

ISO/TR 28118:2009-04 (E)

Information and documentation - Performance indicators for national libraries

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Terms and definitions	1
3	Use of performance indicators	10
3.1	General considerations	10
3.2	Selection of performance indicators	11
3.3	Limitations of performance measurement	11
4	Descriptive framework	12
4.1	Presentation of the performance indicators	12
4.2	Description of the performance indicators	12
5	List of performance indicators for national libraries	13
	Annex A (informative) Description of performance indicators	15
	Annex B (informative) Mission and main goals of national libraries	78
	Annex C (informative) Collecting the national part of the Internet	80
	Bibliography	84