

# ISO 21246:2019-11 (E)

## Information and documentation - Key indicators for museums

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>Functions and quality aspects of museums .....</b>	<b>11</b>
<b>4.1</b>	<b>Core functions of museums .....</b>	<b>11</b>
<b>4.1.1</b>	<b>Collecting .....</b>	<b>11</b>
<b>4.1.2</b>	<b>Preserving .....</b>	<b>11</b>
<b>4.1.3</b>	<b>Exhibiting (Presenting) .....</b>	<b>11</b>
<b>4.1.4</b>	<b>Educational activities .....</b>	<b>12</b>
<b>4.1.5</b>	<b>Research .....</b>	<b>12</b>
<b>4.1.6</b>	<b>Management .....</b>	<b>12</b>
<b>4.2</b>	<b>Quality aspects of museums .....</b>	<b>12</b>
<b>5</b>	<b>Key indicators for museums .....</b>	<b>13</b>
<b>5.1</b>	<b>General .....</b>	<b>13</b>
<b>5.2</b>	<b>Criteria for museum indicators .....</b>	<b>13</b>
<b>5.3</b>	<b>Use of museum indicators .....</b>	<b>14</b>
<b>5.4</b>	<b>Selection of museum indicators .....</b>	<b>14</b>
<b>5.5</b>	<b>Comparability of results .....</b>	<b>14</b>
<b>5.6</b>	<b>Descriptive framework .....</b>	<b>15</b>
<b>5.6.1</b>	<b>General .....</b>	<b>15</b>
<b>5.6.2</b>	<b>Name .....</b>	<b>15</b>
<b>5.6.3</b>	<b>Background .....</b>	<b>15</b>
<b>5.6.4</b>	<b>Objective of the indicator .....</b>	<b>15</b>
<b>5.6.5</b>	<b>Scope .....</b>	<b>15</b>
<b>5.6.6</b>	<b>Definition of the indicator .....</b>	<b>15</b>
<b>5.6.7</b>	<b>Method .....</b>	<b>15</b>
<b>5.6.8</b>	<b>Interpretation and use of results .....</b>	<b>16</b>
<b>5.6.9</b>	<b>Source(s) .....</b>	<b>16</b>
<b>6</b>	<b>List of key indicators for museums .....</b>	<b>16</b>
<b>6.1</b>	<b>General .....</b>	<b>16</b>
<b>6.2</b>	<b>Museum functions and key indicators .....</b>	<b>16</b>
<b>6.2.1</b>	<b>Collections .....</b>	<b>16</b>
<b>6.2.2</b>	<b>Exhibitions .....</b>	<b>16</b>
<b>6.2.3</b>	<b>Digitization .....</b>	<b>17</b>
<b>6.2.4</b>	<b>Visits/Visitors/General awareness .....</b>	<b>17</b>
<b>6.2.5</b>	<b>Educational activities and events .....</b>	<b>17</b>
<b>6.2.6</b>	<b>Research .....</b>	<b>17</b>
<b>6.2.7</b>	<b>Management .....</b>	<b>17</b>
<b>6.3</b>	<b>List of key indicators for museums .....</b>	<b>17</b>
<b>Annex A (normative)</b>	<b>Description and calculation of indicators .....</b>	<b>20</b>
<b>Annex B (informative)</b>	<b>Checklist of additional information for the quality assessment of museums ..</b>	<b>66</b>
<b>Bibliography .....</b>		<b>68</b>