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INFORMATSIOON JA DOKUMENTATSIOON
Raamatukogude mõju hindamise meetodid ja menetlused

Information and documentation
Methods and procedures for assessing the impact of libraries
(ISO 16439:2014)

EESTI STANDARDIKESKUS
ESTONIAN CENTRE FOR STANDARDISATION

EESTI STANDARDI EESSÕNA	NATIONAL FOREWORD
See Eesti standard EVS-ISO 16439:2016 „Informatsioon ja dokumentatsioon. Raamatukogude mõju hindamise meetodid ja menetlused“ sisaldab rahvusvahelise standardi ISO 16439:2014 „Information and documentation – Methods and procedures for assessing the impact of libraries“ identset ingliskeelset teksti.	This Estonian Standard EVS-ISO 16439:2016 consists of the identical English text of the International Standard ISO 16439:2014 „Information and documentation – Methods and procedures for assessing the impact of libraries“.
Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 22, standardi avaldamist on korraldanud Eesti Standardikeskus.	Proposal to adopt the International Standard by reprint method has been presented by EVS/TK 22, the Estonian standard has been published by the Estonian Centre for Standardisation.
Standard EVS-ISO 16439:2016 on jõustunud sellekohase teate avaldamisega EVS Teataja 2015. aasta aprillikuu numbris.	Standard EVS-ISO 16439:2016 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

See rahvusvaheline standard määratleb raamatukogu mõju hindamise terminid ja kirjeldab hindamise meetodeid, et täita järgmisi eesmärke:

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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).

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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*.

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Introduction

This International Standard provides guidance to the library community on methods for assessing the impact and value of libraries. It was developed in response to worldwide demand for specifications of library impact assessment.

The methods described in this International Standard do not reflect all possible methods or evaluation techniques, but are those seen to be most heavily used and that have proved most effective for assessing library impact. This International Standard is not intended to exclude the use of assessment methods not specified in it.

There are many different types of libraries, with different tasks and populations, having a range of unique characteristics (structure, funding, governance, etc.), and affected by a number of situational factors. Since there is such a wide variation around the world, it is important to understand that not all methods described in this International Standard are useful to all libraries.

Annex A of this International Standard gives examples of impact surveys. Annex B recommends a choice of methods for different purposes. Annex C describes the case that library impact is assessed within broader institutional and organisational assessment.

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Information and documentation — Methods and procedures for assessing the impact of libraries

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1 Scope

This International Standard defines terms for impact assessment of libraries and specifies methods for such assessment

— for the purpose of strategic planning and internal quality management of libraries;

— to facilitate comparison of library impact over time and between libraries of similar type and mission;

— to promote the libraries' role and value for learning and research, education and culture, social and economic life;

— to support political decisions on levels of service and strategic goals for libraries.

This International Standard considers the impact of libraries on individuals, institutions and society. It is applicable to all types of libraries in all countries. However, not all methods described in this International Standard apply to all libraries. Limitations on the applicability of individual methods are specified in the descriptions.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 2789:2013, *Information and documentation — International library statistics*

3 Terms and definitions

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

3.1
academic library
library whose primary function is to cover the information needs of learning and research

Note 1 to entry: This includes libraries of institutions of higher education and general research libraries.

[SOURCE: ISO 2789:2013, definition 2.1.1]

3.2
access
ability of reaching and using a service or facility

3.3
accessibility
ease of reaching and using a service or facility

[SOURCE: ISO 11620:—, definition 3.2]

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