

**INFORMATSIOON JA DOKUMENTATSIOON**  
**Raamatukogu tulemusindikaatorid**

**Information and documentation**  
**Library performance indicators**  
**(ISO 11620:2014)**

EVS

**EESTI STANDARDI EESSÕNA****NATIONAL FOREWORD**

See Eesti standard EVS-ISO 11620:2015 „Informatsioon ja dokumentatsioon. Raamatukogu tulemusindikaatorid“ sisaldab rahvusvahelise standardi ISO 11620:2014 „Information and documentation – Library performance indicators“ identset ingliskeelset teksti.	This Estonian Standard EVS-ISO 11620:2015 consists of the identical English text of the International Standard ISO 11620:2014 „Information and documentation – Library performance indicators“.
Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 22 „Informatsioon ja dokumentatsioon“, standardi avaldamist on korraldanud Eesti Standardikeskus.	Proposal to adopt the International Standard by reprint method has been presented by EVS/TK 22 „Information and documentation“, the Estonian standard has been published by the Estonian Centre for Standardisation.
Standard EVS-ISO 11620:2015 on jõustunud sellekohase teate avaldamisega EVS Teataja 2015. aasta aprillikuu numbris.	This standard has been endorsed with a notification published in the April 2015 issue of the official bulletin of the Estonian Centre for Standardisation.
Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from the Estonian Centre for Standardisation.

**Käsitlusala**

Seda rahvusvahelist standardit saab rakendada kõikide maade igat tüüpi raamatukogudes. Kõik tulemusindikaatorid pole siiski kõigis raamatukogudes rakendatavad. Kasutamise piirangud on loetletud iga indikaatori kirjelduses kasutusala jaotises (vt lisa B).

Tulemusindikaatoreid saab kasutada ajaliseks võrdluseks ühes raamatukogus. Võrrelda saab ka raamatukogusid omavahel, kuid vaid teatud tingimustel. Raamatukogude vahelisel võrdlusel tuleb arvestada kõiki erinevusi raamatukogude kasutajaskonnas ja iseloomulikes joontes, hästi aru saada indikaatorite olemusest ja võrdlemise piirangutest ning tõlgendada andmeid ettevaatusega.

Standardi tulemusindikaatoritele kehtivad muudki piirangud, mis sõltuvad kohalikest teguritest, nagu teenindatav kogukond, oodatavad teenused ja tehniline taristu. Neid tegureid tuleb kindlasti arvestada, kui tõlgendatakse standardis käsitletud tulemusindikaatorite rakendamise tulemusi.

Esitatud tulemusindikaatorid ei kata kõiki raamatukoguteenuseid, tegevusi ega ressursside kasutusviise, sest vastavaid indikaatoreid pole kas selle standardi koostamise ajaks välja pakutud ega läbi proovitud või ei ole need vastanud esitatud kriteeriumidele (vt jaotis 4.2).

Käsitletud tulemusindikaatorid ei kajasta kõiki võimalikke mõõtmise ja hindamise meetodeid. Siin pakutakse välja üldtunnustatud, läbiproovitud ja avalikult kättesaadavad (st mitte erakasutuses) meetodikad ja lähenemisviisid raamatukoguteenuste tulemuslikkuse mõõtmiseks.

Ei välistata nende tulemusindikaatorite kasutamist, mida standardis pole kirjeldatud.

Selles standardis pole esitatud tulemusindikaatoreid, mille abil saaks hinnata raamatukogu teenuste mõju üksikisikutele, teenindatavatele kogukondadele või ühiskonnale. Raamatukogu mõju hindamiseks on koostatud eraldi rahvusvaheline standard (ISO 16439).

Indikaatorite nimetused on tekstis kirjutatud läbiva suure algustähega, et eristada neid muust tekstist (nt Külastusi Teenindatava Kohta).

Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile [standardiosakond@evs.ee](mailto:standardiosakond@evs.ee).

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**Standardite reprodutseerimise ja levitamise õigus kuulub Eesti Standardikeskusele**

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonsesse süsteemi või edastamine ükskõik millises vormis või millisel teel ilma Eesti Standardikeskuse kirjaliku loata on keelatud.

Kui Teil on küsimusi standardite autorikaitse kohta, võtke palun ühendust Eesti Standardikeskusega:  
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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.

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](http://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](http://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 on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

This third edition cancels and replaces the second edition (ISO 11620:2008), which has been technically revised.

EVS

## 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 regarding the quality of library services in libraries and to spread knowledge about how to conduct performance measurement.

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

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

This International Standard provides a standardized terminology and concise definitions of the performance indicators. Furthermore, this International Standard contains concise descriptions of the indicators and of the collection and the analysis of data needed. Detailed information concerning methodology and analysis is provided in the publications listed in the Bibliography.

Every 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 indicators.

The performance indicators included in this International Standard are either in widespread use, well documented in the literature, or sufficiently field-tested and validated through national efforts. Some of the descriptions of indicators incorporate modifications of indicators described elsewhere; these reflect the 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 indicators. In addition, electronic services will continue to develop and evolve, and such evolution will require monitoring as related to the indicators in this International Standard. The library and information community is encouraged to establish mechanisms and to give high priority to developing relevant indicators for existing and emerging library services and resources.

This International Standard will be maintained by a working group that will monitor developments and incorporate additional indicators as they are tested and validated.

# Information and documentation — Library performance indicators

## 1 Scope

This International Standard is applicable to all types of libraries in all countries. However, not all performance indicators apply to all libraries. Limitations on the applicability of individual performance indicators are listed in the scope clause of the description of each indicator (see [Annex B](#)).

Performance indicators can be used for comparison over time within the same library. Comparisons between libraries can also be made, but only with caution. Comparisons between libraries will need to take into account any differences in the constituencies of the libraries and library attributes, with a good understanding of the indicators used, limitations to comparisons, and careful interpretation of the data.

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. Results from the use of performance indicators in this International Standard are intended to be interpreted with regard to these factors.

Performance indicators are not specified for all services, activities, and uses of the resources of the library, either because such indicators have 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](#)).

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

This International Standard is not intended to exclude the use of performance indicators not specified in it.

This International Standard does not include indicators for assessing the impact of library services either on individuals, the communities that libraries serve, or on society at this time. Library impact assessment will be dealt with by a specific International Standard (ISO 16439).

Throughout the text, the names of indicators are printed with initial capitals for significant words, e.g. Library Visits per Capita. This helps to distinguish the names from supporting text.

## 2 Terms and definitions

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

### 2.1

#### **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 are counted as virtual visits.

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]