
Information and documentation — International archives statistics

*Information et documentation — Statistiques internationales des
archives*

STANDARDSISO.COM : Click to view the full PDF of ISO 24083:2021



STANDARDSISO.COM : Click to view the full PDF of ISO 24083:2021



COPYRIGHT PROTECTED DOCUMENT

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 General	1
3.2 Types	2
3.3 Governing authority of archives	3
3.4 Archives services, programs and use	4
3.5 Holdings	7
3.6 Space and facilities	11
3.7 Funding and expenditure	13
3.8 Holdings management	14
3.9 Archives staff	17
4 Structure and tasks of archives	18
4.1 General	18
4.2 Tasks of archives	18
4.2.1 General	18
4.2.2 Appraisal	18
4.2.3 Acquisition	19
4.2.4 Arrangement and description	19
4.2.5 Preservation and conservation	20
4.2.6 Access to archives and their holdings	20
4.2.7 Public outreach	21
4.2.8 Technical advice	21
5 Uses and benefits of archives statistics	21
5.1 Background	21
5.1.1 General	21
5.1.2 Objectives	21
5.1.3 Quality	22
5.2 Selection of statistics for the archives	22
5.3 Use of statistics	22
5.3.1 General	22
5.3.2 External communication	22
5.4 Presenting statistics to stakeholders	23
6 Reporting statistical data	23
6.1 General	23
6.2 Time period to which data refer	23
6.3 Data estimated by sample	24
7 Collecting statistical data	24
7.1 General	24
7.2 Archives	24
7.2.1 Overview	24
7.2.2 Types	24
7.2.3 Foundation year	25
7.2.4 Governing authority of the archives	25
7.2.5 Ownership	25
7.2.6 Number of archives separate physical locations	25
7.2.7 Archives website	26
7.3 Archives services and their use	26
7.3.1 General	26
7.3.2 Opening hours and conditions	26

7.3.3	Users.....	26
7.3.4	Consultancy rooms.....	27
7.3.5	Technical equipment.....	27
7.3.6	Reference and informational questions.....	27
7.3.7	Online use and services.....	28
7.3.8	Use, copies and loans of archives holdings.....	29
7.3.9	Activities.....	30
7.3.10	Publications.....	31
7.4	Holdings.....	32
7.4.1	General.....	32
7.4.2	Years covered by the archives holdings.....	32
7.4.3	Total holdings at the end of the reporting period.....	32
7.4.4	Acquisitions during the reporting period.....	33
7.4.5	Acquisition mode.....	33
7.4.6	Deaccessions during the reporting period.....	33
7.4.7	Deaccession mode.....	33
7.4.8	Descriptive records and finding aids.....	34
7.4.9	Appraisal assessment.....	34
7.5	Funding and expenditure.....	34
7.5.1	Operating (ordinary) expenditures.....	34
7.5.2	Capital expenditures.....	36
7.6	Space and facilities.....	36
7.6.1	User places.....	36
7.6.2	Public access workstations.....	37
7.6.3	Reprographic facilities.....	37
7.6.4	Public access Wi-Fi.....	37
7.6.5	Space.....	37
7.6.6	Security and environmental systems.....	38
7.7	Management.....	38
7.7.1	Cooperative projects.....	38
7.7.2	Partnerships.....	39
7.7.3	Preservation/conservation.....	39
7.7.4	Digitization.....	40
7.7.5	Microform.....	40
7.8	Archives staff.....	40
7.8.1	General.....	40
7.8.2	Total staff.....	40
7.8.3	Staff training.....	41
7.8.4	Professional education.....	41
7.8.5	Staff allocation to service areas/working areas.....	41
7.8.6	Auxiliary archivist.....	42
	Bibliography.....	43

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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document collects statistics for measuring the archives performance of their tasks, services and use.

[Clauses 3](#) and [7](#) form the core of this document. [Clause 3](#) provides definitions for most of the elements which constitute archives and archives services; these are for statistical purposes only. [Clause 7](#) recommends how each of these elements should be counted. Users need to consult both clauses for the complete picture.

It is recognized that not all measures specified in this document can be collected by archives of different types, sizes, and functions.

STANDARDSISO.COM : Click to view the full PDF of ISO 24083:2021

Information and documentation — International archives statistics

1 Scope

This document specifies guidelines for the archives community on the collection and reporting of statistics for the following purposes:

- strategic planning and internal management of archives;
- aggregating and comparing operational and performance statistics at regional, national, and international levels;
- reporting to stakeholders such as funding institutions, politicians, researchers, and the general public;
- promoting the role and value of archives for advancing learning and research, education and culture, and social and economic life;
- improving the management of processes, reinforcing transparency and supporting good governance.

This document does not apply to records centres responsible for records that are still in the legal custody of the organization that created or received them, although it is recognized that some archives also have responsibilities for appraising, acquiring, and managing the current records of organizations that can or not be transferred to the archives for permanent retention. When applying this document to archives that also perform records management functions, the archives can exclude statistics that pertain to its records management functions, including measures pertaining to holdings and their usage and preservation, funding and expenditures, space and facilities, staffing and management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 General

3.1.1 archives

<organization> organization or part of an organization responsible for selection, acquisition, preservation, and availability of one or more *archives* (3.1.2)

[SOURCE: ISO 5127:2017, 3.2.3.01, modified — Note 1 to entry until Note 4 to entry has been omitted]

3.1.2

archives

<holdings>materials, items, records or documents created or received by a person, family or organization, public or private, in the conduct of their affairs and preserved because of the enduring value contained in them or as evidence of the functions and responsibilities of their creator, especially those materials maintained using the principles of provenance, original order and collective control

[SOURCE: ISO 5127:2017, 3.6.1.03, modified — Items, records or documents have been included to define archives. Note 1 to entry has been omitted.]

3.2 Types

3.2.1

national archives

central *archives* (3.1.1) consisting of and responsible for the *archives* (3.1.2) mainly emanating from the central government of a state

[SOURCE: ISO 5127:2017, 3.6.4.2.03]

3.2.2

regional archives

archives (3.1.1) consisting of and responsible for the *archives* (3.1.2) mainly emanating from the intermediate levels of government

[SOURCE: ISO 5127:2017, 3.6.4.2.04]

3.2.3

local archives

archives (3.1.1) consisting of and responsible for the *archives* (3.1.2) mainly emanating from municipalities or other local governmental authorities

[SOURCE: ISO 5127:2017, 3.6.4.2.05]

3.2.4

departmental archives

archives (3.1.1) of a government department or administrative agency, institution or organization

[SOURCE: ISO 5127:2017, 3.6.4.2.06, modified — Note 1 to entry has been omitted.]

3.2.5

university archives

archives (3.1.1) of or relating to a university

Note 1 to entry: For academic institutions other than universities, such as independent research institutes, select "other type not listed above" in 7.2.1.

[SOURCE: ISO 5127:2017, 3.6.4.2.07]

3.2.6

corporate archives

documents and other materials created or received by a group of people (a company, an organization) in the course of operations and preserved for their enduring value

Note 1 to entry: Includes business *archives* (3.1.1).

Note 2 to entry: Includes foundation *archives* (3.1.1).

[SOURCE: SAA Glossary <https://dictionary.archivists.org>]

3.2.7**audiovisual archives**

archives (3.1.1) and *archives* (3.1.2) of documents in which sound and/or pictures are prominent, and which requires the use of special equipment to be seen and/or heard

[SOURCE: ISO 5127:2017, 3.3.3.07, modified — Archives of documents have been added to the definition. Notes 1 and 2 to entry have been omitted.]

3.2.8**family archives**

archives (3.2.2) of or relating to a family or similar genealogical entity

[SOURCE: ISO 5127:2017, 3.6.4.2.01]

3.2.9**religious archives**

archives (3.1.1) of religious bodies and communities

3.3 Governing authority of archives**3.3.1****governing authority**

body with legal and fiduciary responsibility for the *archives* (3.1.1) and for approving archives policy

[SOURCE: ISO 18461:2016, 2.3.1, modified — "Archives" is used to replace "museum". Note 1 to entry has been omitted.]

3.3.2**state-governed archives**

archives (3.1.1) governed by governmental authorities at the national level

Note 1 to entry: Lower-levels of government are accommodated by *locally-governed archives* (3.3.3)/*regionally-governed archives* (3.1.1).

[SOURCE: ISO 18461:2016, 2.3.6, modified — The term and definition for "state-governed museum" have been adapted to define "state-governed archives". Note 1 to entry has been added.]

3.3.3**locally-governed archives**

archives (3.1.1) governed by city or municipal authorities

[SOURCE: ISO 18461:2016, 2.3.2, modified — The term and definition for "locally-governed museum" have been adapted to define "locally-governed archives".]

3.3.4**regionally governed archives**

archives (3.1.1) governed by regional authorities (federal units, province or county authorities)

[SOURCE: ISO 18461:2016, 2.3.2, modified — The term and definition for "regionally-governed museum" have been adapted to define "regionally-governed archives".]

3.3.5**other public-governed archives**

archives (3.1.1) governed by other public authorities

[SOURCE: ISO 18461:2016, 2.3.3, modified — The term and definition for "other public-governed museum" have been adapted to define "other public-governed archives". Notes to entry have been omitted.]

3.3.6

internationally-governed archives

archives (3.1.1) governed by an international organization (such as non-profit or non-governmental agencies that operate internationally)

3.3.7

privately-governed archives

archives (3.1.1) governed by private entities (such as non-profit or for-profit organizations registered under private law), families or individuals

[SOURCE: ISO 18461:2016, 2.3.4, modified — The term and definition for "private-governed museum" have been adapted to define "private-governed archives". Note 1 to entry has been omitted.]

3.3.8

public/private partnership archives

archives (3.1.1) governed jointly, in partnership of a public and private entity

[SOURCE: ISO 18461:2016, 2.3.5, modified — The term and definition for "public/private partnership museum" have been adapted to define "public/private partnership archives". Notes to entry have been omitted.]

3.4 Archives services, programs and use

3.4.1

access

right, opportunity, means of finding, using or retrieving information, documents and records

[SOURCE: ISO 5127:2017, 3.11.1.01, modified — Documents and records have been added to definition. Note 1 to entry has been omitted.]

3.4.2

download

successful request of a content unit from an archives-provided online service or other internet service

[SOURCE: ISO 2789:2013, 2.2.6, modified — In the definition, a library has been replaced by an archive.]

3.4.4

event

pre-arranged activity, in some cases ongoing or repeatable, with cultural, educational, social, political, scholarly, or other intent involving a group of people

EXAMPLE Exhibitions, author visits, literary discussions, workshops, etc.

Note 1 to entry: Only events arranged by the *archives* (3.1.1) on its own or in partnership with other institutions are included, whether inside or outside the *archives* (3.1.1) premises. Events inside the *archives* (3.1.1) premises organized by institutions outside the *archives* (3.2.1) without the *archives'* (3.2.1) cooperation are excluded.

Note 2 to entry: User education lessons and pre-arranged *archives* (3.1.1) visits are excluded.

Note 3 to entry: Ongoing programs are excluded (i.e. education program, exhibition program) but each session of a program is counted as one event.

Note 4 to entry: Virtual events are included.

[SOURCE: ISO 2789:2013, 2.2.9, modified — The definition has been modified to include frequency of the term. Note 1 to entry has been omitted and subsequent notes have been renumbered. In Note 2 to entry, "education" has been used to replace "training" and "archives visits" replaces "library tours". Note 3 to entry has been modified to exclude ongoing programs.]

3.4.5**exhibition**

curated display of objects on a clear concept and communicating a message

Note 1 to entry: See also ISO 25639-1:2008, 3.1 and ISO 2789:2013, 2.2.10.

[SOURCE: ISO 5127:2017, 3.11.1.09]

3.4.6**informational question**

directional and/or administrative inquiry delivered to *archives* (3.1.1) staff

Note 1 to entry: This includes e.g. questions for locating staff or facilities, questions regarding opening times and registering procedures, and questions about handling equipment such as printers and computer terminals.

Note 2 to entry: It is essential that archives do not include *reference questions* (3.4.11) in this category.

[SOURCE: ISO 2789:2013, 2.2.13, modified — "Archives" replaces "library". Note 2 to entry has been replaced. Note 3 to entry has been omitted.]

3.4.7**loan**

lending of items in the archives' holdings to, or borrowing an item from, other collecting organizations, private collectors, or agencies

[SOURCE: ISO 18461:2016, 2.4.7, modified — "Items in the archives' holdings" replaces "object in the museum's collection". Note 1 to entry has been omitted.]

3.4.8**physical visit**

act of entering into one or all of the parts of the archive's premises to access the services and programs of the archives

[SOURCE: ISO 18461:2016, 2.4.14, modified — "To access the services and programs of the archives" has been added to the definition.]

3.4.9**program**

pre-arranged ongoing and repeatable activity having an intent within the mission of the *archives* (3.1.1)

Note 1 to entry: The activity would usually be of a cultural, educational, social, political, or scholarly nature, etc.

Note 2 to entry: Programs can be organized inside or outside the *archives* (3.1.1) premises.

Note 3 to entry: Programs inside the *archives* (3.1.1) premises organized by institutions outside the archives without the archives participation should be counted separately.

Note 4 to entry: Ongoing programs are included under events (i.e. education program, exhibition program) but each session of a program is counted as one event.

Note 5 to entry: Virtual programs are included, but should be counted separately.

[SOURCE: ISO 18461:2016, 2.4.15, modified — Archives replaces museum. In Note 1 to entry, the second line has been deleted. In Notes 2 and 3 to entry, archives replaces museums. Note 4 to entry has been replaced.]

3.4.10**publishing**

publishing activities by *archives* (3.1.1), issuing documents for sale or licensing to the public in analogue or digital format

[SOURCE: ISO 2789:2013, 2.5.8, modified — Archives replaces libraries. Notes 1 and 2 to entry have been omitted.]

3.4.11

reference question

information contact that involves the knowledge or use of one or more information sources (such as printed and non-printed materials, machine-readable databases, the *archives'* (3.1.1) own and other institutions catalogues and finding aids) by *archives* (3.1.1) staff

Note 1 to entry: It is essential that *archives* (3.1.1) do not include *informational questions* (3.4.6) in this category.

[SOURCE: ISO 2789:2013, 2.2.26, modified — Archives replaces library's, and finding aids has been added to the definition. Notes 1 to 4 to entry have been omitted. and subsequent Note 5 to entry has been renumbered and (directional and administrative) questions, e.g. for locating staff or facilities, regarding opening times or about handling equipment such as printers or computer terminals has been omitted.]

3.4.12

registered user

person or organization registered with *archives* (3.1.1) in order to use its holdings and/or services onsite or elsewhere

[SOURCE: ISO 2789:2013, 2.2.28, modified — Archives replaces library, holdings replaces collection, services onsite or elsewhere replace within or away from the library. Notes 1 and 2 to entry have been omitted.]

3.4.13

reproduction services

services provided by the *archives* (3.1.1) to create copies replacing original documents produced for their users

3.4.14

social network service

electronic service designed to allow users to establish a personal or organizational profile and contact other individuals for the purposes of communicating, collaborating, and/or sharing content with them

[SOURCE: ISO 2789:2013, 2.2.33]

3.4.15

user

recipient of services provided by the *archives* (3.1.1)

[SOURCE: ISO 2789:2013, 2.2.36, modified — services provided by archives replaces library services. Notes 1 and 2 to entry have been omitted.]

3.4.16

user education

instruction program designed to teach users how to utilize effectively the sources and the information services available in an *archives* (3.1.1)

[SOURCE: ISO 5127:2017, 3.11.5.05, modified — The definition has been amended to apply to archives.]

3.4.17

virtual event

event in digital format, specifically designed for use via the Internet

[SOURCE: ISO 2789:2013, 2.2.38, modified — Digital replaces electronic.]

3.4.18**virtual visit**

session

one continuous cycle of user activities on the *archives* (3.1.1) website, regardless of the number of pages or elements viewed

[SOURCE: ISO 2789:2013, 2.2.39, modified — Archives replaces library, by users from outside the library's IP address space (usually from outside the library premises) has been omitted. Notes to entry have been omitted.]

3.4.19**visitor**

person (individual) entering the *archives* (3.1.1) premises to access the services and programs of the archives

[SOURCE: ISO 2789:2013, 2.2.40, modified — Visitor replaces visit, archives replaces library, to access the services and programs of the archives has been added to the definition.]

3.4.20**website**

collection of logically connected web pages managed as a single entity and accessed through the same base URL

[SOURCE: ISO 5127:2017 3.3.3.24]

3.5 Holdings**3.5.1****analogue document**

object usable without digital equipment

[SOURCE: ISO 5127:2017, 3.3.3.01, modified — object replaces document]

3.5.2**architectural document**

items and materials that are created or assembled as part of the design, construction, and documentation of buildings and similar large structures, and that are preserved for their administrative, legal, fiscal, or archival value

[SOURCE: SAA Glossary <https://dictionary.archivists.org>, modified — architectural document replaces architectural record, items replaces documents.]

3.5.3**archival unit**

single document or set of documents in an *archives* (3.1.1), treated as an entity

[SOURCE: ISO 5127:2017, 3.4.4.07]

3.5.4**archive group**

record group

primary division in archival arrangement at the level of the independent originating unit or agency

Note 1 to entry: See also fonds

[SOURCE: ISO 5127:2017, 4.6.3.27]

3.5.5

artefact

object made or shaped by a human, such as a tool or a work of art

[SOURCE: ISO 18461:2016, 2.5.4]

3.5.6

audiovisual document

document in which sound and/or pictures are prominent, and which requires the use of special equipment to be seen and/or heard

Note 1 to entry: This includes audio documents such as phonographic records, tapes, cassettes, audio compact discs, DVDs, files of digital audio recordings; visual documents such as slides, filmstrips, transparencies; and combined audiovisual documents, such as motion pictures, video recordings, etc.

Note 2 to entry: Microforms are excluded.

[SOURCE: ISO 5127:2017, 3.3.3.07, modified — Film strips has been added, computer games have been omitted in Note 1 to entry. In Note 2 to entry, for library and museum statistics purposes has been omitted.]

3.5.7

born-digital document

document that has been created originally in digital form

[SOURCE: ISO 2789:2013, 2.3.5]

3.5.8

cartographic document

conventional representation, on a reduced scale, of concrete or abstract phenomena which can be localized in space and time

Note 1 to entry: This includes documents such as two- and three-dimensional maps, globes, plans, topographic models, tactile maps and aerial representations, but excludes atlases and any other cartographic documents in codex, micro, audio-visual and digital form.

[SOURCE: ISO 2789:2013, 2.3.6 – modified — Note 1 to entry has been omitted.]

3.5.9

collection

gathering of documents accumulated on the basis of some common characteristic without regard to the provenance of those documents

[SOURCE: ISO 5127:2017, 3.6.1.05, modified — documents accumulated replaces items assembled, without regard to the provenance of those documents has replaced for some purpose, or as the result of some process. Note 1 to entry has been omitted.]

3.5.10

container

receptacle, box, package or housing used to hold materials

[SOURCE: SAA Glossary <https://dictionary.archivists.org/entry/container.html>, modified — a box has been added to definition.]

3.5.11

digital collection

all objects in digital form in the *archives* (3.1.1) holdings, whether born-digital or digitized

3.5.12**digital document**

information unit with a defined content, born-digital or digitized, that has been created or digitized by the *archives* (3.1.1) or acquired in digital form

[SOURCE: ISO 2789:2013, 2.3.13, modified — Archives replaces library, as part of the library collection is omitted in the definition. Notes to entry have been omitted.]

3.5.13**digitized document**

document that has been digitized from the analogue holdings of the *archives* (3.1.1)

[SOURCE: ISO 2789:2013, 2.3.16, modified — Part of the electronic collection containing those has been omitted, documents replaces items, holdings of the archives replaces collection of the library.]

3.5.14**document**

information which can be treated as a unit in a documentation process

Note 1 to entry: The information may be recorded using analogue or digital means.

[SOURCE: ISO 5127:2017, 3.1.1.38, modified — recorded information or material object has been replaced. Notes to entry have been omitted and a new Note 1 to entry has been added.]

3.5.15**file**

set of related records either analogue or electronic kept together either for current use by the creator or in the process of archival arrangement, because they relate to the same subject, activity or transaction

[SOURCE: ISO 5127:2017, 3.4.4.01, modified — Set of related records either analogue or electronic kept replaces organized unit of documents grouped. Note 1 to entry has been omitted.]

3.5.16**folder**

sheet of cardboard, file cover or heavy paper stock that is used as a loose cover to keep documents and other flat materials together, especially for purposes of filing

[SOURCE: SAA Glossary <https://dictionary.archivists.org>]

3.5.17**fonds**

whole of the records, regardless of form or medium, organically created and/or accumulated and used by a particular person, family, or corporate body in the course of that creator's activities and functions

[SOURCE: ISAD (G):1999 Glossary of terms associated with the general rules, modified — Note 1 to entry is omitted.]

3.5.18**graphic document**

manuscript or printed document in which pictorial representation is the most prominent feature

Note 1 to entry: This is pictorial rather than linguistic, musical or cartographic in form. Includes art prints, art originals, art reproductions, photographs, posters, study prints, technical drawings, etc., but excludes graphic items in codex form or in microform, audiovisual or digital form.

[SOURCE: ISO 2789:2013, 2.3.25, modified — manuscript has been included.]

3.5.19

archival medium

material that serves as the carrier of the content of a record and that, because of the manner in which it was made, has a very long life expectancy when properly stored and handled

[SOURCE: SAA Dictionary of Archival Terminology <https://dictionary.archivists.org>]

3.5.20

microform

photographic document requiring magnification when used

Note 1 to entry: Adapted from ISO 5127.

Note 2 to entry: Microfiche and microfilm are included.

Note 3 to entry: Slides and similar documents are counted as audiovisual documents.

[SOURCE: ISO 2789:2013, 2.3.30]

3.5.21

photograph

picture obtained by a process which fixes a direct and durable image on a sensitized surface by the action of electromagnetic radiation

[SOURCE: ISO 5127:2017, 3.4.5.1.01]

3.5.22

poster

large single-faced print for display on a flat surface

[SOURCE: ISO 5127:2017 3.4.7.55]

3.5.23

record

information created, received, and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the course of conducting business

Note 1 to entry: Records are normally used in plural.

[SOURCE: ISO 30300:2020, 3.2.10]

3.5.24

series

group of similar records that are arranged according to a filing system and that are related as the result of being created, received, or used in the same activity

Note 1 to entry: It is also defined as a file group or a record series.

[SOURCE: SAA Dictionary of Archival Terminology <https://dictionary.archivists.org>]

3.5.25

reproduction

document copied from and resembling another document which is recognized as being the original document

[SOURCE: ISO 5127:2017 4.4.7.17]

3.5.26**sub-fonds**

subdivision of a fonds containing a body of related records corresponding to administrative, chronological, functional or similar groupings of the material itself[SOURCE: ISAD (G):1999 Glossary of terms associated with the general rules, modified — Definition has been modified to omit "subdivisions in the originating agency or organization or, when that is not possible" and "when the creating body has a complex hierarchical structure, each sub-fonds has as many subordinate sub-fonds as are necessary to reflect the levels of the hierarchical structure of the primary subordinate administrative unit"].

3.5.27**textual documents**

general classification of records with content that is principally written words

Note 1 to entry: Textual records are distinguished from nontextual records, which include audiovisual, cartographic, and machine-readable records.

[SOURCE: SAA Glossary <https://dictionary.archivists.org>, modified – The term "textual records" has been changed to "textual documents".]

3.5.28**volume**

physical unit assembling a certain number of leaves under one cover to form a whole or part of a set

Note 1 to entry: A volume can be a ledger, register, codex, or scrapbook.

[SOURCE: ISO 2789: 2013 2.3.50, modified — "For a printed document" is omitted; Note to entry has been added.]

3.6 Space and facilities**3.6.1****digital storage media**

digital storage or transmission device or system

[SOURCE: ISO/IEC 13818-1:2019, 2.1.28]

3.6.2**gross floor area**

sum of all floor areas of all levels of a building

Note 1 to entry: Includes the usable area, circulation space, the functional space and the space occupied by the constructional elements of the building (pillars, internal walls, etc.).

[SOURCE: ISO 2789:2013, 2.4.2]

3.6.3**on-site storage**

storage of holdings on the main premises of the *archives* (3.1.1)

[SOURCE: ISO 5127:2017, 3.9.1.03, modified — Holdings is used to replace documents.]

3.6.4**opening hours**

hours in a normal week when the *archives* (3.1.1) is physically accessible to users

[SOURCE: ISO 18461:2016, 2.6.4, modified — Archives replaces museum; physically added.]

3.6.5

reading room

reader area in the form of a separate, delineated room provided and reserved for the consultation of holdings, usually combined with a reference collection

[SOURCE: ISO 5127:2017, 3.11.3.20]

3.6.6

remote storage

storage of holdings in a place not directly connected with the main premises of the *archives* (3.1.1)

[SOURCE: ISO 5127:2017, 3.9.1.04, modified — Holdings is used to replace documents; archives replaces organization.]

3.6.7

repository

building or room or digital storage facility designed or arranged and used specifically and exclusively for long term storage of *archives* (3.1.1)

[SOURCE: ISO 5127:2017, 3.2.3.10, modified — "Digital storage facility" has been added; museum and library materials has been removed.]

3.6.8

storage area

area of the *archives* (3.1.1) where the holdings are kept under controlled conditions if not on display or in technical treatment

[SOURCE: ISO 18461:2016, 2.6.5, modified — archives replaces museum changed archives; holdings replaces archives.]

3.6.10

usable area

part of the gross floor area, which serves the main purpose of the building

Note 1 to entry: Includes space for user services, materials storage, *archives* (3.1.1) management and technical services, conservation areas, events, exhibitions and meetings, equipment areas, aisles, toilets and janitorial areas, and all other space used for *archives* (3.1.1) resources and services.

Includes space for user services (including areas for recreation and communication), materials storage, library management and technical services, events, exhibitions and meetings, equipment areas, aisles, toilets and janitorial areas, and all other space used for library resources and services.

Note 2 to entry: Excludes circulation areas (corridors, stairway space, lift shafts and traffic area for vehicles).

Note 3 to entry: Excludes the functional space that houses the central operational equipment of a building (e.g. sewage disposal, heating, conveyor technique).

[SOURCE: ISO 2789:2013, 2.4.10, modified — In Note 1 to entry, archives replaces library and areas for recreation and communication has been excluded.]

3.6.11

user place

place provided for users for reading or studying, whether with or without seating or equipment

Note 1 to entry: Includes places in carrels, in seminar and study rooms, and informal seating in lounges, group areas, etc.

Note 2 to entry: Excludes places in halls, lecture and auditory theatres intended for audiences of special events. Also excludes floor space and cushions on which users may sit.

[SOURCE: ISO 2789:2013, 2.4.11, modified — Note 1 to entry excludes the audiovisual and children's departments of the library.]

3.6.12**linear metre**

measure of shelf space for the net space on a shelf, without supporting construction

[SOURCE: ISO 5127:2017(en) 3.11.3.13]

3.6.13**cubic metre**

measure used to indicate the quantity of materials, commonly used to describe the size of archival or records collections

[SOURCE: SAA Dictionary of Archives Technology <https://dictionary.archivists.org/>, modified — The original term was cubic foot.]

3.7 Funding and expenditure**3.7.1****capital expenditure**

expenditure which results in the acquisition of, or addition to, fixed assets

Note 1 to entry: This includes expenditure on building sites, new buildings and extensions, furnishings and equipment for new and expanded buildings, computer systems (hardware and software), etc. When applicable, local and national sales/purchase taxes [e.g. Value Added Tax (VAT)] are included.

[SOURCE: ISO 2789:2013, 2.6.1]

3.7.2**holdings expenditure**

all expenditure incurred for materials purchased such as print materials, digital materials, audio-visual materials, etc.

[SOURCE: ANSI/NISO 39.7 2013:6.3.4, modified]

3.7.3**holdings maintenance**

activities to stabilize materials for long-term storage by placing materials in appropriate housings and environments

[SOURCE: SAA <https://dictionary.archivists.org/>, modified]

3.7.4**operating expenditure**

ordinary expenditure

expenditure incurred in the running of an *archives* (3.1.1)

Note 1 to entry: This is money spent on staff and on resources that are used and replaced regularly (see ISO 11620). This includes expenditure on employees, rent, acquisitions and licensing, binding, computer network (operations and maintenance), telecommunication, building, maintenance, utilities (electricity, water, sewage, heating, etc.), repair or replacement of existing furnishings and equipment, events, etc. This can also be termed "current" or "recurrent" expenditure. When applicable, local and national sales/purchase taxes [e.g. Value Added Tax (VAT)] are included.

[SOURCE: ISO 2789:2013, 2.6.3, modified — Replace library with *archives* (3.1.1)]

3.7.5**special grant**

grant of a non-recurrent nature to fund (or partly fund) projects

[SOURCE: ISO 2789:2013, 2.6.4]

3.8 Holdings management

3.8.1

accession

materials physically and legally transferred to a repository as a unit at a single time

[SOURCE: SAA Glossary <https://dictionary.archivists.org>, modified — The second definition and notes to entry have been deleted.]

3.8.2

acquisition

operation for establishing, enlarging, or updating the holdings of an *archives* (3.1.1)

[SOURCE: ISO 5127:2017, 3.6.2.2.01, modified — "information and documentation organization" has been replaced by "archives". Note 1 has been deleted.]

3.8.3

appraisal

analysis of business activity and context to identify what records need to be created and kept by the organization

3.8.4

archival description

process of analysing, organizing, and recording details about the formal elements of a record or collection of records, such as creator, title, dates, extent, and contents, to facilitate the work's identification, management, and understanding

3.8.5

archival value

ongoing usefulness or significance of records, based on the administrative, legal, fiscal, evidential, or historical information they contain, justifying their continued preservation

[SOURCE: SAA Glossary: <https://dictionary.archivists.org>, modified — Notes have been deleted.]

3.8.6

conservation

intervention techniques applied to prevent, arrest, or delay deterioration of archival materials

3.8.7

deaccession

removed archive

process by which an *archives* (3.1.1) formally removes accessioned materials from its holdings

Note 1 to entry: Materials formally withdrawn from a repository because reappraisal has determined that they are out of scope and not worthy of permanent retention. Option for deaccessioning materials include returning them to their original owner, transferring them to another repository, or destroying them.

[SOURCE: SAA Glossary <https://dictionary.archivists.org>, modified "museum, or library" have been deleted. A note to entry has been added.]

3.8.8

deposit

transfer of materials to an *archive* (3.1.1) without change of ownership or legal title, or the materials acquired by such a transfer

[SOURCE: ISO 5127:2017, 3.6.2.2.09, modified "transfer (2) <activity> of documents o an information and documentation organization" has been replaced by transfer of materials to an *archive* (3.1.1).]

3.8.9**descriptive record**

accurate representation of a unit of archival material created by the process of capturing, collating, analysing, and organizing information that serves to identify the material and explain the context that produced it

[SOURCE: SAA Glossary <https://dictionary.archivists.org>, modified — records system(s) has been deleted.]

3.8.10**digital preservation**

digital storage, maintenance of, and access to a digital object over a long time, usually as a consequence of applying one or more preservation strategies

[SOURCE: ISO 5127:2017, 3.12.1.19]

3.8.11**digitization**

process of converting analogue materials into digital form

[SOURCE: ISO 2789:2013, 2.3.15]

3.8.12**donation**

gift

acquisition of materials without monetary consideration and with change of ownership and legal title

[SOURCE: ISO 5127:2017, 3.6.2.2.11, modified — "of materials" has been added. "But with change" has been replaced by "and with change".]

3.8.13**finding aid**

description of records that gives the repository physical and intellectual control over the materials and that assists users to gain access to and understand the materials

3.8.14**holdings****archival holdings**

totality of fonds and collections in the custody of an *archives* ([3.1.1](#))

Note 1 to entry: See also *collections* ([3.5.11](#)).

Note 2 to entry: See also *archives* ([3.1.2](#)).

[SOURCE: ISO 5127:2017, 3.6.1.01, modified — "Archival holdings" is added. "Fonds and collections" replace documents. "An archives" replaces "an information and documentation organization". Note 1 to entry has been replaced by two new Notes to entry.]

3.8.15**holdings management**

all practices and procedures implemented by the *archives* ([3.1.1](#)) in acquiring, documenting, handling, accessing, arranging, describing, storing, securing, lending, preserving, conserving, and disposing of items

[SOURCE: ISO 18461:2016, 2.5.10, modified — "Collection" has been replaced by "holdings". "Museum" is replaced by archives. "Arranging" has been added. "cataloguing, storing, securing, lending, conserving and disposing of collection objects has been replaced by" arranging, describing, storing, securing, lending, preserving, conserving, and disposing of items.]

3.8.16

inventory

process of establishing the physical presence of all items in an *archives* (3.1.2) for which that *archives* (3.1.1) has custody and is legally responsible

[SOURCE: ISO 18461:2016, 2.8.8, modified — "Control" is deleted. "Objects in a museum (2.1.5) for which that museum has custody and is legally responsible" is replaced by items in an *archives* (3.1.2) for which that *archives* (3.1.1) has custody and is legally responsible. Note 1 is deleted.]

3.8.17

online archives catalogue

database of records describing the holdings of the *archives* (3.1.1) usually of one particular *archives* (3.1.1) or *archives* (3.1.1) system

[SOURCE: ISO 2789:2013, 2.2.21, modified — Archives as term is included. "Bibliographical" is deleted. Collection is replaced by holdings. "library or library system" is replaced by "*archives* or *archives* system."]

3.8.18

preservation

all measures taken, including financial and strategic decisions, to maintain the integrity and to extend the life of *archival holdings* (3.1.2) ensuring access and usability in the future

Note 1 to entry: Includes activities to stabilize materials for long-term storage by placing materials in appropriate housings and environments.

[SOURCE: ISO 5127:2017, 3.2.1.39, modified — "documents or collections (2) <gathering>" is replaced by archival holdings) ensuring access and usability in the future. Notes to entry have been deleted.]

3.8.19

repatriation

return of cultural materials to their country of origin

[SOURCE: ISO 18461:2016, 2.5.31, modified — "objects or art objects" has been replaced by materials. "Community" and "or to their previous owners" have been deleted.]

3.8.20

restoration

preservation actions taken to return a document or item which has suffered deterioration or damage as closely as practical to its original state

Note 1 to entry: In archival restoration, no attempt is made to recreate missing text, etc. and all restoration work is kept clearly evident.

[SOURCE: ISO 5127:2017, 3.12.1.02, modified — "Other material object" has been replaced by items. Note 2 to entry has been deleted.]

3.8.21

transfer

act involved in a change of physical custody of documents or records or in a change in their ownership, with or without change in legal title

[SOURCE: ISO 5127:2017, 3.6.2.2.06, modified — Cross references has been deleted. The sentence "documents including records (1) <documents> or museum objects" has been replaced by "or records". Notes to entry have been deleted.]

3.9 Archives staff

3.9.1

archives employee

person who works for an *archives* (3.1.1) in return for payment

[SOURCE: ISO 2789:2013, 2.7.1, modified — The term and definition for library staff have been adapted to apply to archives.]

3.9.2

archivist

professional with expertise and responsibility for appraising, acquiring, arranging, describing, preserving, and providing access to records of enduring value, to protect the materials' authenticity and context

3.9.3

conservator

person who performs the operations necessary to maintain the integrity and value of material objects ensuring accessibility and usability in the future

Note 1 to entry: Can perform conservation and restoration services.

[SOURCE: ISO 5127:2017, 3.2.4.15, modified — "in an information and documentation organization" is replaced by "ensuring accessibility and usability in the future". Note 1 to entry has been deleted.]

3.9.4

formal training

pre-planned lessons which can be held in-house or externally, and delivered by *archives* (3.1.1) staff or external experts

3.9.5

intern

student or trainee who works, sometimes without pay, in a supervised setting to gain professional work experience

Note 1 to entry: Internships are usually temporary or time-limited.

3.9.6

qualified specialist staff

archives (3.1.1) employees who have received training in a specialist discipline other than archives, library and/or information science, or a related discipline such as history

Note 1 to entry: The training can be by formal education or by means of an external period of work of a professional nature under supervision in a specialisation such as budget, computing, human resource management, etc.

[SOURCE: ISO 2789:2013, 2.7.5, modified — The word "library" has been replaced by "archives". The sentence "other than librarianship and/or information science" has been replaced by "other than archives, library and/or information science, or a related discipline such as history". In Note 1 to entry, the sentence "accountancy, computing, staff management, bookbinding, etc." has been replaced by "budget, computing, human resource management".]

3.9.7

staff training

formal pre-planned training which can be held in-house or externally, and delivered by *archives* (3.1.1) staff or external experts

[SOURCE: ISO 2789:2013, 2.7.6, modified — "library" has been replaced by archives. Note 1 to entry has been deleted.]

3.9.8

volunteer

person working on *archives* (3.1.1) tasks without payment

[SOURCE: ISO 2789:2013, 2.7.7, modified — "Library" has been replaced by "archives". Note 1 to entry has been deleted.]

4 Structure and tasks of archives

4.1 General

Archives across the world vary significantly in terms of size, activities, the target groups they seek to serve, and the functions they fulfil in society, from small local archives appealing to local communities or private owners to comprehensive national or international organizations. Likewise, the range of archival holdings varies: medieval parchments, maps and plans, paper documents and registers, photographs, and born-digital materials. Archives nevertheless share a common function. Their mission is to evaluate, select, acquire, preserve, maintain, and provide access to irreplaceable documents to serve as societal memory, thereby contributing to cultural identity and helping to ensure the accountability of societal institutions. Furthermore, with regard to their holdings, archives in general contribute to research in many fields.

Archives also vary in terms of institutional structure, governance, and funding. While some archives may have only one employee to fulfil the varied tasks, others may have hundreds of variously specialised employees. Small archives, in particular, may rely heavily on contributions made by volunteers while others are operated solely by paid professionals. Some archives are owned by member organizations or private individuals while others are owned by national, regional or local governmental agencies. Some archives receive all funding from national governmental agencies, while others rely exclusively on private donations, or upon a combination of these funding sources. In some countries, the acknowledgement of archives as key cultural institutions has ensured a high level of governmental funding and public access. In other countries, public access to archives is restricted.

New information and communication technologies are radically transforming everyday archival practices and workflows. New technologies are pursued to promote access to archival holdings; finding aids are presented on the Internet, individually by single archives or through portal sites. The impact and use of new technologies vary greatly between countries. However, the intensity and speed of this development in recent years, as well as the decreasing costs of such technologies, forecasts a continued rapid increase in the transformative impact of information and communication technologies in more archives around the world. Among the challenges facing archives is the need to acquire, preserve, and provide access to born-digital materials and to digitize analogue documents to facilitate access and support long-term preservation of information. While digitization in archives typically started out without written policies or plans, standards and best-practices processes have emerged and been incorporated in directives and policies. There has been a move away from seeing new technologies mainly as labor-saving tools towards a full appreciation of their importance in sharing of holdings and enabling users to benefit from them.

4.2 Tasks of archives

4.2.1 General

Every task described in the following outline applies both to analogue and digital documents acquired and preserved by archives.

4.2.2 Appraisal

Day by day, large numbers of documents are generated in all branches of public administration, private economy, and civil society. Some of these records may be preserved as permanent archives, a determination which may be made at the time of their creation or retrospectively. In accordance with

their mandate, which may be based on government legislation, archives determine the value of records in their context or jurisdiction and make decisions regarding which records should come into their custody for permanent retention. Evaluation of the historical or permanent legal value of records can also occur early during the records' lifecycle, especially in the case of born-digital documents. Archival appraisal decisions inform records disposition rules and outcomes, including destruction or permanent preservation. In order to ensure the consistency and ongoing relevance of appraisal methodologies and decisions, archives may periodically expand upon or review disposition instruments for specific groups of records.

The criteria and methodologies used to appraise records may differ between public (i.e. governmental) records and records from private citizens and commercial or non-commercial organizations.

Appraisal may be done on individual records or groupings of records, for example, series of records emanating from government agencies, or a single map or photograph.

Appraisal may concern other aspects of the records' original context of creation. For instance, the appraisal of business functions and activities that result in records creation, or the appraisal of recordkeeping systems, which may affect some of the characteristics of records, may constitute part of the appraisal methodology.

In some circumstances, archival value may be reassessed post-acquisition. For instance, sampling or culling of non-archival material may comprise part of the accessioning process, in which the materials transferred to the archives are reviewed or subject to preliminary processing. Re-appraisal may also occur after accessioning. In either case, a removal process (e.g. deaccessioning of previously accessioned materials) is necessary to act on the re-appraisal decision that certain materials do not possess permanent archival value.

4.2.3 Acquisition

Following an appraisal decision that designates records as archival, and the completion of their active operational use or retention period, records are transferred into the custody of archives under the terms of applicable legal disposition or donation agreements. In the case of public (governmental) records, these agreements may be records schedules or disposition authorities. In the case of records from private individuals or organizations, separate donor agreements or contracts may be established, defining the terms of the donation, if any.

Archival materials are generally transferred physically to the archives, though in some circumstances (e.g. following a post-custodial approach especially for digital records), the records may physically remain in the custody of their creator (or another party), although oversight and guidance regarding their management is provided by the archives, and digital or other types of surrogates may be transferred to the archives.

After transfer, which signifies that the archives have acquired or is in the process of acquiring the records, an accessioning process is undertaken to establish that the records are appropriately held by the archives, physically and legally. This process establishes preliminary physical and intellectual control of the acquisition.

Archives may employ different modes of acquisition, or means by which materials are legally transferred, including deposit, donation, exchange, purchase, or repatriation.

4.2.4 Arrangement and description

To support custodial management by archivists, as well as to enable discovery of and access to archival material, holdings shall be adequately described. Records description focuses on context, content, and other significant characteristics, including physical format and condition information, access rights, reproduction rights, and information about related materials.

Complementing description is arrangement, or a representation of the internal structure of an aggregate of records (e.g. fonds, record group, series). Archives are principally arranged by provenance, which means that records from the same creator are kept together. Records that share the same provenance

may be further arranged according to function, activity, document genre, or some other criteria. Conceptual arrangement, such as by provenance, is distinct from physical arrangement of materials.

Finding aids, or inventories, show the structure and composition of each grouping of records. They often consist of descriptions of records at different levels of hierarchy, although increasingly other types of relationships are being mapped and accommodated in archival descriptions as well (e.g. associative relationships in linked data). Related to this, some finding aids may consist of descriptions of records separated from descriptions of other contextual aspects (e.g. creators, functions, etc.), following a more abstract relational model than the traditional hierarchically-nested approach.

One notable pattern or trend is the provision of more granular information about digital records (e.g. item-level descriptions), since automated tools are available to extract metadata for re-use apart from finding aids. Nevertheless, item-level description cannot replace relational archival description, including hierarchical description, since the depiction of documents within their broader context continues to be fundamentally important to the understanding and use of records.

To an increasing degree, finding aids and other archives discovery tools are made accessible online through the Internet. This includes descriptions made available in online searchable catalogues or databases, as well as other types of finding aids (e.g. inventories presented in spreadsheets or word processor files) posted on websites. Online discovery tools make it easier for users to find and retrieve information about the holdings, particularly those users located at some distance from the archives. Furthermore, digital descriptions and automation of descriptive metadata potentially enables pooling of interoperable metadata for broader cross-institutional searching and dissemination, such as through portals or networked databases containing descriptions of archival holdings.

4.2.5 Preservation and conservation

Because archives safeguard records for posterity, their holdings need to be stored under adequate and stable environmental conditions. They shall be housed and handled appropriately in order to prevent damage and deterioration insofar as possible. In order to secure their informational content for future access and conserve the original formats, archives have often been reproduced in microforms or other media. In recent years, the practice of creating digital surrogates as a means of preserving the originals has grown significantly.

Damage caused by such factors as age, suboptimal prior storage conditions, excessive use, or mishandling may sometimes be repaired by conservators and other trained staff.

Preservation and conservation activities require ongoing governance and oversight, and are therefore organized and undertaken in accordance with organizational policies and procedures.

Digital preservation entails actively managing digital content to enable ongoing access. Different maintenance activities are required for digital files than analogue materials, for example, file format migration. Additional measures may also be needed to protect and ensure the ongoing authenticity, integrity, reliability, and usability of digital information as the threats which may affect them are different than those that may affect analogue materials (e.g. degradation of magnetic or optical media, technological obsolescence, fragility of digital information that is prone to being changed easily).

4.2.6 Access to archives and their holdings

A primary purpose of archives is to enable access to their holdings unless there are legal or other types of restrictions. As archival holdings consist of unique, historical documents, access to physical items is normally granted only in the archives reading room or through the provision of digitized documents or reproductions. Access to born-digital materials may take place in the reading room or delivered to the user virtually. In most cases, access to archival sources is regulated through special archives legislation, regulations or policies in order to protect access rights, privacy, confidentiality, national security, or other interests. Archives generally provide trained staff to assist researchers in identifying and accessing relevant materials for their informational needs.

4.2.7 Public outreach

Another evolving part of archival activities consists of public relations or outreach. Archives often present and lend materials to exhibitions, and organize various events related to their holdings. Guided tours of the facilities and other activities directed to a broader audience such as students or school classes have become increasingly popular. Many archives also produce printed and online publications to inform the public or specific groups about topics represented in their holdings. Archives may participate in scientific research and play an important role as cultural heritage institutions.

4.2.8 Technical advice

The tasks carried out in archives include technical advice, which provides answers to requests for guidance and expertise on many areas, such as document organization, installation, preservation, assessment and so on.

Technical advisory is given to institutions or individuals in respect of their activities in archives, in order to share expert knowledge and give solutions to inquiries.

Conducting visits, arranging interviews, holding meetings, preparing reports or publishing technical recommendations may be necessary in order to solve the required technical consulting.

5 Uses and benefits of archives statistics

5.1 Background

5.1.1 General

The statistical data defined and described in this document can be used for the evaluation and comparison of archives as well as for promoting and advocating the value that archives provide for individuals and society.

Archives statistics are collected by individual archives and should be summarized on a regional, national or international scale for all archives, or for different types of archives. While individual archives mostly use statistics for strategic planning, decision making, grant applications, and justification of resource allocations, statistics on a national scale are needed to develop and support national archives policy and funding strategies, and to demonstrate the impact and benefits of archives.

5.1.2 Objectives

The key objectives for archives statistics can be summarized as follows:

- to demonstrate the archives' success in fulfilling its mission;
- to provide a base for planning, decision making, improving service quality, and receiving feedback on the results;
- to inform national or regional organizations in their support, funding, and monitoring roles;
- to monitor user and operational trends over time and the effects of innovation;
- to monitor operating results against standards and data of similar organizations;
- to demonstrate the value of archives services obtained by users, including the potential value to users in future generations;
- to justify the allocation of financial, human, and material resources to the archives, provision of professional development and training, and improvement of health and safety conditions for archival personnel.

5.1.3 Quality

The quality of the statistics and reliability of data are of vital importance. Statistics, being essentially historical, can only provide information after the event. However, plans for the future need to start from a solid statistical base. Valid, reliable and comparable data are crucial for the value and usefulness of archives statistics. These qualities are achieved through consistency in definitions and data collection procedures. Neither should be changed without necessity, as changes can affect the comparability of data over time and with other archives.

The usefulness of archives statistics summarized regionally or nationally depends upon accurate and timely reporting by each archives organization and upon careful review and editing to detect and correct errors and misrepresentations.

5.2 Selection of statistics for the archives

This document recognizes that there are many different types of archives, in different settings, with different holdings and services and having a range of unique characteristics (structure, funding, governance, etc.). Not all statistical data named in this document are relevant for all types of archives. Individual archives may wish to collect and analyse additional data to assess their operations and impacts.

Statistics should be actionable. Collection of statistical data that are left unused should be avoided in order to save resources.

5.3 Use of statistics

5.3.1 General

While the form of statistics varies for types of archives, their objectives are the same. Archives' statistics are necessary for the effective management of archives. They are even more important for the promotion of archives services to different types of stakeholders: policy makers and funders, actual and potential users; the media, and the general public. Where statistics are aimed at policy makers, managers and funders, they are essential for decisions on levels of service and future strategic planning. They are also important in generating confidence in archives to deliver good value for monetary investments while meeting their mission through providing services.

5.3.2 External communication

Archives statistics can be used for evaluating, explaining, demonstrating and promoting various aspects of archives services:

- by counting inputs (resources, including buildings and equipment, holdings and staff), archives' statistics can show the engagement of policy makers and funders in archives;
- by counting outputs, such as the visits and use of the archives by researchers, institutions and others, statistics can show whether the services are adequate for the population to be served;
- comparison of input and output data can demonstrate whether archives are organizing their services in a cost-effective way;
- statistics can demonstrate which services are most heavily used, and whether there is a need to modify the type or range of services;
- archives statistics can provide evidence of trends and developments in the expectations and behaviour of archives visitors.

Although output statistics cannot directly demonstrate outcomes or the impacts of archives services on individuals or society, quantitative data that documents the frequency and intensity of the usage of these services and collections can provide indirect evidence of the value that users place on them,

and thus serve as indicators of the social value of natural and cultural heritage, learning and research, social inclusion and cultural identity. Quantitative data can also be supplemented and complemented by qualitative data obtained from user surveys and interviews and other evaluative methods in order to develop more articulated profiles of the outcomes and impacts of archives services.

5.4 Presenting statistics to stakeholders

To gain the full value of the statistics, adequate methods of representing statistical data is essential, aligned with the interests of the different stakeholder groups.

Stakeholders of archives are normally:

- funding institutions (e.g. a government agency, institutional board);
- institutional staff;
- sponsors and donors;
- policy makers;
- researchers;
- the public;
- archives staff and managers.

The perception of archives differ among these stakeholder groups. Researchers, institutional staff, and other users may rate archives' quality according to their personal experience with the services; statistics for users should therefore describe the archives and show data about the collection or the number and type of user services.

Statistics for funders and policy makers should be limited to significant and convincing figures, with a focus on cost-effectiveness (expenditure compared to usage data), and on the value of the archives' services for research, society at large, or specific communities. By comparing an archive's statistics with those of other archives of similar type and with comparable missions, an archive can be presented in the context of a regional or national archives community.

Statistics for archives staff and management may be much more detailed. They may be used to demonstrate strengths and weaknesses and to show developments over time. To realise the full benefit of statistics, it is useful, especially when statistics are used for promoting the archives' role and value, to illustrate the bare figures with narrative texts about the contexts in which they are generated (e.g. reports about researchers getting new ideas during an archives visit, the value of the archives in research and publication, and educational outreach to the broader community). Such narrative evidence can complement and support insights gained from quantitative statistics.

6 Reporting statistical data

6.1 General

Statistics referred to in this document should be drawn at regular intervals, for example annually. The information given should be presented in conformity with the definitions of [Clause 3](#) and should, unless otherwise stated, comply with the recommendations in this document.

Every item and activity should be counted as mutually exclusive (i.e. not in more than one category).

6.2 Time period to which data refer

The time period covered should be explicitly stated. It is usually a year. Data referring to a time period should cover the specified period in question, not the interval between two successive surveys. Where

total numbers are required (e.g. the total number of staff), they usually refer to the end of the reporting period unless explicitly stated otherwise.

6.3 Data estimated by sample

Where statistics have been compiled by sample survey rather than from a full count, the method used should be indicated. Care shall be taken that samples are representative as regards time, place, and selection methods, and that bias is not present in the responses. It also needs to be understood that, even where samples are fully representative, the procedure produces estimates that are subject to some error.

Standard error tolerances and confidence intervals should be reported.

7 Collecting statistical data

7.1 General

This clause specifies the categories of data to be collected for archives' statistics and recommends methods for data collection.

The aim of collecting statistical data about archives management is to measure the progress done to achieve goals and objectives. The statistical data collected gives a description of different features of an archives to make a general picture about the archives system in a country or in a region. This data makes it easier to support the decision-making processes in different management levels.

The data are generally collected over a specified reporting period (usually a year). If a count at specific points of time is intended (e.g. counts of staff numbers at the end of the reporting period), this should be clearly stated in each case. The data are generally collected for the entire archives, including different sites. If the data are collected separately for different archives sites, this should be clearly stated in each case.

7.2 Archives

7.2.1 Overview

The objective of this indicator is having a general picture of the institution and its holdings. The following should be reported for each archives:

- archives type;
- foundation year;
- governing authority;
- ownership.

7.2.2 Types

Each archive should appear in one of the categories below according to its primary function or collection type. Where an archive has no primary function or holding type, it should be counted as "other type not specified above".

Indicate the primary function or holding type of the archives:

- national archives;
- regional archives;
- local archives;

- departmental archives;
- university archives;
- corporate archives;
- audiovisual archives;
- family archives;
- religious archives;
- other types not specified above.

7.2.3 Foundation year

Date of creation of the archives.

7.2.4 Governing authority of the archives

Indicate the governing authority of the archives:

- state governed archives;
- regionally-governed archives;
- locally-governed archives;
- other publicly-governed archives;
- internationally-governed archives;
- privately-governed archives;
- public/private partnership archives.

7.2.5 Ownership

Indicate the ownership of the main holdings within the reporting institution:

- state, central or federal government;
- regional, local or municipal government;
- other type of government institution;
- international institutions;
- private, non-profit institutions;
- commercial enterprise;
- private individual or family;
- mixed public and private institutions;
- other (specify).

7.2.6 Number of archives separate physical locations

The following should be counted:

- number of separate physical locations for each archives facility;

- of these accessible to the public;
- of these number of physical locations including any managed by the archives for digital holdings.

Do not count facilities that are leased or managed by other entities.

NOTE Only locations operated by the archives itself are included.

7.2.7 Archives website

- Does the archives have its own website? (yes/no)
- Is this website part of another website? (yes/no)
- Does the archives have full rights over its website content? (yes/no)
- Indicate language versions of the archives' website other than the official governmental language/s.

7.3 Archives services and their use

7.3.1 General

This subclause covers the use of both traditional and electronic services, including interactive services on the Internet and services formatted for mobile devices.

7.3.2 Opening hours and conditions

- Does the archives have regular hours during which it is open to the public? (yes/no)
- Indicate opening hours during a normal week.
- Indicate the number of days the archives was open to the public during the reporting period (usually a year).
- Indicate if the access is legally restricted or open to the public.
- Indicate if the facilities meet accessibility standards.
- Indicate opening hours and dates for every location.

If there are differing opening hours over long parts of the year, count the longest opening hours.

7.3.3 Users

The following should be counted:

- number of registered users (at the end of the reporting period);
- number of those newly registered (during the reporting period);
- number of active users from other departments within the institution or governing body (during the reporting period);
- number of active external users such as researchers (during the reporting period).

Count the number of physical users to separate archival locations. Where necessary, the count should be adjusted to deduct entrances and exits of archives staff, and of any persons visiting other institutions or departments situated within the archives building.

- number of days users physically visited the archives (during the reporting period).

The count of active users can be established either by automatic counting by a device or manual counting at the entry or exit, by ledgers, sign-in sheets, appointments, or other accepted means.

Virtual users are counted separately ([7.3.7.6](#)).

Visitors to exhibitions, events or programs are counted separately ([7.3.9](#)).

7.3.4 Consultancy rooms

The following should be counted:

- number of rooms for individual or group special holdings consultation;
- number of rooms for workshops;
- number of educational rooms;
- number of rooms for special events.

7.3.5 Technical equipment

The following devices available for use by users should be counted:

- number of cameras;
- number of self-service scanning devices;
- number of microform readers, scanners and printers;
- number of digital recording devices;
- number of audio or visual media players.

7.3.6 Reference and informational questions

7.3.6.1 Reference questions

This includes an information contact that involves the knowledge or use of one or more information sources by archives staff.

- Count the number of reference questions answered in person during a specific period.
- Count the number of these delivered to the archives by electronic media (via email, the archives website or other networked communications mechanisms).
- Record and total the amount of time employed to resolve each question.

The annual total can also be established from a sample count. The sample should be taken in one or more normal weeks and grossed up.

7.3.6.2 Informational questions

This includes directional or administrative questions for locating staff or facilities, regarding opening times, about handling equipment or about connecting to the archives website.

- Count the number of directional and/or administrative questions answered in person during a specific period.
- Count the number of these delivered to the archives by electronic media (via email, the archives website or other networked communications mechanisms).
- Record and total the amount of time employed to resolve each question.

The annual total can also be established from a sample count. The sample should be taken in one or more normal weeks and grossed up.

7.3.6.3 Technical advice

- Count the number of times the staff from other parts of the organization ask the archives staff for technical advice.
- Record and total the amount of time employed to resolve each question.

7.3.7 Online use and services

7.3.7.1 Number of searches

Count the total number of searches conducted. Typically, a search is recorded each time a search form of an archives-provided online service is submitted to the server. The information sources of these indicators are the logs registered during a specific period.

7.3.7.2 Online archives catalogue use

Count the number of searches done by users in the catalogue. The information sources of these indicators are the logs registered during the reporting period.

7.3.7.3 Finding aids

Count the number of times finding aids were consulted on the website. The information sources of these indicators are the logs registered in the information system application during the reporting period.

7.3.7.4 Online digital documents

Count the number of documents consulted where online digital documents are available. The information sources of these indicators are the logs registered in the database during the reporting period.

7.3.7.5 Downloads

Count the total number of items retrieved (content units downloaded) from digital documents (whole documents or parts of documents). The information sources of these indicators are the logs registered during the recording period.

7.3.7.6 Virtual visits

Count the number of virtual visits on the archives website, regardless of the number of pages or elements viewed during the reporting period.

Count the percent of visits done with mobile devices offered by the archives.

The calculation of virtual visits involves specific analysis software. Depending on the method used, the recording of website statistics may be limited to a selection of core pages.

The calculation of virtual visits may be based on specific techniques such as visiting Web browsers, visiting IP addresses, or the number of accesses to the homepage. Archives should select and specify which method of calculation is used.

Archives may wish to distinguish virtual visits received from mobile devices from those of other devices.

7.3.7.7 Services for mobile devices offered by the archives

Count the number of services formatted for mobile use that the archives offer at the end of the reporting period. Count both the services that have been adapted from existing archives services and those that have been developed directly for mobile use.

EXAMPLES Mobile websites, mobile device apps, mobile catalogues, collections of digital images, etc.

7.3.7.8 Social network services

Does the archives use one or more social network services? (yes/no)

EXAMPLES Facebook, Twitter.

If yes, count the number of uses of such services such as the number of visits, number of comments, number of posts.

Indicate the name(s) of the account(s).

7.3.8 Use, copies and loans of archives holdings

7.3.8.1 General

This indicator measures the number of items consulted by and reproduced for external users as well as the number of items loaned to other institutions during a specific period.

7.3.8.2 Archives holdings use

- Count the amount of physical material consulted by users in the archives during a specific period. This count may be done according to how the archives organize holdings. For example, count the number of fonds, sub-fonds, or holdings consulted, or containers, folders, or items retrieved.
- Count the number of archival units.
- Count the linear/cubic metres.

These may also be differentiated according to the type of document such as:

- architectural documents;
- artefacts;
- audiovisual documents;
- cartographic documents;
- graphic documents;
- textual documents;
- other (specify).

When counting physical extent, provide counts appropriate to the type of material.

EXAMPLE Count the number of containers, folders or items, and linear metres for textual documents on paper; number of bytes for textual documents in digital form; or number of items for graphic material.

NOTE Online downloads of digitized documents are covered in [7.3.7.5](#).

7.3.8.3 Reproduction services

Count the number of document reproduction requests received and done by the archives during the reporting period. Sources are the records related to reproduction services.

7.3.8.4 Photocopies and microforms produced by archives

Count the number of reproductions of documents produced by archives for their users (excluding those made by self-service copying machines installed on archives premises or by users using personal cameras or digital scanners):

- number of sheets photocopied;
- number of physical units microfilmed;
- number of sheets scanned;
- number of sheets printed out;
- number of certified copies made;
- other.

7.3.8.5 Loans

- Count the number of items from the archives' holdings that were loaned to other institutions for exhibitions or other purposes during the reporting period.
- Count the number of items that were loaned to the archives from other institutions for exhibitions or other purposes during the reporting period.
- Count the number of items that were loaned for official purposes.

7.3.9 Activities

7.3.9.1 Exhibitions

The following should be counted for the reporting period:

- number of new physical exhibitions;
- number of visits to physical exhibitions;
- number of new virtual exhibitions;
- number of virtual visits to virtual exhibitions.

The exhibitions can be differentiated as to those undertaken by the archives on its own and those undertaken in cooperation or with organizational input of the archives.

NOTE It is not relevant for the count of virtual exhibitions whether they mirror a physical event or are the only format.

7.3.9.2 Events

- Count the number of events such as conferences, seminars, programs, and workshops that were organized or hosted by the archives.
- Count the total number of attendees at these events.

Indicate the number of events in each category (workshops, congress, conference, etc.) and whether the event was organised by the archives or a third party.

Attendances at events may be estimated.

The activities can be differentiated as to those undertaken by the archives on its own and those undertaken by other organizations in cooperation or with the assistance of the archives.

The activities can be differentiated according to type of event, for example, educational, cultural, etc.

Activities inside the archives when the archives is not involved are excluded.

7.3.9.3 Physical visits

Count the number of visits to the archives during the reporting period, differentiated according to site. Where necessary, the count should be adjusted to deduct entrances and exits of archives staff, and of any persons visiting other institutions or departments situated within the archive building.

The count of visitors users can be established either by automatic counting by a device or manual counting at the entry or exit, by ledgers, sign-in sheets, appointments, or other accepted means.

Number of users are counted separately (in [7.3.3](#)).

7.3.9.4 Guided tours

Count the number of tours of the archives conducted by archives staff or volunteers:

- number of onsite tours;
- number of participants;
- online visits to virtual tour.

These may be differentiated according to types of groups (e.g. students, researchers).

7.3.9.5 User education

The following should be counted:

- total number of user education sessions;
- total hours of user education undertaken by the archives, either in the orientation of collection, services and facilities or in the use of information resources;
- number of attendees at user education sessions.

7.3.10 Publications

7.3.10.1 Publications by the archives

The following should be counted:

- number of documents (titles) published or edited by the archives or archives staff during the reporting period excluding those about the archives (see: [7.3.8.2](#));
- of those, books (including catalogues);
- of those, journals (including yearbooks);
- of those, articles;
- of those, annual reports and similar publications;
- of those, guides (including finding aids);

— of those, other media, including audio and visual recordings.

Minor publications such as leaflets and brochures should be excluded.

Documents can be published in analogue or digital format or can be printed on demand.

7.3.10.2 Publications about the archives in the media

Count the number of reports, papers and audio-visual documents dealing with the archives in the media (newspapers, television, radio, etc.), both in traditional format and on the Internet.

The reports and papers are usually composed by persons outside the archives.

Comments to reports and papers and short notices (e.g. as to modified opening times) should be excluded.

If the same report, paper, etc. is published in several media, it should be counted separately in each medium.

7.4 Holdings

7.4.1 General

Documents and records preserved in archives consist of different types of material stored in different formats.

7.4.2 Years covered by the archives holdings

Years covered by the archives' holdings with beginning and ending (if appropriate) dates.

7.4.3 Total holdings at the end of the reporting period

Indicate the total number of linear and cubic metres and the total number of archival units held by the archives.

Archival units may be defined by physical units differentiated according to the types of material such as:

- architectural documents;
- artefacts;
- audiovisual documents;
- cartographic documents;
- graphic documents;
- textual documents;
- other (specify).

These may be further differentiated by other organizational arrangements such as the total number of fonds, series, or files and the linear/cubic metres.

Indicate number of documents with reference to the support:

- paper;
- parchment;
- glass plate;

- cellulose acetate (photographic film);
- nitrate (photographic film);
- various digital formats;
- Other (specify).

Indicate linear / cubic metres and number of containers, volumes and files for textual documents on paper.

Indicate number of bytes for textual documents in digital form.

Indicate number of items for graphic material.

7.4.4 Acquisitions during the reporting period

The following should be counted using the descriptive terms employed by the archives:

- the total number of physical units according to the types of material added to the archives during the reporting period;
- these may be further differentiated by other organizational arrangements such as the total number of fonds, series, files, etc. added to the archives during the reporting period;
- the total number of linear metres, number of bytes, and other measurement units added to the archives during the reporting period.

7.4.5 Acquisition mode

Count the number of archival units added during the reporting period by:

- transfer;
- deposit;
- donation;
- exchange;
- purchase;
- repatriation.

7.4.6 Deaccessions during the reporting period

The following should be counted:

- the total number of physical units according to the types of material removed during the reporting period;
- these may be further differentiated by other local organizational arrangements such as the total number of fonds, series, files, etc. removed during the reporting period;
- the total number of linear metres, number of bytes and other measurement units removed from the archives during the reporting period.

7.4.7 Deaccession mode

Count the number and extent (linear metres or terabyte (TB) of archival units deaccessioned during the reporting period by:

- transfer;

- destruction;
- exchange;
- repatriation.

7.4.8 Descriptive records and finding aids

The following should be counted:

- percentage of the holdings that have descriptive records;
- percentage of the holdings that have an inventory or finding aid;
 - of those by an online inventory or finding aid;
- total number of descriptive records created during the reporting period;
 - of those, which percent are fonds holdings;
 - of those, which percent are accessible by a digital catalogue;
- number of finding aids produced or acquired during the reporting period;
 - of those, are online finding aids;
- number of archival holdings with descriptive records and finding aids (in metres, number of bytes, item counts, etc.);
- number of archival holdings without descriptive records or finding aids (in metres, number of bytes, item counts, etc.).

7.4.9 Appraisal assessment

Indicate the extents of documents that have been appraised during the reporting period in linear metres:

- before acquisition;
- after acquisition.

7.5 Funding and expenditure

7.5.1 Operating (ordinary) expenditures

7.5.1.1 On employees

The following should be counted:

- total amount of money spent on salaries and wages, allowances and other employee benefits, and other related expenditure;
- costs of staff training, including training materials and fees for external experts;
- separate figures can be given for professional staff, qualified specialist staff, and interns;
- separate figures can be given for full-time employees, part-time employees, and those with fixed work contracts.

The costs of the time that archives staff spends on training or being trained are excluded.