

Comparing Public Library Management under Designated Administrator System with Direct Management:

Focusing on Reference Service

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Abstract—In Japan, public libraries have long been managed by local governments. However, with the introduction of the designated administrator system (DAS) in 2003, other organizations including private companies began to take over library management. In this study, we examine the differences between public libraries managed under DAS and those managed directly by local government (LG), with a focus on reference services. We compare the contents of the services provided and the number of reference questions received. The results show that LG libraries tend to answer users' questions directly, whereas DAS libraries tend to develop environments where users can find answers for themselves, such as by providing PCs connected to the Web and by offering classes on information-seeking skills. Our analysis shows that the DAS libraries receive more reference questions than LG libraries.

Keywords—designated administrator system; library management; public libraries; reference services

I. INTRODUCTION

In Japan, public libraries have long been managed by local governments (LGs). However, with the introduction of the designated administrator system (DAS) in 2003, other organizations including private companies began to take over library management. Although the number of public libraries managed under DAS has been increasing, this policy is still under discussion and some have argued that it degrades the quality of library services. Nevertheless, very few studies have been conducted on the performance of DAS libraries.

To clarify the characteristics of DAS libraries, this study investigates the difference between DAS libraries and "traditional" libraries, which are managed directly by LG, with a focus on reference services. More specifically, we compare (a) the contents of the services provided and (b) the number of reference questions received. Furthermore, we investigate (c) the difference in the number of reference questions received by libraries before and after the introduction of DAS. For comparisons (a) and (b), we obtained data from *Issues and Perspectives on Reference Services in Libraries of Japan* [1],

published by the National Diet Library (henceforth the "NDL survey"). For (c), we obtained time series data from *Statistics on Libraries in Japan* [2], by the Japan Library Association. We classified libraries according to their types, first as either main library or annex and second according to the type of municipality to which each library belonged (e.g., cities, special wards, or towns and villages). For each category, we examined the differences between DAS and LG libraries.

Our research questions were as follows: (1) How do the contents of services differ between DAS and LG libraries? (2) How do the two systems compare with regard to the number of reference questions received? (3) How did the number of reference questions change after the introduction of the DAS? (4) Do these tendencies vary depending on the type of library?

II. RELATED STUDIES

Few studies have examined the performance of DAS libraries or the services that they provide. In 2007, Koyama and Nagata (2007) [3] conducted a questionnaire survey to investigate the merits of DAS, asking the staff at 82 public libraries that had introduced or planned to introduce the new system to describe its impact on costs and services. Maeda (2007) [4] conducted a survey to determine which services improved under the DAS, finding that 14 libraries introduced new services and 19 improved existing services such as reference services. The Japan Library Association (2007) [5] also surveyed 51 libraries that introduced DAS, ascertaining that 17 libraries changed their operating hours and 10 changed their schedule of open days. Moreover, a few libraries indicated that their services had improved under DAS. However, these studies have had relatively small samples and a limited range of data.

III. METHOD

We obtained data on (1) what services each library provided and (2) how many reference questions each library received from the NDL survey. In this survey, a questionnaire was sent to nearly all libraries across Japan to learn the current

status of the reference services they provide. Answers to the questions of each library are openly available on the Web, from which we can find the contents of the services provided by each library.

We classified the public libraries that responded to the NDL survey as either DAS or LG libraries based on the *Report about Public Libraries Managed by the Designated Administrator System* (2012) [6]. This source includes a list of all libraries managed under DAS; we thus identified libraries listed in the report as DAS libraries and all others as LG libraries.

We also classified the libraries based on NDL survey as either main libraries or annexes. Furthermore, we classified them according to the type of municipality served: ordinance-designated cities, Tokyo special wards, cities not ordinance-designated, and towns or villages [7]. We excluded prefectural libraries from our sample because there exist only two prefectural DAS libraries, making the comparison difficult. Table I shows the total number of libraries in each category within our sample for comparison.

TABLE I. NUMBER OF SAMPLE LIBRARIES FOR COMPARISON

		DAS Libraries	LG Libraries
(all libraries)		252	2,138
Main vs. Annex	Main libraries	92	898
	Annexes	160	1,240
Types of municipality	Ordinance-designated cities	35	202
	Tokyo special ward	64	134
	Other cities	122	1,440
	Towns and villages	31	362

We selected 105 services covered in the NDL survey and examined what percentage of DAS and LG libraries provide them (henceforth “rates”). Where significant differences are observed between the library systems, we will discuss the service tendencies of each system. In addition, based on the number of reference questions received by each library (as indicated in the NDL survey), we will characterize the relative popularity of DAS and LG libraries’ reference services among users. We assume that the number of reference questions indicates the popularity of the reference services and that receiving more questions reflects a higher quality of service. To make more suitable comparisons, we divided the number of reference questions by the population of the municipality in which the library is located to calculate the number of reference questions per resident for each library. This approach seemed most appropriate because one would expect libraries located in higher-population areas to receive a larger total of reference questions, regardless of their service quality. We will refer to this statistic as “NRQ” for simplicity. The population data were obtained from the 2010 Japanese census.

Furthermore, we investigated the change in the NRQ after the introduction of the designated administrator system. More specifically, we calculated the increase rate, IR, defined as follows:

$$IR = \frac{A_2 - B_2}{B_2} \times 100 (\%)$$

where B_2 is the average of the NRQs during the two years before the introduction of the new system and A_2 is the average for the two years after its introduction. These data were obtained from the annual *Statistics on Libraries in Japan*. If the IR is greater than zero, we can conclude that the NRQ increased after the introduction of DAS.

For calculating IR, we classified the public libraries in *Statistics on Libraries in Japan* as either DAS or LG libraries based on the *Report about Public Libraries Managed by the Designated Administrator System* (2015) [8]. This report also indicated when each library introduced DAS. Additionally, we also classified the libraries as either main libraries or annexes and according to the type of municipality based on *Statistics on Libraries in Japan*. We also excluded prefectural libraries from our sample because there exist only four prefectural DAS libraries.

Finally, we also calculated the IR of the NRQ at LG libraries to compare with DAS libraries. Since there was no comparable point in time when LG libraries underwent a change in system, we calculated the IR for every year from 2004 to 2013 and adopted the average of these numbers as the annual IR for each library. Table II shows the number of our samples to calculate the IR.

TABLE II. NUMBER OF SAMPLE LIBRARIES FOR INCREASE RATE

		DAS Libraries	LG Libraries
(all libraries)		426	3,295
Main vs. Annex	Main libraries	149	1,166
	Annexes	275	1,599
Types of municipality	Ordinance-designated cities	56	231
	Tokyo special ward	99	132
	Other cities	214	2,030
	Towns and villages	57	902

IV. RESULTS

In the following subsections, we will first present the results of our comparison of services and NRQs between the DAS and LG libraries. After that, we will consider the IR of the NRQ after the introduction of DAS. We will discuss the results by category of library (i.e., main vs. annex and type of municipality).

A. Services

Table III shows the services for which significant differences were observed between the DAS and LG libraries using the Z-test for proportions. DAS libraries had significantly higher rates, than LG libraries, of (1) offering classes on information-seeking skills and (2) creating and providing guides to help patrons find information. This suggests that DAS libraries tend to educate their users to find desired

information by themselves. DAS libraries also had higher rates of providing (1) desktop computers, (2) printers, (3) copying machines, and (4) environments where users can access for specific contents, as compared to LG libraries. These results would again be consistent with the proposed explanation that DAS libraries are more proactive in enabling users to meet their own needs without staff assistance.

Meanwhile, LG libraries had significantly higher rates of (1) accepting reference questions from users living in other municipalities via the Web, (2) accepting reference questions via email, (3) accepting reference questions via the Web form, (4) making inquiries to prefectural libraries in the prefecture to which the library belongs, (5) to the National Diet Library, and

(6) to academic libraries. The first three of these results suggest that LG libraries are more willing to field reference questions from people who do not visit the library or who live in other municipalities. Items (4)–(6) indicate a greater willingness among the LG library staff to track down answers for patrons by contacting other libraries.

This situation can be summarized by stating that LG libraries tend to answer users' questions directly, whereas DAS libraries tend to develop environments where users can find answers for themselves. Hereinafter, we refer to these two patterns as LG libraries' direct answer tendency and DAS libraries' indirect support tendency, respectively.

TABLE III. SERVICES WHERE SIGNIFICANT DIFFERENCES WERE OBSERVED

Services where significant differences were observed	DAS libraries	LG libraries
Offering classes on information-seeking skills	17.9% ** (n=251)	8.1% (n=2,121)
Creating and providing guides to help patrons find information	43.6% ** (n=250)	31.1% (n=2,110)
Providing support for Non-profit organizations or volunteers	10.7% ** (n=244)	4.3% (n=2,067)
Making use of Twitter	7.5% ** (n=159)	2.7% (n=1,505)
Making use of Facebook	4.4% ** (n=159)	1.3% (n=1,505)
Making use of blog	9.4% ** (n=159)	1.9% (n=1,505)
Making use of Hatena Bookmark	4.4% ** (n=159)	0.1% (n=1,505)
Making use of specific service	23.9% ** (n=159)	11.5% (n=1,505)
Providing desktop computers	28.3% ** (n=247)	19.4% (n=2,106)
Providing printers	5.7% ** (n=247)	2.4% (n=2,106)
Providing copying machines	60.3% ** (n=247)	49.0% (n=2,106)
Providing support for specific groups	31.1% * (n=244)	24.9% (n=2,067)
Promotion of reference service via poster or sign at inside or outside of the library	46.2% * (n=251)	39.0% (n=2,098)
Providing environments where users can access for specific contents	15.1% * (n=251)	9.8% (n=2,122)
Providing whiteboards	15.4% * (n=247)	10.9% (n=2,106)
Making inquiries to prefectural libraries in the prefecture to which the library belongs	62.5% (n=251)	70.8% ** (n=2,101)
Providing support for government officials	4.5% (n=244)	10.2% ** (n=2,067)
Promotion of reference service via the library's Website	32.3% (n=251)	42.7% ** (n=2,098)
Accepting reference questions from users living in other municipalities via the Web	31.5% (n=232)	42.8% ** (n=2,067)
Answering to questions about digital archives the library made	7.2% (n=250)	13.1% * (n=2,097)
Accepting reference questions via email	33.3% (n=240)	41.0% * (n=2,025)
Accepting reference questions via the Web form	8.1% (n=234)	13.7% * (n=1,988)
Making inquiries to the National Diet Library	33.5% (n=251)	40.6% * (n=2,101)
Making inquiries to academic libraries	20.7% (n=251)	26.7% * (n=2,101)
Creating clipping materials	32.1% (n=249)	40.1% * (n=2,106)
Creating digital archive contents	4.4% (n=251)	9.1% * (n=2,099)
Promotion of reference service via publicity of the local government	11.2% (n=251)	16.4% * (n=2,098)
Providing introduction to reference service on the library's Website	64.4% (n=188)	72.8% * (n=1,758)

** Significant difference (p<0.01);

* Significant difference (p<0.05)

Next, we will explain the results of each type of library (i.e., main vs. annex and types of municipalities). Among the annex libraries, both the LG libraries' direct answer tendency and the DAS libraries' indirect support tendency are particularly strong. DAS libraries had significantly higher rates than LG libraries for 15 services, including (1) offering classes on information-seeking skills, (2) creating and providing guides to help patrons find information, providing (3) desktop computers, (4) copy machines, (5) environments where users can access for specific contents, (6) Internet access, and (7)

printers. In addition, LG libraries had significantly higher rates for 11 services, including (1) accepting reference questions from users living in other municipalities via the Web, (2) accepting reference questions via email, (3) accepting reference questions via the Web form, and (4) making inquiries to the municipal libraries in the municipality to which the library belongs.

On the other hand, among the main library facilities, DAS libraries had significantly higher rates than LG libraries for only five services, whereas LG libraries were significantly

higher for two services. These differences did not show a similar pattern of distinction between DAS libraries' indirect support tendency and LG libraries' direct answer tendency, as was observed in annex libraries.

As for the results by type of municipality, Tables IV through VII indicate the services where significant differences were observed in ordinance-designated cities, Tokyo special wards, other cities, and towns and villages, respectively. The results show LG libraries' direct answer tendency in ordinance-designated cities, DAS libraries' indirect support tendency in other cities, and both tendencies in Tokyo special wards. Specifically, in ordinance-designated cities, LG libraries had significantly higher rates for (1) answering questions that take a few days to research, (2) accepting reference questions via the Web form, and (3) accepting reference questions via email. In other cities, DAS libraries had significantly higher rates for (1) creating and providing guides to help patrons find information (2) providing desktop computers, and (3) providing laptop computers. In Tokyo special wards, DAS libraries had significantly higher rates for (1) offering classes on information-seeking skills and (2) providing environments where users can access for specific contents, whereas LG libraries had significantly higher rates for accepting reference questions via (1) fax, (2) letter, and (3) Web form.

Interestingly, DAS libraries in towns and villages displayed both tendencies relative to their LG library counterparts. The LG libraries did not have significantly higher rates for any service, whereas DAS libraries were significantly higher on 12 services, ranging from creating lists of links to useful information on the Web to accepting reference questions via the Web form. In towns and villages,

DAS libraries appeared stronger in both indirect support tendency and direct answer tendency.

B. Number of reference questions

Table VIII shows the NRQ for DAS and LG libraries, along with the number of each category of library (represented as "N"). The asterisks in the "Mean" column represent significant differences based on Welch's test, and those in the "Median" column represent the significant differences based on the Wilcoxon rank-sum test. The following discussion will be based on the results for the median and Wilcoxon rank-sum test, as these are more robust in the presence of outlier values.

With regard to the overall results, the median NRQ of DAS libraries was 0.0063 and that of LG libraries was 0.0044. There was a significant difference at the 0.05 level, suggesting that DAS libraries receive more reference questions per resident than LG libraries.

Next, let us look at the results for each type. In main libraries, the median NRQ of DAS libraries was 0.0218 and that of LG libraries was 0.0150 (no significant difference). On the other hand, in annexes, the median NRQ of DAS libraries was 0.0043 and that of LG libraries was 0.0024, representing a significant difference at the 0.01 level.

Moreover, there were significant differences at the 0.01 level between DAS and LG libraries in ordinance-designated cities (0.0030 and 0.0014, respectively) and in other cities (0.0079 and 0.0045, respectively). In towns and villages, there was a significant difference at the 0.05 level (0.0343 for DAS libraries, 0.0113 for LG libraries).

TABLE IV. SERVICES WHERE SIGNIFICANT DIFFERENCES WERE OBSERVED IN ORDINANCE-DESIGNATED CITIES

Services where significant differences were observed	DAS libraries	LG libraries
Making use of Twitter	61.5% ** (n=13)	0.6% (n=159)
Making use of blog	15.4% ** (n=13)	0.0% (n=159)
Making use of Hatena Bookmark	53.8% ** (n=13)	0.0% (n=159)
Making use of specific service	69.2% ** (n=13)	5.0% (n=159)
Accepting reference questions via fax	97.1% * (n=35)	78.1% (n=201)
Making introduction to the municipal libraries in the municipal to which the library belong	77.1% * (n=35)	54.5% (n=202)
Answering questions that take a few days to research	71.4% (n=35)	96.5% ** (n=202)
Accepting reference questions via the Web form	8.8% (n=34)	33.3% ** (n=189)
Making introduction to the National Diet Library	11.4% (n=35)	38.1% ** (n=202)
Environment arrangement such as reference room and window	17.1% (n=35)	62.5% ** (n=200)
Publication of reference example	45.7% (n=35)	71.1% ** (n=201)
Promotion of reference service	48.6% (n=35)	85.6% ** (n=202)
Opening Website	56.5% (n=23)	91.2% ** (n=194)
Accepting reference questions via email	8.8% (n=34)	30.2% * (n=192)
Making introduction to academic libraries	20.0% (n=35)	42.1% * (n=202)
Making introduction to special libraries	17.1% (n=35)	40.6% * (n=202)
Promotion of reference service via library bulletin	8.6% (n=35)	25.7% * (n=202)
Promotion of reference service when use registration	11.4% (n=35)	32.2% * (n=202)
Promotion of reference service via the library's Website	22.9% (n=35)	43.6% * (n=202)
Providing facilities	51.4% (n=35)	71.4% * (n=199)

TABLE V. SERVICES WHERE SIGNIFICANT DIFFERENCES WERE OBSERVED IN TOKYO SPECIAL WARDS

Services where significant differences were observed	DAS libraries	LG libraries
Offering classes on information-seeking skills	39.1% ** (n=64)	6.7% (n=134)
Providing environments where users can access for specific contents	26.6% ** (n=64)	9.0% (n=134)
Providing SDI (Selective Dissemination of Information) service	10.9% * (n=64)	2.2% (n=134)
Promotion of reference service when people registration as library user	46.0% * (n=63)	26.9% (n=130)
Answering to questions about special collections	28.6% (n=63)	57.3% ** (n=131)
Answering to questions about digital archives the library made	3.2% (n=63)	18.9% ** (n=132)
Accepting reference questions via fax	37.1% (n=62)	64.8% ** (n=122)
Accepting reference questions via letter	59.7% (n=62)	81.1% ** (n=122)
Accepting reference questions via the Web form	3.3% (n=61)	21.3% ** (n=122)
Making introduction to prefectural libraries in the prefecture to which the library not belong	11.1% (n=63)	30.6% ** (n=134)
Making inquiries to the National Diet Library	34.9% (n=63)	56.0% ** (n=134)
Making inquiries to special libraries	22.2% (n=63)	45.5% ** (n=134)
Creating digital archive contents	0.0% (n=64)	17.9% ** (n=134)
Providing support for users requiring information about law	0.0% (n=64)	12.0% ** (n=133)
Promotion of reference service via pamphlet	73.0% (n=63)	91.5% ** (n=130)
Promotion of reference service via the library's Website	25.4% (n=63)	64.6% ** (n=130)
Accepting reference questions from users living in other municipalities via the Web	8.1% (n=62)	35.7% ** (n=126)
Accepting reference questions via email	0.0% (n=61)	9.8% * (n=123)
Making introduction to special libraries	38.1% (n=63)	54.5% * (n=134)
Making inquiries to academic libraries	14.3% (n=63)	32.8% * (n=134)
Providing referral service	87.3% (n=63)	96.3% * (n=134)
Creating clipping materials	12.5% (n=64)	26.9% * (n=134)
Providing support for government officials	4.7% (n=64)	18.0% * (n=133)
Promotion of reference service via library bulletin	15.9% (n=63)	34.6% * (n=130)

TABLE VI. SERVICES WHERE SIGNIFICANT DIFFERENCES WERE OBSERVED IN OTHER CITIES

Services where significant differences were observed	DAS libraries	LG libraries
Creating and providing guides to help patrons find information	43.3% ** (n=120)	30.0% (n=1,416)
Providing support for Non-profit organizations or volunteers	10.3% ** (n=116)	3.8% (n=1,389)
Promotion of reference service via SNS	1.6% ** (n=122)	0.1% (n=1,414)
Making use of blog	10.3% ** (n=78)	1.7% (n=1,061)
Making use of specific service	21.8% * (n=78)	11.6% (n=1,061)
Providing desktop computers	27.1% * (n=118)	18.0% (n=1,413)
Providing laptop computers	11.0% * (n=118)	5.8% (n=1,413)
Providing whiteboards	16.9% * (n=118)	10.3% (n=1,413)
Providing Video/DVD players	28.8% * (n=118)	19.6% (n=1,413)
Making inquiries to the municipal libraries in the municipal to which the library belong	45.1% (n=122)	55.9% * (n=1,409)
Publication of reference example	14.0% (n=121)	24.1% * (n=1,410)
Providing support for government officials	3.4% (n=116)	9.8% * (n=1,389)
Promotion of reference service via publicity of the local government	8.2% (n=122)	16.8% * (n=1,414)
Providing introductions to reference service on the library's Website	62.2% (n=98)	74.1% * (n=1,215)

TABLE VII. SERVICES WHERE SIGNIFICANT DIFFERENCES WERE OBSERVED IN TOWNS/VILLAGES

Services where significant differences were observed	DAS libraries	LG libraries
Accepting reference questions via the Web form	25.9% ** (n=27)	7.8% (n=333)
Creating lists of links to useful information on the Web	35.5% ** (n=31)	13.1% (n=358)
Providing support for Non-profit organizations or volunteers	19.4% ** (n=31)	5.2% (n=349)
Providing copy machines	64.5% ** (n=31)	37.5% (n=360)
Providing SDI (Selective Dissemination of Information) service	12.9% * (n=31)	3.4% (n=357)
Providing support for private companies or business people	12.9% * (n=31)	3.2% (n=349)
Providing support for specific groups	35.5% * (n=31)	16.6% (n=349)
Promotion of reference service via pamphlet	80.6% * (n=31)	55.1% (n=352)
Promotion of reference service via the library's Website	41.9% * (n=31)	23.3% (n=352)
Promotion of reference service	93.5% * (n=31)	73.9% (n=352)
Making use of blog	18.2% * (n=22)	4.2% (n=190)
Providing laptop computers	12.9% * (n=31)	3.3% (n=360)

TABLE VIII. MEAN AND MEDIAN OF NRQ

		N	Mean	Median
(all libraries)	DAS	224	0.0157	0.0063 *
	LG	1,764	0.0207 *	0.0044
Main libraries	DAS	81	0.0321	0.0218
	LG	741	0.0395	0.0150
Annexes	DAS	143	0.0065	0.0043 **
	LG	1,023	0.0071	0.0024
Ordinance-designated cities	DAS	34	0.0060	0.0030 **
	LG	199	0.0038	0.0014
Tokyo special ward	DAS	56	0.0065	0.0047
	LG	128	0.0119 *	0.0058
Other cities	DAS	108	0.0165	0.0079 **
	LG	1,163	0.0197	0.0045
Towns and villages	DAS	26	0.0455	0.0343 *
	LG	274	0.0410	0.0113

** Significant difference ($p < 0.01$);* Significant difference ($p < 0.05$)

C. Analysis of time series data

Table IX shows the mean, median, maximum, and minimum IRs (by percentage) for DAS and LG libraries, overall and for each type. “N” for DAS libraries represents the number of libraries and “N (total)” for LG libraries represents the total number of samples for each year.

The mean and median IRs for DAS libraries were 552.0% and 20.7%, respectively, whereas those for LG libraries were 182.0% and 1.5%, respectively. These results suggest that the NRQ tends to increase after the introduction of DAS. The mean and median IRs were over 10% in both main and annex DAS libraries and each type of municipalities as well. We can conclude that all types of libraries tend to experience an increase in NRQ after entering DAS.

The median IR for DAS libraries in towns and villages was 61.3%, the highest among the four types of municipalities. This value is quite notable when compared with that of LG libraries, which had a negative IR (-3.7%). As previously mentioned, DAS libraries in towns and villages outperformed LG libraries in both indirect support tendency and direct answer tendency; their NRQs are also considerably higher than those of LG libraries. These results suggest that DAS libraries in towns and villages are providing superior services and are favorably accepted by users.

V. CONCLUSIONS

The results of our investigation showed that LG libraries tend to answer users’ questions directly, whereas DAS libraries tend to develop environments where users can find

answers for themselves. In addition, we found that DAS libraries received more reference questions per resident than LG libraries, and that the NRQ tended to increase after the introduction of DAS. DAS libraries’ indirect support tendency and LG libraries’ direct answer tendency were particularly strong in annex libraries. Finally, DAS libraries in towns and villages appear to be providing excellent reference services.

In the future, we aim to examine the cause of the differences between DAS and LG libraries and also examine the typical user type suitable to each library. In addition, we intend to examine the differences in reference services between DAS and LG libraries with regard to issues such as employee awareness, policy, and training. Furthermore, we hope to focus not only on reference services but also on other library services, such as book selection and loan services to users, so as to clarify in greater detail the impact of switching to DAS on Japanese libraries.

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- [7] In Japan, city is defined as a municipality that has a population over 50,000 and especially "ordinance-designated city" is defined as a city that has a population greater than 500,000. "Tokyo special wards" are 23 municipalities that have highest population density in Japan. Towns and villages are the other municipalities, which are smaller than the others: cities and Tokyo special wards.
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TABLE IX. THE INCREASE RATES (%) OF NRQ

	DAS libraries					LG libraries				
	N	Mean	Median	Maximam	Minimum	N (total)	Mean	Median	Maximam	Minimum
(all libraries)	151	552.0	20.7	45,205.3	-80.7	10,328	182.0	1.5	330,280.0	-99.9
Main libraries	54	1,234.2	31.8	45,205.3	-80.1	4,936	165.3	0.0	67,816.7	-99.2
Annexes	96	173.9	19.7	8,377.3	-80.7	5,230	197.0	3.2	330,280.0	-99.9
Ordinance-designated cities	25	48.2	16.6	714.7	-73.0	1,327	57.1	7.6	7,131.4	-95.7
Tokyo special ward	39	123.7	10.3	2,080.8	-80.7	685	56.4	-0.5	5,540.0	-96.1
Other cities	73	950.9	41.2	45,205.3	-76.8	6,529	226.7	1.7	330,280.0	-99.9
Towns and villages	14	564.7	61.3	7,216.0	-80.1	1,787	159.3	-3.7	67,816.7	-99.2