

Calculating number of visits

Counting the physical visits of the library in accordance with the standard ISO 2789 and the [National and University Library manual for measurements](#) in the reports of the COBISS system cannot be guaranteed, because the technical conditions are not met. The reports in the COBISS system only allows calculating the number of visits based on transactions entered in loan. One needs to consider that this number of visits deviates from the actual number of physical visits, which would be the result if you counted the visits manually or with a device for counting visits. The actual number of visits needs to be specified by using the definition published in the *Report on library work: manual for filling out the statistical questionnaire* available at the link https://cezar.nuk.uni-lj.si/common/files/metodologija/prirocnik_za_meritve.pdf (see *Visits (physical)*, page 42) or by using the methodology defined in the international standard ISO 2789 (see chapter 6.2.10 *Physical visits*).

To calculate the number of visits in the COBISS3 software means that the visit for selected activities (transactions) carried out for the member in the period of one hour is counted as one visit of the member. Reports for calculating the number of visits enable the selection of member activities you want to include in the calculation of the number of visits when preparing the report. When calculating the number of visits, member visit is counted every time when at least one hour has passed from the last transaction entered for a member and selected for the preparation of the report and the next transaction for this member. In the COBISS3 software you can also calculate the number of visits for the period when the library was using the COBISS2/Loan software module. The subfolder with the reports for calculating the number of visits was renamed from *Visit* to *Calculating number of visits*.

Calculating the number of active members

In the COBISS3 software the calculation of the number of active members is based on transactions entered in loan. An active member is a member that had at least one of the transactions specified as transactions for which you want to calculate the number of active members entered in the selected period (e.g. you would like to know the number of active members via the My Library service in COBISS+ and mCOBISS).

The rules for calculating active members:

- Only members that are natural persons are counted as active members. Partners that are active via interlibrary loan and library departments are not included in the number of active members.
- Each member is counted as active only once.
- This also applies for libraries with departments if the member was active in more than one department and you are preparing a statistical report of active members for multiple departments or all of them.
- Even the members without an entry in the local members database (they were deleted) are considered as active members, if any of the transactions selected when preparing the report is entered for them in the selected period.
- When classifying data on active members, the members properties at the time of entering the loan transaction are considered in the group of reports **Members (member details from loan transaction files)**. If classification data in the report was changed for a member (e.g. change of category from a primary to a secondary school pupil), this member is counted in all classification categories entered for the member in the selected period when displaying data by individual categories, and in the total number of active members, the member is counted only once. If the data is classified by member properties which are not entered into transaction data when entering loan transactions, the current data from the members database is considered in the classification.
- When classifying data on active members, the member properties as they are entered for these members in the current members database are considered in the group of reports **Members (member details from the members database)** (category, gender, age, permanent residence municipality, etc.).
- If the statistic also includes the period when the library was using the COBISS2/Loan software module, the members who were active when the COBISS2/Loan and the COBISS3/Loan was used are counted only once.

By default, when calculating the number of active members, the transactions that require member activity are taken into account – e.g. member registration, outside loan, reading room loan, reservations of available material, reservations of unavailable material etc. Transactions which do not require member activity are not taken into account by default – e.g. assigning reserved material to the member.

In the COBISS2/Reports software module the basis for calculating the number of active members was the current members database. This means that the members who were active in the selected period but were deleted and were no longer included in the local members database at the time of preparing the statistical report were not considered to be active. Until 3 June 2007 the data for the statistical report of active members were prepared based on actual members data in the local database of the library. When preparing the data after this date, the members data from the transactions archive were taken into account, except personal data that was not entered into the transactions archive. The data in the statistical reports of active members were classified according to the properties the members had the first time the software detected them as active in the selected period.