

# *Services and Distribution*

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## *Services and Distribution*

### **Introduction**

**T**his chapter contains information on the services sectors. The information sources are the Annual Services Inquiries of 1997 and 1998 and the Retail Sales Index series.

The annual inquiries provide information on the structure of the services sectors with principal and supplementary aggregates given in the tables. Short-term indicators of activity in the Retail trade sectors are provided by the Retail Sales Index which gives the monthly change in the value and volume of retail sales for various classes of retail businesses.

### **Background**

Following the 1988 Census of Services the CSO initiated a programme to update statistics on the services sectors on an annual basis. Up to (and including) the reference year 1995, this involved annual surveys of the major Retail and Wholesale sectors with most of the remaining services sectors being surveyed in rotation over a three year period.

From the reference year 1996 onwards the annual survey was extended to cover all distribution and most non-distributive services sectors. The sectors covered in the 1998 survey were Retail and Wholesale trade, Real Estate, Renting, Business and selected Services.

### **Annual surveys**

The annual surveys are undertaken on a statutory basis. They are designed to provide grossed estimates of the principal trading aggregates for all enterprises in the relevant sectors. The 'enterprise' was the unit used for survey purposes ie one return was sought in respect of each enterprise covering all constituent branches. A stratified random sample was selected.

All enterprises with 20 or more persons engaged were selected in the Retail sector, while decreasing sampling proportions were taken in the following lower persons engaged ranges:

- 10 - 19 persons
- 5 - 9 persons
- 1 - 4 persons.

For the Wholesale sector, all enterprises with 10 or more persons engaged were selected. A sample of 1 in 3 was taken for enterprises with 5-9 persons engaged and 1 in 6 enterprises with 1-4 persons engaged were selected.

In the case of the other services sectors surveyed, all enterprises with 20 or more persons engaged were selected. A sample of 2 in 3 was taken for enterprises with 10-19 persons engaged and decreasing proportions were selected in the lower persons engaged ranges. The business classification used for these inquiries is the Statistical Classification of Economic Activities in the European Community (NACE Rev. 1).

### **Results for retail trade**

The estimated total annual turnover of Retail enterprises increased from €22,717 million in 1997 to €27,403 million in 1998 - an increase of 21 per cent. It should be noted that these figures include a significant wholesale element as wholesaling and retailing of motor vehicles are treated as the same activity according to NACE Rev. 1.

Tables 12.1 and 12.2 give some principal aggregates for Retail enterprises for each of the years 1997 and 1998.

### **Results for wholesale trade**

Turnover in the Wholesale trade increased by 13 per cent from €17,779m in 1997 to €20,116m in 1998. The number of Wholesale enterprises increased significantly from 4,912 in 1997 to 5,361 in 1998.

Tables 12.3 and 12.4 give some principal aggregates for Wholesale enterprises for each of the years 1997 and 1998.

### **Results for real estate, renting and business services sectors**

These sectors showed an increase in turnover of 46 per cent from almost €5,613m in 1997 to €8,212m in 1998. Tables 12.7 and 12.8 give some principal aggregates for each of the years 1997 and 1998.

For the activity 'Buying selling or letting of own or leased property', the property activities of private households have been excluded where possible.

### **Results for selected services sectors**

These sectors showed an increase in turnover of 20 per cent from €10,919m in 1997 to €13,123m in 1998. The number of enterprises in the selected services sectors increased from 15,726 in 1997 to 17,668 in 1998. It should be noted that these results include data for commercial semi-state companies involved in the provision of transport and communication services; state subsidies have been excluded from all aggregates.

### **Retail Sales Index**

Tables 12.11 and 12.12 give seasonally adjusted volume indices and value indices, respectively, for 13 categories of business and for each of the years 1996 to 2001.

**Table 12.13**

'Books' includes school library stock.

**Table 12.16**

Note 1 The assets and liabilities of the savings services vest in the Minister for Finance and, accordingly, are not included in the financial statements of the company.

Note 2 This figure represents only sales of stamps for cash across the counter. The balance of mails service income is made up of postage meter machines and other bulk payment arrangements.

Table 12.1 Principal aggregates for retail enterprises, 1997

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Motor trades	5,059	7,952,338	821,291	24,813
Retail sale in non-specialised stores	5,795	6,514,692	1,061,528	54,815
Retail sale of food, beverages and tobacco in specialised stores	2,856	799,425	158,095	6,712
Retail sale of pharmaceutical, medical and cosmetic articles	1,132	716,884	163,975	6,260
Retail sale of textiles and clothing	2,399	975,674	205,329	11,270
Retail sale of footwear and leather	375	174,048	39,894	1,977
Retail sale of furniture and lighting	745	308,876	63,049	2,698
Retail sale of electrical goods	923	621,864	108,376	3,823
Retail sale of hardware, paints and glass	973	608,843	104,794	4,499
Retail sale of books, newspapers and stationery	730	396,116	65,705	3,394
Other retailing in specialised stores	3,355	1,322,039	261,552	10,745
Other retail sales	553	171,012	40,427	1,095
Repairs services	815	51,667	23,340	701
Bars	7,384	2,103,730	585,759	30,498
<b>ALL BUSINESSES</b>	<b>33,094</b>	<b>22,717,212</b>	<b>3,703,115</b>	<b>163,299</b>

Source: CSO

Employment by sector, 1997 and 1998

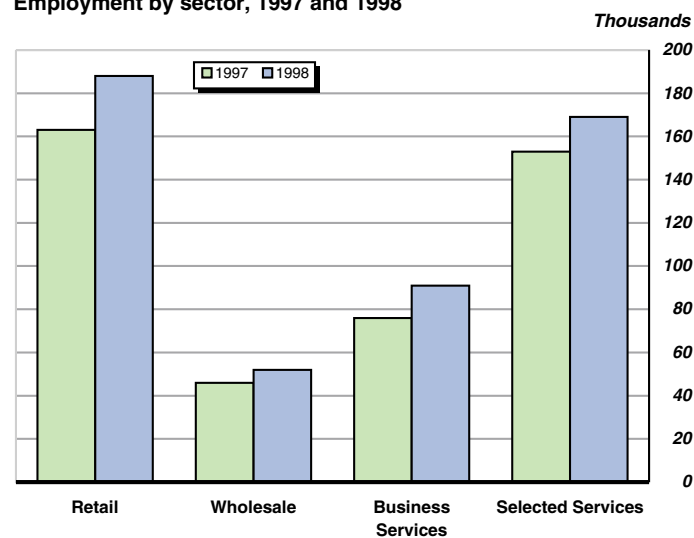
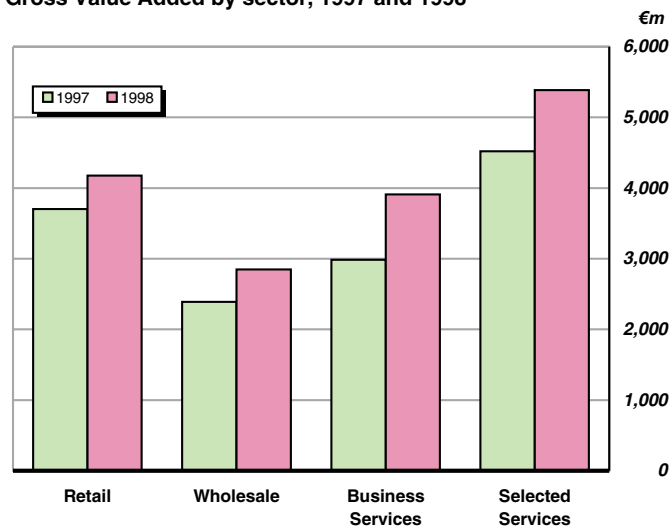


Table 12.2 Principal aggregates for retail enterprises, 1998

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Motor trades	5,631	9,977,457	1,076,164	28,014
Retail sale in non-specialised stores	6,150	7,435,335	949,029	65,002
Retail sale of food, beverages and tobacco in specialised stores	3,065	925,216	161,278	7,593
Retail sale of pharmaceutical, medical and cosmetic articles	1,215	992,874	226,467	7,785
Retail sale of textiles and clothing	2,644	1,285,518	286,859	12,602
Retail sale of footwear and leather	392	187,375	51,248	2,027
Retail sale of furniture and lighting	889	427,495	79,547	3,076
Retail sale of electrical goods	944	688,767	113,810	3,993
Retail sale of hardware, paints and glass	1,084	847,930	144,124	5,870
Retail sale of books, newspapers and stationery	857	426,438	72,098	3,742
Other retailing in specialised stores	3,959	1,606,688	300,773	12,663
Other retail sales	602	253,715	60,286	2,025
Repairs services	887	69,086	28,817	966
Bars	8,124	2,279,542	626,165	32,383
<b>ALL BUSINESSES</b>	<b>36,443</b>	<b>27,403,439</b>	<b>4,176,665</b>	<b>187,741</b>

Source: CSO

Gross Value Added by sector, 1997 and 1998





**Table 12.3 Principal aggregates for wholesale enterprises, 1997**

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Wholesale on a fee or contract basis	509	96,325	57,870	1,341
Wholesale of agricultural materials or animals	200	806,913	100,077	1,419
Wholesale of food, beverages and tobacco	1,016	5,190,350	459,937	10,256
Wholesale of household goods	849	2,911,004	482,544	9,079
Wholesale of non-agricultural intermediate products, waste and scrap	766	5,011,155	562,345	9,498
Wholesale of machinery, equipment and supplies	813	2,793,241	536,302	10,384
Other wholesale	759	970,661	189,573	4,330
<b>ALL BUSINESSES</b>	<b>4,912</b>	<b>17,779,651</b>	<b>2,388,649</b>	<b>46,308</b>

Source: CSO

**Table 12.4 Principal aggregates for wholesale enterprises, 1998**

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Wholesale on a fee or contract basis	556	124,994	73,562	1,372
Wholesale of agricultural materials or animals	190	579,246	53,260	1,200
Wholesale of food, beverages and tobacco	1,129	5,903,429	541,849	12,319
Wholesale of household goods	938	3,518,105	593,690	10,312
Wholesale of non-agricultural intermediate products, waste and scrap	846	5,434,267	571,199	10,012
Wholesale of machinery, equipment and supplies	840	3,402,399	794,667	12,498
Other wholesale	862	1,154,114	220,117	4,620
<b>ALL BUSINESSES</b>	<b>5,361</b>	<b>20,116,554</b>	<b>2,848,344</b>	<b>52,333</b>

Source: CSO

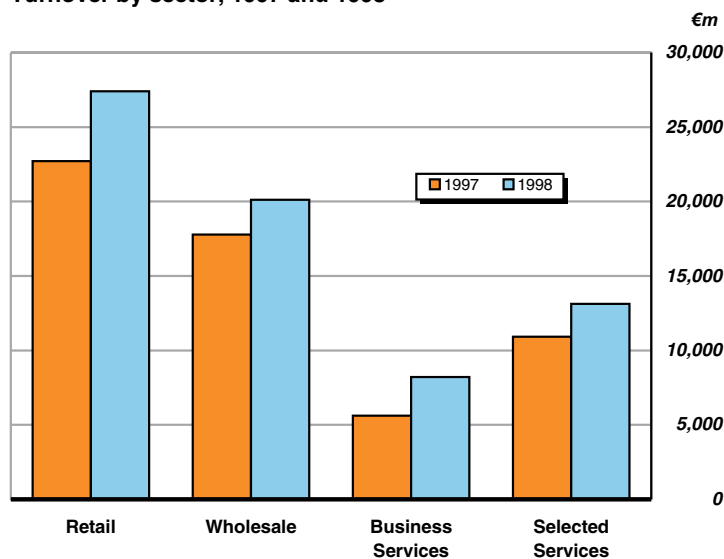
**Turnover by sector, 1997 and 1998**

TABLE 12.5

TABLE 12.6

**Table 12.5 Principal aggregates for selected services enterprises, 1997**

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Hotels	678	1,020,301	438,170	27,078
Restaurants	3,722	907,999	337,780	28,100
Catering	165	224,852	89,280	7,156
Rail and Land Transport	247	479,631	232,685	11,606
Road Freight	2,330	709,551	257,695	7,132
Water and Pipeline Transport	45	289,885	78,110	1,645
Air Transport	34	1,301,847	417,291	6,193
Transport Support Services	522	1,249,581	377,232	8,623
Travel Agencies	291	964,138	63,732	2,674
National Post and Courier Services	472	650,209	432,359	10,439
Telecommunications Services	53	1,887,789	1,160,155	13,173
Personal Services (excluding hairdressers etc)	3,145	138,389	81,654	6,662
Hairdressers and Beauty Parlours	1,501	279,181	127,191	9,983
Other Services	2,521	816,520	428,149	13,054
<b>ALL BUSINESSES</b>	<b>15,726</b>	<b>10,919,872</b>	<b>4,521,481</b>	<b>153,518</b>

Source: CSO

**Table 12.6 Principal aggregates for selected services enterprises, 1998**

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Hotels	689	1,196,371	533,403	30,841
Restaurants	4,221	1,181,802	467,718	31,308
Catering	178	325,403	102,698	7,926
Rail and Land Transport	261	508,279	263,520	11,735
Road Freight	2,939	958,516	374,844	9,199
Water and Pipeline Transport	40	400,736	108,260	2,015
Air Transport	32	1,497,646	559,777	7,054
Transport Support Services	541	1,562,616	433,190	9,627
Travel Agencies	303	1,122,015	87,961	3,098
National Post and Courier Services	575	728,738	466,095	10,532
Telecommunications Services	65	2,189,652	1,234,941	14,200
Personal Services (excluding hairdressers etc)	3,455	182,221	112,236	8,666
Hairdressers and Beauty Parlours	1,754	311,708	135,706	8,036
Other Services	2,615	957,851	505,850	14,566
<b>ALL BUSINESSES</b>	<b>17,668</b>	<b>13,123,556</b>	<b>5,386,199</b>	<b>168,804</b>

Source: CSO

**Table 12.7 Principal aggregates for all real estate, renting and business services enterprises, 1997**

<b>Business</b>	<b>Enterprises</b>	<b>Turnover excluding VAT</b>	<b>Gross value added</b>	<b>Employees</b>
	<i>No.</i>	<i>€000</i>	<i>€000</i>	<i>No.</i>
Buying, selling and letting of own or leased property	1,087	251,365	127,177	778
Real estate activities on a fee or contract basis	1,192	223,702	128,640	2,950
Renting of transport equipment (excluding aircraft)	94	173,552	57,674	829
Renting of other machinery and equipment	726	194,761	94,295	2,118
Renting of personal and household goods	395	75,749	32,597	1,581
Computer services	1,098	848,096	489,512	8,938
R & D services	106	20,612	11,927	258
Legal activities	1,953	660,111	502,683	9,367
Accounting, book-keeping and auditing activities, tax consultancy	1,778	577,981	423,580	10,054
Market research, management consulting and holding companies	1,293	409,930	206,969	3,434
Technical services	1,776	858,747	327,492	7,408
Advertising	251	468,381	102,475	3,805
Labour recruitment	186	196,898	96,679	3,729
Cleaning and security services	367	237,656	184,104	14,677
Other business services nec	1,873	416,271	199,671	5,902
<b>ALL BUSINESSES</b>	<b>14,175</b>	<b>5,613,813</b>	<b>2,985,473</b>	<b>75,826</b>

Source: CSO

TABLE 12.7

**Table 12.8 Principal aggregates for all real estate, renting and business services enterprises, 1998**

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Buying, selling and letting of own or leased property	1,586	464,046	184,756	1,166
Real estate activities on a fee or contract basis	1,383	369,015	122,774	4,110
Renting of transport equipment (excluding aircraft)	104	177,076	55,745	862
Renting of other machinery and equipment	924	325,110	167,650	3,063
Renting of personal and household goods	407	122,489	49,355	2,084
Computer services	1,785	2,132,704	775,867	15,507
R & D services	115	45,636	20,486	339
Legal activities	2,273	793,269	632,940	10,463
Accounting, book-keeping and auditing activities, tax consultancy	2,010	629,433	470,278	10,117
Market research, management consulting and holding companies	1,787	535,591	274,793	4,575
Technical services	2,249	922,142	450,906	10,197
Advertising	298	573,205	132,949	2,257
Labour recruitment	260	301,384	160,045	6,106
Cleaning and security services	411	241,566	187,663	13,509
Other business services nec	2,356	579,945	224,840	7,053
<b>ALL BUSINESSES</b>	<b>17,948</b>	<b>8,212,611</b>	<b>3,911,046</b>	<b>91,407</b>

Source: CSO

TABLE 12.8

**Table 12.9 Principal aggregates for retail enterprises classified by turnover, 1998**

<b>Business and annual turnover (excluding VAT)</b>	<b>Enterprises</b>	<b>Turnover excluding VAT</b>	<b>Gross value added</b>	<b>Employees</b>
	<i>No.</i>	<i>€000</i>	<i>€000</i>	<i>No.</i>
<b>Food and drink enterprises</b>				
Under €10,000	386	2,492	196	25
€10,000 and under €25,000	619	12,814	2,859	58
€25,000 and under €50,000	1,306	60,332	12,322	306
€50,000 and under €100,000	2,989	270,534	54,187	2,106
€100,000 and under €250,000	6,523	1,274,859	249,434	11,958
€250,000 and under €500,000	3,077	1,311,156	248,370	14,034
€500,000 and under €1,000,000	1,609	1,387,767	250,142	15,293
€1,000,000 and under €5,000,000	762	1,651,964	292,273	18,217
€5,000,000 and over	68	4,668,176	626,689	42,980
<b>Total</b>	<b>17,339</b>	<b>10,640,094</b>	<b>1,736,472</b>	<b>104,974</b>
<b>Motor trades</b>				
Under €10,000	121	929	160	0
€10,000 and under €25,000	451	9,150	3,615	89
€25,000 and under €50,000	670	30,017	9,066	315
€50,000 and under €100,000	823	71,992	17,366	775
€100,000 and under €250,000	1,021	210,484	48,023	2,036
€250,000 and under €500,000	679	292,619	53,530	2,096
€500,000 and under €1,000,000	773	678,824	87,168	3,941
€1,000,000 and under €5,000,000	811	2,129,993	199,510	9,115
€5,000,000 and over	282	6,553,451	657,724	9,647
<b>Total</b>	<b>5,631</b>	<b>9,977,459</b>	<b>1,076,162</b>	<b>28,014</b>
<b>All other retail enterprises</b>				
Under €10,000	236	1,359	243	11
€10,000 and under €25,000	753	15,156	5,770	188
€25,000 and under €50,000	1,538	67,459	16,536	599
€50,000 and under €100,000	2,350	200,099	50,688	1,649
€100,000 and under €250,000	3,602	679,560	154,203	7,307
€250,000 and under €500,000	2,670	1,148,361	222,576	9,895
€500,000 and under €1,000,000	1,484	1,235,420	262,113	9,607
€1,000,000 and under €5,000,000	739	1,635,778	301,908	11,966
€5,000,000 and over	103	1,802,697	349,992	13,526
<b>Total</b>	<b>13,475</b>	<b>6,785,889</b>	<b>1,364,029</b>	<b>54,748</b>
<b>All descriptions of business</b>				
Under €10,000	743	4,779	598	37
€10,000 and under €25,000	1,824	37,120	12,243	335
€25,000 and under €50,000	3,513	157,807	37,925	1,221
€50,000 and under €100,000	6,162	542,626	122,241	4,530
€100,000 and under €250,000	11,145	2,164,905	451,660	21,301
€250,000 and under €500,000	6,425	2,752,134	524,475	26,025
€500,000 and under €1,000,000	3,867	3,302,010	599,423	28,841
€1,000,000 and under €5,000,000	2,312	5,417,734	793,692	39,299
€5,000,000 and over	453	13,024,323	1,634,407	66,153
<b>TOTAL</b>	<b>36,444</b>	<b>27,403,438</b>	<b>4,176,664</b>	<b>187,742</b>

Source: CSO

TABLE 12.9

**Table 12.10 Principal aggregates for retail enterprises classified by number of persons engaged, 1998**

Business and persons engaged	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
<b>Food and drink enterprises</b>				
1 person engaged	2,927	246,964	40,872	215
2 persons engaged	4,247	554,872	95,153	2,448
3 persons engaged	2,683	574,468	93,102	3,657
4 persons engaged	1,794	484,226	94,924	4,005
5-9 persons engaged	3,698	1,736,047	317,828	17,335
10-14 persons engaged	893	670,013	127,952	8,734
15-19 persons engaged	399	419,683	79,074	6,083
20-49 persons engaged	565	1,069,861	210,571	15,202
50 or more persons engaged	133	4,883,961	676,996	47,298
<b>Total</b>	<b>17,339</b>	<b>10,640,093</b>	<b>1,736,472</b>	<b>104,978</b>
<b>Motor trades</b>				
1 person engaged	1,426	134,261	17,816	166
2 persons engaged	1,136	230,756	33,378	988
3 persons engaged	671	233,281	34,772	1,135
4 persons engaged	454	258,368	49,230	1,294
5-9 persons engaged	1,023	1,217,270	135,052	5,332
10-14 persons engaged	416	1,109,404	123,212	4,377
15-19 persons engaged	191	672,769	56,053	3,025
20-49 persons engaged	270	3,477,938	314,726	7,429
50 or more persons engaged	44	2,643,409	311,925	4,267
<b>Total</b>	<b>5,631</b>	<b>9,977,457</b>	<b>1,076,164</b>	<b>28,014</b>
<b>All other retail enterprises</b>				
1 person engaged	2,959	223,583	47,893	356
2 persons engaged	3,132	458,441	94,223	2,443
3 persons engaged	1,758	410,166	79,958	3,167
4 persons engaged	1,497	531,576	100,752	4,194
5-9 persons engaged	3,057	1,763,485	362,600	15,469
10-14 persons engaged	536	605,538	120,870	5,365
15-19 persons engaged	221	408,527	80,826	3,457
20-49 persons engaged	206	665,270	124,312	5,663
50 or more persons engaged	108	1,719,303	352,594	14,634
<b>Total</b>	<b>13,473</b>	<b>6,785,889</b>	<b>1,364,029</b>	<b>54,749</b>
<b>All descriptions of business</b>				
1 person engaged	7,311	604,807	106,581	738
2 persons engaged	8,515	1,244,069	222,754	5,880
3 persons engaged	5,113	1,217,915	207,831	7,959
4 persons engaged	3,745	1,274,169	244,908	9,494
5-9 persons engaged	7,778	4,716,801	815,480	38,136
10-14 persons engaged	1,845	2,384,955	372,032	18,476
15-19 persons engaged	811	1,500,978	215,953	12,565
20-49 persons engaged	1,041	5,213,071	649,611	28,294
50 or more persons engaged	285	9,246,673	1,341,514	66,200
<b>TOTAL</b>	<b>36,443</b>	<b>27,403,439</b>	<b>4,176,665</b>	<b>187,741</b>

Source: CSO

**Table 12.11 Volume indices of retail sales**

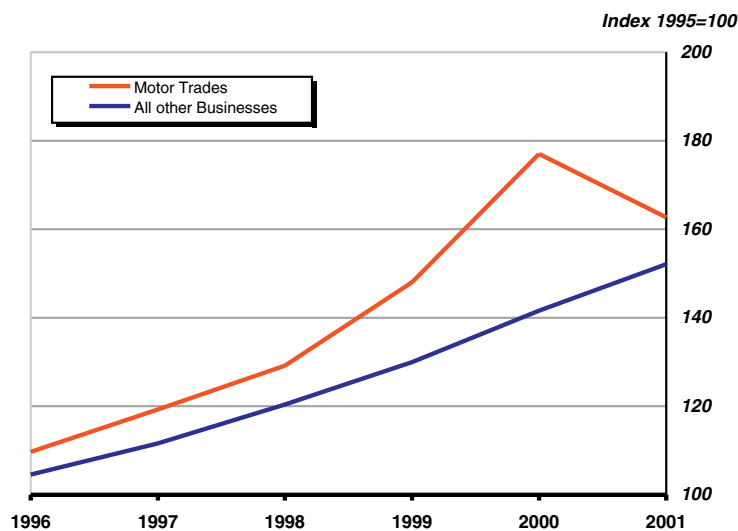
*Indices (1995=100)*

<b>Business</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>
Motor trades (NACE 50)	109.7	119.3	129.2	148.0	177.0	162.7
Non-specialised stores (NACE 52.11) (excluding Department Stores)	102.8	107.5	113.2	118.5	123.1	130.0
Department stores (NACE 52.12)	110.6	123.7	145.1	167.5	190.5	204.6
Specialised stores (remainder of NACE 52)						
Food, beverages and tobacco	100.4	99.7	98.0	97.6	100.3	99.7
Pharmaceutical, medical and cosmetic articles	103.5	110.4	124.6	150.7	174.3	197.6
Textiles and clothing	108.5	122.7	145.2	172.5	210.7	243.1
Footwear and leather	106.6	123.6	141.2	155.0	174.3	195.4
Furniture and lighting	107.8	110.3	121.6	131.5	138.7	155.7
Electrical goods	106.7	124.5	151.3	177.2	200.6	237.0
Hardware, paints and glass	106.4	114.1	122.0	134.9	145.5	165.3
Books, newspapers and stationery	100.9	105.2	107.5	116.3	125.3	129.1
Other retail sales	109.3	121.2	135.0	152.4	188.2	216.6
Bars (NACE 55.4)	103.8	108.5	112.9	114.9	117.6	119.0
All businesses excluding Motor trades	104.6	111.6	120.4	130.0	141.6	152.1
<b>All businesses</b>	<b>105.8</b>	<b>113.5</b>	<b>122.7</b>	<b>134.3</b>	<b>150.3</b>	<b>154.9</b>

TABLE 12.11

Source: CSO

**Volume indices of retail sales**



**Table 12.12 Value indices of retail sales***Indices (1995=100)*

<b>Business</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>
Motor trades (NACE 50)	112.4	125.4	136.6	159.5	202.5	186.6
Non-specialised stores (NACE 52.11) (excluding department stores)	105.5	112.6	123.1	132.8	145.4	159.7
Department stores (NACE 52.12) <i>of which</i>	110.7	120.4	139.5	157.3	178.1	194.0
Clothing and footwear	112.4	124.8	148.9	168.0	190.9	201.9
Furniture, soft furnishings etc	108.6	125.1	144.8	166.1	179.8	179.8
Other goods and services	109.1	112.2	123.6	138.1	159.0	188.7
Specialised stores (NACE 52 remainder)						
Food, beverages and tobacco	100.9	100.9	101.9	104.0	111.5	118.9
Pharmaceutical, medical and cosmetic articles	105.8	114.6	133.0	164.2	195.9	231.8
Textiles and clothing	107.8	113.9	126.9	139.6	161.7	181.2
Footwear and leather	105.2	114.3	129.2	138.6	151.1	165.0
Furniture and lighting	109.7	114.1	128.7	140.7	152.1	178.1
Electrical goods	105.6	122.0	146.1	167.7	188.2	222.1
Hardware, paints and glass	108.2	116.8	127.2	143.6	159.7	187.4
Books, newspapers and stationery	104.3	111.0	116.9	129.9	149.4	162.8
Other retail sales	111.3	122.5	136.8	154.7	202.1	230.9
Bars (NACE 55.4)	106.8	114.5	123.7	130.7	141.2	150.0
All businesses excluding Motor trades	108.3	114.1	125.6	137.6	154.8	172.6
<b>All businesses</b>	<b>107.9</b>	<b>116.8</b>	<b>128.2</b>	<b>142.8</b>	<b>166.1</b>	<b>175.9</b>

Source: CSO

TABLE 12.12



**Table 12.13 Public Library stocks and issues**

	<i>Number</i>					
	1994	1995	1996	1997	1998	1999
<b>Books</b>						
Total in stock	11,599,142	11,382,157	11,164,745	10,496,739	10,831,591	11,352,868
Number added to stock	578,258	502,965	628,516	624,573	623,469	847,203
Number withdrawn from stock	339,974	328,378	281,336	382,243	299,441	296,019
<b>Non-book items</b>						
Total in stock	263,273	240,891	270,519	284,264	290,092	321,734
Number added to stock	25,496	14,778	29,954	22,973	22,877	34,623
Number withdrawn from stock	4,757	2,059	3,878	9,696	4,010	5,555
<b>Book issues</b>						
Adult non-fiction	3,700,756	2,879,811	2,955,803	2,962,012	3,090,054	2,944,297
Adult fiction	4,608,699	4,940,430	4,925,555	4,751,365	4,706,387	4,562,461
Children's	4,044,579	4,535,677	4,686,943	4,659,944	4,644,323	4,439,562
<b>Total</b>	<b>12,354,034</b>	<b>12,355,918</b>	<b>12,568,301</b>	<b>12,373,321</b>	<b>12,440,764</b>	<b>11,946,320</b>
Issues per head population	3.5	3.5	3.5	3.4	3.4	3.3
Non-book issues	408,898	429,226	597,324	562,525	586,786	563,484
<b>Total issues</b>	<b>12,762,932</b>	<b>12,785,144</b>	<b>13,165,625</b>	<b>12,935,846</b>	<b>13,027,550</b>	<b>12,509,804</b>

Source: Library Council of Ireland

TABLE 12.13

**Table 12.14 Public Library service points**

	<i>Number</i>					
	1994	1995	1996	1997	1998	1999
Branches	317	319	318	321	321	326
Centres	91	80	101	86	81	57
Other service points	79	799	787	578	638	632
Mobile library units	29	28	28	27	27	26
Primary schools served	2,762	3,328	2,995	3,100	3,043	3,123
Total schools served	2,877	3,396	3,063	3,173	3,121	3,197

Source: Library Council of Ireland

**Table 12.15 Public Library staff, registered readers and expenditure**

	<i>Number</i>					
	1994	1995	1996	1997	1998	1999
<b>Staff</b>						
Professional grades	258	265	262	256	267	259
Para-professional grades	917.5	874	868	888	860	867
Other grades	173.5	183	192	188	206	204
<b>Total</b>	<b>1,349</b>	<b>1,322</b>	<b>1,322</b>	<b>1,332</b>	<b>1,333</b>	<b>1,330</b>
<b>Registered readers</b>						
Adults	485,818	541,234	533,747	546,770	519,083	546,309
Children	288,428	314,215	317,048	315,463	305,902	301,770
<b>Total</b>	<b>774,246</b>	<b>855,449</b>	<b>850,795</b>	<b>862,233</b>	<b>824,985</b>	<b>848,079</b>
<b>Expenditure</b>						€
Salaries	21,454,319	22,345,225	24,503,381	25,788,491	29,473,640	29,146,497
Acquisitions	4,841,327	5,870,810	6,680,266	6,986,900	6,605,335	7,422,381
<b>Total</b>	<b>36,278,661</b>	<b>38,258,803</b>	<b>41,358,460</b>	<b>44,516,848</b>	<b>48,387,858</b>	<b>51,140,140</b>
Expenditure per head of population	10.28	10.86	11.4	12.28	13.34	14.11

Source: Library Council of Ireland

TABLE 12.14  
TABLE 12.15

**Table 12.16 An Post – operational statistics**

	1997	1998	1999	2000	2001
<b>Mail</b>					
Traffic index (1996=100) (note 1)	107.9	116.9	126.7	136.6	143.2
Tariff index (1996=100) (note 2)	100.0	100.0	100.0	100.0	100.0
Tariff index adjusted for inflation (1996=100) (note 2)	98.6	96.6	95.3	91.2	87.8
Letter post items delivered (millions)	646.6	669.8	705.4	733.6	779.8
Letter post items per capita	176.6	180.8	188.4	193.7	203.1
<b>System size</b>					
Number of delivery points (millions)	1.296	1.313	1.341	1.410	1.482
<b>Post office network</b>					
Company post offices	96	97	97	97	96
Sub-post offices	1,818	1,814	1,816	1,817	1,687
<b>Total</b>	<b>1,914</b>	<b>1,911</b>	<b>1,913</b>	<b>1,914</b>	<b>1,783</b>
Other company premises	45	48	48	52	54
Number of motor vehicles	2,275	2,389	2,479	2,643	2,901
<b>Personnel (staff numbers at 31 December)</b>					
Headquarters	475	560	576	611	607
Savings/remittance services	264	300	355	351	357
Inspection	50	65	64	63	51
Postmen/postwomen	4,045	4,160	4,327	4,486	4,427
Postal sorters	888	926	1,066	1,137	1,104
Post office clerks	1,246	1,201	1,230	1,204	1,136
Other grades	729	728	737	734	763
Temporary	609	635	677	635	1,085
Subsidiary companies	139	192	108	235	309
<b>Total group employees</b>	<b>8,445</b>	<b>8,767</b>	<b>9,140</b>	<b>9,456</b>	<b>9,839</b>
<b>Postmasters: engaged as agents</b>	<b>1,818</b>	<b>1,814</b>	<b>1,816</b>	<b>1,751</b>	<b>1,687</b>
	€m	€m	€m	€m	€m
<b>Value of service savings funds at 31 December (note 1)</b>	<b>5,183</b>	<b>5,419</b>	<b>5,260</b>	<b>4,998</b>	<b>4,806</b>
<b>Counters: Business value</b>					
<b>Postal services - sales of postage stamps (note 2)</b>	<b>93</b>	<b>97</b>	<b>101</b>	<b>109</b>	<b>98</b>
<b>Remittance services - money and postal orders issued</b>	<b>537</b>	<b>550</b>	<b>562</b>	<b>575</b>	<b>666</b>
<b>Post office savings service</b>					
Savings bank deposits	264	292	350	401	624
Savings bank withdrawals	278	287	321	354	498
Savings certificates issued	270	371	184	208	211
Savings certificates repaid	237	273	340	579	648
Instalment savings issued	72	75	70	61	68
Instalment savings repaid	44	53	84	105	136
Savings bonds issued	201	173	216	243	233
Savings bonds repaid	152	215	475	533	461
<b>Pensions, allowances and social welfare benefits</b>					
Child benefits paid	428	437	446	488	707
Unemployment benefits paid	975	962	904	814	847
Old age pensions paid	767	796	824	888	983
Widows/orphans pensions paid	501	527	551	589	652
Other allowances	1,461	1,554	1,632	1,751	1,828
<b>Other miscellaneous</b>	<b>752</b>	<b>822</b>	<b>882</b>	<b>1,091</b>	<b>1,275</b>
	000s	000s	000s	000s	000s
<b>BillPay volumes</b>	<b>8,878</b>	<b>9,808</b>	<b>10,658</b>	<b>12,232</b>	<b>13,730</b>
<b>TV licence sales</b>	<b>990</b>	<b>1,016</b>	<b>1,038</b>	<b>1,057</b>	<b>1,097</b>

TABLE 12.16

Source: An Post