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BSI Standards Publication

Information and documentation — International library statistics

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National foreword

This British Standard is the UK implementation of ISO 2789:2022. It supersedes BS ISO 2789:2013, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee IDT/2/15, Library and publishing statistics.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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INTERNATIONAL STANDARD

ISO 2789

Sixth edition
2022-09-14

Information and documentation — International library statistics

Information et documentation — Statistiques internationales de bibliothèques

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Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
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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 of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

This sixth edition cancels and replaces the fifth edition (ISO 2789:2013), which has been technically revised.

The main changes are as follows:

— problems in the practical application of ISO 2789:2013 have been addressed;

— new development in library services have been taken into account.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

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

Clauses 3 and 7 form the core of this document. Clause 3 provides definitions for most of the elements which constitute a library service; these are for statistical purposes only. Clause 7 recommends how each of these elements should be counted. Users need to consult both clauses for the complete picture.

This document includes definitions and counting procedures for all types of resources and services that libraries offer to their users.

It is recognized that not all measures specified in this document 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.

As the use of digital library services has become a main issue for showing the role and impact of libraries, Annex C has been added, giving an overview of methods for measuring digital usage.

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

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

An alphabetical index is given in Annex D.

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INTERNATIONAL STANDARD **ISO 2789:2022**

Information and documentation — International library statistics

1 Scope

This document 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 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 11799, *Information and documentation — Document storage requirements for archive and library materials*

3 Terms and definitions

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

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 Library

3.1.1
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.

3.1.2
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 7.1.1.

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3.1.3
branch library
part of a larger *administrative unit* (3.1.2) 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.

3.1.4
central library
main library
part or parts of an *administrative unit* (3.1.2) where centralized functions of administration, collections, and services are located

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

3.1.5
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 digital 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.

3.1.6
library
organization, or part of an organization, whose main aim 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.

3.1.7
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 can also serve the general public.

Note 2 to entry: This is a type of academic library.

3.1.8
mobile library
library, sometimes a division of a *public library* (3.1.10), using transport means, motorised or not, to provide documents and services directly to users as an alternative to access on library premises

EXAMPLE Motor vehicles, carts, ships, bicycles, donkeys

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3.1.9
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.

3.1.10
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.

3.1.11
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 can also serve the general public.

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

3.1.12
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 3.1.12.1 to 3.1.12.7 (differentiated according to funding institutions).

3.1.12.1
government library
library maintained to serve any government service, department or agency, or parliament, including both international, national and local (regional) government organizations

3.1.12.2
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 are included under 3.1.12.4.

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

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3.1.12.3
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

3.1.12.4
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.

3.1.12.5
media library
library serving media and publishing firms and organizations, including newspapers, publishers, broadcasting, film and television

3.1.12.6
regional library
major library serving a particular region whose primary function cannot be described as that of a public, school or *academic library* (3.1.1) nor as part of a national library network

3.1.12.7
other special library
any library not included elsewhere

EXAMPLE Library within voluntary organizations, museums, religious institutions.

3.1.13
storage library
library whose primary function is to store less-used material from other *administrative units* (3.1.2)

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.

3.2 Library services and use

3.2.1
access
<virtual> successful request of a library-provided online service

3.2.2
access
<physical> right, opportunity, means of finding, using or retrieving information, of using a service, or entering a building

[SOURCE: ISO 15489-1:2016, 3.1, modified — “of using a service, or entering a building” have been added.]

3.2.3
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.

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3.2.4
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 can include the use of digital library services, if it is possible to identify digital 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 are counted separately.

3.2.5
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.

3.2.6
browser
application allowing a person to retrieve and read hypertext, to view the contents of hypertext nodes (Web pages), to navigate from one Web page to another, and to interact with the content, such as changing the visual appearance of the displayed content

[SOURCE: ISO/IEC/IEEE 23026: 2015, 4.5]

3.2.7
caching
process of storing data in a temporary storage area on a mobile device, computer or server, so that future requests for that data are served up faster than is possible by accessing the data's primary storage location

3.2.8
client
soft- or hardware that can request specific services from a server

3.2.9
device detection
process of capturing accurate real-time intelligence about the devices being used to access online information

3.2.10
digital service
library service delivered digitally, whether from local servers or provided via networks

Note 1 to entry: Digital library services include the online catalogue, the library website, the digital collection, electronic lending, electronic document delivery (mediated), digital reference service, digitally delivered user training, 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) digitally.

3.2.11
diversity
characteristics of differences and similarities between people

Note 1 to entry: Dimensions of diversity are demographic or other personal characteristics, often expressed statistically, for example, age, disability, sex, sexual orientation, gender, race, colour, nationality, ethnic or national origin, religion or belief.

[SOURCE: ISO 30415:2021, 3.7]

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3.2.12
download
successful request of a content unit from a library-provided online service or other internet service

3.2.13
educational services
learning sessions and learning materials and programmes in all formats for children and adults for the purpose of enhancing skills in library and information use

Note 1 to entry: This includes the provision of services for schools and the cooperation with other libraries in preparing and offering educational services.

Note 2 to entry: Education of librarians is excluded.

[SOURCE: ISO 21248:2019, 3.22]

3.2.14
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 digital collection of the library is excluded.

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

Table 1 — Forms of lending and delivery services

Supplier		**Library**		**Document supplier**
Recipient		**User**	**Other library**	**User (via library)**
Transmission format	Original	Loan	ILL	EDS
	Print copy	Loan	ILL	EDS
	Electronic	Time-limited: Loan No time limit: EDD	EDD	EDS
ILL: Interlibrary lending. EDD: Electronic document delivery (mediated). EDS: External document supply.				

3.2.15
equity
principle that people should be subject to policies, processes and practices that are fair, as far as possible, and free from bias

[SOURCE: ISO 30415:2021, 3.10]

3.2.16
event
pre-arranged activity with cultural, educational, social, political, scholarly, or other intent

EXAMPLE Exhibitions, author visits, literary discussions, workshops.

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Note 1 to entry: Only events arranged by the library on its own or in partnership with other institutions are included, whether inside or outside the library premises. Events inside the library premises organized by institutions outside the library without the library's cooperation are excluded.

Note 2 to entry: User training lessons and library tours are excluded.

Note 3 to entry: Ongoing programs are included. Each session of a program is counted as one event.

Note 4 to entry: Virtual events are included.

3.2.17
exhibition
time-limited display of objects, organized or co-organized by the library

Note 1 to entry: Exhibitions can take place inside or outside the library premises.

3.2.18
external document supply
document or part of it, in print or electronic form, delivered from outside the library collection by non-library suppliers (not through interlibrary lending) with the library being involved in the transaction and/or the payment

Note 1 to entry: It is irrelevant whether a number of individual transactions are paid per view or a certain number of transactions have been prepaid.

Note 2 to entry: The forms of lending and delivery services defined in this document are shown in Table 1.

3.2.19
external user
user of a library who does not belong to that library's population to be served

3.2.20
geolocation
process or technique of identifying the geographical location of a person or device by means of digital information processed via the internet

Note 1 to entry: Frequently Global Positioning System (GPS) or related technologies are used for fixing geographic positions.

3.2.21
inclusion
practice in which all individuals are treated fairly and respectfully, are valued for their distinctive skills, experiences, and perspectives and have equal access to resources and opportunities

3.2.22
indirect user
non-registered user who uses library services via a registered user

3.2.23
informational question
directional and/or administrative inquiry delivered to library staff

Note 1 to entry: This includes, for example, questions for locating staff or facilities, questions regarding opening times and registering procedures and questions about handling equipment such as printers or computer terminals.

Note 2 to entry: The question can be delivered personally or by means of telephone, regular mail, fax or electronic media (via email, the library website or other networked communication mechanisms).

Note 3 to entry: For reference questions, see 3.2.43.

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3.2.24
in-house use
use of documents on the premises having been taken by a user from open access stock

Note 1 to entry: In-house use includes browsing at the shelves in the sense of a short investigation of the contents, but excludes looking at the side or spine titles only for selecting material.

3.2.25
interlibrary loan
transaction of lending a document in its original physical form or delivery of a document, or part of it, in copied form, from one library to another which is not under the same administration

Note 1 to entry: Mediated transmission of documents in electronic form is counted as electronic document delivery (mediated).

Note 2 to entry: The forms of lending and delivery services defined in this document are shown in Table 1.

3.2.26
Internet access
Internet connection by a user from a workstation owned by the library or from a user's private computer in the library via the library's network

Note 1 to entry: Internet accesses can only be counted if users have registered or authenticated themselves when accessing the Internet.

Note 2 to entry: Internet access via a user's private computer (e.g. laptop or handheld) via the library's wireless network inside the library should be counted and reported separately.

3.2.27
library website
unique domain on the Internet consisting of a collection of web pages that is published by a library to provide access to the library's services and resources

Note 1 to entry: The pages of a website are usually interconnected by the use of hypertext links.

Note 2 to entry: Excludes documents that fit the definitions of digital collection and free Internet resources that could be linked from the library website.

Note 3 to entry: Excludes web services in the library's domain that are operated on behalf of other organizations.

3.2.28
like
positive reaction to an information in social media

3.2.29
loan
direct lending or delivery transaction of an item in non-electronic form (e.g. book), of a digital document on a physical carrier (e.g. CD-ROM) or other device (e.g. eBook reader), or transmission of a digital document to one user for a limited time period (e.g. eBook)

Note 1 to entry: Renewals are excluded, but could be counted separately.

Note 2 to entry: Loans include registered loans within the library (on-site loans).

Note 3 to entry: Loans include copied documents supplied in place of original documents (including fax) and printouts of electronic documents made by library staff for the user.

Note 4 to entry: Loans of documents in physical form to distance users are included.

Note 5 to entry: Mediated electronic transmission of documents is counted as electronic document delivery (mediated) if their use is permitted for unlimited time. This includes transmissions to members of the population to be served.

Note 6 to entry: The forms of lending and delivery services defined in this document are shown in Table 1.

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3.2.30
log file
file automatically created by a server that maintains a record of its activities

[SOURCE: ISO/TR 14873:2013, 2.28]

3.2.31
log file analysis
evaluation of *log files* (3.2.30) of a computer system over a certain time based on specific criteria

3.2.32
mobile device
portable computing device, typically having a display screen with touch, pen and/or keyboard input and Internet connection

3.2.33
non-user
person belonging to a specific library's population to be served but not using that library's physical and/or digital services

Note 1 to entry: The definition includes former users of the library.

[SOURCE: ISO 16439:2014, 3.39)

3.2.34
online catalogue
database of bibliographical records describing the collection usually of one particular library or library system

3.2.35
on-site loan
document delivered, in most cases from closed access, for use on the premises

3.2.36
opt-in
process or type of policy whereby the data subject is required to take a separate action to express specific, explicit or prior consent for a specific type of processing

[SOURCE: ISO/TS 17975:2015, 3.22]

3.2.37
opt-out
process or type of policy whereby the data subject is required to take a separate action in order to withhold or withdraw consent from a specific type of processing

Note 1 to entry: In the case of opt-out, implied consent exists for the collecting organization to process the personal information, unless the individual explicitly denies or withdraws permission. Opt-out is also a process provided by a data collecting organization in order for a data subject to deny or withdraw permission to perform a specific type of processing.

[SOURCE: ISO/TS 17975:2015, 3.23]

3.2.38
page impression
page view
access to a web page of an Internet site

3.2.39
page tagging
implementation of tags in the existing HTML-Code of a web page

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3.2.40
podcast
digital media file (audio or video) syndicated over the Internet via an RSS feed

Note 1 to entry: Once available online, podcasts can be downloaded for listening or viewing on portable media devices and personal computers.

Note 2 to entry: Online directories of podcasts are usually browsable by subject and searchable by keyword(s).

3.2.41
point-of-use training
unstructured user training conducted by library staff at the impromptu request of users and usually at their point of use

3.2.42
population to be served
number of individuals for whom the library is set up to provide its services and materials

Note 1 to entry: For public libraries, this will normally be the population of the legal service area (authority); for libraries of an institution of higher education, this will normally be the total of academic and professional staff plus students.

[SOURCE: ISO 11620:2014, 2.40]

3.2.43
reference question
information contact that involves the knowledge or use of one or more information sources (such as printed and non-printed materials, databases, the library's own and other institutions' catalogues) by library staff

Note 1 to entry: This can also involve recommendations, interpretation, or instruction in the use of such sources.

Note 2 to entry: One reference question can address several issues.

Note 3 to entry: The question can be delivered personally or by means of telephone, regular mail, fax or electronic media (via email, the library website or other networked communications mechanisms).

Note 4 to entry: It is essential that libraries do not include informational (directional and administrative) questions, e.g. for locating staff or facilities, regarding opening times or about handling equipment such as printers or computer terminals (see 3.2.23).

3.2.44
reference service
provision of oral or written information and assistance, in response to requests, by the staff of an information and documentation organization

[SOURCE: ISO 5127:2017, 3.11.5.03]

3.2.45
referrer
website from which that the user has come to the current website or file

Note 1 to entry: In a HTTP request the browser sends the URL of the original website to the webserver.

3.2.46
registered user
person or organization registered with a library in order to use its collection and/or services within or away from the library

Note 1 to entry: Users can be registered upon their request or automatically when enrolling in the institution.

Note 2 to entry: The registration should be monitored at regular intervals, minimum every three years, so that inactive users can be removed from the register in order to keep its size under control.

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3.2.47
rejected access
turnaway
unsuccessful request of an online service via the library

Note 1 to entry: The failure can be due to the library having no license for the service or to the request exceeding the simultaneous user limit.

Note 2 to entry: Request failure because of wrong passwords is excluded.

3.2.48
renewal
extension of the loan period for a document usually initiated by the user

Note 1 to entry: Automatic renewals generated by the library system without user interaction are included.

3.2.49
research support
library service that allows a researcher to spend more time, more efficiently in his/her role as a researcher, and contributes positively to the quality of the research

Note 1 to entry: Generally, research support services are offered to academics at universities in order to support their role as researcher.

3.2.50
reservation
action taken when a user requests the supply of a document that is in the library collection or in the process of acquisition but not available at the time

3.2.51
search
specific intellectual query, typically equated to submitting a search form of a library-provided online service to the server

Note 1 to entry: A search is recorded each time a search request is submitted to the server.

Note 2 to entry: Immediately repeated duplicate searches, double clicks, or other evidence indicating unintended user behaviour are excluded.

3.2.52
social media
online technologies and practices that people use to share opinions, insights, experiences and perspectives with each other, transforming traditional one-to many interactions into many-to-many interactions

[SOURCE: ISO 20252:2019, 3.95]

3.2.53
social network
network on the Internet that allows internet users to communicate among each other and to share information

[SOURCE: ISO 5127:2017, 3.1.9.11]

3.2.54
streaming service
online provider of entertainment (music, movies, etc.) that delivers the content via an Internet connection to the subscriber's computer, TV or mobile device

Note 1 to entry: A number of libraries provide access to streaming services for their users.

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3.2.55
tag
pixel
code that is implemented on each page of an Internet site

3.2.56
target population
groups of actual and potential users appropriate to an individual library as the object of a specific service or as the primary users of specific materials

[SOURCE: ISO 11620:2014, 2.49]

3.2.57
target population with special needs
part of a library's population to be served with needs that require special library services

Note 1 to entry: The special needs can be caused by physical and health impairment, economic disadvantage (e.g. long-term unemployment), cultural difference (e.g. non-native speakers, new arrivals), educational background, or other circumstances that require special library services.

Note 2 to entry: Children, young people and seniors without additional needs are not included.

Note 3 to entry: A library can have more than one target population with special needs.

Note 4 to entry: An individual can belong to more than one such target population.

3.2.58
user
DEPRECATED: patron
DEPRECATED: customer
recipient of library services

Note 1 to entry: The recipient can be a person or an institution, including libraries.

Note 2 to entry: Library services include digital services, physical services and visiting the library premises.

[SOURCE: ISO 11620:2014, 2.51]

3.2.59
user training
training programme set up with a specified lesson plan, which aims at specific learning outcomes for the use of library and other information services

Note 1 to entry: User training can be offered as a tour of the library, as library tuition, or as a web-based service for users.

Note 2 to entry: The duration of lessons is irrelevant.

3.2.60
virtual event
event in digital format, specially designed for use via the Internet

3.2.61
visit
<physical> individual entering the library premises

3.2.62
visit
<virtual> continuous cycle of user activities that starts when a user causes a page impression on a digital service

Note 1 to entry: A visitor is no physical person, but a browser or end device.

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Note 2 to entry: Each following page impression that the user causes is counted as belonging to this visit.

Note 3 to entry: A visit is counted as finished when for more than 30 minutes no age impression has been caused by the user (time-out).

Note 4 to entry: The visit does not allow information about the time span or intensity of the activities.

Note 5 to entry: If possible, requests of a general entrance or gateway page should be excluded.

3.2.63
wiki
web application that allows users to add content to a collaborative hypertext web resource (co-authoring), and permits others to edit that content (open editing)

Note 1 to entry: Authorizations and passwords are not necessarily required.

Note 2 to entry: A wiki can have policies to govern editing and procedures for handling edit wars.

3.3 Collections

3.3.1
access rights
rights for reaching or using the library collection

Note 1 to entry: For the digital collection, this implies that the library has secured permanent or temporary access for its users by law, licence or other contractual and/or cooperative agreement.

3.3.2
addition
acquisition
document or item added to a collection during the reporting period

Note 1 to entry: Additions can be obtained, for example, by purchase, licensing, legal deposit, digitization, donation or exchange.

3.3.3
audiovisual document
document in which sound and/or pictures are prominent, and which requires the use of special equipment to be seen and/or heard

Note 1 to entry: This includes audio documents such as records, tapes, cassettes, audio compact discs, DVDs, files of digital audio recordings; visual documents such as slides, transparencies; and combined audiovisual documents, such as motion pictures, video recordings, computer games.

Note 2 to entry: Microforms are excluded.

3.3.4
book
non-serial printed document in codex form

Note 1 to entry: A document in digital format that can be seen in analogy to a print book is defined as eBook.

3.3.5
born digital document
document that has been created originally in digital form

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3.3.6
cartographic document
conventional representation, on a reduced scale, of concrete or abstract phenomena which can be localized in space and time

Note 1 to entry: This includes documents such as two- and three-dimensional maps, globes, plans, topographic models, tactile maps and aerial representations, but excludes atlases and any other cartographic documents in codex, micro, audiovisual and digital form.

3.3.7
CD-ROM
compact disc read-only memory
computer-based information storage and retrieval medium based on laser technology that contains data in text and/or multimedia formats

Note 1 to entry: CD-ROMs are only counted according to their contents as database, digital document, or electronic serial.

3.3.8
commercial publication
document in print or electronic format that is generally produced and sold (distributed) for the purpose of profit

3.3.9
content unit
original or a digest of other published work

Note 1 to entry: This includes documents or parts of documents (e.g. articles, abstracts, content tables, images) and descriptive records.

Note 2 to entry: PDF, Postscript, HTML and other formats of the same content unit will be counted as separate items.

3.3.10
database
collection of electronically stored descriptive records or content units (including facts, texts, pictures, and sound) with a common user interface and software for the retrieval and manipulation of the data

Note 1 to entry: The units or records are usually collected with a particular intent and are related to a defined topic. A database can be issued on CD-ROM, diskette, or other direct-access method, or as a computer file accessed via dial-up methods or via the Internet.

Note 2 to entry: Licensed databases are counted separately even if access to several licensed database products is effected through the same interface.

Note 3 to entry: A common interface providing access to a packet of serials or digital documents, usually offered by a publisher or vendor, is also to be counted as database. Additionally, the single serials or digital documents should be counted as serials or digital documents.

3.3.11
dataset
logically meaningful collection or grouping of similar or related data, usually assembled as a matter of record or for research

Note 1 to entry: The data can be numeric, text-based, audiovisual or mixed.

3.3.12
descriptive record
computer-processed bibliographic or other individual record in a standard format that references and/or describes a document in any physical form or a content unit

Note 1 to entry: A collection of descriptive records is usually published in the form of a database.

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Note 2 to entry: The record can include elements such as title, author, subject, abstract, date of origin.

3.3.13
digital collection
all resources in digital form in the library collection, whether born digital or digitized

Note 1 to entry: The digital collection includes databases, electronic serials, and digital documents.

Note 2 to entry: Free Internet resources which have been catalogued by the library in its online catalogue or a database are counted separately (see 7.3.16).

Note 3 to entry: The resources can be networked, installed on stand-alone workstations or stored on physical carriers.

3.3.14
digital document
information unit with a defined content, born digital or digitized, that has been created or digitized by the library or acquired in digital form as part of the library collection

Note 1 to entry: This includes eBooks, electronic patents, networked audiovisual documents and other digital documents, e.g. reports, cartographic and music documents, preprints, etc. Databases and electronic serials are excluded.

Note 2 to entry: Items incorporated in databases are covered by 3.3.10.

Note 3 to entry: A digital document can be structured into one or more files.

Note 4 to entry: A digital document consists of one or more content units. Before digitization, the library should decide which content units will be searchable afterwards, e.g. articles in serials, or songs on records.

3.3.15
digital preservation
storage, maintenance, and access to a digital object over a long time, usually involving applying one or more preservation strategies

[SOURCE: ISO/TS 21547:2010, 3.1.7]

3.3.16
digital preservation repository
infrastructure, services, and resources for the preservation, storage, and management of digital content

Note 1 to entry: This is distinct from other digital repositories or infrastructure for providing online public access to digital content.

3.3.17
digitization
process of converting analogue materials into digital form

Note 1 to entry: Digitization for document supply from the library collection to a user or institution is excluded.

Note 2 to entry: Digitization for preservation purposes is included.

Note 3 to entry: Mass digitization is included.

Note 4 to entry: Purchase of electronic copies for replacing print copies is excluded.

3.3.18
digitized collection
part of the digital collection containing those items that have been digitized from the analogue collection of the library

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3.3.19
document
recorded information or material object, which can be treated as a unit in a documentation process

Note 1 to entry: Documents can differ in form and characteristics.

[SOURCE: ISO 5127:2017, 3.1.1.38, modified — All Notes to entry has been replaced by one.]

3.3.20
DOI
Digital Object Identifier
standardized string for identifying a physical, digital, or abstract object and providing persistent resolution to the object or information about it

[SOURCE: ISO 5127:2017, 3.2.5.17, modified — Note 1 to entry has been omitted]

3.3.21
DVD
digital versatile disk
type of optical storage medium of the same size as a compact disk, but with significantly greater recording capacity

3.3.22
eBook
electronic book
non-serial digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book (monograph)

Note 1 to entry: The use of eBooks is, in many cases, dependent on a dedicated device and/or a special reader or viewing software.

Note 2 to entry: eBooks can be lent to users either on portable devices (eBook readers) or by transmitting the contents to the user's PC or other device for a limited time period.

Note 3 to entry: Doctoral dissertations in digital format are included.

Note 4 to entry: Documents digitized by the library are included.

3.3.23
eBook reader
eReader
portable electronic device that is designed primarily for the purpose of reading eBooks and electronic periodicals

3.3.24
electronic serial
serial published in electronic form only or in both electronic and another format

Note 1 to entry: Comprises serials held locally and remote resources for which access rights have been acquired, at least for a certain period of time.

Note 2 to entry: Serials digitized by the library are included.

Note 3 to entry: Open access journals are regarded as free Internet resources (see 3.3.26).

3.3.25
evidenced based acquisition
EBA
e-book purchasing model much like patron driven acquisition (PDA), in which selection decisions are made based on the evidence of usage over the course of the agreement

Note 1 to entry: The difference between EBA and PDA is that EBA requires a fee upfront with limit to the number of titles that fee entitles you to at the end of the subscription period.

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3.3.26
free Internet resource
Internet resource with unrestricted (open) access for which no payment is required

3.3.27
government document
document published at government expense or as required by law or by an international agency (e.g. United Nations, European Union, UNESCO)

Note 1 to entry: Patents are dealt with in 3.3.46. Other government documents are counted in accordance with their format (see A.3.3).

3.3.28
graphic document
print document in which pictorial representation is the most prominent feature

Note 1 to entry: This is pictorial rather than linguistic, musical or cartographic in form. It includes art prints, art originals, art reproductions, photographs, posters, study prints, technical drawings, etc., but excludes graphic items in codex form or in microform, audiovisual or electronic form.

3.3.29
institutional repository
open access repository for storing the publications of an institution, or a group of institutions, such as e-prints, technical reports, theses and dissertations, datasets, and teaching and learning materials

3.3.30
kit
set of related materials in more than one medium, designed to be used as a unit with no single medium predominating, often stored in a container to keep the parts together

Note 1 to entry: Includes laboratory kits and packages of curriculum materials.

Note 2 to entry: Kits are counted as other library documents, see 7.3.10.

3.3.31
library collection
all documents provided by a library for its users

Note 1 to entry: This comprises information resources held locally and remote resources for which access rights have been acquired.

Note 2 to entry: Access rights can be acquired by the library itself, by a consortium and/or through external funding.

Note 3 to entry: Acquisition is to be understood as deliberately selecting a document, securing access rights and including it in the online catalogue or other databases of the library. Interlibrary lending and document delivery are excluded.

Note 4 to entry: Does not include links to Internet resources for which the library has not secured access rights by legal agreements (e.g. legal deposit right), licence or other contractual and/or cooperative agreement. Free Internet resources which have been catalogued by the library in its online catalogue or a database are counted separately (see 7.3.16).

Note 5 to entry: Documents in institutional repositories are not included, but should be counted separately if the library is involved in collecting the items and/or operating the repository (see 7.3.17).

3.3.32
manuscript
original document that is handwritten or in typescript

Note 1 to entry: Bound volumes and other units (fragments, rolls, autographs, etc.) may be counted separately.

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3.3.33
microform
photographic document, usually photographic film, that contains micro-images and requires magnification when used

Note 1 to entry: Microfiche, microfilm, microcard and microdot are included.

Note 2 to entry: Slides and similar documents are counted as audiovisual documents.

[SOURCE: ISO 5127:2017, 3.4.5.1.03, modified — Note 2 has been added.]

3.3.34
minority language
language used by nationals of a state who form a group numerically smaller than the rest of the state's population

Note 1 to entry: A minority language does not belong to the official languages of the state.

Note 2 to entry: Dialects of the official languages of the state are not included.

3.3.35
monograph
publication in print or non-print form, either complete in one volume or complete, or intended to be completed, in a finite number of volumes

[SOURCE: ISO 5127:2001, 2.4.02]

3.3.36
monographic series
set of monographs related to other monographs through the addition of a collective title

[SOURCE: ISO 9707:2008, 3.20]

3.3.37
multimedia document
document combining different information media (e.g. text, graphics, photos, video, audio) for interactive use, in digital format

Note 1 to entry: Multimedia documents are counted according to their main features or purposes, e.g. as a database, an electronic serial or a digital document.

3.3.38
national collection
national library's collection of the national imprint and the national documentary heritage in the form of manuscripts, archival materials, cartographic material, printed music documents, pictures, photographs and audiovisual documents in traditional or digital format

Note 1 to entry: The national collection can include the archived content of the national domain on the web.

[SOURCE: ISO/TR 28118:2009, 2.36, modified — Note 1 to entry has been added.]

3.3.39
national imprint
all documents in all formats published in a country

Note 1 to entry: Includes commercial and non-commercial publications.

[SOURCE: ISO 21248:2019, 3.55]

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3.3.40
newspaper
serial, which contains news on current events of special or general interest, the individual parts of which are listed chronologically or numerically and usually appear at least once a week

Note 1 to entry: Electronic newspapers are included.

3.3.41
non-commercial publication
document in all formats published by non-profit institutions, such as communities, associations, initiatives, often not available through normal book trade channels

Note 1 to entry: Non-commercial publications can include reports, theses and dissertations, periodicals, conference proceedings, etc.

3.3.42
open access
unrestricted access to information, documents or information services

Note 1 to entry: In a narrower sense, this means that information content is made freely available via the Internet.

[SOURCE: ISO 5127:2017, 3.11.1.05 modified — Note 1 to entry has been added]

3.3.43
open access repository
digital archive created and maintained to provide universal and free access to information content

Note 1 to entry: In most cases the repository is maintained by an institution of higher education or research as a means of facilitating research and scholarship.

Note 2 to entry: The archive can also contain material for which access is restricted, at least for a certain period.

3.3.44
other digital document
digital document other than an eBook, electronic serial, networked audiovisual document or electronic patent, e.g. report, preprint, cartographic or music document, language course, etc., in electronic format

Note 1 to entry: This includes both digitized documents and born digital documents.

3.3.45
other library document
non-electronic document or item other than a book, serial, manuscript, printed music document, microform, cartographic, audiovisual, graphic document, patent separately specified in this document

Note 1 to entry: This includes items such as dioramas and other three-dimensional documents, games, kits, toys, etc. Documents in Braille are counted as print documents.

3.3.46
patent
government document granting an inventor the sole right to use or license an invention, together with associated documentation

3.3.47
patron driven acquisition
PDA
e-book purchasing model, much like evidence based acquisition (EBA), in which selection decisions are made based on input from library users

Note 1 to entry: Libraries with limited budgets can set spending limits on their PDA plans.

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3.3.48
periodical
serial under the same title published at regular or irregular intervals, over an indefinite period, individual issues in the series being numbered consecutively or each issue being dated

Note 1 to entry: Series of reports, transactions of institutions, series of regular conference proceedings and annuals are included, while newspapers and monographic series are excluded.

Note 2 to entry: Electronic periodicals are included.

[SOURCE: ISO 9707:2008, 2.24, modified — The notes to entry have been replaced.]

3.3.49
physical carrier
portable device on which documents in digital format can be stored

EXAMPLE CD ROMs, USB sticks, DVDs, floppy disks.

Note 1 to entry: Physical carriers are only counted according to their contents as audiovisual document, database, digital document, or electronic serial, etc.

3.3.50
physical unit
physically coherent document unit, inclusive of any protective devices, freely movable against other document units

EXAMPLE Volumes (books or serials), manuscripts, microforms, photographs, sheets, etc.

Note 1 to entry: Coherence can be achieved, for example, by binding or encasement.

Note 2 to entry: For printed documents, the term "volume" is used for the physical unit (see also 3.3.61).

3.3.51
printed music document
document, the essential content of which is a representation of music, normally by means of notes

Note 1 to entry: Printed music documents can be in sheet or codex form.

3.3.52
rare book
book published before 1800 or newer book that is made precious by its limited issue, by its binding, by dedications, or by similar characteristics

Note 1 to entry: Usually such items will belong to special collections with special shelf marks and will be shelved separately in a secure location to which access is restricted.

3.3.53
research data
data that were created or gathered in the process of research

Note 1 to entry: The data can be quantitative or qualitative, structured or unstructured.

Note 2 to entry: Dependent on the discipline, the data can be created in different ways, e.g. by experiments, measurements, observation, or surveys, and can take various forms, e.g. texts, statistical tables, laboratory values, measurement data, audio or visual recordings, or photographs.

Note 3 to entry: The end-results of the research such as monographs, journal articles, white papers, or presentations are not considered research data.

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3.3.54
serial
document in print or in non-print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity

Note 1 to entry: Serials can include periodicals, journals, newspapers, annuals, etc.

Note 2 to entry: Monographic series are excluded and should be counted as books.

[SOURCE: ISO 5127:2017, 3.4.1.28.01]

3.3.55
special collection
collection of materials segregated from a library collection according to form, subject, genre, period, geographical area, condition, rarity, source or value

Note 1 to entry: Special collections are usually administered separately.

Note 2 to entry: Access to special collections can be restricted.

[SOURCE: ISO 21248:2019, 3.83]

3.3.56
stable condition
suitability for use

Note 1 to entry: Stable material can have some damage, but can be used without immediate risk of further damage. Unstable material will be further damaged if used.

[SOURCE: ISO 21248:2019, 3.85]

3.3.57
stock
number of documents of a certain type (e.g. books and serials, microforms, electronic serials) held locally or in remote resources for which access rights have been acquired, at least for a certain period of time

Note 1 to entry: To be measured at the end of the reporting period.

3.3.58
title
words or symbols at the head of a document that identify it and normally distinguish-it from other documents

Note 1 to entry: For measuring purposes, "title" describes a document, which forms a separate item with a distinctive title, whether issued in one or several physical units, and disregarding the number of copies of the document held by the library.

Note 2 to entry: This applies equally to print, digital, audiovisual, and other library materials.

Note 3 to entry: A book or serial title can be distinguished from other such titles by its unique International Standard Book Number (ISBN) or International Standard Serial Number (ISSN).

[SOURCE: ISO 5127:2017, 3.7.4.01, modified — Note 1 has been omitted and new notes to entry have been added.]

3.3.59
USB
Universal Serial Bus
serial system for connecting a computer with external devices

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3.3.60
USB key
flash drive
data stick
small, lightweight, removable, rewritable storage device that can be connected to a computer or other piece of electronic equipment to copy and store information

3.3.61
volume
physical unit of any printed, typewritten, handwritten or mimeographed work, distinguished from other units by a separate binding, encasement, portfolio, or other clear distinction

Note 1 to entry: A serial volume is either bound or it comprises the serial issues that would be bound together if the library bound all serials.

3.3.62
withdrawal
document or item withdrawn from a collection during the reporting period

Note 1 to entry: Withdrawals can be effected, for example, by discarding, transferring or, in the case of electronic resources, by deletion of files or cancelling licences.

Note 2 to entry: Can also be referred to as deaccessioned or weeded items.

3.4 Access and facilities

3.4.1
closed stacks
stacks that are not accessible to users

[SOURCE: ISO/TR 11219:2012, 2.19]

3.4.2
gross floor area
sum of all floor areas of all levels of a building

Note 1 to entry: Includes the usable area, circulation space, the functional space and the space occupied by the constructional elements of the building (pillars, internal walls, etc.).

3.4.3
library makerspace
area and/or service that offers visitors an opportunity to create intellectual and physical materials using resources such as computers, 3-D printers, audio and video capture and editing tools, and traditional arts and crafts supplies

Note 1 to entry: People can work alone or can gather to work on projects while sharing ideas, equipment, and knowledge.

Note 2 to entry: Makerspaces can be virtual only.

3.4.4
linear metre
measure of shelf space for the net space on a shelf, without supporting construction

[SOURCE: ISO/TR 11219: 2012, 2.43]

3.4.5
national bibliography
bibliography in which documents published in a single country are recorded and described

Note 1 to entry: In some countries, the national bibliography also covers publications relative to the country that are published abroad, including translations and works by their nationals.

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