

# INTERNATIONAL STANDARD

# ISO 11620

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**AMENDMENT 1**  
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## Information and documentation — Library performance indicators

### AMENDMENT 1: Additional performance indicators for libraries

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*Information et documentation — Indicateurs de performance des  
bibliothèques*

*AMENDEMENT 1: Indicateurs complémentaires de performance des  
bibliothèques*

*ISO 11620:1998/Amd 1:2003*

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## Foreword

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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.

Amendment 1 to ISO 11620:1998 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

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## Introduction

When ISO 11620 was being compiled, a large number of performance indicators were considered for adoption. Some were excluded because they did not meet the criteria for inclusion; others because they were suggested too late for the standardization processes to be applied. The Working Group that was established to keep the standard under review has now considered the indicators that were submitted too late, and has standardized a further five indicators. This Amendment therefore includes revised definitions and a new term in clause 3, and additions in annexes A, B and C.

ISO 11620:1998 contains no indicators specific to the electronic library context. Although a number of such indicators have now been proposed and tested, none of these yet seems ready for inclusion in an International Standard. Accordingly, this Amendment includes no indicators for electronic libraries. Instead, a Technical Report is being prepared for early publication. This Technical Report will provide a standardized terminology and concise definitions and descriptions of a selection of performance indicators, in the same format as that used in ISO 11620.

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# Information and documentation — Library performance indicators

## AMENDMENT 1: Additional performance indicators for libraries

### *Page 1, clause 2, Normative reference*

Replace ISO 2789:1991 with ISO 2789:—<sup>1</sup>).

Change the original footnote reference <sup>1</sup> to <sup>2</sup>).

### *Page 1, Footnote*

Add the following new footnote before original footnote 1):

1) To be published. (Revision of ISO 2789:1991)

Renumber footnote 1) as footnote 2).

### *Page 2, clause 3, Definitions*

Make the following changes.

#### *Definition 3.3 (availability)*

Replace the term “documents” with the term “materials”.

#### *Definition 3.4 (document)*

Replace the definition *with the following definition and notes:*

recorded information which can be treated as a unit in a documentation process  
(French term: document)

NOTE 1 Adapted from ISO 5127:2001, definition 1.2.02.

NOTE 2 Documents may differ in their physical form and characteristics.

#### *Definition 3.8 (facilities)*

*Replace the existing note with the following notes:*

NOTE 1 Excludes facilities such as toilets, cafés and public telephones.

NOTE 2 Examples of facilities are photocopiers, online terminals, CD-ROM workstations, seats for reading and study carrels.

#### *Definition 3.10 (indicator)*

*Delete the end:*

“, and the associated method”

#### *Definition 3.11 (library)*

*Replace the existing definition and notes with the following:*

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  
(French term: bibliothèque)

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 functionalities and report data accordingly.

[ISO 2789:—<sup>1</sup>], definition 3.1.5]

*Definition 3.12 (loan)*

*Replace the existing definition and note with the following:*

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

(French term: prêt)

NOTE 1 Loans include user-initiated renewals as well as registered loans within the library (on-site loans). Renewals should be counted separately.

NOTE 2 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 3 Loans of documents in physical form to distance users are included here.

NOTE 4 Mediated electronic transmission of documents is counted as electronic document delivery if their use is permitted for unlimited time. This includes transmissions to members of the population to be served.

[ISO 2789:—<sup>2</sup>], definition 3.3.11]

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*Definition 3.16 (performance indicator)*

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*Replace the existing definition and note with the following:*

numerical or verbal expression (derived from library statistics and other data) used to characterize the performance of a library  
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(French term: indicateur de performance)

NOTE Includes both simple counts and ratios between numbers.

*Definition 3.18 (quality)*

*Replace the existing definition with the following:*

totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs  
(French term: qualité)

*Definition 3.19 (recurrent expenditure)*

*Replace the existing definition and note with the following:*

money spent on staff, and on resources which are used and replaced regularly  
(French term: dépense ordinaire)

NOTE 1 Excludes capital expenditure such as main capital items, new buildings, extensions or modifications to existing buildings and computer equipment.

NOTE 2 Recurrent expenditure is calculated in various ways in different institutions, authorities and countries, and it does not seem possible to prescribe only one way of doing it. Calculation will have to be done according to normal practice in the context where this measure is applied. This also means that comparisons are only valid, when calculations are done according to the same principles.

Recurrent expenditure normally includes: salaries and wages (including employee benefits, social costs, etc.), costs of acquiring documents for the collection, administrative costs, maintenance of buildings, collections, etc., rental costs or depreciation costs of buildings and equipment, and other operating expenses (heating, lighting, electricity, etc.).

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1) To be published.  
2) To be published.

Value-added taxes, sales and service taxes or other local taxes are normally included, unless an indicator is used for international comparisons.

*Definition 3.23 (title)*

*Replace the existing definition and note with the following:*

words at the head of a document thus identifying it and normally distinguishing it from others  
(French term: titre)

[ISO 5127:2001, definition 4.2.1.4.01]

NOTE 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.

*Definition 3.24 (user)*

*Add the following note:*

NOTE The recipient can be a person or an institution.

Add one final new term as follows:

**3.26**

**library collection**

all documents provided by a library for its users

(French term: collection)

NOTE 1 Comprises documents held locally and remote resources for which permanent or temporary access rights have been acquired.

NOTE 2 Access rights may be acquired by the library itself, by a consortium and/or through external funding.

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

NOTE 4 Does not include links to Internet resources for which the library has not secured access rights by legal agreements (e.g. legal deposit right), license or other contractual and/or cooperative agreement. Free Internet resources which have been catalogued by the library in its OPAC or a database should be counted separately.

[ISO 2789:—<sup>3)</sup>, definition 3.2.17]

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3) To be published.

Page 10, Table A.1

Add the following rubrics under “Providing documents”, after performance indicator “Document Use Rate”.

	Proportion of Stock Not Used	B.2.2.7
	Shelving Accuracy	B.2.2.8

Page 11, Table A.1

Add the following rubric under “Lending documents” after “Loans per Employee”

	Proportion of Stock on Loan	B.2.4.6
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Page 11, Table A.1

In column 1, replace “Availability and use of human resources” with “User services”. In this rubric, replace the mention “No indicator described in this International Standard”, with the following performance indicators:

	User Services Staff per Capita	B.5.1.1
	User Services Staff as a Percentage of Total Staff	B.5.1.2

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Page 12

Renumber the note at the beginning of the annex as note 2, and add the following note

NOTE 1 In the Methods subclause of some of the following descriptions of indicators in this International Standard the phrase "draw a representative (random) sample" is included. Wherever this phrase is, it should be interpreted to mean that a random sample should be drawn so that it will be representative of the population. Standard works on statistical methods should be used for guidance on how to draw samples.

Page 29, B.2.2

*In fine*, add the following subclauses B.2.2.7 and B.2.2.8.

### **B.2.2.7 Percentage of Stock Not Used**

#### **B.2.2.7.1 Objective**

To assess the amount of stock not used during a specified period.

#### **B.2.2.7.2 Scope**

All libraries.

May be used for specified collections, subject areas, branches or time periods.

Within each of these categories, the resulting indicators may be compared to see whether the percentage of items not used differs significantly.

#### **B.2.2.7.3 Definition of the indicator**

The percentage of physical items in stock not used during a specified period (rounded off to the nearest integer).

*Used* means, for the purpose of this indicator, that an item has been recorded as having been on loan, or has otherwise been registered as having been used in the library during the specified time period. In-house use is included only when a library records it on a continuous basis.

The period used for measurement is fixed by the user of the indicator. This should be done in a way that reflects the mission and policies of the library. In general, a period of one year is the minimum appropriate.

#### **B.2.2.7.4 Methods**

- a) Draw a representative (random) sample of items owned by the library. For each item in the sample, record whether that item has been borrowed during the specified time period, or otherwise registered as having been used in the library.

The Percentage of Stock Not Used is

$$\frac{C - A - B}{C} \times 100 \%$$

where

*A* is the number of items in the sample which have been borrowed;

*B* is the number of items in the sample which have been registered as used in the library and not borrowed;

*C* is the total number of items in the sample.

Round off to the nearest integer.