

For Comments Only

Draft Indian Standard

**Information and Documentation —
Quality Assessment for National Libraries**

ICS 01.140.20

Not to be reproduced without the permission of BIS or used as Standard	Last Date for receipt of Comments is January 2024
---	--

NATIONAL FOREWORD

(Formal clauses to be added later on)

The text of the International Standard has been approved as suitable for publication as an Indian Standard without deviations. Certain conventions are, however, not identical to those used in Indian Standards. Attention is particularly drawn to the following:

- a) Wherever the words 'International Standard' appear referring to this standard, they should be read as 'Indian Standard'.

Annex A is normative and Annex B and C are informative.

Note: The technical content of the document is not available on website. For details, please refer the corresponding ISO 21248: 2019 or kindly contact:

Head
Management and Systems Department
Bureau of Indian Standards
Manak Bhawan, 9, B.S. Zafar Marg
New Delhi – 110 002
Email: msd@bis.org.in
Telephone/Fax: 011-23231106

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.

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.