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Information and documentation - International library statistics

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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.

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 fourth edition cancels and replaces the third edition (ISO 2789:2003), which has been technically revised to identify and overcome problems in the practical application of ISO 2789:2003 and to take account of the rapid developments in electronic library services.

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.

This International Standard includes definitions and counting procedures for electronic resources and services. With regard to those clauses of the body of this International Standard that concern such electronic resources and services, readers should particularly bear in mind the important explanations and guidelines of Annex A. The form of an annex was chosen as it allows a more detailed description of methods and problems in measuring use of electronic library services.

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 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.

