ISO 16439:2014-04 (E)

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

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Definitionanddescriptionoflibraryimpact 13
4.1 General 13
4.2 Definition of library impact 13
4.3 Aspects of library impact 13
4.4 Effects of library impact 14
4.5 Impact planning 17
4.6 Challenges in assessing impact 18
4.7 Implementation of impact assessment projects 19
4.8 Use of impact assessment results 20

5 Methodsforassessinglibraryimpact 21
5.1 General 21
5.2 Inferred evidence 21
5.3 Solicited evidence 21
5.4 Observed evidence 22
5.5 Combined methods 22
5.6 Quantitative and qualitative data 23

6 Inferred evidence 24
6.1 General 24
6.2 Statistics 24
6.3 Library performance indicators 25
6.4 Data from user satisfaction surveys 27

7 Solicited evidence 28
7.1 General 28
7.2 Impact surveys 28
7.3 Interviews and focus groups 37
7.4 Self-assessment of users 42
7.5 Collecting anecdotal evidence 44

8 Observed evidence 46
8.1 General 46
8.2 Observation 47
8.3 Log analysis 48
8.4 Self-recording 48
8.5 Citation analysis 49
8.6 Testing the impact on knowledge and skills 49

9 Combiningmethodsforassessinglibraryimpact 53
9.1 Combining qualitative and quantitative data 53

9.2 Examples of combining methods to show library impact 54
9.3 Advantages and disadvantages of combining methods for impact assessment 57

10 Assessing the economic value of libraries 57
10.1 General 57
10.2 Calculating the value of library benefits to users 58
10.3 Cost-benefit analysis 62
10.4 Economic impact analysis 63

Annex A (informative)Examplesofimpactsurveys 65

Annex B (informative) Choosing a method 71

Annex C (informative)Libraryimpactassessmentwithinbroaderinstitutionaland organisational assessment 75

Bibliography 80