

# INTERNATIONAL STANDARD

**ISO  
2789**

Fourth edition  
2006-09-15

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## Information and documentation — International library statistics

*Information et documentation — Statistiques internationales de  
bibliothèques*

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Reference number  
ISO 2789:2006(E)

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Published in Switzerland

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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.

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## 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.

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# Information and documentation — International library statistics

## 1 Scope

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

- for the purposes of international reporting,
- to ensure conformity between countries for those statistical measures that are frequently used by library managers but do not qualify for international reporting,
- to encourage good practice in the use of statistics for the management of library and information services, and
- to specify data provision required by ISO 11620.

## 2 Normative references

The following reference 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*

ISO 11620:1998/Amd. 1:2003, *Information and documentation — Library performance indicators — Amendment 1: Additional performance indicators for libraries*

ISO/TR 20983:2003, *Information and documentation — Performance indicators for electronic library services*<sup>1)</sup>

## 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.

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1) ISO/TR 20983 and ISO 11620:1998/Amd. 1 will be incorporated into the second edition of ISO 11620.

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.

### 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 generally either decides what is its primary function or, in extreme cases, divides 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 can also serve the general public.

### 3.1.7

#### **mobile library**

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

NOTE Adapted from ISO 5127:2001, definition 3.2.16.

### 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, definition 3.2.02.

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.

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, definition 3.2.15.

NOTE 2 A public library can 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 and services provided to public libraries in a region by a regional 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 can also serve the general public

NOTE 2 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.

### 3.1.11 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 are generally 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 are generally 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.

**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 special library**

any library not included elsewhere, etc.

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EXAMPLES Library within voluntary organizations, museums, religious institutions.

**3.1.12**

**storage library**

**repository library**

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

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NOTE 1 Storage or repository libraries that are part of or administrated by another library (e.g. national or regional library) are excluded.

NOTE 2 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 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

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 can be obtained, for example, by purchase, licensing, legal deposit, digitization, 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, definition 2.1.19.

NOTE 2 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, 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, definition 2.2.1.28.

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****computer file**

data or software program, e.g. computer game, language course and other application software that is available on computer-readable disks, tapes or other storage media to users for loan or in-house use

NOTE Adapted from ANSI/NISO Z39.7-2004.

**3.2.9****content unit**

computer-processed uniquely identifiable textual or audiovisual piece of published work that may be original or a digest of other published work

NOTE 1 Adapted from **item** in COUNTER code of practice, Release 2:2004.

NOTE 2 Descriptive records are excluded.

NOTE 3 PDF, Postscript, HTML and other formats of the same content unit will be counted as separate items.

**3.2.10**

**database**

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

NOTE 1 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 Licensed databases are counted separately even if access to several licensed database products is effected through the same interface.

NOTE 3 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 need to be counted as serials or digital documents.

NOTE 4 For further subdivision of databases, see B.2.1.7.

**3.2.11**

**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 A collection of descriptive records is usually published in the form of a database.

NOTE 2 The record can include elements such as title, author, subject, abstract, date of origin etc.

**3.2.12**

**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 3.2.10.

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

NOTE 4 A digital document consists of one or more content units.

**3.2.13**

**document**

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

[ISO 5127:2001, definition 1.2.02]

NOTE Documents can differ in their physical form and characteristics.

**3.2.14**

**digital versatile disk**

**DVD**

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

**3.2.15**

**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.

NOTE 4 Documents digitized by the library are included.

### 3.2.16

#### electronic collection

all resources in electronic form in the library collection

NOTE The electronic collection includes databases, electronic serials, digital documents, and computer files. Free internet resources which have been catalogued by the library in its online catalogue or a database need to be counted separately (see 6.2.16).

### 3.2.17

#### electronic serial

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

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

NOTE 2 Serials digitized by the library are included.

NOTE 3 Open access journals are regarded as free internet resources (see 3.2.18)

### 3.2.18

#### free internet resources

internet resource with unrestricted access

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### 3.2.19

#### full-text database

digital collection of original texts (monographs, reports, journal articles, etc.), printed music, cartographic or graphic documents

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NOTE 1 Patents and electronic serials are excluded.

NOTE 2 A database with a mixture of full texts, moving images or sound and other items need to be counted as a full-text database.

### 3.2.20

#### government document

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

NOTE Patents are dealt with in 3.2.32. Other government documents are counted in accordance with their format (see B.3.3.).

### 3.2.21

#### graphic document

print document in which pictorial representation is the most prominent feature

NOTE 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 and electronic form.

### 3.2.22

#### library collection

all documents provided by a library for its users

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

NOTE 2 Access rights can 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 online catalogue 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 online catalogue or a database need to be counted separately (see 6.2.16).

### 3.2.23 manuscript

original document that is handwritten or in typescript

NOTE Bound volumes and other units (fragments, rolls, autographs, etc.) can be counted separately.

### 3.2.24 microform

photographic document requiring magnification when used

NOTE 1 Adapted from ISO 5127:2001, definition 2.3.3.12.

NOTE 2 Microfiche and microfilm are included.

NOTE 3 Slides and similar documents are counted as audiovisual documents.

### 3.2.25 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

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### 3.2.26 monographic series

number of monographs related to other monographs through the addition of a collective title

[ISO 9707]

### 3.2.27 multimedia document

document combining different information media, text, graphics, photos, video, audio for interactive use, in digital format

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

### 3.2.28 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 Electronic newspapers are included.

### 3.2.29 other database

database containing descriptive information or numeric data that is usually consulted for specific pieces of information, e.g. directories, encyclopaedias, dictionaries, statistical tables and figures, and/or collections of scientific formulae

**3.2.30****other digital document**

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

**3.2.31****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 International Standard

NOTE This includes items such as dioramas and other three-dimensional documents, games, toys, etc. Documents in Braille are counted as print documents.

**3.2.32****patent**

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

**3.2.33****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 Adapted from ISO 9707:1991, definition 2.32.

NOTE 2 Series of reports, transactions of institutions, series of regular conference proceedings and annuals are included, while newspapers and monographic series are excluded.

NOTE 3 Electronic periodicals are included.

**3.2.34****physical unit**

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

NOTE 1 Coherence can be achieved, for example, by binding or encasement.

NOTE 2 For printed documents, the term "volume" is used for the physical unit (see also 3.2.39).

**3.2.35****printed music document**

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

NOTE Printed music document can be in sheet or codex form.

**3.2.36****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 Adapted from ISO 5127:2001, definition 2.4.06.

NOTE 2 Monographic series are excluded and need to be counted as books.

NOTE 3 For the purpose of this International Standard, serials are subdivided into newspapers and periodicals, each of these by format into electronic and non-electronic serials.

**3.2.37****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 To be measured at the end of the reporting period.