

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	Terms and definitions	1
4	Definition and description of library impact	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	Methods for assessing library impact	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	Combining methods for assessing library impact	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) Examples of impact surveys		65
Annex B (informative) Choosing a method		71
Annex C (informative) Library impact assessment within broader institutional and organisational assessment		75
Bibliography		80