

## Library-collected data

	<i>Topic</i>	<i>Data</i>	<i>Definitions (ISO 278, partly adapted)</i>	<i>How to count</i>
<b>Resources for information access</b> (passive availability)	<b>Collection</b>	<b>Collection size (volumes)</b>	<b>volume</b> = physical unit for a printed document assembling a certain number of leaves under one cover to form a whole or part of a set	Count the number of printed documents (books and bound volumes of serials) in the collection at the end of the year.
		<b>Number of electronic serials (subscriptions)</b>	<b>electronic serial</b> = 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 Open access journals ( free Internet resources) are excluded	Count the number of subscriptions to electronic journals and newspapers at the end of the year. Include titles acquired for remote access and additional electronic licenses for access to titles held in print format. Include titles comprised in "additional access" or "cross access" in consortia agreements for the time of the contractual agreement. Exclude electronic journals that are free on the Internet.
		<b>Number of e-books (titles)</b>	<b>e-book</b> = digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book (monograph)	Count the number of purchased or licensed e-books (titles) in the collection at the end of the year. The number of titles can be higher than the number of subscriptions, as there may be several titles comprised in one E-book.
		<b>Number of databases</b>	<b>database</b> = 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	Count the number of purchased or licensed databases in the collection at the end of the year. This includes databases on the local network or installed on stand-alone workstations and on other servers where the library has acquired access rights at least for a certain period of time.
	<b>Library as physical place</b>	<b>Number of user workplaces (seats)</b>	<b>seats</b> = seat provided for users for reading or studying, whether with or without equipment NOTE Includes seats in carrels, in seminar and study rooms and the audiovisual and children's departments of the library. Excludes seats in halls, lecture and auditory theatres intended for audiences of special events. Also excludes floor space on which users may sit and similar informal seating.	Count the number of seats available in the library to users at the end of the year.

		<b>Weekly opening hours</b>	<b>opening hours</b> = hours in a normal week when the main services of the library (e.g. reference and loan services, reading rooms) are available to users	Name the average opening hours of the library (hours in a normal week, not shortened hours during vacations). In a library system name the opening hours of the central library; if there is no central library, the longest opening hours in a branch library should be taken.
	<b>Electronic services</b>	<b>Internet access possible from the library? (yes/no)</b>	<b>Internet session</b> = Internet access by a user from a workstation owned by the library or from a user's private computer in the library via the library's network	State whether the library offers the possibility of Internet access in its building, either by workstations or by the library's network. The number of workstations is irrelevant.
		<b>Online catalogue available? (yes/no)</b>	<b>online catalogue</b> = database of bibliographical records describing the collection usually of one particular library or library system	State whether the library's catalogue is available on the web. It is irrelevant whether the online catalogue covers all or just some of the items in the library's collection.
	<b>Cultural activities</b>	<b>Number of events</b>	<b>events</b> = exhibitions or other pre-announced events, typically with a literary, cultural or educational intent, that are organized or co-organized by the library. User training lessons are excluded	Count the number of library events during the year. Exclude events for which another institution has rented the library premises. Examples of events are exhibitions, story-telling, author visits, reading groups, workshops, etc.
	<b>Staff</b>	<b>Number of employees</b> <ul style="list-style-type: none"> <li>• Persons</li> <li>• Full time equivalent (FTE)</li> </ul>	<b>library employee</b> = person who works for a library in return for payment	Count the total number of library employees at the end of the year, including part-time staff, project staff, student assistants and volunteers. Count first the number of persons, then calculate the number of employees in full time equivalent (FTE). To calculate the FTE for part-time employees: Divide the weekly working hours of the part-time employee by the regular working hours per week Example: If one person works quarter-time, one half-time, and one full-time, this would be $0,25 + 0,50 + 1.0 = 1,75$ FTE
		<b>Percentage of female employees</b>		Calculate the percentage of all library employees (persons) that are female.
<b>Use of information access</b> (active access)	<b>Users</b>	<b>Number of registered users</b>	<b>registered user</b> = person or organization registered with a library in order to use its collection and/or services within or away from the library	Count the number of registered users (users with a library card) at the end of the year.

			NOTE Users may be registered upon their request or automatically when enrolling in the institution.	
	<b>Use</b>	<b>Number of loans</b>	<b>Loan</b> = 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)	Count the number of initial loans during the year. Exclude renewals. Exclude interlibrary loans.
		<b>Number of content units downloaded</b>	<b>content unit</b> = computer-processed uniquely identifiable textual or audiovisual piece of published work that may be original or a digest of other published work NOTE Adapted from item in COUNTER code of practice, Release 2:2004 ( <a href="http://www.projectcounter.org/">http://www.projectcounter.org/</a> ) <b>content downloaded</b> = content unit that is successfully requested from a database, electronic serial or digital document.	Count the number of downloads from the library's electronic collection (databases, serials, digital documents) during the year. Data for licensed electronic resources must be collected from the vendors. This will be easy if the vendors use the COUNTER code of practice. Downloads might also be called "items requested" in vendor statistics. Downloading content units from the library collection indicates that the users have found items that they consider relevant. Sessions (accesses to an electronic resource) are not to be counted as downloads.
		<b>Number of library visits</b>	<b>visit</b> = person (individual) entering the library premises	Count the number of visits made by persons (individuals) to the library premises annually. This may be counted at either entrance or exit by one of the following methods: <ul style="list-style-type: none"> <li>• turnstile count;</li> <li>• electronic counter;</li> <li>• manual count.</li> </ul> Any of these methods, but particularly the manual count, may be used for one or more sample time periods and grossed up to give an annual estimate. The method used should be reported. Where necessary, the count should be adjusted to deduct entrances and exits of library staff.

	<b>User training</b>	<b>Number of user training sessions</b>	<b>user training</b> = training programme set up with a specified lesson plan, which aims at specific learning outcomes for the use of library and other information services NOTE 1 User training can be offered as a tour of the library or as library tuition NOTE 2 The duration of lessons is irrelevant.	Count the number of user training sessions offered by the library during the year.
		<b>Number of attendances at user training sessions</b>		Count the number of attendants at each user training session and add up at the end of the year.
<b>Cost of information access</b>	<b>Expenditure</b>	<b>Staff costs</b>	<b>Staff costs</b> = total amount of money spent on salaries and wages	Calculate the yearly expenditure on salaries and wages of library employees, including project staff and student helps. If the actual expenditure cannot be calculated, average rates could be used, or the annual staff budget could be taken as an estimate.
		<b>Expenditure on literature and information</b>	<b>expenditure on literature and information</b> = includes the library's acquisition, subscription and licensing costs, excludes cost of binding and costs of infrastructure such as hardware and software	Calculate the yearly expenditure on acquisitions, subscriptions and licensing. If databases or electronic serials are financed within a consortium or partially by central funding, only the library's own expenditure should be counted
		<b>Access to commercial electronic resources by gift or outside payment? (yes/no)</b>	<b>Commercial electronic resources</b> = electronic resources (journals, databases, digital documents) that are owned and controlled, usually by a commercial enterprise, and that have to be purchased or licensed. The opposite would be open access resources. (definition adapted from webopedia <a href="http://www.webopedia.com/TERM/p/proprietary.html">http://www.webopedia.com/TERM/p/proprietary.html</a> )	State whether during the reporting year the library has had access for its users to commercial electronic resources by gift or because another organisation paid for it.

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