INTERNATIONAL STANDARD

ISO 11620

Fourth edition
2023-06

Information and documentation — Library performance indicators

Information et documentation — Indicateurs de performance des bibliothèques

Reference number
ISO 11620:2023(E)

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Published in Switzerland

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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 document 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 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*.

This fourth edition cancels and replaces the third edition (ISO 11620:2014), which has been technically revised.

The main changes are as follows:

— addition of library training participation indicators aligned with relevant UN Sustainable Development Goals (UN SDGs);

— addition of library awareness, impact related indicators;

— addition of staff research and research support related indicators; and

— deletion of several indicators no longer relevant or feasible.

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.

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Introduction

This document is concerned with the evaluation of libraries of all types.

The main purpose of this document 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.

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 consider 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 document that depend on local factors, such as the community the library serves, service mandates, and the technological and financial infrastructure. Results from the use of performance indicators in this document are intended to be interpreted with regard to these factors.

Performance indicators are not specified for all services, activities, and types of use of the library, either because such indicators have not been proposed and tested at the time of formulation of this document, or because they did not fulfil the criteria specified (see 5.2).

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

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

Every indicator in this document 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 document are either in widespread use, well documented in the literature, or sufficiently field-tested. Additional indicators have been developed by the working group in analogy to existing ones in order to cover as far as possible all library services and activities.

Library services will continue to develop and evolve, and such evolution will require monitoring as related to the indicators in this document. 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 document will be maintained by a working group that will monitor developments and incorporate additional indicators as they are tested and validated.

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Information and documentation — Library performance indicators

1 Scope

This document 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.

This document 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 A).

This document provides a standardized terminology and concise definitions of the performance indicators. Furthermore, it contains detailed descriptions of the indicators and of the collection and the analysis of data needed.

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

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 terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
access
<virtual> successful request of a library-provided online service

[SOURCE: ISO 2789:2022, 3.2.1]

3.2
access
<physical> right, opportunity, means of finding, using or retrieving information, of using a service; or entering a building

[SOURCE: ISO 15489-1:2016, 3.1, modified — "of using a service; or entering a building" has been added.]

3.3
accessibility
ease of reaching and using a service or facility

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