

SUMMARY DATA FROM LIBECON SURVEYS FOR THE FINANCIAL YEAR 2001

Every year LIBECON collects information on activity, service provision and expenditure at a National Level. The data are collected in a standardised format to enable meaningful comparisons and benchmarking to be made between countries. The information in a raw format and with easy to use benchmarking dissemination tools is used by policy makers to inform decisions at a national level and is also made freely available for research purposes. Information is collected on National, Tertiary, Public, School and Other Libraries.

Data from the recent LIBECON survey covering the years 1997 to 2001 is included in the following summary, based on returns at 31 July 2003 grossed up for National and Public Libraries, Tertiary, School and Other Libraries using the trends for the previous 5 years. This data will be entered in the on-line database after the end of September 2003.

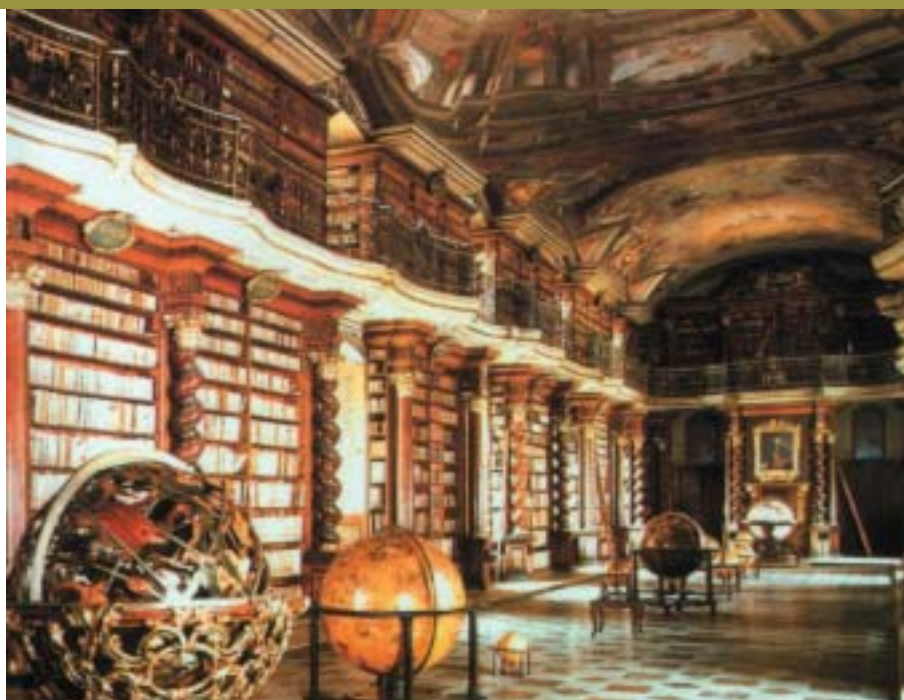
Operational Trends

Service Points, Visits and Transactions

Over all library sectors, it is estimated that the number of service points has continued to contract throughout the study period.

The rate of contraction has been fairly constant with a slight slowing in the past 5 years. The number of service points fell by 5.0% between 1992 and 1997 followed by a 2.6% fall between 1997 and 2001.

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States covered by the survey

States in Central and Eastern Europe:

Bulgaria; Czech Republic; Estonia; Hungary; Latvia; Lithuania; Poland; Romania; Slovak Republic; Slovenia

Member States of the European Union:

Austria; Belgium; Denmark; Finland; France; Germany; Greece; Ireland; Italy; Luxembourg; Netherlands; Portugal; Spain; Sweden; United Kingdom.

Other States within the European Free Trade Agreement:

Iceland; Liechtenstein; Norway; Switzerland.

The data in this Summary includes the above countries to ensure continuity with the previous study. For individual results for all countries and comparative data and tools please see www.libecon.org

Additional data has or is being collected from the following countries:

Australia; Canada; Japan; Mexico; New Zealand; North Korea; Russian Federation; Turkey and USA

Data is still being accepted for inclusion in the databases.

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There has been a gradual reduction in the number of visits to libraries over the past 10 years showing an average decline of 0.6% per year.

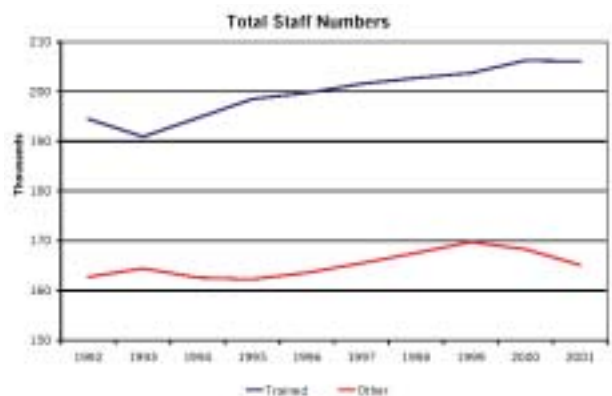
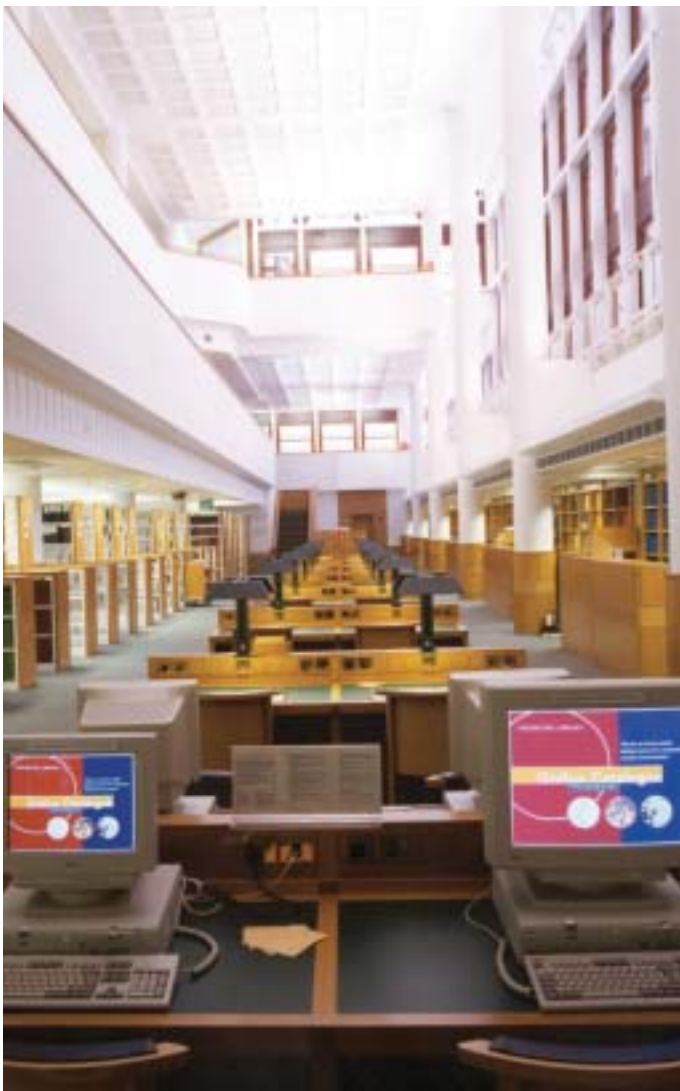
However, there was a general upward trend in the number of loan transactions each year up until 1997, although recent evidence shows that loan transactions are now fairly constant (over the period from 1992 to 2001 loans have increased by an average of 0.3% per year).



There has been a gradual general increase in the number of staff employed in Europe over the past 10 years.

The increase in total is 3.9% with an average annual increase of 0.4%. The number of qualified staff has increased at a faster rate than other staff.

There has been a gradual general increase in the number of staff employed in Europe over the past 10 years



There have only been minor changes in the major stock items of libraries - bookstock, which has increased by 1% in the period from 1997 to 2001. The largest rises in the past 10 years are shown in audio-visual stock (17% increase since 1992) and CD ROMs which have increased by over 400% in the same period. These findings are mirrored in the additions to stock figures.

The modernisation of library stock and services is also shown by the growth in the number of workstations available for users, of over 75% from 1997 and nearly 400% increase since 1992.

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Resources	1997	2001	Change	Change since 1992
	Millions			
Bookstock	2,851	2,889	1%	4%
Microforms	289	310	7%	8%
Audio-visual materials	113	126	11%	17%
Manuscripts	21.7	23.6	8%	-21%
Periodical - Subscriptions	20.4	20.8	2%	9%
Periodical - Titles	11.9	10.8	-8%	-4%
CD-ROMs	1.9	3.4	78%	444%

Additions	1997	2001	Change	Change since 1992
Book Additions	174.0	172.5	-1%	3%
Audio-visual Additions	11.7	13.4	14%	41%

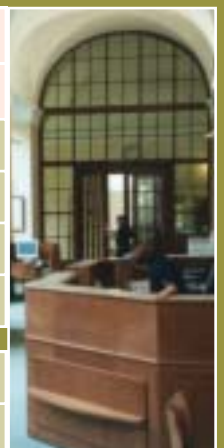
Facilities	1997	2001	Change	Change since 1992
	Thousands			
Workstations for users	244	430	76%	367%

Despite the falling number of visitors to libraries the count of registered members has increased by 2.7 million. The proportion of the population this covers is continuing to show a very gradual increase from 28.4% to 28.5%.

Facilities	1997	2001	Change	Change since 1992
	Millions			
Registered Users	138	141	1.9%	13.3%
Proportion of Population	28.4%	28.5%		

Financial Trends

Expenditure	1997	2001	Change
	€ Millions		
Staff	6,393	7,914	24%
Acquisition	3,009	3,623	20%
Electronic Information	314	429	37%
Total Expenditure	12,364	15,147	23%
Fees & Other Charges	651	796	22%
Other Income	1,224	1,446	18%



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The major rise has been seen in Tertiary Library spending (seeing an annual increase of 7.6%), with public library spending seeing a more modest 5.0% rise. Public libraries expenditure accounts for almost half of all spending on libraries in Europe.

Breakdown of Total Expenditure	2001 € Millions	% of total libraries expenditure	Average annual increase since 1997
National	787	5.2%	4.3%
Tertiary	2,882	19.0%	7.6%
Public	7,169	47.3%	5.0%
School	1,374	9.1%	2.6%
Special & Other	2,935	19.4%	5.1%

LIBECON WORKSHOP - 28 JULY 2003, DURHAM, UK

A LIBECON workshop was held on 28 July 2003 as part of the 5th Northumbria Conference in Durham, UK.

The workshop had the following objectives:

- To physically bring together key stakeholders in the field of library statistics for mutual learning and networking for the first time since 1997 and thus to increase the impetus of the project nationally and internationally.
- To provide an opportunity to learn about international developments, discuss and spread good practice between countries.
- To provide stakeholders with an opportunity to validate and influence the direction of LIBECON.
- To discuss the mechanism and effect of the recent revisions to ISO 2789 and to learn what future revisions may concentrate on.

Documents from this workshop will appear on the website.

The Sectors included in the LIBECON surveys support the UNESCO classification: ISO 2789

- **NATIONAL LIBRARIES:**
typically functioning as a "deposit" library and normally compiling a national bibliography.
- **LIBRARIES OF INSTITUTIONS OF TERTIARY EDUCATION:**
primarily serving teaching at the third level or above; may also serve the general public.
- **PUBLIC LIBRARIES:**
serving the population free of charge or for a nominal fee.
- **SPECIAL LIBRARIES:**
catering for: government; health services; professional associations; industrial & commercial concerns; and other specialised interests.
- **SCHOOL LIBRARIES:**
attached to all types of schools and colleges below the tertiary level of education.

See the survey notes of guidance on the website for more in depth definitions of library sectors and survey definitions.

ISO 2789 and ISO 11620: Continuous revision

Roswitha Poll of the University Library, Munster, gave a full report on the current position with the international standardisation committees; ISO 2789 and ISO 11620 at the recent LIBECON Workshop.

Roswitha chairs WG2 which is responsible for the ISO 2789 revision and is a member of the group (WG4) revising ISO 11620 (Performance Indicators).

ISO structure

The ISO Committee TC46 is responsible for Information and Documentation and has a Subcommittee, SC8, for quality, statistics and performance assessment.

SC8 has a number of working groups. Working Group 2 (chaired by Ms Poll) deals with international library statistics and is currently working on a further revision of ISO 2789. WG 4 (chaired by John Bertot) deals with performance indicators for libraries and is currently working on an amendment to ISO 11620 and on a technical report (ISO TR 20983) on performance indicators for electronic library services.

WG5 deals with price indices and is revising ISO 9230 on determination of price indices for books and serials. WG6 deals with statistics on the production of books and is currently revising ISO 9707 on statistics of book production.

Revision of ISO 2789 / ISO 11620

Ms Poll reported on the recently completed revision of ISO 2789. It was recognised that the formats of media and ways of communication and document delivery are subject to continual and rapid change therefore statistics must be continually adapted to these changes.

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Country Profile: Slovenia

Helena Pecko-Mlekus from the National and University Library in Slovenia reports that they are responsible for collecting and publishing library statistics and are interested in software tools to make this process easier and to facilitate web-based statistical benchmarking.

The State Centre for Library Development at the National and University Library of Ljubljana, has made improvements in collecting and presenting statistical data in recent years. Statistical data of Slovenian libraries are presented in print form and on the National Library's website www.nuk.uni-lj.si (starting in 1997). Each year a compilation of statistical data in English is made that can also be accessed via the website. The National Library collects data from all library sectors with the exception of school libraries which report to the national statistical office (Statistical Office of the Republic of Slovenia).

At the end of 2002 the Centre designed the questionnaires for the year 2002 which were dispatched to libraries in February 2003. The revised ISO 2789 was implemented. This involved redesigning the existing questionnaires, refining the existing definitions and translating definitions for electronic resources and services, preparing written instructions and offering a one day training course to librarians.

Each year a compilation of statistical data in English is made that can also be accessed via the website

ISO 11 620 on library performance indicators was translated into Slovenian in order to introduce the 'culture of measurement' to libraries and to stress its importance. The goal of introducing these two standards was also to improve the quality of responses in questionnaires.

LIBECON has had a strong influence so far, both with collecting and presenting statistical data (design of questionnaires, techniques of assessing and entering statistical data, use of ratios, standardised definitions).

The LIBECON Millennium study is a useful source of reference in Slovenia. It is often referred to for different surveys and projects - for making comparisons with other European countries. The update is eagerly awaited.

Country Profile: The Netherlands

Public Library statistics available again

At the LIBECON workshop, Carin Klompen, from the Netherlands Public Library Association (NBLC), informed delegates that they were looking for a means to improve the Netherlands Library statistics that had previously been compiled by the National Statistical Office. She reported that a summary of recent Dutch Public Library statistics are available on the web at www.debibliotheken.nl. The NBLC has recently assumed responsibility for compiling the Dutch Public Library statistics after a gap of some years.

She also reported on moves towards modernising Dutch Public Libraries about which more information can be found on the website.

The NBLC has recently assumed responsibility for compiling the Dutch Public Library statistics after a gap of some years

Benchmarking activities

The NBLC and the Public Library Employers Association (WOB) have ordered the Economic Institute for Medium Size and Small Businesses (EIM) to design a tailor-made system of benchmarking to support the efficiency of libraries. The system will make use of the annual data gathered by the Central Statistical Bureau (CBS) and NBLC, but this data-collection is in itself insufficient for benchmarking. The range of products and services that a library supplies varies; therefore the benchmarking of costs and productivity must take this variety of services into account.

A written survey among one hundred public libraries will give the first indications and include questions on the presence of exhibition space, reading and sitting space, reading café's etc. The survey also includes questions on websites, security, sales of outworn materials, opening hours and renting out of meeting rooms. Time measurement of staff for various activities will also be included. For more information visit: www.debibliotheken.nl

The goals of the action are to improve libraries position in society and to improve the library's position regarding the library-network.

Country Profile: Estonia

Anu Nuut from the National Library in Estonia reports that LIBECON has been extremely influential in Estonia in influencing policy towards the various library sectors and allocating funding to them. The National Library uses LIBECON for statistical benchmarking with its peers and has been successful in attracting funding as a result.

The National Library of Estonia is responsible for gathering, recording and analysing statistics of Estonian print production and libraries. The library statistics questionnaire forms are provided for libraries and data is gathered from libraries electronically. Summarised reports of all library types are issued every year in paper format and published electronically on the homepage of the National Library of Estonia, at www.nlib.ee/rkogud/rstat and in English at www.nlib.ee/inglise/lib/libstat

The National Library uses LIBECON for statistical benchmarking with its peers and has been successful in attracting funding as a result

The LIBECON project has provided new goals and guidelines, directions for data collection of library statistics, and the development of performance measurement activities at national level. As a result of the project, a variety of studies on library economics were carried out, which made it possible to compare Estonian libraries in a European context and apply performance and benchmarking methods at national level.

The working group (WG) on standardisation in librarianship was established in the National Library of Estonia in 2001 and the agreement with the Estonian Centre for Standardisation. The aim of the WG is the preparation of drafts and adoption of ISO and IFLA standards on LIS. The main areas of standardisation are library statistics, library performance measurement and performance indicators, print production statistics, library terminology, cataloguing and bibliographic descriptions (series of ISBDs), preservation and digitalisation, ICT, metadata etc. More information on library standardisation in Estonia can be found at www.nlib.ee/rkogud/rstand

In its policy making role for libraries, the National Library of Estonia has applied the LIBECON Millennium Study and the LIBECON database benchmarking tools in the following ways.

- The Survey of Estonian Libraries in a European Libraries Context (based on the Millennium Study) was presented in several seminars and conferences in Estonia
- The Study Survey on Library Performance Measurement and Assessment of Activities: Study Survey of Research Libraries in Estonia 1995-2000 was reported in 2001

- The National Library Survey in European national libraries context was presented to the Board of the NLE (data based on Millennium Study and national libraries comparative file of LIBECON).
- The Estonian Survey Study, librarianship developments in the 1990s, was reported in 2003.
- Library statistics were used in the research project of the Estonian Science Foundation Performance Measurement and Evaluation of Research Libraries in Estonia and are used every year by the NLE in analytical five year surveys of public libraries published in the booklet Estonian Public Libraries Statistics in 1998-2002. This document can be viewed on the Estonian country contacts page on the LIBECON website.

Estonia supports the adoption of the revised ISO 2789. Its recommendations on electronic services statistics are undoubtedly useful, but very difficult to take into use in whole library system. It will take time and further effort before this problem is solved.

Country Profile: Norway

Practical Implementation of the Revised ISO 2789: The Norwegian Experience

Thor Arne Landsverk from the Norwegian Archives, Libraries and Museums Authority and a member of the ISO 2789 revision group who are responsible for compiling library statistics for Norway, reported on the Norwegian experience of implementing the 3rd edition of ISO 2789 at the LIBECON workshop. The full text is on the LIBECON website.

The presentation looked in depth at how each revision would in turn change the way information needs to be collected. There were a number of difficulties that had to be sorted out as a direct result of the ISO changes, and the Norwegian study looked at how these difficulties were addressed. This will enable other countries to follow best practice suggestions and also provide a number of solutions that other countries can duplicate.

As a result of their experience, some further revisions to ISO 2789 will be proposed in the current revision round.

The full presentation including detailed descriptions of the problems encountered will be very useful to other countries, which have not yet tackled the practical aspects of implementing ISO 2789.

Country Profile: Belgium

Pascale Van Dinter from the Service D'information Scientifique et Technique (SIST) reports that there has been progress since the LIBECON workshop in Brussels last year to encourage Belgian compilers of library statistics to standardise and share information between the language communities with a view to arriving at data which could be aggregated to national level.

The historical problem with Belgian statistics is that they have traditionally been compiled at language community level in a non-standardised way so that they are not complete nor suitable for aggregation and reporting at national level.

Since the workshop, all the public libraries have decided to standardise their questionnaires based on the LIBECON definitions and content. The French community is co-operating in contributing data and SIST is collecting data from Federal institutions. An Intranet of library statistical compilers has been created to facilitate communication. It is hoped that Belgian national data will be available in the foreseeable future.

There has been progress since the LIBECON workshop in Brussels last year to encourage Belgian compilers of library statistics to standardise and share information between the language communities with a view to arriving at data which could be aggregated to national level.



Country Profile: Romania

Doina Popa, Director Cluj County Library "Octavian Goga" reports that the period 1998-2002 has been favourable to some major changes concerning library statistics, data collection and communication, development of performance indicators and their use in evaluation, promotion of a unitary technology and usage of the comparisons.

Stage Characterisation

- It has developed a sustained activity of statistical data collection and communication
- It has begun the collection of the automated statistical data system
- It has adopted and is using the ISO 2789 for Library Statistics Standard
- It is using the ISO 11620 for Performance Measurements and Indicators Standards;
- A special research program for library statistics and performance indicators named Romanian Performances in Public Libraries - PROBIP 2000 was undertaken
- Starting from 1998 Romania has participated in LIBECON European Project for library statistics
- Libraries National Committee, a new created body, stipulated by Libraries Law, has special tasks concerning the Library statistics and performance evaluation
- In professional associations (ANBPR, ABIR, ABIDOB, ABBNR) there are statistics committees co-ordinated by The Statistics Committee of the Romanian Librarians' Associations Federation
- Members of the librarians' associations frequently meet to discuss and adjust the collection of the library statistics to the changes in libraries
- Statistical data and information are frequently used in library management.

Romania's statistical data covers:

- All types of public libraries during the period 1991-1999 and 2001;
- University libraries and The National Library of Romania in 2001;
- Public libraries from UE and CEE countries in 2000.

Statistical instruments of data collection:

- Statistics modulus integrated to the TINLIB library soft;
- Library activity evidence book and The Register of Stock Movement adjusted to the current stage;

Specific performance measurements and indicators:

- Main performance indicators (17) are used at national level for the evaluation and the comparison of the public library activity.

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- Secondary performance indicators (12) are used at local level by each public library for a more in-depth activity evaluation.

The period 1998-2002 has been favourable to some major changes concerning library statistics

Conclusions

In Romania there are constant pre-occupations for:

- the adjustment of the library statistics to the current stage of libraries development;
- the harmonisation of the library statistics to the needs of the international standards;
- the usage of the statistics as a management instrument;
- the improvement of the standardisation and the increasing of the standards.

THE MAIN PERFORMANCE MEASUREMENTS (1999, 2001) IN ROMANIA

Rural libraries

In 2001 there were certain trends relating to the diminution of the number of public libraries (2,814) compared to the year 1999 with 70, particularly in rural areas, where a lack of funds for staff salaries has resulted in the closure of many village libraries. The number of service points (3,190) has increased by 33 through the foundation of new branches or loan points in the villages belonging to the communities.

Public library disparities

The disparity among public library types is large with county libraries often having a service point for 33,000 inhabitants, town libraries for 16,000 inhabitants and village libraries for under 4,000 inhabitants.

Library collection increase

Public libraries collections have increased by 907,439, totaling 49,348,344 documents, due to the acquisition of new documents and a reduction in the removal of documents. If we analyse the structure of the collections according to the category they contain: 98.72% books and serials, 0.14% manuscripts, 0.62% AV documents, 0.01% CD-ROMS, 0.48% other documents. This structure emphasises the traditional character of collections.

Document acquisition

Document acquisitions (1,040,752) have shown an increase of 247,137 documents. This continues a trend of gradual increases shown over the last 12 years. The main causes of these increases are:

- libraries cultivating other financial resources as well as the state budget (12.78% of the funds

destined for acquisitions were obtained from other financial resources).

- The Ministry of Culture and Religious Affairs Programme of book acquisition in public libraries funds obtained from projects budget.
- The percentage of the acquisition budget by document is as follows: 77.94% are books and serials, 0.6% manuscripts, 1.03% AV documents, 0.15% CD-ROMS, 0.64% other documents.

Other non-paper acquisition expenditure covers: AV documents and electronic documents.

Increase in library staff

Compared to 1999 the number of library employees increased by 276. Library staff employed in 2001: 5,257 employees, among which 4,475 librarians, 66 IT employees and 717 other staff.

Financial resources

Financial Resources (€15,001,176) increased by almost 50%. 89.5% were used for current costs and 10.5% for capital costs. Among current costs, employee costs have the highest weight, 72.9%. Only 10.4% represent acquisition costs.

Facilities and Services

The use of the LIBECON questionnaire has highlighted three important facts:

Stock percentage offered at open access (73.8%) has increased by 9%. The figure 96.4% in village libraries, 79% in town libraries and 42.1% in county libraries (highlighting a space deficiency in these libraries). The percentage of the catalogued recordings

in automated system (9.11%) has increased by 1.3%. 1992 was the first year in which this was recorded in county libraries and was 0.23% of recordings. The increases have been constant over 10 years, in county libraries that have this technology.

Internet access in libraries

In 1993 there were only 3 workstations for users and now more and more town and village libraries have computers and access to the Internet. Of the current 288 work stations, 114 are connected to the Internet. National Law dictates that libraries play a strategic role in the development of an information society, so these levels will continue to increase.

The number of service points (3,190) has increased by 33 through the foundation of new branches or loan points in the villages belonging to the communities

Use and users

Registered users represent 9.12% of the population. The number of loan transactions was over 36 million and library visits is around 17 million (including telephone, fax and post). This represents an increase of 3.3% in loans and 5.9% in visits compared with 1999.

Conclusion

- Library usage is increasing
- The resources for the libraries need to be increased as facilities and the services offered are suitable but insufficient, however, the impact of libraries in society need to be improved from 9% population usage.
- Libraries now use internationally standardised statistical data collection and reporting.
- Management based on evaluation instruments are being developed.



- Library statistics are now used in libraries development strategies.
- Romanian library data can now be compared with other countries.



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ISO Revision (continued)

It was decided to produce a separate Technical Report for the sector "Measuring the use of electronic services" and to revise ISO 2789 in accordance with recent experience with the new standard in a number of countries including Norway and Germany. To enable the more frequent updating of these standards the information is being put in an Annex (Annex A - use of electronic library services) separate from the standard and will be published in its revised form as a Technical Report. This will allow the topic to be revised more rapidly in response to technical developments. WG2 is also working on providing WG4 with the definitions it requires for its revision of ISO 11620.

Whereas the old ISO 2789 was perceived as collection oriented, the current revision aimed to make the standard more use-oriented by working on such issues as reference services, library visits, in house use, user training, events organised by the library, seats and workstations and use of electronic services.

Related work

Those interested in the problems of measuring electronic library services also need to be aware of 3 relevant projects:

- **ARL:** Statistics and measurement programme <http://www.arl.org/stats/>
- **ICOLC:** GUIDELINES FOR STATISTICAL USAGE MEASUREMENT International Coalition of Library Consortia (ICOLC). ... More information about ICOLC can be found at <http://www.library.yale.edu/consortia>. ... www.library.yale.edu/consortia/webstats.html
- **COUNTER:** Counting online usage of networked electronic resources <http://www.projectcounter.org>

Current response to the LIBECON Survey

	Financial Year of Latest Statistical Data Received for Each Library Type				
	National	Higher Education	Public	School	Other
Bulgaria	2001	2000	2000	2000	2000
Czech Republic	2001	2001	2001	2001	2001
Estonia	2001	2001	2001	2001	2001
Hungary	2000	2000	2000		
Latvia	2001	2001	2001	2001	2000
Lithuania	2001	2001	2001	2001	2001
Poland	2000	1998	1997		
Romania	1998		2001		
Slovak Republic	2001	2001	2001	2001	2001
Slovenia	2001	2001	2001	2000	2001
Austria	2000		2000		
Belgium	1998	2001	2001		
Denmark	2001	2001	2001	1999	2001
Finland	2000	2000	2000		2000
France	2001	1999	2000		
Greece		2001	1998		
Iceland	1997		2001	2001	
Ireland	1998	1998	2001		
Italy	2000	1998	1997		
Leichtenstein	1997		1997		
Luxembourg	2001	2001	2001	2001	2001
Netherlands	1998	1997	2001		1997
Norway	2001	2001	2001	2001	2001
Portugal	1998	1998	1998	1998	1998
Spain	1998	2000	2000		2000
Sweden	2001	2001	1999	1997	2001
Switzerland	2000		1997		
UK	2001	2001	2001	1999	1999
Germany	2001	2001	2001	2000	2001
USA			2000		
Turkey	2001		2001		
Australia	2000				
Japan	2001	2001	2001	2001	2000
Korea					
Canada	2001	1999	1999	1999	1999
New Zealand					
Mexico					

News in brief

- We are still able to accept data to enter into the database.
- LIBECON is able to provide information analysis service to any country that can provide us with raw data in a standard format.
- The final results of the survey will be posted on the Internet after the end of September. The comparative models and on-line databases will then be updated on the website.
- At the end of September we will be circulating the questionnaire to collect data for the years up to and including 2002.

Additions to website

Added on to the contacts page are a selection of standard indicators;

- Total spending per 1,000 population
- Registered members as a % of Population
- Loans per 1,000 Population
- Visits per Head
- Terminals per 1,000 Population
- Professional Staff per 1,000 Population
- Other Staff per 1,000 Population
- Total Staff per 1,000 Population
- People per Service Point
- Book Stock per 1,000 Population
- Audio Visual Stock per 1,000 Population
- Book Additions per 1,000 Population
- Audio Visual Additions per 1,000 Population

These can be chosen for all types of library and are shown against regional totals.

THE LIBECON PROJECT IS MANAGED BY:



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LIBECON Database on CD-Rom

A CD-Rom containing all the comparative databases was distributed to all country co-ordinators last year. All the files which were on this CD-Rom are available for download from this site in the database section. An updated CD-Rom will be made available this year if required which can be requested free + postage and packing costs. A request form will be placed on the Internet when the CD-Rom is made available.

www.libecon.org