books circulated during SLP

Summer Learning Participation

Report all summer learning programs and attendance for the most recent summer. Programs and attendance that occurred on or before June 30, should also be included in the programming questions by age above.

	G.46 Ages 0-5	G.47 Ages 6-11	G.48 Ages 12-18	G.49 Ages 19+	G.50 Total
a. Registrants					
b. Programs					
c. Attendance					
d. Minutes read					

H. Facilities & Bookmobiles



Notes:

- Must contact Amanda to:
 - Add, permanently or temporarily close a location
 - Update addresses or square footage. Changes must be reflected on official documents.
- H.34. Unexpected closures should be used for natural disasters, emergency repairs, etc.
- Increased attention to bookmobiles
 - Bookmobiles must have a collection of library materials, operated by paid staff, and a set schedule with public stops.
 - Bookmobiles need to be listed on your library's website in the same manner as branches with stops and hours.
 - Square footage is -3. Do not report -3 or 0 for e-rate.
- Information in this section is used for the North Carolina Public Library Directory

Examples of Certifications & Check values

Check Values:

Key ratios that help identify outlier data. Examples:

- Circulation per cardholder
- Attendance per program
- Computer use per open hour



Location	I.5. Library Visits	I.6. Method of data collection: visits	Visits per open hour
MOBILE LIBRARY			
MAY MEMORIAL LIBRARY			
GRAHAM PUBLIC LIBRARY			
MEBANE PUBLIC LIBRARY			
NORTH PARK LIBRARY/COMMUNITY CENTER			

Certifications:

Check boxes certifying data has been accurately report. For example:

- I certify that the income reported reflects funds received by the library during the time period of July 1, 2025- June 30, 2026.
- I certify that personnel have been reported using the full-time equivalency formula and includes all budgeted positions that are filled, vacant or temporary.

General Tips

-1 or 0: -1 denotes that data exists but is unknown; 0 means the service wasn't offered or there were no users

June 30: All point in time data should be as of June 30. Examples include collection counts, personnel counts, cardholders.

Leave annotations: If anything unusual happened (i.e. receiving a large donation, having multiple staff on leave, natural disaster) leave notes about the impact. If an edit is flagged do not write "Correct".

Specifically for newbies: Don't worry! Look at prior year surveys for annotations and guidance. Reach out to me for additional information.

Ask Questions and be curious!



THANK YOU!

Questions

Session
feedback



Book a
meeting



Contact:

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