ISO 21246:2019-11 (E)

Information and documentation - Key indicators for museums

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Functions and quality aspects of museums 11
4.1 Core functions of museums 11
4.1.1 Collecting 11
4.1.2 Preserving 11
4.1.3 Exhibiting (Presenting) 11
4.1.4 Educational activities 12
4.1.5 Research 12
4.1.6 Management 12
4.2 Quality aspects of museums 12

5 Key indicators for museums 13
5.1 General 13
5.2 Criteria for museum indicators 13
5.3 Use of museum indicators 14
5.4 Selection of museum indicators 14
5.5 Comparability of results 14
5.6 Descriptive framework 15
5.6.1 General 15
5.6.2 Name 15
5.6.3 Background 15
5.6.4 Objective of the indicator 15
5.6.5 Scope 15
5.6.6 Definition of the indicator 15
5.6.7 Method 15
5.6.8 Interpretation and use of results 16
5.6.9 Source(s) 16

6 List of key indicators for museums 16
6.1 General 16
6.2 Museum functions and key indicators 16
6.2.1 Collections 16
6.2.2 Exhibitions 16
6.2.3 Digitization 17
6.2.4 Visits/Visitors/General awareness 17
6.2.5 Educational activities and events 17
6.2.6 Research 17
6.2.7 Management 17
6.3 List of key indicators for museums 17

Annex A (normative) Description and calculation of indicators 20

Annex B (informative) Checklist of additional information for the quality assessment of museums 66

Bibliography 68