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

*Information et documentation — Méthodes et procédures pour
évaluer l'impact des bibliothèques*



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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*.

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.