

Australian/New Zealand Standard™

**Information and documentation—
International library statistics**

AS/NZS ISO 4789:2004

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-019, Computer Applications—Information and Documentation. It was approved on behalf of the Council of Standards Australia on 14 May 2004 and on behalf of the Council of Standards New Zealand on 21 May 2004. It was published on 21 July 2004.

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-019, Computer Applications—Information and Documentation.

This Standard is identical with, and has been reproduced from ISO 2789:2003, *Information and documentation—International library statistics*.

The objective of this Standard is to provide guidance for the library and information services community on the collection and reporting of statistics.

The term ‘normative’ has been used in this Standard to define the application of the annex to which it applies. A ‘normative’ annex is an integral part of a Standard.

As this Standard is reproduced from an international standard, the following applies:

- (a) Its number appears on the cover and title page while the international standard number appears only on the cover.
- (b) In the source text ‘this International Standard’ should read ‘this Australian/New Zealand Standard’.
- (c) A full point substitutes for a comma when referring to a decimal marker.
- (d) None of the normative references in the source document have been adopted as Australian or Australian/New Zealand Standards.

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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.

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.

AUSTRALIAN/NEW ZEALAND STANDARD

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.