

Summary

The National and University Library in Zagreb has established a system of selected performance indicators and other statistical data for all types of libraries that are collected yearly. Statistical data is predominantly based on ISO standards 2789 and 11620.

METRICS

- 500+ library statistics data
- 13 Library performance indicators and
- 13 Quartiles of performance indicators
- 14 Compliance indicators to the Croatian national standard for public libraries

DATA COLLECTION CYCLE

- Data Sampling, Library Activities Records, Usage Statistics, Library Management Systems
- Online Database
- Data Input, Control and Publication
- Data Analysis

USERS

Libraries

Library
Central
Coordination
Offices

Governmental
Bodies

Library
Statistics

General
Public

Library
Researches

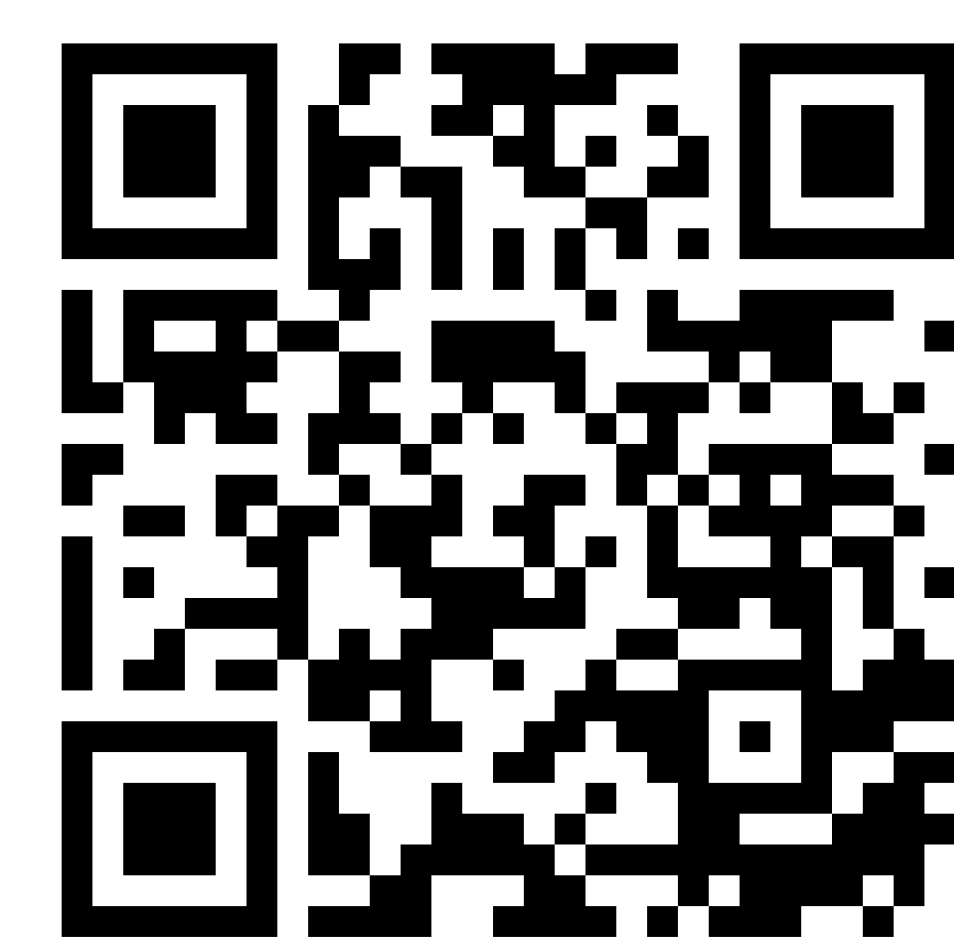
IFLA Library
Map of the
World

Croatian
Bureau of
Statistics

Future plans

- new web application
- data visualization

In Croatian



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