

Definitions and Counting Instructions of Performance Metrics

Metrics	Definition (adapted from ISO 2789)	How to count
<p>Libraries</p>	<p>Library is an organization, or part of an organization, the main aim of which is to facilitate the use of such information resources, services and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users.</p>	<p>Each library should appear in one of the library types according to its primary function. The Library Map of the World displays aggregated country-level library statistics in six library types – national, academic, public, community, school, and other libraries.</p> <p>Where a library has more than one function or where a joint library is formed by more than one organisation (e.g. school library and public library), the library should decide what its primary function is or, in extreme cases, divide its functionality and report data accordingly.</p>
<p>Administrative units</p>	<p>Administrative unit is any independent library, or group of libraries, under a single directorate or a single administration. The term “independent” does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organisation. The administrative unit can be a single library or a larger organisation, typically containing a central/main library, branch libraries and administrative functions.</p>	<p>Count the total number of administrative units at the end of the year.</p>

<p>Number of libraries (library service points)</p>	<p>Library service point is a fixed or mobile facility through which library provides a service to its users. Central libraries, branch libraries, mobile libraries, and external service points located in different geographical locations and managed by one administrative unit are all each individual service points. Number of libraries is the total number of central/main libraries, branch libraries, external service points and mobile libraries.</p>	<p>Count the total number of libraries (library service points) at the end of the year. Count each library service point or facility, fixed or mobile, through which a library provides a service to its users separately. Central libraries, branch libraries, mobile libraries, and external service points located in different geographical locations and managed by one administrative unit are all each individual service points and shall be counted as separate libraries. EXAMPLE: A library (administrative unit) consisting of central library, five branch libraries and two mobile libraries would comprise 8 library service points.</p>
<p>Central/main libraries</p>	<p>Central/main library is usually 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. An administrative unit comprising several branch libraries does not necessarily include a central library.</p>	<p>Count the total number of central/main libraries at the end of the year.</p>
<p>Branch libraries</p>	<p>Branch library is a 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. Institute, departmental and other affiliated libraries are included. Mobile libraries and external service points are excluded.</p>	<p>Count the total number of branch libraries at the end of the year.</p>
<p>External service points</p>	<p>External service point is a point away from library premises at which a certain service is regularly offered to users. 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 people's homes, community</p>	<p>Count the total number of external service points at the end of the year.</p>

	centres, collections for hospital patients. Mobile libraries and their stops are not counted as external service points.	
Mobile libraries	Mobile library is a library, sometimes a division of a public library, using transport means to provide documents and services directly to users as an alternative to access on library premises.	Count the total number of mobile libraries at the end of the year.
Number of libraries (library service points) with Internet access	Internet access is an Internet connection 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.	Count the total number of libraries (library service points) with Internet access at the end of the year. Count each library service point that provides internet access from at least one workstation available to the public regardless of whether access is free, and/or provides a wireless network allowing users to connect to the Internet.
Full-time staff	Full-time equivalent (FTE) staff are all library employees who work for the library in return for payment. It includes professional staff, qualified staff, project staff and assistants. Other staff (library employees who work in security and on domestic duties, for example, cleaners, porters, caretakers and catering staff) and volunteers are excluded.	In counting library employees, the concept of fulltime equivalent (FTE) shall be used to convert figures for the number of part-time workers to the equivalent number of full-time workers. Count the full-time equivalent staff at the end of the year. EXAMPLE If, out of three persons employed as librarians, one works quarter-time, one works halftime and one works full-time, then the FTE of these three persons would be $0,25 + 0,5 + 1,0 = 1,75$ librarians (FTE).
Volunteers	Volunteer is a person working on library tasks without payment.	In counting volunteers, the concept of headcount shall be used. Count the total number of volunteers at the end of the year.
Registered users	Registered user is a person or organization registered with a library in order to use its collection and/or services within or away from the library. Users may be registered upon their request or automatically when enrolling in the institutions.	Count the number of registered users (users with a library card) at the end of the year.

Physical visits	Physical visit is a person (individual) entering the library premises.	One person entering the library 10 times counts as 10 visits. Count the number of physical visits made by persons (individuals) to the library premises at the end of the year. This may be counted at either entrance or exit by one of the following methods: turnstile count; electronic counter; manual count. 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.
Physical loans	Physical loan is a direct lending or delivery transaction of an item in physical form. Physical loans include loans of items in non-electronic form (e.g. books) and loans electronic documents on a physical carrier (e.g. CD-ROM).	Count the total number of loans in physical form during the year, including loans to users that allow removal from the library premises (ordinary loans) and number of loans of documents in physical form when document is delivered for use on the library premises (on-site loans). Count loans of items in non-electronic form separately from loans of electronic documents on a physical carrier.
Physical loans (Books)	Physical loans (Books) include loans of items in-non-electronic form.	Count the total number of loans during the year, including renewals. Exclude inter-library loans.
Physical loans (Documents on physical carrier)	Physical loans (Documents on physical carrier) include loans of electronic documents on a physical carrier.	Count the total number of loans during the year, including renewals. Exclude inter-library loans.
Electronic loans	Electronic loan is a transmission of an electronic document to a user for a limited time period and/or a download of a content unit from a library-provided online service or other internet service (e.g. database, electronic serial or digital document). Electronic loans include loans of eBooks and audio books, and downloads from the library's electronic collection.	Count the total number of electronic loans during the year. Count separately loans of eBooks, audio books, and downloads.

Electronic loans (eBooks)	eBook is a non-serial digital document, licenced or not, where searchable text is prevalent, and similar to a print book (monograph). eBooks can be lent to users either on portable devices (eBook readers) or by transmitting the contents to the user's PC or other device for a limited time period.	Count the total number of loans of eBooks (usable via eBook readers or contents transmitted to users) during the year. Renewals are included.
Electronic loans (Audio books)	Audio book (or talking book) is a sound recording of readings of a book, magazine, or newspaper, usually designed for use by visually impaired people. Audio books can be lent to users either on a physical carrier or other device, or by transmitting the content to the user's PC or other device for a limited time period.	Count the total number of loans of audio books (usable on a physical carrier or via other device or contents transmitted to users) during the year. Renewals are included.
Electronic loans (Downloads)	Download is a content unit that is successfully requested from a library-provided online service or other internet service (e.g. database, electronic serial or digital document).	Count the total number of downloads from the library's electronic collection (databases, serials, digital documents) during the year. Data for licenced 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 (access to an electronic resource) are not to be counted as downloads.