INTERNATIONAL STANDARD

ISO 2789

Sixth edition
2022-09

Information and documentation — International library statistics

Information et documentation — Statistiques internationales de bibliothèques

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Reference number
ISO 2789:2022(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.

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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Information and documentation — International library statistics

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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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