

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Quality assessment in national libraries
4.1	Mission and functions of national libraries
4.1.1	General
4.1.2	Mission statement for national libraries
4.1.3	Core functions of national libraries
4.1.3.1	Collection
4.1.3.2	Metadata
4.1.3.3	Preservation
4.1.3.4	Services
4.1.3.5	Cultural representation
4.1.3.6	Cooperation
4.1.3.7	Management
4.1.4	Additional functions of national libraries
4.1.4.1	Leading role in the national library system
4.1.4.2	Research on the library's collections
4.1.4.3	Educational role
4.1.4.4	Services for the government
4.2	Target groups of national libraries
4.3	Quality criteria in national libraries
4.3.1	Quality criteria that apply to all types of libraries
4.3.2	Specific quality criteria for national libraries
4.4	Methods for quality assessment in national libraries
5	Performance indicators for national libraries
5.1	General
5.2	Use of performance indicators
5.2.1	General
5.2.2	Selection of performance indicators
5.2.3	Limitations of performance measurement
5.2.3.1	Optimizing scores on performance indicators
5.2.3.2	Comparability of performance indicator data
5.3	Criteria for performance indicators
5.4	Descriptive framework
5.4.1	General
5.4.2	Name
5.4.3	Background
5.4.4	Objective of the performance indicator
5.4.5	Definition of the performance indicator
5.4.6	Method(s)
5.4.7	Interpretation and use of results
5.4.8	Source(s)
5.4.9	Examples and further reading (optional)
5.5	List of performance indicators for national libraries
6	Impact assessment in national libraries

6.1	Overview
6.2	Definition and description of library impact
6.2.1	General
6.2.2	Definition of library impact
6.2.3	Effects of library impact
6.2.3.1	General
6.2.3.2	Impact on individuals
6.2.3.2.1	General
6.2.3.2.2	Changes in skills and competences
6.2.3.2.3	Changes in attitudes and behaviour
6.2.3.2.4	Higher success in research, study and career
6.2.3.2.5	Impact on individual well-being
6.2.3.3	Impact on the library and information network
6.2.3.4	Cultural and social impact
6.2.3.5	Economic value
6.2.4	Challenges in assessing impact
6.2.5	Use of impact assessment results
6.2.5.1	General
6.2.5.2	Objective of impact assessment
6.2.5.3	Reporting and presenting assessment results
6.3	Methods for assessing impact of national libraries
6.3.1	General
6.3.2	Inferred evidence
6.3.2.1	General
6.3.2.2	Statistics indicating impact
6.3.2.3	Performance indicators indicating impact
6.3.2.4	User satisfaction scores indicating impact
6.3.3	Observed evidence
6.3.3.1	General
6.3.3.2	Observation
6.3.3.3	Self-recording
6.3.3.4	Citation analysis
6.3.3.5	Tests
6.3.4	Solicited evidence
6.3.4.1	General
6.3.4.2	Impact surveys
6.3.4.3	Structure and format of surveys
6.3.4.4	Interviews and focus groups
6.3.4.4.1	Interviews
6.3.4.4.2	Focus group interviews/discussions
6.3.5	Combined methods
6.4	Assessing the economic value of national libraries
6.4.1	General
6.4.2	Calculating the value of library benefits to users
6.4.2.1	General
6.4.2.2	Calculating replacement costs for library services
6.4.2.3	Calculating time costs
6.4.2.4	User estimates of economic value
6.4.2.4.1	General
6.4.2.4.2	Estimating a monetary value for specified services
6.4.2.4.3	Contingent valuation
6.4.3	Economic impact analysis
6.5	Assessing impact on a specified target population
6.5.1	General
6.5.2	Assessing impact on researchers
6.5.2.1	General
6.5.2.2	Impact on researchers
6.5.2.3	Methods for assessing impact on researchers
6.5.3	Assessing impact on educators and learners
6.5.3.1	General
6.5.3.2	Impact on educators and learners
6.5.3.3	Methods for assessing impact on educators and learners
6.5.4	Assessing impact on the general public
6.5.4.1	General

- 6.5.4.2 Impact on the general public
- 6.5.4.3 Methods for assessing impact on the general public
- 6.5.5 Assessing impact on the library and information network
- 6.5.5.1 General
- 6.5.5.2 Impact on the library and information network
- 6.5.5.3 Methods for assessing impact on the library and information network
- 6.5.6 Assessing impact on publishers and authors
- 6.5.6.1 General
- 6.5.6.2 Impact on publishers and authors
- 6.5.6.3 Methods for assessing impact on publishers and authors
- 6.5.7 Assessing impact on public administration
- 6.5.7.1 General
- 6.5.7.2 Impact on public administration
- 6.5.7.3 Methods for assessing impact on public administration
- 6.5.8 Assessing impact on business
- 6.5.8.1 General
- 6.5.8.2 Impact on business
- 6.5.8.3 Methods for assessing impact on business

Annex A (normative) Description of performance indicators

- A.1 Collection
- A.1.1 Collection building
- A.1.1.1 Percentage of national publications acquired by the national library
- A.1.1.1.1 Background
- A.1.1.1.2 Objective of the performance indicator
- A.1.1.1.3 Definition of the performance indicator
- A.1.1.1.4 Methods
- A.1.1.1.4.1 General
- A.1.1.1.4.2 To assess the coverage of commercial publications
- A.1.1.1.4.3 To assess the coverage of non-commercial publications
- A.1.1.1.4.4 To assess the coverage of both commercial publications and non-commercial publications
- A.1.1.1.5 Interpretation and use of results
- A.1.1.1.6 Source
- A.1.1.1.7 Examples and further reading
- A.1.1.2 Percentage of required national imprint titles in the collection
- A.1.1.2.1 Background
- A.1.1.2.2 Objective of the performance indicator
- A.1.1.2.3 Definition of the performance indicator
- A.1.1.2.4 Method
- A.1.1.2.5 Interpretation and use of results
- A.1.1.2.6 Source
- A.1.1.2.7 Examples and further reading
- A.1.1.3 Usage of foreign publications acquired during the last 3 years
- A.1.1.3.1 Background
- A.1.1.3.2 Objective of the performance indicator
- A.1.1.3.3 Definition of the performance indicator
- A.1.1.3.4 Methods
- A.1.1.3.5 Interpretation and use of results
- A.1.1.3.6 Source
- A.1.1.3.7 Examples and further reading
- A.1.2 Cataloguing
- A.1.2.1 Coverage of the national imprint in the new entries of the national bibliography
- A.1.2.1.1 Background
- A.1.2.1.2 Objective of the performance indicator
- A.1.2.1.3 Definition of the performance indicator
- A.1.2.1.4 Method
- A.1.2.1.5 Interpretation and use of results
- A.1.2.1.6 Source
- A.1.2.1.7 Examples and further reading
- A.1.2.2 Percentage of rare materials accessible via web catalogues
- A.1.2.2.1 Background
- A.1.2.2.2 Objective of the performance indicator
- A.1.2.2.3 Definition of the performance indicator

- A.1.2.2.4 Method
- A.1.2.2.5 Interpretation and use of results
- A.1.2.2.6 Source
- A.1.2.2.7 Examples and further reading
- A.1.2.3 Median time of document processing
- A.1.2.3.1 Background
- A.1.2.3.2 Object of the performance indicator
- A.1.2.3.3 Definition of the performance indicator
- A.1.2.3.4 Method
- A.1.2.3.5 Interpretation and use of results
- A.1.2.3.6 Source
- A.1.2.3.7 Examples and further reading
- A.1.3 Digitization
- A.1.3.1 Number of documents digitized per 1 000 documents in the collection
- A.1.3.1.1 Background
- A.1.3.1.2 Objective of the performance indicator
- A.1.3.1.3 Definition of the performance indicator
- A.1.3.1.4 Method
- A.1.3.1.5 Interpretation and use of results
- A.1.3.1.6 Source
- A.1.3.1.7 Examples and further reading
- A.1.3.2 Percentage of documents digitized per special collection
- A.1.3.2.1 Background
- A.1.3.2.2 Objective of the performance indicator
- A.1.3.2.3 Definition of the performance indicator
- A.1.3.2.4 Method
- A.1.3.2.5 Interpretation and use of results
- A.1.3.2.6 Source
- A.1.3.2.7 Examples and further reading
- A.1.3.3 Number of content units accessed per document digitized
- A.1.3.3.1 Background
- A.1.3.3.2 Objective of the performance indicator
- A.1.3.3.3 Definition of the performance indicator
- A.1.3.3.4 Method
- A.1.3.3.5 Interpretation and use of results
- A.1.3.3.6 Source
- A.1.3.3.7 Examples and further reading
- A.1.4 Preservation
- A.1.4.1 Percentage of the collection in stable condition
- A.1.4.1.1 Background
- A.1.4.1.2 Objective of the performance indicator
- A.1.4.1.3 Definition of the performance indicator
- A.1.4.1.4 Method
- A.1.4.1.5 Interpretation and use of results
- A.1.4.1.6 Sources
- A.1.4.1.7 Examples and further reading
- A.1.4.2 Percentage of rare materials needing conservation/restoration treatment that received such treatment
- A.1.4.2.1 Background
- A.1.4.2.2 Objective of the performance indicator
- A.1.4.2.3 Definition of the performance indicator
- A.1.4.2.4 Method
- A.1.4.2.5 Interpretation and use of the results
- A.1.4.2.6 Source
- A.1.4.2.7 Examples and further reading
- A.1.4.3 Percentage of storage space which has an appropriate environment
- A.1.4.3.1 Background
- A.1.4.3.2 Objective of the performance indicator
- A.1.4.3.3 Definition of the performance indicator
- A.1.4.3.4 Method
- A.1.4.3.5 Interpretation and use of results
- A.1.4.3.6 Sources
- A.1.4.3.7 Examples and further reading
- A.2 Services

- A.2.1 General**
- A.2.1.1 User satisfaction**
- A.2.1.1.1 Background**
- A.2.1.1.2 Objective of the performance indicator**
- A.2.1.1.3 Definition of the performance indicator**
- A.2.1.1.4 Methods**
- A.2.1.1.5 Interpretation and use of results**
- A.2.1.1.6 Source**
- A.2.1.1.7 Examples and further reading**
- A.2.2 Accessibility**
- A.2.2.1 Shelving accuracy**
- A.2.2.1.1 Background**
- A.2.2.1.2 Objective of the performance indicator**
- A.2.2.1.3 Definition of the performance indicator**
- A.2.2.1.4 Methods**
- A.2.2.1.5 Interpretation and use of results**
- A.2.2.1.6 Source**
- A.2.2.1.7 Examples and further reading**
- A.2.2.2 Direct access from the homepage**
- A.2.2.2.1 Background**
- A.2.2.2.2 Objective of the performance indicator**
- A.2.2.2.3 Definition of the performance indicator**
- A.2.2.2.4 Method**
- A.2.2.2.5 Interpretation and use of results**
- A.2.2.2.6 Source**
- A.2.2.2.7 Examples and further reading**
- A.2.2.3 Percentage of accesses to the online catalogue via mobile devices**
- A.2.2.3.1 Background**
- A.2.2.3.2 Objective of the performance indicator**
- A.2.2.3.3 Definition of the performance indicator**
- A.2.2.3.4 Method**
- A.2.2.3.5 Interpretation and use of results**
- A.2.2.3.6 Source**
- A.2.2.3.7 Examples and further reading**
- A.2.2.4 Median time of document retrieval from closed stacks**
- A.2.2.4.1 Background**
- A.2.2.4.2 Objective of the performance indicator**
- A.2.2.4.3 Definition of the performance indicator**
- A.2.2.4.4 Methods**
- A.2.2.4.5 Interpretation and use of the results**
- A.2.2.4.6 Sources**
- A.2.2.4.7 Examples and further reading**
- A.2.2.5 Speed of interlibrary lending**
- A.2.2.5.1 Background**
- A.2.2.5.2 Objective of the performance indicator**
- A.2.2.5.3 Definition of the performance indicator**
- A.2.2.5.4 Method**
- A.2.2.5.5 Interpretation and use of the results**
- A.2.2.5.6 Source**
- A.2.2.5.7 Examples and further reading**
- A.2.3 Reference**
- A.2.3.1 Correct answer fill rate**
- A.2.3.1.1 Background**
- A.2.3.1.2 Objective of the performance indicator**
- A.2.3.1.3 Definition of the performance indicator**
- A.2.3.1.4 Methods**
- A.2.3.1.5 Interpretation and use of the results**
- A.2.3.1.6 Sources**
- A.2.3.1.7 Examples and further reading**
- A.2.3.2 Speed of reference transactions**
- A.2.3.2.1 Background**
- A.2.3.2.2 Objective of the performance indicator**
- A.2.3.2.3 Definition of the performance indicator**
- A.2.3.2.4 Method**

- A.2.3.2.5 Interpretation and use of results
- A.2.3.2.6 Sources
- A.2.3.2.7 Examples and further reading
- A.2.3.3 Willingness to return
 - A.2.3.3.1 Background
 - A.2.3.3.2 Objective of the performance indicator
 - A.2.3.3.3 Definition of the performance indicator
 - A.2.3.3.4 Method
 - A.2.3.3.5 Interpretation and use of results
 - A.2.3.3.6 Sources
 - A.2.3.3.7 Examples and further reading
- A.2.4 Facilities
 - A.2.4.1 User places occupancy rate
 - A.2.4.1.1 Background
 - A.2.4.1.2 Objective of the performance indicator
 - A.2.4.1.3 Definition of the performance indicator
 - A.2.4.1.4 Method
 - A.2.4.1.5 Interpretation and use of results
 - A.2.4.1.6 Source
 - A.2.4.1.7 Examples and further reading
- A.3 Cultural role
 - A.3.1 Events
 - A.3.1.1 Number of attendances per event
 - A.3.1.1.1 Background
 - A.3.1.1.2 Object of the performance indicator
 - A.3.1.1.3 Definition of the performance indicator
 - A.3.1.1.4 Method
 - A.3.1.1.5 Interpretation and use of results
 - A.3.1.1.6 Sources
 - A.3.1.1.7 Examples and further reading
 - A.3.1.2 Number of publications in the media per event
 - A.3.1.2.1 Background
 - A.3.1.2.2 Objective of the performance indicator
 - A.3.1.2.3 Definition of the performance indicator
 - A.3.1.2.4 Method
 - A.3.1.2.5 Interpretation and use of the results
 - A.3.1.2.6 Source
 - A.3.1.2.7 Examples and further reading
 - A.3.2 Educational services
 - A.3.2.1 Percentage of staff time spent on educational services
 - A.3.2.1.1 Background
 - A.3.2.1.2 Objective of the performance indicator
 - A.3.2.1.3 Definition of the performance indicator
 - A.3.2.1.4 Method
 - A.3.2.1.5 Interpretation and use of the results
 - A.3.2.1.6 Source
 - A.3.2.1.7 Examples and further reading
 - A.3.3 Research
 - A.3.3.1 Number of research publications per professional staff member
 - A.3.3.1.1 Background
 - A.3.3.1.2 Objective of the performance indicator
 - A.3.3.1.3 Definition of the performance indicator
 - A.3.3.1.4 Method
 - A.3.3.1.5 Interpretation and use of the results
 - A.3.3.1.6 Source
 - A.3.3.1.7 Examples and further reading
- A.4 Management
 - A.4.1 Cost-effectiveness
 - A.4.1.1 Employee productivity in document processing
 - A.4.1.1.1 Background
 - A.4.1.1.2 Objective of the performance indicator
 - A.4.1.1.3 Definition of the performance indicator
 - A.4.1.1.4 Method
 - A.4.1.1.5 Interpretation and use of results

- A.4.1.1.6 Source
- A.4.1.1.7 Examples and further reading
- A.4.1.2 Employee productivity in lending and delivery services
 - A.4.1.2.1 Background
 - A.4.1.2.2 Objective of the performance indicator
 - A.4.1.2.3 Definition of the performance indicator
 - A.4.1.2.4 Method
 - A.4.1.2.5 Interpretation and use of results
 - A.4.1.2.6 Source
 - A.4.1.2.7 Examples and further reading
- A.4.1.3 Staff costs per title catalogued
 - A.4.1.3.1 Background
 - A.4.1.3.2 Objective of the performance indicator
 - A.4.1.3.3 Definition of the performance indicator
 - A.4.1.3.4 Method
 - A.4.1.3.5 Interpretation and use of results
 - A.4.1.3.6 Source
 - A.4.1.3.7 Examples and further reading
- A.4.1.4 Staff costs per loan
 - A.4.1.4.1 Background
 - A.4.1.4.2 Objective of the performance indicator
 - A.4.1.4.3 Definition of the performance indicator
 - A.4.1.4.4 Method
 - A.4.1.4.5 Interpretation and use of the results
 - A.4.1.4.6 Source
 - A.4.1.4.7 Examples and further reading
- A.4.1.5 Percentage of library means received by special grant or income generated
 - A.4.1.5.1 Background
 - A.4.1.5.2 Objective of the performance indicator
 - A.4.1.5.3 Definition of the performance indicator
 - A.4.1.5.4 Method
 - A.4.1.5.5 Interpretation and use of results
 - A.4.1.5.6 Sources
 - A.4.1.5.7 Examples and further reading
- A.4.2 Staff development
 - A.4.2.1 Number of attendance hours at formal training lessons per staff member
 - A.4.2.1.1 Background
 - A.4.2.1.2 Objective of the performance indicator
 - A.4.2.1.3 Definition of the performance indicator
 - A.4.2.1.4 Method
 - A.4.2.1.5 Interpretation and use of the results
 - A.4.2.1.6 Source
 - A.4.2.1.7 Examples and further reading
 - A.4.2.2 Percentage of staff time spent in training
 - A.4.2.2.1 Background
 - A.4.2.2.2 Objective of the performance indicator
 - A.4.2.2.3 Definition of the performance indicator
 - A.4.2.2.4 Method
 - A.4.2.2.5 Interpretation and use of the results
 - A.4.2.2.6 Source
 - A.4.2.2.7 Examples and further reading
- A.4.3 Cooperation
 - A.4.3.1 Percentage of staff in cooperative partnerships and projects
 - A.4.3.1.1 Background
 - A.4.3.1.2 Objective of the performance indicator
 - A.4.3.1.3 Definition of the performance indicator
 - A.4.3.1.4 Method
 - A.4.3.1.5 Interpretation and use of the results
 - A.4.3.1.6 Source
 - A.4.3.1.7 Examples and further reading

Annex B (informative) Examples of impact surveys

- B.1 General
- B.2 Survey (questionnaire) for researchers

- B.2.1** General
- B.2.2** Preface to the questionnaire
- B.2.3** Questions about the frequency of library use
- B.2.4** Questions about the types of library use
- B.2.5** Questions about impact
- B.2.6** Questions about personal data
- B.3** Survey (questionnaire) for the general public
- B.3.1** General
- B.3.2** Questions about awareness of the library
- B.3.3** Questions about the library's functions
- B.3.4** Questions about the library's value and impact
- B.3.5** Questions about personal data
- B.4** Survey (questionnaire) for libraries
- B.4.1** General
- B.4.2** Preface to the questionnaire
- B.4.3** Questions about the services of the national library
- B.4.4** Questions about the value of the national library and its services
- B.5** Survey (questionnaire) for publishers
- B.5.1** General
- B.5.2** Preface to the questionnaire
- B.5.3** Questions about the legal deposit procedures
- B.5.4** Questions about services of the library
- B.5.5** Questions about the value of the national library and its services

Annex C (informative) Performance indicators in the structure of the balanced scorecard

Page count: 139