

INFORMATSIOON JA DOKUMENTATSIOON
Raamatukogu tulemusindikaatorid

Information and documentation
Library performance indicators
(ISO 11620:2008)

EESTI STANDARDI EESSÕNA**NATIONAL FOREWORD**

Käesolev Eesti standard EVS-ISO 11620:2010 "Informatsioon ja dokumentatsioon. Raamatukogu tulemusindikaatorid" sisaldab rahvusvahelise standardi ISO 11620:2008 "Information and documentation – Library performance indicators" identset ingliskeelset teksti.	This Estonian Standard EVS-ISO 11620:2010 consists of the identical English text of the International Standard ISO 11620:2008 "Information and documentation – Library performance indicators".
Standard EVS-ISO 11620:2010 on kinnitatud Eesti Standardikeskuse 08.07.2010 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teataja 2010. aasta augustikuu numbris.	This standard is ratified with the order of Estonian Centre for Standardisation dated 08.07.2010 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.
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Käesolevat rahvusvahelist standardit saab rakendada kõikide maade igat tüüpi raamatukogudes. Kõik tulemusindikaatorid pole siiski kõigis raamatukogudes rakendatavad. Kasutamise piirangud on loetletud iga tulemusindikaatori kirjelduses lisas B.

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Võtmesõnad: dokumentatsioon, raamatukogud, tegevuse tulemuslikkuse mõõtmine

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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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.

ISO 11620 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

This second edition cancels and replaces the first edition (ISO 11620:1998), its Amendment 1 (ISO 11620:1998/Amd.1:2003) and ISO/TR 20983:2003, which have been technically revised. The revision incorporates performance indicators for electronic and traditional library services and resources into a single document, and includes technical updates to performance indicators of electronic and traditional library services and resources.

Introduction

This International Standard is concerned with the evaluation of libraries of all types.

The main purpose of this International Standard is to endorse the use of performance indicators in libraries and to spread knowledge about how to conduct performance measurement.

This international library community has expressed its commitment to the development of an International Standard for library performance indicators. By the establishment of this International Standard, the use of performance indicators can be advanced and libraries in developing and developed countries will benefit from the knowledge and skills associated with formal planning procedures and data collection processes.

The quality of library services is related to the broader topic of quality management and quality assurance. This International Standard acknowledges and supports the standards prepared by ISO/TC 176.

Every performance indicator in this International Standard is given a unique name. This name sometimes differs from the literature upon which its description is based. Such differences are documented in the descriptions of the performance indicators.

The performance indicators included in this International Standard are either in widespread use or well documented in the literature. Some of the descriptions of performance indicators incorporate modifications of performance indicators described elsewhere; these reflect practical experience or the need to generalize. Input and resource based ratios are very well documented in the literature and provide a context for library performance indicators as defined in this International Standard.

There are some library activities and services for which, during the development of this International Standard, there was a general lack of tested and well-documented performance indicators. These include outcome and impact measures for libraries. Electronic services will continue to develop and evolve, and such evolution will require monitoring as related to the performance indicators in this International Standard. The library and information community is encouraged to establish mechanisms and to give a high priority to developing relevant performance indicators for existing and emerging library services and resources.

This International Standard does not include performance indicators for the evaluation of the outcomes of library services either on individuals, the communities that libraries serve, or on society at this time. This is an evolving area of performance measurement for libraries. This International Standard will be maintained and developments monitored. Additional performance indicators will be incorporated as they are tested and validated.

Performance indicators may be used for comparison over time within the same library. Comparisons between libraries may also be made, but only with caution. Between library comparisons will need to take into account any differences in the constituencies of the libraries, with good understanding of the performance indicators used, and careful interpretation of the data (see 5.3.5).

There are other limitations to the performance indicators in this International Standard that depend on local factors such as the community the library serves, service mandates, and technology infrastructure configuration. It is advisable that results from the use of performance indicators listed in this International Standard be interpreted with regard to these factors.

The performance indicators included in this International Standard do not reflect all possible measures or evaluation techniques. The International Standard offers accepted, tested, and publicly accessible methodologies and approaches to measuring a range of library service performance.

This International Standard is not intended to exclude the use of performance indicators that have not been specified within it (see Clause 5).

More detailed information concerning methodology and analysis in establishing performance indicators in libraries can be found in References [1] to [30] listed in the Bibliography.

A group operating under the auspices of ISO/TC 46/SC 8 is responsible for maintaining this International Standard. Newly developed performance indicators are vetted by an appointed group of experts and descriptions are published as amendments to this International Standard as rapidly as possible after ballot submitted to the national committees.

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Information and documentation — Library performance indicators

1 Scope

This International Standard specifies the requirements of a performance indicator for libraries and establishes a set of performance indicators to be used by libraries of all types. It also provides guidance on how to implement performance indicators in libraries where such performance indicators are not already in use. The list of performance indicators are summarized in Annex A and details given in Annex B.

This International Standard provides a standardized terminology and concise definitions of the performance indicators. Furthermore, this International Standard contains concise descriptions of the performance indicators and of the collection and the analysis of data needed.

This International Standard is applicable to all types of libraries in all countries. However, not all performance indicators are applicable to all libraries. Limitations on the applicability of individual performance indicators are listed for each performance indicator in Annex B.

This International Standard does not specify performance indicators for all services, activities, and uses of the resources of the library, either because such performance indicators had not been proposed and tested at the time of formulation of this International Standard, or because they did not fulfil the criteria specified (see 4.2).

2 Terms and definitions

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

2.1

accessibility

ease of reaching and using a service or facility

2.2

active borrower

registered user who has borrowed at least one item during the reporting period

2.3

active user

registered user who has visited or made use of library facilities or services during the reporting period

NOTE This may include the use of electronic library services.

2.4

appropriateness

suitability of any given performance indicator for evaluating a specific activity

2.5

availability

degree to which content, documents, facilities or services are actually provided by the library at the time required by users