SLOVENSKI STANDARD
SIST EN ISO 2789:2003

01-november-2003

Informatika in dokumentacija - Mednarodna statistika za knjižnice (ISO 2789:2003)

Information and documentation - International library statistics (ISO 2789:2003)

Information und Dokumentation - Internationale Bibliotheksstatistik (ISO 2789:2003)

Information et documentation - Statistiques internationales de bibliotheques (ISO 2789:2003)

Ta slovenski standard je istoveten z: EN ISO 2789:2003

<u>**ICS:**</u>

01.140.20	Informacijske vede	Information sciences

SIST EN ISO 2789:2003   **en**

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO 2789

February 2003

ICS 01.140.20

Supersedes EN ISO 2789:1994

English version

Information and documentation - International library statistics (ISO 2789:2003)

Information et documentation - Statistiques internationales de bibliothèques (ISO 2789:2003)

Information und Dokumentation - Internationale Bibliotheksstatistik (ISO 2789:2003)

This European Standard was approved by CEN on 2 January 2003.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovak Republic, Spain, Sweden, Switzerland and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36   B-1050 Brussels

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EN ISO 2789:2003 (E)

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Foreword

This document (EN ISO 2789:2003) has been prepared by Technical Committee ISO/TC 46 "Information and documentation", in collaboration with CMC.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by August 2003, and conflicting national standards shall be withdrawn at the latest by August 2003.

This document supersedes EN ISO 2789:1994.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovak Republic, Spain, Sweden, Switzerland and the United Kingdom.

Endorsement notice

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The text of ISO 2789:2003 has been approved by CEN as EN ISO 2789:2003 without any modifications.
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INTERNATIONAL STANDARD

ISO
2789

Third edition
2003-02-15

Information and documentation — International library statistics

Information et documentation — Statistiques internationales de bibliothèques

Reference number
ISO 2789:2003(E)

ISO 2789:2003(E)

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ISO 2789:2003(E)

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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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.

ISO 2789 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

This third edition cancels and replaces the second edition (ISO 2789:1991), which has been technically revised to identify and overcome problems in the practical application of ISO 2789:1991 and to take account of developments in library practice (particularly those concerned with electronic resources and automation) that have occurred since its origination.

Introduction

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

Clauses 3 and 6 form the core of this International Standard. Clause 3 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.

In addition to the original purposes of giving general guidance on the keeping of library statistics for the compilation of national statistics used for international reporting, there is a particular requirement to specify data provision required by ISO 11620.

As regards electronic resources and services, some measures are described in this International Standard as targets to be aimed at where their actual compilation may not be generally feasible at this time. With regard to those clauses of the main standard that concern such electronic resources and services, readers should particularly bear in mind the important explanations and guidelines of Annex A.

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

All the annexes are normative. Annex C is an innovation which 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, libraries should collect all data named in this International Standard that concern their activities.

The presentation and publication of statistics always need careful attention but are considered to be beyond the scope of this International Standard.

This International Standard will be maintained by a Working Group that will monitor developments and incorporate additional statistical measures as needed.

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INTERNATIONAL STANDARD   **ISO 2789:2003(E)**

Information and documentation — International library statistics

1   Scope

This International Standard provides guidance 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,

⎯   to specify data provision required by ISO 11620.

2   Normative references

The following referenced documents are indispensable for the application 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 11620:1998, *Information and documentation — Library performance indicators*

3   Terms and definitions

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

3.1   Libraries

3.1.1
administrative unit
any independent library, or group of libraries, under a single director or a single administration

NOTE 1   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   Typically, the administrative unit is an organization containing a central/main library, branch libraries and administrative functions. See the Example in 6.1.1.

3.1.2
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   Institute, departmental and other affiliated libraries are included. Mobile libraries are excluded.

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3.1.3
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   An administrative unit comprising several branch libraries does not necessarily include a central library.

3.1.4
external service point
point away from library premises at which a certain service is regularly offered to users

NOTE 1   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 peoples' homes, community centres, collections for hospital patients, etc. Mobile libraries are excluded.

NOTE 2   The points at which mobile libraries stop are not counted as external service points.

NOTE 3   A simple PC connection to a place outside the library (e.g. in a students' home) is not counted as an external service point.

3.1.5
library
organization, or part of an organization, the main aims of which are to build and maintain a collection and to facilitate the use of such information resources and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users

NOTE 1   These are the basic requirements for a library and do not exclude any additional resources and services incidental to its main purpose.

NOTE 2   Where a library has more than one function (e.g. school library and public library), it must either decide what is its primary function or, in extreme cases, must divide its functionality and report data accordingly.

3.1.6
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   It may also serve the general public.

3.1.7
mobile library
library, sometimes a division of a public library, using specially equipped transport and furnished to provide documents and services directly to users as an alternative to access on library premises

NOTE   Adapted from ISO 5127:2001.

3.1.8
national library
library that is responsible for acquiring and conserving copies of all relevant documents in the country in which the library is located; it may function as a legal deposit library

NOTE 1   Adapted from ISO 5127:2001.

NOTE 2   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 3   The definition of "national library" allows for more than one national library in a country.

3.1.9
public library
general library 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   Adapted from ISO 5127:2001.

NOTE 2   A public library may be intended for the general public or for special groups of users, such as children, visually impaired persons, hospital patients or prisoners. 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.

3.1.10
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   A school library may also serve the general public.

NOTE 2   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.

3.1.11
special library
independent library covering one discipline or particular field of knowledge or a special regional interest

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

NOTE 2   The statistics of special libraries should be collected and presented separately for those in the areas given in 3.1.11.1 to 3.1.11.7 (differentiated according to funding institutions).

3.1.11.1
government library
library maintained to serve any government service, department or agency, or parliament, including both international, national and local (regional) government organizations

3.1.11.2
health-service library
medical library
library which serves health-service professionals in hospitals or elsewhere, whether in the private or public sector

NOTE   Pharmaceutical company libraries should be included under 3.1.11.4.

3.1.11.3
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

3.1.11.4
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   The term industrial and commercial library includes libraries maintained by information and management consultants, manufacturing and service industries and libraries of commercial legal practices.

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3.1.11.5
media library
library serving media and publishing firms and organizations, including newspapers, publishers, broadcasting, film and television

3.1.11.6
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

3.1.11.7
other library
any library not included elsewhere, e.g. library within voluntary organizations, museums, etc.

3.2   Collection

3.2.1
abstract and indexing database
collection of bibliographic references analysing and presenting, on a continuous basis, periodical and/or other titles that usually relate to a common discipline or geographic area

NOTE   This includes electronic reference and indexing tools which, in print form, would be counted as periodicals. Databases primarily containing full text are excluded.

3.2.2
access rights
rights for reaching or using the library collection

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NOTE   For the electronic collection, this implies that the library has secured permanent or temporary access for its users by law, license or other contractual and/or cooperative agreement.

3.2.3
addition
acquisition
document or item added to a collection during the reporting period

NOTE   Additions may be obtained, for example, by purchase, licensing, legal deposit, donation or exchange.

3.2.4
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   Adapted from ISO 5127:2001.

NOTE 2   This includes audio documents such as records, tapes, cassettes, audio compact discs, files of digital audio recordings; visual documents such as slides, transparencies, and combined audiovisual documents, such as motion pictures, video recordings, etc. Microforms are excluded.

NOTE 3   The use of networked audiovisual documents is counted in accordance with Annex A.

3.2.5
book
non-serial printed document in codex form

3.2.6
cartographic document
conventional representation, on a reduced scale, of concrete or abstract phenomena which can be localized in space and time

NOTE 1   Adapted from **map** in ISO 5127:2001.

NOTE 2   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 electronic form.

3.2.7
Compact Disc Read-Only Memory
CD-ROM
computer-based information storage and retrieval medium based on laser technology that contains data in text and/or multimedia formats

NOTE   CD-ROMs are counted according to their contents as database, digital document, or electronic serial.

3.2.8
database
collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data

NOTE 1   The data or records are usually collected with a particular intent and are related to a defined topic. A database may 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   Licensed databases are counted separately even if access to several licensed database products is effected through the same interface.

NOTE 3   For further subdivision of databases, see B.2.1.7.

3.2.9
digital document
information unit with a defined content that has been digitized by the library or acquired in digital form as part of the library collection

NOTE 1   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   Items incorporated in databases are covered by 3.2.8.

NOTE 3   A digital document may be structured into one or more files.

3.2.10
document
recorded information or material object, which can be treated as a unit in a documentation process

[ISO 5127:2001]

NOTE   Documents may differ in their physical form and characteristics.

3.2.11
electronic book
eBook
digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book (monograph)

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

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

NOTE 3   Doctoral dissertations in electronic format are included.