Information and documentation — International library statistics

Information et documentation — Statistiques internationales de bibliothèques
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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO’s adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 46, Information and documentation, Subcommittee SC 8, Quality — Statistics and performance evaluation.

This fifth edition cancels and replaces the fourth edition (ISO 2789:2006), which has been technically revised to overcome problems in the practical application of ISO 2789:2006 and to take account of the new developments in library services.
Introduction

This International Standard provides guidance to the library and information services community on the collection and reporting of statistics.

Clauses 2 and 6 form the core of this International Standard. Clause 2 provides definitions for most of the elements which constitute a library service; these are for statistical purposes only. Clause 6 recommends how each of these elements should be counted. Users will need to consult both clauses for the complete picture.

This International Standard includes definitions and counting procedures for all types of resources and services that libraries offer to their users. The former Annex A, including definitions and procedures for electronic resources and services, has been integrated into the main part of the standard, as these resources and services have become a normal part of library activities.

In order to explain the reasons for incorporating a number of new library services into this International Standard, Clause 3 has been added to describe the current tasks of libraries.

It is recognized that not all measures specified in this International Standard can be collected by libraries of different types and sizes. To give greater completeness, several additional measures (important for some sectors only) are described in Annex A. The aim is to ensure that, where a particular statistic is collected, the same definitions and methods are used.

Annex B is important for the compilation and publication of national statistics so that they can be truly comparable between countries and over time.

The strong requirement to describe and publicize library activities can only be satisfied if data collection in libraries follows the lines of this International Standard. As far as possible, it is advisable that libraries collect all data named in this International Standard that concern their activities.

Developments in relation to this International Standard will be monitored and additional statistical measures will be incorporated as needed.

An alphabetical index is given in Annex C.
Information and documentation — International library statistics

1 Scope

This International Standard specifies rules for the library and information services community on the collection and reporting of statistics:

— for the purposes of international reporting;

— to ensure conformity between countries for those statistical measures that are frequently used by library managers, but do not qualify for international reporting;

— to encourage good practice in the use of statistics for the management of library and information services.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1 Libraries

2.1.1 academic library
library whose primary function is to cover the information needs of learning and research

Note 1 to entry: This includes libraries of institutions of higher education and general research libraries.

2.1.2 administrative unit
any independent library, or group of libraries, under a single directorate or a single administration

Note 1 to entry: The term “independent” does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization.

Note 2 to entry: The administrative unit can be a single library or a larger organization, typically containing a central/main library, branch libraries and administrative functions. See the Example in 6.1.1.

2.1.3 branch library
part of a larger administrative unit providing, in separate quarters, a service for a particular user group (e.g. children, faculties) or for a locally defined clientele

Note 1 to entry: Institute, departmental and other affiliated libraries are included. Mobile libraries and external service points are excluded.

2.1.4 central library
main library
usually that part or those parts of an administrative unit where the main administrative functions and the important parts of the library collection and services are located

Note 1 to entry: An administrative unit comprising several branch libraries does not necessarily include a central library.


2.1.5  
**external service point**
point away from library premises at which a certain service is regularly offered to users

Note 1 to entry: This includes places within a locality at which library material is deposited for informal circulation to a restricted group of users but without other library services, for example, old people's homes, community centres, collections for hospital patients.

Note 2 to entry: This includes service points that offer electronic services, but no print collections.

Note 3 to entry: Mobile libraries and their stops are not counted as external service points.

Note 4 to entry: A simple computer connection to a place outside the library (e.g. in a students’ residence hall) is not counted as an external service point.

2.1.6  
**library**
organization, or part of an organization, the main aim of which is to facilitate the use of such information resources, services and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users

Note 1 to entry: The supply of the required information resources can be accomplished by building and maintaining a collection and/or by organizing access to information resources.

Note 2 to entry: These are the basic requirements for a library and do not exclude any additional resources and services incidental to its main purpose.

2.1.7  
**library of an institution of higher education**
library whose primary function is to serve students, academic and professional staff in universities and other institutions of education at the third (tertiary) level and above

Note 1 to entry: It may also serve the general public.

2.1.8  
**mobile library**
library, sometimes a division of a public library, using transport means to provide documents and services directly to users as an alternative to access on library premises

Note 1 to entry: Adapted from ISO 5127:2001.

2.1.9  
**national library**
library that is responsible for acquiring and conserving copies of all relevant documents published in the country in which the library is located

Note 1 to entry: A national library will also normally perform some or all of the following functions: produce the national bibliography; hold and keep up to date a large and representative collection of foreign literature including documents about the country; act as a national bibliographic information centre; compile union catalogues; supervise the administration of other libraries and/or promote collaboration; coordinate a research and development service; etc.

Note 2 to entry: The definition of “national library” allows for more than one national library in a country.
2.1.10 public library
general library that is open to the public and that serves the whole population of a local or regional community and is usually financed, in whole or in part, from public funds

Note 1 to entry: A public library is defined as open to the public, even if its services are primarily intended for a particular part of the population to be served, such as children, visually impaired persons, or hospital patients. Its basic services are free of charge or available for a subsidized fee. This definition includes services provided to schools by a public library organization and services provided to public libraries in a region by a regional organization.

2.1.11 school library
library attached to all types of schools below the third (tertiary) level of education whose primary function is to serve the pupils and teachers of such a school

Note 1 to entry: A school library may also serve the general public.

Note 2 to entry: This includes libraries and resource collections in all educational institutions below the third level, which may be described as “Colleges”, “Colleges of Further Education”, “Vocational Institutes”, etc.

2.1.12 special library
independent library covering one discipline or particular field of knowledge or a special regional interest

Note 1 to entry: The term “special library” includes libraries primarily serving a specific category of users, or primarily devoted to a specific form of document, and libraries sponsored by an organization to serve its own work-related objectives.

Note 2 to entry: The statistics of special libraries should be collected and presented separately for those in the areas given in 2.1.12.1 to 2.1.12.7 (differentiated according to funding institutions).

2.1.12.1 government library
library maintained to serve any government service, department or agency, or parliament, including both international, national and local (regional) government organizations

2.1.12.2 health-service library
medical library
library which serves health-service professionals in hospitals or elsewhere, whether in the private or public sector

Note 1 to entry: Pharmaceutical company libraries should be included under 2.1.12.4.

Note 2 to entry: These libraries may also include materials for patients.

2.1.12.3 library of professional and learned institutions and associations
library maintained by professional or trade associations, learned societies, trade unions and other similar bodies, whose primary objective is to provide services to the members and practitioners of a specific trade or profession

2.1.12.4 industrial and commercial library
library in any industrial enterprise or business firm, maintained by the parent organization to serve the information needs of its staff

Note 1 to entry: The term “industrial and commercial library” includes libraries maintained by information and management consultants, manufacturing and service industries and libraries of commercial legal practices.
2.1.12.5 media library
library serving media and publishing firms and organizations, including newspapers, publishers, broadcasting, film and television

2.1.12.6 regional library
major library serving a particular region whose primary function cannot be described as that of a public, school or academic library nor as part of a national library network

2.1.12.7 other special library
any library not included elsewhere

EXAMPLE Library within voluntary organizations, museums, religious institutions.

2.1.13 storage library
library whose primary function is to store less-used material from other administrative units

Note 1 to entry: Storage libraries that are part of or administrated by another library (e.g. national or regional library) are excluded.

Note 2 to entry: Libraries whose stock remains the possession of the storing libraries are excluded. The collections and their use are counted with the proprietary libraries.

2.2 Library services and use

2.2.1 access
successful request of a library-provided online service

Note 1 to entry: An access is one cycle of user activities that typically starts when a user connects to a library-provided online service and ends by a terminating activity that is either explicit (by leaving the database through log-out or exit) or implicit (timeout due to user inactivity).

Note 2 to entry: Accesses to the library website are counted as virtual visits.

Note 3 to entry: Requests of a general entrance or gateway page should be excluded.

Note 4 to entry: If possible, requests by search engines should be excluded.

2.2.2 active borrower
registered user who has borrowed at least one item during the reporting period

Note 1 to entry: This count underrates the number of active users, but is still for many libraries the only manageable measure.

2.2.3 active user
registered user who has visited or made use of library facilities or services during the reporting period

Note 1 to entry: This includes active borrowers.

Note 2 to entry: This may include the use of electronic library services, if it is possible to identify electronic use and virtual visits of the individual user, or if data can be obtained by means of surveys.

Note 3 to entry: If a library identifies non-registered active users, e.g. by surveys, these should be counted separately.
2.2.4 **blog**
**weblog**
web page that provides frequent continuing publication of web links and/or comments on a particular topic or subject (broad or narrow in scope), often in the form of short entries arranged in reverse chronological order, the most recently added piece of information appearing first

Note 1 to entry: The information can be written or collected by the site owner or contributed by users.

2.2.5 **blog post**
entry in a blog

2.2.6 **download**
successful request of a content unit from a library-provided online service or other internet service

2.2.7 **electronic document delivery, mediated**
electronic transmission of a document or part of a document from the library collection to a user, mediated by library staff, not necessarily via another library

Note 1 to entry: Electronic transmission of documents to members of the population to be served is included. Fax transmission is excluded.

Note 2 to entry: May be split up as to transmission with or without charge to the user.

Note 3 to entry: Unmediated downloading by users from the electronic collection of the library is excluded.

Note 4 to entry: The forms of lending and delivery services defined in this International Standard are shown in Table 1.

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Library</th>
<th>Document supplier</th>
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<tbody>
<tr>
<td>Recipient</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>User</td>
<td>Other library</td>
</tr>
<tr>
<td><strong>Transmission format</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Original</td>
<td>Loan</td>
<td>ILL</td>
</tr>
<tr>
<td>Print copy</td>
<td>Loan</td>
<td>ILL</td>
</tr>
<tr>
<td>Electronic</td>
<td>Time-limited: Loan</td>
<td>EDD</td>
</tr>
<tr>
<td></td>
<td>No time limit: EDD</td>
<td></td>
</tr>
</tbody>
</table>

ILL: Interlibrary lending.
EDD: Electronic document delivery (mediated).
EDS: External document supply.

2.2.8 **electronic service**
library service delivered via electronic means, whether from local servers or provided via networks

Note 1 to entry: Electronic library services include the online catalogue, the library website, the electronic collection, electronic lending, electronic document delivery (mediated), electronic reference service, user training by electronic means, services for mobile devices, services for interactive use (including services on social networks), and Internet access offered via the library.

Note 2 to entry: This does not include booking physical services (e.g. rooms or library tours) by electronic means.