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**Information and documentation —
Quality assessment for national
libraries**

*Information et documentation — Evaluation de qualité pour les
bibliothèques nationales*



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Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Quality assessment in national libraries	17
4.1 Mission and functions of national libraries	17
4.1.1 General	17
4.1.2 Mission statement for national libraries	18
4.1.3 Core functions of national libraries	18
4.1.4 Additional functions of national libraries	19
4.2 Target groups of national libraries	20
4.3 Quality criteria in national libraries	21
4.3.1 Quality criteria that apply to all types of libraries	21
4.3.2 Specific quality criteria for national libraries	21
4.4 Methods for quality assessment in national libraries	21
5 Performance indicators for national libraries	22
5.1 General	22
5.2 Use of performance indicators	22
5.2.1 General	22
5.2.2 Selection of performance indicators	22
5.2.3 Limitations of performance measurement	23
5.3 Criteria for performance indicators	23
5.4 Descriptive framework	24
5.4.1 General	24
5.4.2 Name	24
5.4.3 Background	24
5.4.4 Objective of the performance indicator	24
5.4.5 Definition of the performance indicator	24
5.4.6 Method(s)	24
5.4.7 Interpretation and use of results	25
5.4.8 Source(s)	25
5.4.9 Examples and further reading (optional)	25
5.5 List of performance indicators for national libraries	25
6 Impact assessment in national libraries	27
6.1 Overview	27
6.2 Definition and description of library impact	27
6.2.1 General	27
6.2.2 Definition of library impact	27
6.2.3 Effects of library impact	27
6.2.4 Challenges in assessing impact	30
6.2.5 Use of impact assessment results	30
6.3 Methods for assessing impact of national libraries	31
6.3.1 General	31
6.3.2 Inferred evidence	31
6.3.3 Observed evidence	33
6.3.4 Solicited evidence	34
6.3.5 Combined methods	36
6.4 Assessing the economic value of national libraries	37
6.4.1 General	37
6.4.2 Calculating the value of library benefits to users	37
6.4.3 Economic impact analysis	40

6.5	Assessing impact on a specified target population	40
6.5.1	General.....	40
6.5.2	Assessing impact on researchers.....	40
6.5.3	Assessing impact on educators and learners.....	41
6.5.4	Assessing impact on the general public.....	43
6.5.5	Assessing impact on the library and information network	44
6.5.6	Assessing impact on publishers and authors.....	45
6.5.7	Assessing impact on public administration.....	46
6.5.8	Assessing impact on business	47
Annex A	(normative) Description of performance indicators	50
Annex B	(informative) Examples of impact surveys.....	123
Annex C	(informative) Performance indicators in the structure of the balanced scorecard	133
Bibliography	135

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 is concerned with the evaluation of national libraries.

It provides guidance on the use of performance indicators regarding the quality of services in national libraries and on methods for assessing the impact and value of national libraries.

[Clause 5](#) resumes the work done in ISO/TR 28118:2009 where, for the first time, a specific evaluation method was described for national libraries. This document establishes a set of performance indicators that are adapted to the mission and functions of national libraries. [Annex A](#) specifies how the indicators are intended to be calculated and used.

In [Clause 6](#), this document describes methods for identifying and proving the impact of national libraries on individuals, institutions and on society. The methods described in [Clause 6](#) do not reflect all possible methods or evaluation techniques, but are those seen to be most effective for assessing impact of national libraries. [Annex B](#) gives examples of impact surveys, considering different user groups of national libraries.

The texts in this document are partly based on ISO 11620 and ISO 16439.

Information and documentation — Quality assessment for national libraries

1 Scope

This document defines terms for the quality assessment of national libraries and specifies the following methods for the assessment:

- performance measurement, and
- impact assessment.

The results of both methods are of special interest for comparison over time within the same library. Comparisons between libraries are possible if differences in the mandate, tasks and constituencies of the libraries are taken into account.

Not all methods described in this document apply to all national libraries. Limitations of the applicability of individual methods are specified in the descriptions.

This document is not intended to exclude the use of performance indicators or of methods for impact assessment not specified in it.

This document does not cover web archiving, but refers to ISO/TR 14873 for statistics and quality issues for this new task of national libraries.

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 <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

access

successful request of a library-provided online service

Note 1 to entry: An access is one cycle of user activities that typically starts when a user connects to a library-provided online service and ends by a terminating activity that is either explicit (by leaving the database through log-out or exit) or implicit (timeout due to user inactivity).

Note 2 to entry: Accesses to the *library website* (3.46) are counted as *virtual visits* (3.97).

Note 3 to entry: Requests of a general entrance or gateway page should be excluded.

Note 4 to entry: If possible, requests by search engines should be excluded.

[SOURCE: ISO 2789:2013, 2.2.1]