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Information and documentation — Quality assessment for national libraries

*Information et documentation — Evaluation de qualité pour les
bibliothèques nationales*



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Foreword

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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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This document was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

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.

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.