INTERNATIONAL STANDARD

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Information and documentation — Library performance indicators

Information et documentation — Indicateurs de performance des bibliothèques

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Contents

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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.

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.

International Standard ISO 11620 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Statistics and performance evaluation*.

Annexes A and B form an integral part of this International Standard. Annex C is for information only.

Introduction

This International Standard is concerned with the evaluation of libraries of all types.

The main purpose of this International Standard is to endorse the use of performance indicators in libraries and to spread knowledge about how performance measurement can be carried out.

This international library community has expressed its commitment to the development of an International Standard for library performance indicators. By the establishment of this International Standard, the use of performance indicators can be advanced and libraries in developing and developed countries will benefit from the knowledge and skills associated with formal planning procedures and data collection processes.

This International Standard specifies the requirements of a performance indicator for libraries and establishes a set of indicators to be used by libraries of all types. It also gives guidance on how to implement performance indicators in libraries where such indicators are not already in use.

The quality of library services is related to the broader topic of quality management and quality assurance. This International Standard acknowledges and supports ISO 9004-2.

This International Standard provides a standardized terminology and concise definitions of the performance indicators. Furthermore, this International Standard contains concise descriptions of the indicators and of the collection and the analysis of data needed. Detailed information concerning methodology and analysis is provided in the publications listed in annex C.

Every indicator in this International Standard is given a unique name. This name sometimes differs from the literature upon which its description is based. Such differences are documented in the descriptions of the indicators.

The performance indicators included in this International Standard are either in widespread use or well documented in the literature. Some of the descriptions of indicators incorporate modifications of indicators described elsewhere: these reflect practical experience or the need to generalize. Input and resource based ratios are very well documented in the literature and provide a context for library performance indicators as defined in this International Standard.

There are some library activities and services for which, during the development of this International Standard, there was a general lack of tested and well-documented indicators. These include information services, user training and electronic services generally. (A recent publication is listed in annex C, No. 26.) The library and information community is encouraged to establish mechanisms and to give a high priority to developing relevant indicators. This International Standard will be maintained by a Working Group which will monitor developments and incorporate additional indicators as they are tested and validated.

Information and documentation — Library performance indicators

1 Scope

This International Standard is applicable to all types of libraries in all countries. Limitations on the applicability of individual performance indicators are listed in the scope clause of the description of each indicator (see annex B).

Indicators may be used for comparison over time within the same library. Comparisons between libraries may also be made, but only with extreme caution, taking into account any differences in the constituencies of the libraries, with good understanding of the indicators used, and careful interpretation of the data (see 5.3.5).

This International Standard does not include indicators for the evaluation of the impact of libraries either on individuals or on society.

Performance indicators are not specified for all services, activities and uses of the resources of the library, either because such indicators had not been proposed and tested at the time of formulation of this International Standard, or because they did not fulfil the criteria specified (see 4.2).

This International Standard is not intended to exclude the use of performance indicators not specified in it (see clause 6).

Throughout the text, the names of indicators are printed with initial capitals for significant words, e.g. Library Visits per Capita. This helps to distinguish the names from supporting text.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this International Standard. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent edition of the standard indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO 2789:1991, *Information and documentation — International library statistics*.[1)]

1) The main purpose of ISO 2789 is to facilitate comparisons between libraries, and between libraries of different countries. It is not focused on performance indicators or how best to collect data to produce those performance indicators. A new edition is in preparation.

3 Definitions

For the purposes of this International Standard, the following definitions apply.

NOTES

1 Where appropriate, existing definitions, to the sources of which reference is made, have been used.

2 Terms defined are listed alphabetically in the English and French texts. The equivalent English or French terms, as appropriate, have, therefore, been placed in parentheses to facilitate cross-referencing.

3.1 accessibility: Ease of reaching and using a service or facility.
(French term: accessibilité)

3.2 appropriateness: Suitability of any given indicator for evaluating a specific activity.
(French term: adéquation)

3.3 availability: Degree to which documents, facilities or services are actually provided by the library at the time required by users.
(French term: disponibilité)

3.4 document: Recorded information which can be treated as a unit in a documentation process regardless of its physical form and characteristics.
[ISO 2789]
(French term: document)

3.5 effectiveness: Measure of the degree to which given objectives are realized.
(French term: efficacité)

NOTE — An activity is effective if it maximizes the results it was set up to produce.

3.6 efficiency: Measure of the utilization of resources to realize a given objective.
(French term: efficience)

NOTE — An activity is efficient if it minimizes the use of resources, or produces better performance with the same resources.

3.7 evaluation: Process of estimating the effectiveness, efficiency, utility and relevance of a service or facility.
(French term: évaluation)

3.8 facilities: Equipment, study places, etc. provided for library users.
(French term: installations)

NOTE — Includes photocopiers, online terminals, CD-ROM workstations, seats for reading and study carrels, but excludes toilets, cafes and public telephones.

3.9 goal: Desired state of affairs to be achieved by the implementation of agreed policies.
(French term: objectif général)

3.10 indicator: Expression (which may be numeric, symbolic or verbal) used to characterize activities (events, objects, persons) both in quantitative and qualitative terms in order to assess the value of the activities characterized, and the associated method.
(French term: indicateur)

3.11 library: Organization, or part of an organization, the main aim of which is to maintain a collection of documents and to facilitate, by the services of staff, the use of such documents as are required to meet the information, research, educational or recreational needs of its users.
(French term: bibliothèque)
[adapted from ISO 2789]

NOTES

1 These are only the minimum requirements for a library and do not exclude any additional documents and services. [ISO 2789]

2 The documents (materials) may be of the traditional type, i.e. available as physical objects, or accessible in their electronic forms. Libraries may also extend their services to include making available materials outside their own collection.

3.12 Loan: Lending transaction of a document, to be used for a defined period of time, to a user directly or from one institution to another.
(French term: prêt)
[adapted from ISO 2789]

NOTE — All loans registered for use are included. Interlibrary loans are included. Renewals are included.

3.13 mission: Statement approved by the authorities formulating the organization's goals and its choices in services and products development.
(French term: mission)

3.14 objective: Specific target for an activity to be attained as a contribution to achieving the goal of an organization.
(French term: objectif opérationnel)

3.15 performance: Effectiveness of the provision of services by the library and the efficiency of the allocation and use of resources in providing services.
(French term: performance)

3.16 performance indicator: Numerical, symbolic or verbal expression, derived from library statistics and data used to characterize the performance of a library.
(French term: indicateur de performance)

NOTE — Includes both simple counts and ratios between counts as long as they are used to characterize the performance of a library.

3.17 population to be served: Individuals for whom the library is set up to provide its services and materials.
(French term: population à desservir)

3.18 quality: Totality of features and characteristics of a product or service that bear on the library's ability to satisfy stated or implied needs.
(ISO 8402, [1] in annex C)
(French term: qualité)

3.19 recurrent expenditure: Money spent on staff, and on resources which are used and replaced regularly, excluding capital expenditure such as main capital items, new buildings, extensions or modifications to existing buildings and computer equipment.
(French term: dépense ordinaire)

NOTE — Recurrent expenditure is calculated in various ways in different institutions, authorities and countries, and it does not seem possible to prescribe only one way of doing it. Calculation will have to be done according to normal practice in the context where this measure is applied. This also means that comparisons are only valid, when calculations are done according to the same principles.

Recurrent expenditure normally includes: salaries and wages (including employee benefits, social costs etc.), costs of acquiring documents for the collection, administrative costs, maintenance of buildings, collections etc., rental costs or depreciation costs of buildings and equipment, and other operating expenses (heating, lighting, electricity, etc.).

Value added taxes, sales and service taxes or other local taxes are normally included, unless an indicator is used for international comparisons.

3.20 reliability: Degree to which a measure repeatedly and consistently produces the same result.
(French term: fiabilité)

3.21 resources: Assets of the library including staff, materials, equipment, space, etc.
(French term: ressources)

3.22 target population: Groups of actual and potential users appropriate to an individual library as the object of a specific service or as the primary users of specific materials.
(French term: population-cible)

3.23 title: Word or phrase, usually appearing on a document, by which it is convenient to refer to it, which may be used to identify it, and which often (although not invariably) distinguishes it from another document.
[ISO 2789]
(French term: titre)

NOTE — For measuring purposes, "title" describes a document which forms a separate item with a distinctive title, whether issued in one or several physical units, and disregarding the number of copies of the document held by the library.

3.24 user: Recipient of library services.
(French term: usager)

3.25 validity: Degree to which an indicator actually measures what it is intended to measure.
(French term: validité)

4 Criteria and descriptive framework

4.1 Introduction

4.1.1 The purpose of library performance indicators is to function as tools to assess the quality and effectiveness of services provided by a library and of other activities undertaken by a library, and to assess the efficiency of resources allocated by the library to such services and other activities.

4.1.2 Annex B of this International Standard presents a set of performance indicators that have been thoroughly tested by widespread use in libraries or by explicit testing by researchers and subsequent documentation in the literature. Some descriptions of indicators include modifications which reflect practical experience, or the need to generalize the indicators for general application.

4.1.3 All performance indicators included in annex B fulfil the criteria presented in 4.2 and are specified according to the descriptive framework presented in 4.3. Performance indicators to be added in revisions of this International Standard will have to fulfil the same criteria and follow the same descriptive framework.

4.1.4 New or alternative performance indicators may be developed in order to cover other activities and services or to serve a specific purpose. It is recommended that such performance indicators be evaluated and described according to 4.2 and 4.3 (see also clause 6).

NOTE — Care has been taken to describe the indicators individually, independent of other indicators. This does not imply that the indicators should be used in isolation. When collecting data, it will in many cases be possible and practical to collect data for two or more indicators at the same time, as is shown in most manuals.

4.2 Criteria

4.2.1 In order to comply with this International Standard, a library performance indicator has to be thoroughly tested, validated and (preferably) documented in the literature. Performance indicators that are in widespread use in libraries may be accepted although they have not been explicitly documented.

4.2.2 In testing the performance indicator the following criteria should be used:

a) **Informative content.** The indicator has to be informative as a tool for measuring an activity, for identifying achievements, and for identifying problems and shortcomings in the performance of the library so that action can be taken to remedy these. It should provide information for decision-making, e.g. goalsetting, budget allocation, prioritizing services and activities, etc.

b) **Reliability**. A performance indicator has to be reliable in the sense that it consistently produces the same result when used repeatedly under the same circumstances.

NOTE — The fact that an indicator reflects the underlying variability of the data, such as seasonal variations or fluctuations in loan activities does not in itself mean that the indicator is not reliable.

c) **Validity.** The indicator must be valid, that is, it must measure what it is intended to measure.

NOTE — The fact that some indicators are indirect indicators or rough estimates does not in itself mean that they are not valid.

d) **Appropriateness**. The indicator must be appropriate for the purpose to which it is to be put. That is, the units and scale must be suitable, and the operations necessary to implement the process of measurement should be compatible with the library's procedures, physical layout, etc.

e) **Practicality.** The indicator has to be practical in the sense that it uses data that can be made available by the library with a reasonable amount of effort in terms of staff time, staff qualifications, operational costs and user's time and patience.

   If the indicator is intended for comparisons between libraries, a sixth criterion [item f)] applies.

f) **Comparability.** A library performance indicator allows comparisons between libraries if the same score, making allowance for the accuracy of the score, means the same level of quality of services or the same level of efficiency in the libraries to be compared (see also 5.3.5).

NOTES

1 It is vital to ensure that the activities being measured are comparable.

2 This criterion is sufficient for ranking libraries according to the score of the performance indicator, but is not sufficient to determine, for example, that a library with twice the score of another is twice as good.

4.3 Descriptive framework

4.3.1 Introduction

The performance indicators included in annex B are described according to the following framework, which should also be used in developing descriptions of new or alternative performance indicators.

4.3.2 Name

Each indicator shall have a unique, descriptive name.

4.3.3 Objective

Each indicator shall have an explicit objective, stated in terms of the service(s), activity(ies) or use(s) of resources to be evaluated.

4.3.4 Scope

The scope shall state the types of libraries to which the indicator can be applied.

The scope may state whether the indicator is suitable for comparison between libraries and whether there are any limitations concerning comparability.

The scope may include other limitations in the application of the indicator.

NOTE — The scope statement may include qualifications, instances and situations to show how the indicator may be applied. For example, the scope may state whether the indicator is only suitable for certain parts of the collection such as the loan collection or the reference collection; or whether the indicator can be used both for the library service or activity as a whole, and for parts of the library service, or for showing differences between subjects or parts of the population served.

4.3.5 Definition of the indicator

Each indicator shall be defined uniquely in terms of the data to be collected and/or the relationship to be established between the data.

This statement should also include definitions of special terms used in the definition of the indicator, that are not defined elsewhere in this International Standard, as well as terms used in the description of the method(s) to be used.

Unambiguous terms used in the customary sense need not be defined.

4.3.6 Method

The data to be collected and the calculations to be performed shall be described concisely.

If a measure needs to be repeated to determine the value of the indicator, this shall be stated clearly.

Two or more equivalent methods may be described, i.e. different data and calculations used to produce the same indicator.

NOTE — Examples of this are using total count versus sampling, and using a direct measure versus an estimate based on different data.

If more than one method is described, the one most generally applicable shall be described first.

The descriptions supplied shall not include general statistical methodology such as sampling procedures, sampling sizes, estimates of confidence intervals, statistical tests, etc.

If a questionnaire is to be used, only the question(s) to be asked and the score used is included, not a detailed description of the total questionnaire design.

If possible, the descriptions of methods shall indicate the effort necessary for preparation, data collection and analysis of results.

4.3.7 Interpretation and factors affecting the indicator

The interpretation statement may include information necessary to interpret the results of using the indicator.

NOTE — The total range of the indicator may be given, as well as a statement telling the user of this International Standard if a maximum, a minimum or an optimal value represent the state valued the most. In most cases information about the ranges normally found in libraries are not available at the present time. Such information may be added as and when it becomes available.

The interpretation statement may include information about the variability to be expected, such as seasonal variations or variations in time of day.

This statement may also include information about factors internal or external to the library that will affect the results, in order to help using the performance indicator as a diagnostic tool. This information should be provided in such a way that it is possible to see what actions taken by a library can contribute to a desired change in the score.

4.3.8 Sources (optional)

References may be supplied to document the source of the indicator. The description should state clearly whether the indicator as described in this International Standard is a modified revision of the indicator described in the source document.

If the name of the indicator is different from the one used in the source, the original name is supplied in parentheses after the reference.

The references may include documents supplying more detailed information about the use of the indicator, methods of data collection and analysis, etc.

4.3.9 Related indicators (optional)

Where appropriate, there should be a statement of the relationship of the indicator to other indicators within this International Standard.

5 Uses of performance indicators

5.1 Background

5.1.1 The performance indicators described in this International Standard can be used effectively in the evaluation of libraries. In this process, the quality and effectiveness of the services and other activities of the library, as well as the efficiency of the uses of the resources of the library, are evaluated against the mission, goals and objectives of the library itself.

5.1.2 Performance indicators should be linked to systematic library planning and evaluation. Furthermore, measurement and evaluation processes should take place regularly. The results should be reported in a way that informs the decision-making processes and demonstrates how the library fulfils its mission.

5.1.3 As a library planning and evaluation tool, performance indicators have two principal objectives. One is to facilitate control in the management process, the other is to serve as a basis for reference and for dialogues between library staff, funding bodies and the user community.

A secondary objective is to serve in comparative analysis of the performance of libraries and information services which have equivalent missions or objectives.

5.1.4 In recent years, libraries have been using a wide variety of performance indicators for this purpose. Several indicators are being used extensively and thus represent an established practice. Recent years have also seen attempts to consolidate previous research efforts in this field, and both have contributed to attain consensus among practitioners on a set of performance indicators and how to implement them in the day-to-day life of the library.

NOTE — Significant contributions have been made at the national level in the form of published manuals and other compilations, listed in annex C [3, 4, 6, 7, 18, 19, 20, 25, 27], some of which have been translated and adapted by other countries. At the international level, important work has been carried out by UNESCO, which has supported the development of performance indicators for public libraries ([5] in annex C), and by IFLA, whose section for University Libraries and other General Research Libraries has produced a set of guidelines for measurement of performance in academic libraries ([8] in annex C). A comprehensive review and compilation ([24] in annex C) has been published under the auspices of the European Commission. These and related works provide important information on how to develop, use and interpret library performance indicators.

5.2 Selection of performance indicators

5.2.1 The performance indicators included in this International Standard are those seen to be most useful for libraries in general. This International Standard recognizes that there are many different types of libraries, in different settings, serving different user groups, and having a range of unique characteristics (structure, funding, governance, etc.). Since there is such a wide variation around the world it is important to understand that not all established performance indicators are useful to all libraries. The list of performance indicators that is included in this International Standard is best seen as a menu of possible performance indicators that could be used in a range of library settings.

5.2.2 Libraries, in consultation with their host institutions and relevant authorities, such as local and national government, as well as their users and other stakeholders, will need to decide which indicators are most appropriate to a particular situation. This decision must be made in the light of the mission, goals and objectives of the library. For example, the assessment of publicly funded libraries takes place in the context of the development of public policy.

It is desirable that all interested parties should be in agreement on the appropriateness of the performance indicators used.

5.2.3 In order to find out which performance indicators are most appropriate for a particular library, to collect and analyze the data, and to interpret findings into a management strategy, a range of staff skills will be necessary. Some libraries will find it important and necessary to engage in staff training and development of educational skills prior to implementing performance indicators.

5.2.4 In selecting performance indicators for use in a particular library setting, the following factors should be considered:

a) Will the performance indicator assist the management of the library, the funding body and the population to be served?

b) Does the librarian have some knowledge that a particular activity or area may not be operating as well as it could?

   Even if this is only an intuitive feeling of the librarian, this could be a very good reason to use a performance indicator to find out whether there is a problem.

c) What level of effort can the library staff commit to the collection and analysis of the data to produce the performance indicators?

   To produce performance indicators requires staff time and resources. Adequate staff time and resources should be made available to produce a particular performance indicator.

   Staff will need to have practical knowledge of a range of statistical procedures.

d) Does any external authority require data to be reported on particular library service areas?

   If yes, it is necessary to decide whether the same data can also be used to produce library performance indicators.

Local factors important to the library can affect the selection of performance indicators. The librarian must make a conscious decision in selecting the performance indicators that will be of most use in assessing the operation of the library in relation to its goals and objectives.

5.3 Limitations

5.3.1 Optimizing scores on performance indicators

Users of library performance indicators should recognize that it is impossible to achieve optimum scores simultaneously on all performance indicators. For example, a library may achieve a high level of user satisfaction, but incur a high expenditure per user. The scores on performance indicators must be interpreted in the light of what the library intends to accomplish, and not simply in terms of optimizing scores on particular indicators.

5.3.2 Degree of accuracy

Care should be taken with the interpretation of results. Lack of precision may occur due to sampling errors, or to subjective aspects of the measuring process or to inadequate time or resources for the measuring process (e.g. indicators B.1.1.1 and B.2.6.1). It can also imply that the indicators are inherently imprecise (e.g. B.2.1.3 and B.2.2.5).

NOTE — In some cases, a rough estimate is sufficient and to aim at more precision would be a waste of effort.

5.3.3 User skills versus library performance

To some extent, library performance indicators are affected by how well the user conducts various transactions with the library. For example, user satisfaction with the availability of materials may be extremely low at one library. This could indicate several things, one being that patrons lack adequate knowledge of how to locate materials in that particular library, or that the library has insufficient documents to meet demand. Thus, a low score suggests an area needing review. The review may suggest a need for strategies to improve user knowledge and skills related to library activities; or it may suggest a need to improve the availability of books by changing loan periods or buying additional copies.

5.3.4 Linking resources to services

While poor performance may seem to indicate that additional resources may be required to improve library services, this is not necessarily true. In fact, there may not be a strong correlation between resources and the quality of library services provided. The range of staff skills, management approaches, and a variety of other factors, including increased resources, may have different effects on increasing the quality of services at different libraries.

5.3.5 Comparability of performance indicator data

A primary purpose of using library performance indicators is self-diagnosis. This may include comparisons of one year's performance with another, within the same library. A secondary purpose is to encourage meaningful and useful comparisons across different libraries. Standardizing performance indicators and the procedures for collecting those data can assist in that process. However, such comparisons shall always be made with respect for each library's

a) mission, goals, and objectives;

b) performance on a range of performance indicators;

c) resources;

d) user groups;

e) governance structure;

f) procedures.

If comparisons of performance indicator scores across different libraries are made, they should be done with considerable care and in full recognition of the limitations of such comparisons [see also 4.2.2 f)].

6 Maintenance of this International Standard

A group operating under the auspices of ISO/TC 46/SC 8 is responsible for maintaining this International Standard. Newly developed indicators are vetted by an appointed group of experts and descriptions are published as amendments to this International Standard as rapidly as possible after ballot submitted to the national committees.

Annex A
(normative)

List of performance indicators for libraries

Table A.1 lists activities and services commonly undertaken or provided in libraries. The performance indicators described in this International Standard are grouped with the activities or services to which they relate, and reference is given to the descriptions provided in annex B. The notation is designed to be hospitable to future additions both to the list of activities, and to the list of indicators.

NOTES

1 There are a number of indicators in use in libraries which are not described.

2 Some activities in this International Standard are listed for which no indicators are included in this International Standard. This reflects the fact that, at the time when this International Standard was compiled, there were no appropriate indicators in common use or described in the literature. A reference number (e.g. B.2.8) has been allocated to each of these activities, to facilitate insertion of new descriptions in the future.

Table A.1

Service, activity or aspect measured	Performance indicator	Description in annex B
User perception		B.1
General		B.1.1
	User Satisfaction	B.1.1.1
Public services		B.2
General		B.2.1
	Percentage of Target Population Reached	B.2.1.1
	Cost per User	B.2.1.2
	Library Visits per Capita	B.2.1.3
	Cost per Library Visit	B.2.1.4
Providing documents		B.2.2
	Titles Availability	B.2.2.1
	Required Titles Availability	B.2.2.2
	Percentage of Required Titles in the Collection	B.2.2.3
	Required Titles Extended Availability	B.2.2.4
	In-library Use per Capita	B.2.2.5
	Document Use Rate	B.2.2.6
Retrieving documents		B.2.3
	Median Time of Document Retrieval from Closed Stacks	B.2.3.1
	Median Time of Document Retrieval from Open Access Areas	B.2.3.2

Table A.1 *(concluded)*

Service, activity or aspect measured	Performance indicator	Description in annex B
Lending documents		B.2.4
	Collection Turnover	B.2.4.1
	Loans per Capita	B.2.4.2
	Documents on Loan per Capita	B.2.4.3
	Cost per Loan	B.2.4.4
	Loans per Employee	B.2.4.5
Document delivery from external sources		B.2.5
	Speed of Interlibrary Lending	B.2.5.1
Enquiry and reference services		B.2.6
	Correct Answer Fill Rate	B.2.6.1
Information searching		B.2.7
	Title Catalogue Search Success Rate	B.2.7.1
	Subject Catalogue Search Success Rate	B.2.7.2
User education		B.2.8
	No indicator described in this International Standard	
Facilities		B.2.9
	Facilities Availability	B.2.9.1
	Facilities Use Rate	B.2.9.2
	Seat Occupancy Rate	B.2.9.3
	Automated Systems Availability	B.2.9.4
Technical services		B.3
Acquiring documents		B.3.1
	Median Time of Document Acquisition	B.3.1.1
Processing documents		B.3.2
	Median Time of Document Processing	B.3.2.1
Cataloguing		B.3.3
	Cost per Title Catalogued	B.3.3.1
Promotion of services		B.4
	No indicator described in this International Standard	
Availability and use of human resources		B.5
	No indicator described in this International Standard	

Annex B
(normative)

Descriptions of performance indicators

NOTE — Numbers in square brackets refer to items listed in the Bibliography, annex C.

B.1 User perception

B.1.1 General

B.1.1.1 User Satisfaction

B.1.1.1.1 Objective

To assess the degree to which users are satisfied with the library services as a whole or with different services of the library.

B.1.1.1.2 Scope

All libraries. Comparing the same library over different periods of time is possible. Comparing different libraries is only possible if the circumstances, questions and procedures are identical.

The indicator may be used to assess the satisfaction of specific user categories, e.g. undergraduates, faculty members, or elderly people.

The indicator can be used for measuring users' perceptions of any of the public services of a library. For example:

— opening hours;

— study facilities;

— availability of documents;

— interlibrary lending service;

— inquiry and reference service;

— user training;

— attitudes of library staff;

— library service as a whole.

Different aspects of individual services may also be assessed within the same survey.

B.1.1.1.3 Definition of the indicator

The average rating, on a five-point scale, from 1-5 with 1 as the lowest value, by users of the library services as a whole or of different services of the library.

B.1.1.1.4 Method

Design a simple questionnaire listing the specific services, and/or aspects of services, which are to be assessed. A five-point scale is provided in the questions.

Questions about user status can also be included in the questionnaire. Different categories of users have different needs, so the data may be analyzed to identify how satisfaction is related to these variables.

Draw a representative (random) sample of users and ask them to fill out the questionnaire.

The average User Satisfaction for each service or aspect of service is

$$\frac{A}{B}$$

where

A is the sum of the values for each service indicated by the users;

B is the number of persons answering the questions.

Round off to one decimal point.

This indicator is calculated and reported separately for each question in the survey.

For each service, also count the frequency with which each value appears. Then calculate the percentage for each value. This shows how the users' perceptions are distributed across the range of possibilities.

A specific selection of questions in the survey can be used to identify specific sources of dissatisfaction, and to identify the relative importance of various services.

NOTE — An alternative can be to interview users.

B.1.1.1.5 Interpretation and factors affecting the indicator

For each service or aspect of a service, this indicator is a number with one decimal point between 1 and 5.

Users' opinions are very subjective, and depend on individual circumstances at the time of the survey. An important factor is the expectation of the users. If they have not had experience of high quality services they may be satisfied with lower quality, which is one reason why it is difficult to compare one library with another.

B.1.1.1.6 Sources (see annex C)

[4] pp. 118-122

[6] pp. 43-53

[8] pp. 106-111

B.2 Public services

B.2.1 General

B.2.1.1 Percentage of Target Population Reached

B.2.1.1.1 Objective

To assess the success of the library in reaching a target population.

NOTE — The target population may be the population to be served by the library, a specific group within that population, or some other group that the library is aiming to serve.

B.2.1.1.2 Scope

All libraries.

May be used for comparing libraries aiming to serve similar target populations, provided that the same method is used for calculating the indicator.

B.2.1.1.3 Definition of the indicators

The percentage of the target population using the library.

A *user* is, for the purpose of this indicator, a person who has visited the library or used the services of the library in other ways during the last year. The number of users with registered loans may be used as an estimate of the number of users in the target population.

A *user* may, for the purpose of this indicator, be an individual or a corporate body (an organization, institution or company).

B.2.1.1.4 Methods

a) Draw a representative (random) sample from the target population. Ask each person in the sample whether they have visited the library, or used the services of the library in other ways, during the last year.

The percentage of the target population reached is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of persons answering Yes;

B is the total number of persons answering.

Round off to the nearest integer.

b) Using the records of the computerized issue system, count the number of users (belonging to the target population) who borrowed documents within the last year.

Estimate the number of persons in the target population.

The percentage of the target population reached is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of active borrowers belonging to the target population;

B is the total number of persons in the target population.

Round off to the nearest integer.

Since not all uses by an individual are taken into account, this method may result in a score that is lower than the true percentage.

B.2.1.1.5 Interpretation and factors affecting the indicator

The indicator is an integer in the range of 0 to 100. A higher score is normally considered better than a lower score, but a relatively low score may be considered satisfactory from the point of view of a specific library, e.g. with a specific type of target population.

The proportion of the target population using the library may be affected by several factors, many outside the influence of the library. Examples are: demographic composition of the target population; level of urbanization; level of education; characteristics of institutions served (e.g. teaching methods, level of financial support to students); book-buying habits; geographical distances between libraries and users; general social conditions; economic climate; etc.

The score ought to be sensitive to active promotion of the library services, as well as improvement of the services provided.

B.2.1.1.6 Sources (see annex C)

[5] p. 35 ("Percentage of the Population who have Books on Loan.", using loans as an estimate of the percentage of the population who has used the library.)

[7] pp. 41-42 ("Registrations as Percentage of Population")

[8] pp. 45-48 ("Market Penetration")

[24] pp. 88-90

B.2.1.1.7 Related indicators

Library Visits per Capita. In-library Use per Capita. Collection Turnover. Document Use Rate. Documents on Loan per Capita.

B.2.1.2 Cost per User

B.2.1.2.1 Objective

To assess the cost of the service of the library related to the number of users.

B.2.1.2.2 Scope

All libraries.

The indicator may be used for comparison between libraries with the same mission, if the calculation of expenditure is done in the same way.

B.2.1.2.3 Definition of the indicator

The total recurrent expenditure of the library in a full financial year divided by the number of users.

A *user* is, for the purpose of this indicator, a person who has visited the library or used the services of the library in other ways during the last year. For libraries where loans are the principal activity, the number of users with registered loans may be used as an estimate of the number of users in the target population.

A *user* may, for the purpose of this indicator, be an individual or a corporate body (an organization, institution or company).

B.2.1.2.4 Methods

a) Draw a representative (random) sample from the population to be served. Ask each person in the sample whether they have visited the library, or used the services of the library in other ways, during the last year.

   Calculate the total recurrent expenditure for one financial year, using accounts data. An estimate for the current year may be made from budget data.

The Cost per User is

$$\frac{A}{\frac{B}{C} \times D}$$

where

A is the total recurrent expenditure of the library in a full financial year, expressed in the relevant currency;

B is the number of persons in the sample answering "yes";

C is the number of persons in the sample;

D is the number of persons in the population to be served.

Round off in the manner customary with the currency used.

b) Using the records of the computerized issue system, count the number of users (belonging to the target population) who borrowed documents within the last year.

The Cost per User is

$$\frac{A}{B}$$

where

A is the total recurrent expenditure of the library in a full financial year, expressed in the relevant currency;

B is the number of users with registered loans within the last year.

Round off in the manner customary with the currency used.

B.2.1.2.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit.

The indicator could be used for evaluating:

— the cost effectiveness of a library in different periods;

— the cost effectiveness of a library in a local community in comparison with other services;

— the cost effectiveness of a library compared with other libraries of the same type.

This indicator should not be used by itself. It is useful for placing the service indicators in a more general context. It must be considered in relation to the scope and quality of the services and, more generally, to library objectives. When judged against objectives, it can be useful in justifying expenditure of public funds and helping to understand differences of costs between similar libraries. The calculation could be affected by differences in accounting methods. Where this method counts only registered borrowers, the result may overestimate Cost per User by ignoring those who use other services but do not borrow documents.

B.2.1.2.6 **Source** (see annex C)

[4] pp. 52-53

B.2.1.2.7 Related indicators

Cost per Library Visit. Cost per Loan.

B.2.1.3 Library Visits per Capita

B.2.1.3.1 Objective

To assess the library's success in attracting users of its services.

B.2.1.3.2 Scope

All libraries with a defined population to be served.

Comparing libraries may be possible if differences in the mission of the library and socio-economic factors in the population are taken into account.

B.2.1.3.3 Definition of the indicator

The total number of visits to the library during a full year divided by the total number of persons in the population to be served. For the purpose of this indicator, a visit is the act of entering the library premises in order to use one of the services provided by the library.

B.2.1.3.4 Methods

a) Use a turnstile or similar device to automatically count the number of people leaving or entering the library.

The Library Visits per Capita are

$$\frac{A}{B}$$

where

A is the total number of library visits in a full year;

B is the number of persons in the population to be served.

Round off to the nearest integer.

b) Count the number of persons entering or leaving the library during one or more sampling periods. The number and length of the periods are selected by the user of the indicator. Estimate the total number of visits for one year by extrapolation, using available information about variations during the year.

NOTE — Public libraries will typically use one period of one week; academic libraries, two or more periods reflecting the cycle of academic activities.

The Library Visits per Capita are

$$\frac{A}{B}$$

where

A is the total number of library visits in a full year;

B is the number of persons in the population to be served.

Round off to the nearest integer.

B.2.1.3.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit. A high score is normally considered good.

If a turnstile is used, the count may be too high because staff and other nonusers are included, or because users have to exit and re-enter for a variety of reasons.

This indicator is less relevant for libraries with a substantial amount of electronic or telephone requests, or other types of services to remote users, or with a high population of users not belonging to the population to be served. Where there is a substantial amount of seasonal variation, the count should be made for shorter periods of time during which use is more regular.

B.2.1.3.6 Sources (see annex C)

[7] pp. 37-41

[24] pp. 91-93

B.2.1.3.7 Related indicator

Cost per Library Visit.

B.2.1.4 Cost per Library Visit

B.2.1.4.1 Objective

To assess the cost of the service of the library related to the number of library visits.

B.2.1.4.2 Scope

All libraries.

The indicator may be used for comparison between libraries with the same mission, if the calculation of expenditure is done in the same way.

B.2.1.4.3 Definition of the indicator

The total recurrent expenditure of the library in a full financial year divided by the number of visits to the library.

For the purpose of this indicator, a visit is the act of entering the library premises in order to use one of the services provided by the library.

B.2.1.4.4 Methods

a) Use a turnstile or similar device to automatically count the number of people leaving or entering the library. Calculate the total recurrent expenditure for one financial year using accounts data. An estimate for the current year may be made using budget data.

The Cost per Library Visit is

$$\frac{A}{B}$$

where

A is the total recurrent expenditure of the library in a full financial year, expressed in the relevant currency;

B is the total number of library visits in a full year.

Round off in the manner customary with the currency used.

b) Count the number of persons entering or leaving the library during one or more sampling periods. The number and length of the periods is selected by the user of the indicator. Estimate the total number of visits for one year by extrapolation, using available information about variations during the year.

NOTE — Public libraries will typically use one period of one week; academic libraries, two or more periods reflecting the cycle of academic activities.

The Cost per Library Visit is

$$\frac{A}{B}$$

where

A is the total recurrent expenditure of the library in a full financial year, expressed in the relevant currency;

B is the total number of library visits in a full year.

Round off in the manner customary with the currency used.

B.2.1.4.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit.

This indicator should not be used by itself. It is useful for placing the service indicators in a more general context. It must be considered in relation to the scope and quality of the services and, more generally, to library objectives. When judged against objectives, it can be useful in justifying expenditure of public funds and helping to understand differences of costs between similar libraries.

The calculation could be affected by differences in accounting methods.

Remote use of a library via campus-wide networks etc. can significantly change the users' behaviour.

If a turnstile is used to count visitors, the count may be too high because staff, and possibly other nonusers, are included.

This indicator is less relevant for libraries with a substantial amount of electronic or telephone requests or other types of services to remote users.

Where there is a substantial amount of seasonal variation, the count should be made for shorter periods of time during which use is more regular.

B.2.1.4.6 Source (see annex C)

[4] pp. 52-53 (variant of "Cost per User")

B.2.1.4.7 Related indicators

Cost per User. Library Visits per Capita.

B.2.2 Providing documents

B.2.2.1 Titles Availability

B.2.2.1.1 Objective

To assess to what extent titles owned by the library are actually available to the users if required.

B.2.2.1.2 Scope

All libraries. Reference and loan collections should be measured separately.

May be used for specified collections, subject areas, branches or time periods. For each specified area within the library, the resulting indicators may be compared to see if the availability differs significantly.

May be used for comparing libraries with the same mission, provided that the same method is used for calculating the indicator.

B.2.2.1.3 Definition of the indicator

The percentage of titles owned by the library that are immediately available to the users.

Available means, for the purpose of this indicator, that copies of the titles are present at the library and at the disposal of the users, either for loan or in-library use. Copies to be retrieved from closed stacks are counted as being available.

Copies taken out for processing, such as cataloguing, classification, bookbinding, reshelving etc, and copies missing because they are stolen, misplaced etc, are counted as not available but the titles are included in the total number of titles.

Titles may — for the purpose of this indicator — include individual articles in journals or books, if they are included in the total number of titles as well. What is included has to be stated explicitly in each case.

B.2.2.1.4 Methods

a) Draw a representative (random) sample of titles owned by the library. Record, for each title in the sample, whether a copy of that title is available. For a rough measure, only the records of the library are checked. For a more accurate measure, the actual copies are checked as well.

The Titles Availability is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of available titles in the sample;

B is the total number of titles in the sample.

Round off to the nearest integer.

b) Using the records of the computerized issue system, register how many of the titles owned by the library have at least one copy available. In this case only the records are checked, not the actual copies.

The Titles Availability is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of available titles;

B is the total number of titles.

Round off to the nearest integer.

For libraries with marked variations, e.g. seasonal variations, a more accurate indicator may be attained by measuring the Titles Availability at intervals over a period of time and then calculating the mean availability.

NOTE — For convenience the same sample may be used, even though it introduces a source of error, due to possible changes in the composition of the collection. The size of this error will in most cases be insignificant at the level of accuracy needed.

If reference copies and copies for loan are intermixed in the collection, reference copies should ideally be left out of the calculation.

B.2.2.1.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100. It estimates the probability that a randomly selected title owned by the library is available. A high score means high availability.

In some libraries, marked seasonal variations are to be expected. Variations during the week or during the day may also be expected.

The indicator is affected by several factors: The most important are:

— the number of copies of each title, especially titles in much demand;

— the standard loan period of the library, and specific loan periods for titles in heavy demand, and the number of documents authorized for borrowing simultaneously.

The score will also be influenced by minor factors like: number of obsolete titles and extra copies no longer needed, number of titles taken out for bookbinding or other processing, speed of reshelving etc.

B.2.2.1.6 Sources (see annex C)

[3] ("Materials Availability")

[17] p. 300

B.2.2.1.7 Related indicators

Document Use Rate. Facilities Availability. Automated Systems Availability.

B.2.2.2 Required Titles Availability

B.2.2.2.1 Objective

To assess to what extent titles owned by the library, and in demand by the users, are actually available when required.

B.2.2.2.2 Scope

All libraries. Reference and loan collections should be measured separately.

May be used for specified collections, subject areas, branches or time periods. For each specified area within the library, the resulting indicators may be compared to see if the availability differs significantly.

May be used for comparing libraries with the same mission, provided that the same method is used for calculating the indicator.

B.2.2.2.3 Definition of the indicator

The percentage of titles owned by the library and required by at least one user that are immediately available.

Available means, for the purpose of this indicator, that one or more copies of the title are present at the library and at the disposal of the users, either for loan or in-library use. Copies to be retrieved from closed stacks are counted as being available.

Copies taken out for processing, such as cataloguing, classification, bookbinding, reshelving etc., and copies missing because they are stolen, misplaced etc,, are counted as not available but the titles are included in the total number of titles.

Titles may, for the purpose of this indicator, include individual articles in journals or books, if they are included in the total number of titles as well. What is included has to be stated explicitly in each case.

B.2.2.2.4 Method

Draw a representative (random) sample of titles owned by the library and required by at least one user. Record, for each title in the sample, whether a copy of that title is available. For a rough measure, only the records of the library are checked. For a more accurate measure, the actual copies are checked as well.

The Required Titles Availability is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of available required titles in the sample;

B is the total number of required titles in the sample.

Round off to the nearest integer.

A representative sample may be established in two ways:

a) A sample of required titles is drawn by asking a representative sample of users what they are looking for in the library and then discarding any titles not owned by the library. Only specific titles, not subject searches, are included in the sample. Remove duplicates of the same title.

NOTE — This method will not result in a truly random sample unless only one required title is taken from each user. For some purposes, the result is adequate even if all titles named are used.

b) Draw a representative sample using actual loan transactions, requests for off-site storage retrieval, circulation recalls and in-library use of documents. Remove duplicates of the same title.

NOTE — This method is less obtrusive to the users, but reflects only the demands for titles already acquired that have resulted in a loan transaction. For some purposes the result is adequate.

For libraries with marked variations, e.g. seasonal variations, a more accurate indicator may be attained by measuring the Required Titles Availability at intervals over a period of time and then calculating the mean availability.

If reference copies and copies for loan are intermixed in the collection, reference copies should ideally be left out of the calculation.

B.2.2.2.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100. It estimates the probability that a randomly selected title owned by the library and required by users is available. A high score means high availability.

In some libraries marked seasonal variations are to be expected. Variations during the week or during the day may also be expected.

The indicator is affected by several factors: The most important are

— the number of copies of each title, especially titles in much demand;

— the composition of the collection in relation to the demands of the users;

— the standard loan period of the library, and specific loan periods for titles in heavy demand, and the number of documents authorized for borrowing simultaneously.

The score will also be influenced by minor factors like: number of titles taken out for bookbinding or other processing, speed of reshelving etc.

B.2.2.2.6 Sources (see annex C)

[6] pp. 60-71 (“Materials Availability”)

[17] p. 300

B.2.2.2.7 Related indicators

Titles Availability. Required Titles Extended Availability. Percentage of Required Titles in Collection. Document Use Rate. Facilities Availability. Automated Systems Availability.

B.2.2.3 Percentage of Required Titles in the Collection

B.2.2.3.1 Objective

To assess to what extent titles in demand by the users are owned by the library. The indicator is used to assess the fit of the collection to the requirements of the users.

B.2.2.3.2 Scope

All libraries.

May be used for specified collections, subject areas, branches or time periods. For each specified area within the library, the resulting indicators may be compared to see if the availability differs significantly.

May be used for comparing libraries with the same mission.

B.2.2.3.3 Definition of the indicator

The percentage of titles, required by at least one user, that are already owned by the library.

If a title has been published and ordered before the investigation, but has not been received by the library, it is counted as owned by the library.

Titles may, for the purpose of this indicator, include individual articles in journals or books, if they are included in the total number of titles as well. What is included has to be stated explicitly in each case.

B.2.2.3.4 Method

Draw a representative (random) sample of titles required by at least one user, by asking a sample of users what they are looking for in the library. Only specific titles, not subject searches, are sampled.

NOTE — This method will not result in a truly random sample unless only one required title is taken from each user. For most purposes, the result is adequate even if all titles named are used.

Record, for each title in the sample, whether the library owns a copy of that title.

The Percentage of Required Titles in Collection is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of required titles owned by the library (in the sample);

B is the total number of required titles in the sample.

Round off to the nearest integer.

B.2.2.3.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100. It estimates the probability that a title required by users is in the collection of the library. A high score indicates a good fit between the collection and the requirements of the users.

NOTE — As well as indicating a poor fit between the collection and the requirements of the users, a low score might also indicate that the users have a wrong perception of the subject coverage of the library. This could be addressed through the promotion of the library's services.

The results to be expected will depend on the type of library (e.g. special library or general library, academic library or public library, etc.).

B.2.2.3.6 Source (see annex C)

[8] pp. 84-89 (Included in "Availability": called "Acquisition Rate" or "Ratio of Acquired items to Sought items")

B.2.2.3.7 Related indicators

Required Titles Availability. Required Titles Extended Availability.

B.2.2.4 Required Titles Extended Availability

B.2.2.4.1 Objective

To assess to what extent titles in demand by the users are immediately available or can be made available within a specified period of time.

B.2.2.4.2 Scope

All libraries.

May be used for specified collections, subject areas, branches or time periods. For each specified area within the library, the resulting indicators may be compared to see if the availability differs significantly.

May be used for comparing libraries with the same mission, provided that the same method is used for calculating the indicator.

B.2.2.4.3 Definition of the indicator

The percentage of titles required by at least one user that are immediately available, or can be made available within a specified time period.

Available means, for the purpose of this indicator, that copies of the titles are present at the library and at the disposal of the users, either for loan or in-library use, or can be made available within a specified period of time. Copies to be retrieved from closed stacks are counted as being available.

Copies taken out for processing, such as cataloguing, classification, bookbinding, reshelving etc., and copies missing because they are stolen, misplaced etc., are counted as not available but the titles are included in the total number of titles.

Titles may, for the purpose of this indicator, include documents made available through interlibrary loan as well as documents bought by the library as a result of user requests. *Titles* may also include individual articles in journals or books, if they are included in the total number of titles as well. What is included has to be stated explicitly in each case.

The period used for measurement is fixed by the user of the indicator. This should be done in a way that reflects the mission and policies of the library.

The indicator may be used to measure the percentage of required titles that can be made available over a series of successive periods (e.g. immediately, after 1 week, 2 weeks, 1 month, 3 months etc.).

B.2.2.4.4 Method

Draw a representative (random) sample of titles required by at least one user. Record, for each title in the sample, whether a copy of that title is available or can be made available within the specified time period. For a rough measure, only the records of the library are checked. For a more accurate measure, the actual copies are checked as well.

The Required Titles Extended Availability is

$$\frac{A}{B} \times 100 \ \%$$

where

A is the number of titles in the sample made available;

B is the total number of titles in the sample.

Round off to the nearest integer.

A representative sample may be established in two ways:

a) A sample of required titles is drawn by asking a representative sample of users what they are looking for in the library. Only specific titles, not subject searches, are included in the sample. Remove duplicates of the same title.

   NOTE — This method will not result in a truly random sample unless only one required title is taken from each user. For some purposes, the result is adequate even if all titles named are used.

b) Draw a representative sample using actual loan transactions, requests for off-site storage retrieval, circulation recalls, in-library use of documents, requests for interlibrary loans and for new acquisitions. Remove duplicates of the same title.

   NOTE — This method is less obtrusive to the users, but reflects only the demands that have resulted in a loan transaction or a specific request. For some purposes the result is adequate.

   The number of titles made available within the specified time period may be established in two different ways:

   1) Monitor the titles in the sample for the specified time period and register when a copy becomes available.

   2) Use the records of the issue system and other relevant records to estimate whether titles owned by the library can be expected to be available within the specified time period. Estimate the availability of titles requested by interlibrary loan by asking the relevant library when they think it will be available.

For libraries with marked variations, e.g. seasonal variations, a more accurate indicator may be attained by measuring the Required Titles Extended Availability at intervals over a period of time and then calculating the mean availability.

If reference copies and copies for loan are intermixed in the collection, reference copies may be left out of the calculation or measured separately.

B.2.2.4.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100. It estimates the probability that a randomly selected title required by users can be made available within the specified time period. A high score means high availability.

In some libraries marked seasonal variations are to be expected. Variations during the week or during the day may also be expected.

The indicator is affected by several factors: The most important are as follows:

— the number of copies of each title, especially titles in much demand;

— the composition of the collection in relation to the demands of the users;

— the standard loan period of the library, and specific loan periods for titles in heavy demand, and the number of documents authorized for borrowing simultaneously;

— the effectiveness of the interlibrary loan department;

— the interlibrary loan service provided by other libraries.

The score will also be influenced by minor factors like: number of titles taken out for bookbinding or other processing, speed of reshelving etc.

B.2.2.4.6 **Sources** (see annex C)

[5] p. 45 ("Percentage of Requests Satisfied in X Weeks")

[6] pp. 71-76 ("Requested Materials Delay")

[7] pp. 62-65 ("Document Delivery")

[17] p. 307

B.2.2.4.7 Related indicators

Required Titles Availability. Titles Availability. Percentage of Required Titles in the Collection. Document Use Rate. Facilities Availability. Automated Systems Availability.

B.2.2.5 In-library Use per Capita

B.2.2.5.1 Objective

To assess the amount of usage of materials within the library.

B.2.2.5.2 Scope

All libraries. Further details may be provided by analyzing the documents used by subject. May be used with specified collections.

B.2.2.5.3 Definition of the indicator

The number of library documents used in the library in a year divided by the population to be served.

B.2.2.5.4 Method

Fix a period for sampling. During this period ask the users not to reshelve documents used in the library. Count the documents before reshelving.

The In-library Use per Capita is

$$\frac{\frac{A}{B} \times C}{D}$$

where

A is the number of documents counted during the sampling period;

B is the number of opening days in the sampling period;

C is the total number of opening days in the full year;

D is the number of persons in the population to be served.

Documents which have been issued for loan are not included in A.

B.2.2.5.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit.

Some high-use documents may be used by more than one person before they are reshelved, so that the speed of reshelving will affect the result; others may be taken off the shelves but not actually used. Some documents may be used by non-members of the population to be served.

The count can be affected by the library´s policy concerning the binding of periodical volumes.

In-library use is affected by the speed with which documents are reshelved by staff, and the retrievability of documents waiting to be reshelved.

B.2.2.5.6 Source (see annex C)

[6] pp. 55-59 ("In-library Materials Use")

B.2.2.5.7 Related indicator

Loans per Capita.

B.2.2.6 Document Use Rate

B.2.2.6.1 Objective

To assess the overall rate of use of the collection by estimating the proportion of documents in use at any one time.

The indicator may also be used to assess the fit of the collection to the requirements of the population to be served.

B.2.2.6.2 Scope

All libraries.

May be used for specified collections, subject areas, branches or time periods. For each specified area within the library, the resulting indicators may be compared to see if the rate of use differs significantly.

May be used for comparing libraries with the same mission.

B.2.2.6.3 Definition of the indicator

The percentage of documents owned by the library that are in use.

In use means, for the purpose of this indicator, that a document is on loan or being used in the library by a user.

Documents taken out for processing, such as cataloguing, classification, bookbinding, reshelving etc., and documents missing because they are stolen, misplaced etc., are counted as not in use, but included in the total number of documents.

Documents may, for the purpose of this indicator, include individual articles in journals or books, if they are included in the total number of documents as well. What is included has to be stated explicitly in each case.

B.2.2.6.4 Methods

a) Draw a representative (random) sample of documents owned by the library. Record, for each document in the sample, whether that document is in use by checking the issue records and by checking if the documents are in use within the library.

The Document Use Rate is then

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of documents in the sample in use;

B is the total number of documents in the sample.

Round off to the nearest integer.

b) Count the total number of documents on loan on one specific day, using the computerized issue system. Estimate the number of documents being used in-library during the same day, e.g. using the data collected for B.2.2.5 In-library Use per Capita. The Document Use Rate is then

$$\frac{A + B}{C} \times 100\ \%$$

where

A is the number of documents on loan;

B is the number of documents being used in-library;

C is the total number of documents in the collection.

Round off to the nearest integer.

For libraries with marked variations, e.g. seasonal variations, a more accurate indicator may be attained by measuring the Document Use Rate at intervals over a period of time and then calculating the mean use rate.

B.2.2.6.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100. It estimates the probability that a randomly selected document owned by the library is in use. A high score means high rate of use.

In some libraries marked seasonal variations are to be expected. Variations during the week or during the day may also be expected.

The indicator is affected by several factors. The most important are:

— the number of copies of each title, especially titles in much demand;

— the composition of the collection in relation to the demands of the users;

— the standard loan period of the library, specific loan periods for titles in heavy demand, and the number of documents authorized for borrowing simultaneously;

— the promotional activities of the library and the skills of the staff in the area of promotion.

The score will also be influenced by minor factors like: number of obsolete titles and extra copies no longer needed, number of titles taken out for bookbinding or other processing, speed of reshelving etc.

B.2.2.6.6 Source (see annex C)

[5] p.11 ("Percentage of Stock on Loan")

B.2.2.6.7 Related indicators

Titles Availability. Required Titles Availability. Collection Turnover. Documents on Loan per Capita. Loans per Capita. In-library Use per Capita. Facilities Use Rate. Seat Occupancy Rate.

B.2.3 Retrieving documents

B.2.3.1 Median Time of Document Retrieval from Closed Stacks

B.2.3.1.1 Objective

To assess whether the retrieval system is effective.

B.2.3.1.2 Scope

All libraries with part of their material in closed stacks.

Comparing libraries may be possible if local circumstances concerning buildings, transportation, etc. are taken into account.

B.2.3.1.3 Definition of the indicator

The median time elapsed between the request for a document placed in closed stacks and the moment it is available to the user.

B.2.3.1.4 Method

Draw a representative (random) sample of documents owned by the library, stored in closed stacks and requested by the users.

Register, for each request, the date and time of the day when the request was handed in and the time when the document was ready to be collected by the user. Subtract the starting time from the finishing time, expressed in minutes or hours as seems most fit.

The Median Time of Document Retrieval from Closed Stacks is established by ranking the requests in ascending order by the retrieval time. The median time is the value of the request in the middle of the ranking list. If the number of requests is even, the median time is the average of the two values in the middle of the ranking list, rounded off to the nearest minute.

The sample may be established in two different ways:

a) The sample is drawn among the titles owned by the library and not on loan. The requests are made by the investigators or their proxies at random times during the sampling period and the time of handing in the request recorded.

b) The sample is drawn among actual requests at the time when the documents are ready to be collected by the user. The method presumes that the date and time of the request is recorded as part of the normal routine.

NOTE — Failed requests are left out of the calculation, since no finishing time can be assigned to a failed request.

B.2.3.1.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit. The indicator is expressed in minutes or hours and minutes.

A short retrieval time is considered good. The retrieval time may be affected by the number of orders at peak times.

B.2.3.1.6 Sources (see annex C)

[8] pp. 90-93 (included within "Document Delivery Time")

[24] pp. 112-113, items F 94, F 96, F 97, F 98

B.2.3.1.7 Related indicators

Median Time of Document Retrieval from Open Access Areas. Speed of Interlibrary Lending.

B.2.3.2 Median Time of Document Retrieval from Open Access Areas

B.2.3.2.1 Objective

To assess whether self-explanatory sign-posting and correct shelving allow prompt access to documents.

B.2.3.2.2 Scope

All libraries with all or part of their material in open storage.

Comparing libraries may be possible if the distance between the stacks and the catalogues are taken into account.

B.2.3.2.3 Definition of the indicator

The median time elapsed between the end of a catalogue search and the moment the document is found on the shelf.

B.2.3.2.4 Method

Draw a representative (random) sample of titles owned by the library and placed in open access areas. Check that all titles are available and in their proper place on the shelf. Give a number of titles to look for to test persons, who should be users familiar with the library. The test persons search for the titles in the catalogue and then locate the titles on the shelves.

NOTE — Failed searches are left out of the calculation, since no finishing time can be assigned to a failed search.

Each title should be written on a form, with columns for noting the exact time the catalogue search is finished and the exact time the document is found on the shelf.

For each title, calculate the number of minutes elapsed between finishing the catalogue search and finding the document on the shelf. Rank the titles according to the number of minutes that elapsed for each of them.

The Median Time of Document Retrieval from Open Access Areas is the number of minutes that is in the middle of the ranking list. If the number of titles is even,

the Median Time of Document Retrieval from Open Access Areas is

$$\frac{A + B}{2}$$

where

A and B are the two values in the middle of the ranking list.

Round off to the nearest integer.

B.2.3.2.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit. The indicator is expressed in minutes.

A few minutes will usually be considered good. A long retrieval time points to inefficient sign-posting. The retrieval time can be influenced by the complexity of the shelving system, or the distance between the shelves and the catalogues or OPAC terminals.

B.2.3.2.6 Source (see annex C)

[8] pp. 90-93 (included within "Document Delivery Time")

B.2.3.2.7 Related indicators

Median Time of Document Retrieval from Closed Stacks. Speed of Interlibrary Lending.

B.2.4 Lending documents

B.2.4.1 Collection Turnover

B.2.4.1.1 Objective

To assess the overall rate of use of a loan collection.

The indicator may also be used to assess the fit of the collection to the requirements of the population to be served.

B.2.4.1.2 Scope

All libraries with a loan collection.

May be used with specified collections, subject areas, branches or new acquisitions. For each specified area within the library, the resulting indicators may be compared to see if the turnover differs significantly.

May be used for comparing libraries with the same mission, if the same time period is used.

B.2.4.1.3 Definition of the indicator

The total number of loans in the specified collection during a specified period of time, normally one year, divided by the total number of documents in the collection.

B.2.4.1.4 Method

Count the number of loans registered in the specified period for the collection specified. Count the total number of documents in the collection.

The Collection Turnover is

$$\frac{A}{B}$$

where

A is the number of registered loans in the specified collection;

B is the total number of documents in the specified collection.

Round off to one decimal place.

If the total number of documents is not available, an estimate may be substituted. Such estimates are the length of the shelf list or the length of occupied shelves in the loan collection divided by the estimated mean number of documents per unit length.

If a large number of reference copies are intermixed with copies for loan in the collection, the reference copies should not be included in the calculations.

B.2.4.1.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit. The normal range will depend upon the type of library. The indicator estimates the mean number of times the documents in the collection have been on loan during one year, but the library may measure the turnover during another period of time. The higher the number, the more intensive is the rate of use.

The Collection Turnover is influenced by several factors. The most important are as follows:

— the composition of the collection in relation to the demands of the users; a collection with a large proportion of out-of-date or inappropriate material will result in a lower turnover;

— the policy of the library in weeding out obsolete titles and extra copies no longer needed;

— the number of copies of titles in much demand;

— the proportion of in-library use to loans. High in-library use may result in lower turnover rates;

— the standard loan period of the library and any special loan periods for titles in demand, and the number of documents authorized for borrowing simultaneously;

— the promotional activities of the library and the skills of the staff in the area of promotion;

— the ease of effecting renewals.

Where data on individual documents is available from the library's circulation system, further details may be provided by calculating

— the percentage of stock not used within a specified period;

— the percentage of stock used at least once within a specified period.

B.2.4.1.6 Sources (see annex C)

[4] pp. 38-40

[5] p. 31 ("Circulation Rate")

[6] pp. 54-55 ("Circulation per Volume Held", given as a variation of "Circulation". On p. 60 also "Total Materials Use by Volume Held", given as a variation on "Total Materials Use" and including in-library use)

[7] p. 47 ("Turnover Rate". Includes documents in reference collection)

[8] pp. 56-61 ("Collection Use")

B.2.4.1.7 Related indicators

Document Use Rate. Documents on Loan per Capita.

B.2.4.2 Loans per Capita

B.2.4.2.1 Objective

To assess the rate of use of library collections by the population to be served. It may also be used to assess the quality of the collections and the library's ability to promote the use of the collections.

B.2.4.2.2 Scope

All libraries with a loan collection.

May be used with specified collections, subject areas, or branches. For each specified area within the library, the results may be compared.

May be used for comparing libraries if differences in the mission of the library, socio-economic factors, and lending periods are taken into account.

B.2.4.2.3 Definition of the indicator

The total number of loans in a year divided by the population to be served.

B.2.4.2.4 Method

Count the total number of loans in a year. The Loans per Capita is

$$\frac{A}{B}$$

where

A is the total number of loans in a year;

B is the number of persons in the population to be served.

Round off to one decimal place.

For the purpose of this indicator, copies provided by the library as substitutes for loans may be included. Interlibrary loans are excluded. It is important that the inclusions and exclusions are described when the indicator is used for comparing libraries.

B.2.4.2.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit.

A change in loan periods or in the number of books authorized for borrowing simultaneously can affect the indicator substantially. Further details may be provided by analyzing the indicator by subject or by different categories of borrowers. The indicator can also be used to show areas where demand is low or unsatisfied and to point to areas where use could be increased.

The indicator is sensitive to a number of uncontrollable variables and relates only to lending. In particular, it can be affected by the studying conditions in the library, levels of literacy, levels of poverty, and other socio-economic variables.

There is a strong relation between the indicator and the ability of the library staff to promote the collection.

B.2.4.2.6 Source (see annex C)

[7] pp. 42-44 (“Circulation per capita”)

B.2.4.2.7 Related indicator

In-library Use per Capita.

B.2.4.3 Documents on Loan per Capita

B.2.4.3.1 Objective

To assess the overall rate of use of the collection by the population to be served.

B.2.4.3.2 Scope

All libraries with a loan collection.

May be used with specified collections, subject areas or branches. For each specified area within the library, the resulting indicators may be compared to see if the rate differs significantly.

May be used for comparing libraries with the same mission, if comparable periods of activity are assessed.

B.2.4.3.3 Definition of the indicator

The number of documents on loan in a specified period during the year, divided by the number of persons in the population to be served.

NOTE — The specified period may be one specific day.

B.2.4.3.4 Method

Count the number of documents in the loan collection that are recorded as on loan during the specified period. Estimate the number of persons in the population to be served, ideally at the specified period.

The Documents on Loan per Capita are

$$\frac{A}{B}$$

where

A is the number of documents on loan;

B is the number of persons in the population to be served.

Round off to one decimal place.

B.2.4.3.5 Interpretation and factors influencing the indicator

The indicator is a real number with no top limit. The normal range will depend on the type of library. The indicator estimates the mean number of documents that a person in the population to be served has on loan at any one time. The higher the number, the more the collection is being used.

B.2.4.3.6 Source (see annex C)

[5] p. 11 ("Books on loan per 1 000 population")

B.2.4.3.7 Related indicators

Document Use Rate. Collection Turnover.

B.2.4.4 Cost per Loan

B.2.4.4.1 Objective

To assess the cost of the services of the library related to the number of loans.

B.2.4.4.2 Scope

All libraries with a loan collection.

May be used to compare

— the unit cost of loans for a specific library for a given period with that during another period;

— the unit cost of loans for a specific library with that of another library of equivalent type.

B.2.4.4.3 Definition of the indicator

Total recurrent expenditure in a full financial year divided by the total number of loans in the same period.

Recurrent expenditure is calculated in the way that is normally required in the context where the indicator is applied. To avoid misunderstandings, the user of the indicator should state explicitly what is included in the calculation.

When used for international comparisons, value added taxes, sales and service taxes and other local taxes are not included in recurrent expenditure.

B.2.4.4.4 Method

Calculate the total recurrent expenditure for one financial year, using accounts data. To get an estimate for the current year, data from the budget may be used instead.

The Cost per Loan is

$$\frac{A}{B}$$

where

A is the total recurrent expenditure for one financial year, expressed in the relevant currency;

B is the total number of loans in the same period.

Round off in the manner customary with the currency used.

For the purpose of this indicator, copies provided by the library as substitutes for loans may be included. Interlibrary loans are excluded. It is important that the inclusions and exclusions are described when the indicator is used for comparing libraries.

B.2.4.4.5 Interpretation and factors affecting the indicator

The indicator is a real number with no top limit. The normal range will depend on the type of library and the currency used.

The indicator establishes a relation between the number of loans and the cost of providing all the services of the library, but cannot in the normal case be interpreted as an estimate of the average cost of a loan transaction. Especially in libraries where loans are the dominant service, the indicator may be used to assess the overall efficiency of the service.

This indicator should not be used by itself. It is useful for placing the service indicators in a more general context.

B.2.4.4.6 Source (see annex C)

[4] pp. 50-51 ("Cost per use", using an estimate of the actual cost of the circulation service)

B.2.4.4.7 Related indicators

Cost per User. Cost per Library Visit. Loans per Employee.

B.2.4.5 Loans per Employee

B.2.4.5.1 Objective

To assess the staff resources of the library related to the number of loans.

B.2.4.5.2 Scope

All libraries with a loan collection.

May be used only for comparison between libraries whose policies and services are substantially the same. Special care should be taken with differences in loan policies (e.g. loan periods, renewal policies and the amount of material not available for loans).

B.2.4.5.3 Definition of the indicator

The total number of loans for one full year divided by the number of full-time equivalent employees in the same period.

B.2.4.5.4 Method

Calculate the number of full-time equivalent employees of the library on the basis of staff records. Employees who have worked full time for the full year are each counted as 1 (one). Employees who have worked full time for part of the year are each counted as the proportion of the year that they have worked (expressed as a decimal number with two decimal places). Part-time employees are counted as the fraction of full-time employment times the fraction of the full year employed (both expressed as decimal numbers with two decimal places).

All positions paid for by the library should be included.

The Loans per Employee are

$$\frac{A}{B}$$

where

A is the number of loans for a full year;

B is the number of full-time equivalent employees for the same period.

Round off to the nearest integer. For the purpose of this indicator, copies provided by the library as substitutes for loans may be included. Interlibrary loans are excluded. It is important that the inclusions and exclusions are described when the indicator is used for comparing libraries.

B.2.4.5.5 Interpretation and factors influencing the indicator

The indicator is a real number with no top limit. The normal range will depend on the type of library. The indicator relates to all library staff. It cannot, in the normal case, be interpreted as an estimate of the average number of loan transactions handled per unit of staff.

Especially in libraries where loans are the dominant service, the indicator may be used to assess the overall efficiency of the service. It can also provide a means of assessing the impact on productivity of automation or changes in services, service policies and personnel policies.

This indicator should not be used by itself. It is useful for placing the service indicators in a more general context.

B.2.4.5.6 Source (see annex C)

[22] p. 19 ("Ratio of staff to circulation")

B.2.4.5.7 Related indicator

Cost per Loan.

B.2.5 Document delivery from external sources

B.2.5.1 Speed of Interlibrary Lending

B.2.5.1.1 Objective

To assess whether the library is providing an efficient interlibrary lending service to its users.

B.2.5.1.2 Scope

All libraries offering interlibrary lending. Comparison of libraries may be possible if differences in the mission of the library are taken into account.

B.2.5.1.3 Definition of the indicator

The proportion of requested documents not owned by the library that are made available from external sources to the user within specified time periods.

B.2.5.1.4 Methods

a) The period used for measurement is fixed by the user of the indicator. All requests concerning documents not owned by the library should be logged during the survey period. Construct a log sheet with columns showing the dates of

1) receiving the request from the user;

2) initiating search for materials from branch libraries, etc. (optional);

3) deciding and initiating interlibrary borrowing procedure (optional);

4) ordering document from an external source (optional);

5) receiving document from an external source;

6) notifying the user (optional).

Note the separate dates on the log sheet.

Count the number of days between receiving the request and receiving the document (column 5 minus column 1). Then calculate the proportions of documents received within specified time periods, e.g. 7, 14, 21, 30 or 60 days.

The Speed of Interlibrary Lending is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of received documents within a specified time period;

B is the number of requests received during the sample period.

Round off to the nearest integer.

Depending on the data collected, other time spans may be used, e.g. elapsed time between receiving a request from a user and notifying the user (column 6 minus column 1).

NOTE — The median time may be useful as an alternative measure.

b) The period used for measurement is fixed by the user of the indicator. All documents received by the library, as a result of requests by the users, should be logged during the survey period. Inspect the documentation or computer files to determine the dates of

1) receiving the request from the user;

2) initiating search for materials from branch libraries, etc. (optional);

3) deciding and initiating interlibrary borrowing procedure (optional);

4) ordering document from an external source (optional);

5) receiving document from an external source;

6) notifying the user (optional).

Count the number of days between receiving the request and receiving the document (column 5 minus column 1). Then calculate the proportions of documents received within specified time periods, e.g. 7, 14, 21, 30 or 60 days.

The Speed of Interlibrary Lending is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of received documents within a specified time period;

B is the number of requests received during the sample period.

Round off to the nearest integer.

Depending on the data collected, other time spans may be used, e.g. elapsed time between receiving a request from a user and notifying the user (column 6 minus column 1).

NOTE — The median time may be useful as an alternative measure.

B.2.5.1.5 Interpretation and factors affecting the indicator

The indicator is an integer in the range of 0 to 100 for each specified time period.

The results of the measurement process should be seen in the context of the library's mission and goals. Depending on the data collected, different problem areas can be identified:

— Time elapsed between receiving the request and ordering the document. Does the interlibrary loan department have sufficient resources (number of staff, training, adequate bibliographic resources, etc.)?

— Time elapsed between ordering the document and receiving the document. How does the library distribute the requests? By online ordering systems, by electronic mail, by air mail, etc.? The choice of preferred lending institutions by library staff can also significantly affect the results. For instance, libraries may direct their inquiries to slower but non-charging libraries.

— Time elapsed between receiving the document and notifying the user. How is the user notified? By mail, e-mail, or telephone?

— The nature of the requests. Well-stocked research libraries will order a higher proportion of materials from foreign libraries, with attendant delays. Journal articles published recently in the country of the library are much easier to locate and obtain than monographs published abroad a long time ago. To assist in the interpretation of the results, the nature of the documents requested may be recorded.

Staff may be tempted to treat the requests that are part of the survey in a more efficient way than the other requests. Therefore, it is important that staff are fully aware why the interlibrary lending process is being measured.

There will be variations in the time taken by supplying libraries to fill requests. In general, this indicator is affected by different national interlending structures.

B.2.5.1.6 Sources (see annex C)

[4] pp. 75-76

[6] pp. 71-76 ("Requested materials delay")

[8] pp. 94-98 ("Interlibrary Loan Speed")

[24] pp. 112-113, items F94, F96, F97, F98

B.2.5.1.7 Related indicator

Median Time of Document Retrieval from Closed Stacks. The "median delivery time of interlibrary lending" may be constructed as an alternative indicator.

B.2.6 Enquiry and reference services

B.2.6.1 Correct Answer Fill Rate

B.2.6.1.1 Objective

To assess to what extent the staff are able to fulfil the primary requirement for a good reference service, namely to provide correct answers to enquiries.

B.2.6.1.2 Scope

All libraries. As the methodology is fairly complex and requires specific expertise, it is used mostly in larger public or academic libraries or library systems.

B.2.6.1.3 Definition of the indicator

The number of enquiries answered correctly divided by the total number of enquiries handled.

B.2.6.1.4 Method

Of the various methods used, the so-called unobtrusive test has been most extensively applied and described. It involves compiling a representative set of questions with their answers. These are then used by proxy users or surrogates to be put to the staff involved in the information service as genuine questions, without the staff being aware that they are being tested. This has the advantage of the service being evaluated under normal conditions.

To obtain valid results:

— the questions used should be chosen with great care;

— the proxy users should be chosen to represent the actual user group; and

— proxy users have to be properly coached on the way in which they should conduct themselves.

NOTE — In many cases, it may be difficult to determine the "correct" answer to a question. This will affect the reliability and practicality of this indicator.

The Correct Answer Fill Rate is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of enquiries answered correctly;

B is the total number of enquiries handled.

Round off to the nearest integer.

B.2.6.1.5 Interpretation and factors affecting the indicator

The indicator is an integer in the range of 0 to 100.

It should always be borne in mind that this indicator focuses on one aspect of the effectiveness of the reference service only. The results may be influenced by, for example, the choice of questions, the staff's communication skills and the quality, variety and accessibility of reference works and data bases.

The value of the test results can be enhanced by designing the test in such a way that the factors contributing to poor performance or the reasons for failure can be established, or by combining it with other forms of data collection. This could include information on procedures which the staff followed to clarify questions (communication skills), whether details of the source were provided with the answer, if, when no answer could be found, the user was referred elsewhere, and what the attitude of the staff was.

The performance of the reference staff, in respect of correctness, is affected by competing goals of teaching the user how to use the reference sources and of answering the query as quickly as possible. The level of difficulty of the questions is also relevant. Note that some questions will have alternative answers, or answers which give a choice to the enquirer.

B.2.6.1.6 Sources (see annex C)

[9]

[11]

B.2.7 Information searching

B.2.7.1 Title Catalogue Search Success Rate

B.2.7.1.1 Objective

To assess the library's success in informing the users where and how to find a title through catalogues.

B.2.7.1.2 Scope

All libraries.

Comparison of libraries may be possible if differences in cataloguing rules and type of catalogue are taken into account when evaluating the results.

B.2.7.1.3 Definition of the indicator

The percentage of users' searches for titles registered in the catalogue that are successful.

B.2.7.1.4 Method

Users searching the catalogue, looking for one or more specific title(s), are asked to fill out a form showing:

a) short bibliographic details of the title(s);

b) whether they found the title(s) in the catalogue or not;

c) status of the user (optional).

The titles that have not been found are checked by library staff in order to assess whether they are registered in the catalogue. Fragmentary title data that cannot be proved bibliographically must be left out of the sample.

The Title Search Success Rate is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of titles found by the users in the catalogue;

B is the number of titles searched by the users that are actually registered in the catalogue.

Round off to the nearest integer.

B.2.7.1.5 Interpretation and factors affecting the indicator

The indicator is an integer in the range of 0 to 100.

The success rate can be affected by the users' level of competence. A low success rate points to failures in user information in the labelling of the catalogue or in the user interface or retrieval system of the OPAC.

Possible management decisions could be

— better labelling and/or help screens,

— specific information about catalogues in user education.

If the user status has been asked for, the activities could aim at certain target groups. There may be seasonal variations, e.g. times when many new users come to the library.

B.2.7.1.6 Sources (see annex C)

[8] pp. 70-72 ("Known-Item-Search")

[16] pp. 181-206

B.2.7.1.7 Related indicator

Subject Catalogue Search Success Rate.

B.2.7.2 Subject Catalogue Search Success Rate

B.2.7.2.1 Objective

To assess the library's success in matching the user's subject search in the catalogue and in informing the user where and how to find literature on a subject.

B.2.7.2.2 Scope

All libraries with subject or classified catalogues.

Comparison between libraries would require that the libraries use the same cataloguing rules and a similar form of catalogue (card, microfiche or OPAC).

NOTE — An OPAC providing keyword or subject access is equivalent to a subject catalogue.

B.2.7.2.3 Definition of the indicator

The percentage of titles in the catalogue matching the user's subject that are found by the user.

B.2.7.2.4 Method

Users searching for a specific subject in the catalogue are asked to fill out a form showing:

— a short description of the subject they are seeking;

— the subject headings and/or notations they consulted;

— the subject headings and/or notations under which they found the titles they thought relevant;

— status of the user (optional).

In order to define the user's subject clearly, it has proved useful to add an interview with the user after filling out the questionnaire. The subject search is then repeated by library staff to check whether all subject headings and/or notations matching the subject have been consulted. Subject headings which are broader than, or more specific than, the user's defined subject, are excluded. All titles grouped under a subject heading and/or notation found by the user to be relevant are counted.

The Subject Search Success Rate is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of titles matching the user's subjects found by the user;

B is the number of titles matching the user´s subject that are actually indexed in the catalogue.

Round off to the nearest integer.

B.2.7.2.5 Interpretation and factors affecting the indicator

The indicator is an integer between 0 and 100.

The success rate is affected by the user's level of competence. A low success rate points to failures in user information, in the labelling of the catalogue, or in the user interface or retrieval system of the OPAC. It may also show that the subject cataloguing rules do not match the search mode of the user.

Possible management decisions could be

— better labelling and/or help screens;

— specific information about catalogues in user education;

— adding "see references" or additional subject entries;

— if possible, change of cataloguing rules.

If the user status has been asked for in the questionnaire, then specific activities could be directed at certain target groups. There may be seasonal variations, e.g. times when many new users come to the library. The decision whether a title matches the user's subject can be affected by the staff's communication or searching skills.

B.2.7.2.6 Sources (see annex C)

[8] pp. 73-76 ("Subject Search")

[16] pp. 181-206

B.2.7.2.7 Related indicator

Title Catalogue Search Success Rate.

B.2.8 User education

No indicators described in this International Standard.

B.2.9 Facilities

B.2.9.1 Facilities Availability

B.2.9.1.1 Objective

To assess to what extent specified facilities provided by the library are actually available to the users.

B.2.9.1.2 Scope

All libraries. The indicator can be used only with a specified facility or group of equivalent facilities.

Measuring may be carried out at specified times of the day, the week or the year, e.g. peak times or off-peak times. This should be stated explicitly when using the indicator.

B.2.9.1.3 Definition of the indicator

The percentage of the facilities available at the time of investigation.

Facilities reserved exclusively for the use of staff are not included.

Items out of order, switched off (if the warming-up period is lengthy or elaborate), locked etc. are not counted as available, but included in the total number provided.

B.2.9.1.4 Methods

a) Make a survey of the facilities of the specified type at the time specified. Count the number available.

The Facilities Availability is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of items available for use;

B is the total number of items provided.

Round off to the nearest integer.

Items or facilities being used by one user are not counted as being available, even if they are not being used actively at the time of investigation.

Due to the inherent variability of the indicator, a more accurate indicator may be attained by measuring the Facilities Availability at intervals over a period of time and then calculating the mean availability rate (using the cumulated sum of the facilities available for use, divided by the cumulated sum of the facilities provided, times 100).

b) If only one facility is provided, the Facilities Availability may be attained by registering availability and non-availability over a period of time at predetermined intervals.

The Facilities Availability is then

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of times the facility was available for use;

B is the total number of times observed.

Round off to the nearest integer.

B.2.9.1.5 Interpretation and factors affecting the indicator

The indicator is an integer in the range 0 to 100. It estimates the probability that a randomly selected facility of the specified type is available at any one time, or at the times specified.

B.2.9.1.6 Source (see annex C)

[6] pp. 82-88 (Only the corollary, the "Facilities Use Rate" is described)

B.2.9.1.7 Related indicators

Facilities Use Rate. Seat Occupancy Rate. Automated Systems Availability.

B.2.9.2 Facilities Use Rate

B.2.9.2.1 Objective

To assess the rate of use of specified facilities provided by the library.

B.2.9.2.2 Scope

All libraries. The indicator can be used only with a specified facility or group of equivalent facilities.

Measuring may be carried out at specified times of the day, the week or the year, e.g. peak times or off-peak times. This should be stated explicitly when using the indicator.

B.2.9.2.3 Definition of the indicator

The percentage of facilities in use at the time of investigation.

Facilities reserved exclusively for the use of staff are not included.

Items out of order, switched off (if the warming-up period is lengthy or elaborate), locked etc. are not counted as in use, but included in the total number provided.

B.2.9.2.4 Methods

a) Make a survey of the facilities of the specified type at the time specified. Count the number of facilities in use.

The Facilities Use Rate is

$$\frac{A}{B} \times 100\ \%$$

where

A is the number of facilities in use;

B is the total number of facilities provided.

Round off to the nearest integer.

Items occupied by a user are counted as being in use, even if they are not being used actively at the time of investigation.

Due to the inherent variability of the indicator, a more accurate indicator may be attained by measuring the Facilities Use Rate at intervals over a period of time and then calculating the mean use rate (using the cumulated sum of the facilities in use, divided by the cumulated sum of the facilities provided, times 100).

b) If only one facility is provided, the Facilities Use Rate may be attained by registering use and non-use over a period of time at predetermined intervals.