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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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**Information and documentation -- Library performance
indicators**

信息与文献 图书馆绩效指标
(English Translation)

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Foreword

This standard was drafted in accordance with GB/T 1.1-2009 given rules.

This standard is identical with ISO 11620:2008 "Information and documentation - International Library performance indicators." this standard by the National Information and Documentation Standardization Technical Committee (SAC/TC4) and focal points.

This standard is mainly drafted by. National Science Library, the National Library, the Library of Tsinghua University, Peking University Books Museum, Academy of Social Sciences Documentation and Information Center.

Introduction

This standard is intended for the evaluation of all types of libraries to provide guidance, support the use of performance indicators in the library, conduct performance spread Evaluation of knowledge, applicable to all types of library and information services at all levels.

The standard follows the principles in the development of national standards with international standards as far as possible, in view of our country is currently no similar standard, equivalent to mining with the international standard ISO 11620:2008 "Information and documentation - International Library performance indicators", recognizes and supports the International Organization for Standardization ISO/TC176 to develop a set of standards.

Appendix A of this standard provides a list of library performance indicators. Appendix A Appendix B of the performance indicators described in detail.

Performance indicators contained in this standard or widely used or be fully discussed in the literature. RESEARCH involved in standard-setting process the results of studies and papers, see references [1] to [35].

Performance indicators provided in this standard may not cover all methods and techniques for library performance evaluation. Library Performance assessment is a A development area, so this does not exclude the use of the standard has not been included in this standard of performance indicators (see Chapter 5).

This standard provides comparative performance indicators can be used at different times for the same case of the library, the library can also be used between different than Compared, it should be very careful. When comparison is made between the different libraries, we must consider the differences in the object library services, and fully understand the Selected performance indicators, and note that a reasonable interpretation of the data (see 5.3.5).

The standard indicators of the presence of some other limitations, for example, depend on the library service groups, service requirements, and other technical facilities of the to factors that best explained by these factors when using the standard performance indicators.

Performance indicators included in this standard does not reflect all the possible contents of the assessment or evaluation techniques. This standard provides only been Accepted and verified and ways and means to make use of public library services evaluation indicators.

This standard will be responsible for maintaining a working group of the National Standardization Technical Committee on Information and Documentation eighth branch organizations, the working group will Closely follow the international standards and research developments, timely amendment of the relevant national standards.

Information and documentation - Library performance indicators

1 Scope

This standard specifies requirements for library performance indicators, and the establishment of a set of performance indicators that can be used for all types of libraries. It

also not using performance indicators for libraries on how to use performance indicators to provide guidance. Appendix A lists the library performance indicators at a glance

Table in Appendix B of library performance indicators made a detailed explanation.

This standard provides a standard terminology and a brief definition of performance indicators. Moreover, the required standard of performance indicators and data collection and Analysis also a concise description.

This standard applies to all types of libraries. It should be noted that not all performance indicators are applicable to each type of library.

Appendix B lists the scope of each of the performance indicators.

This standard does not cover library services, all indicators of activity and resource use, as some indicators of achievement in the development of this standard not submitted or verified, or because some of the performance indicators is not yet meet the requirements of the standard (see 4.2).

2 Terms and definitions

The following terms and definitions apply to this document.

Availability accessibility Ease of access to and use of library services and facilities.

Current borrowers activeborrower During the reporting period at least borrow the registered user of an information.

The current user activeuser During the reporting period visited or used the library facilities or services received registered users.

NOTE: You can include the use of electronic library services.

Applicability appropriateness with respect to certain performance indicators to assess suitability of an activity.

Availability when the user needs, provide the actual content library, documentation, degree of facilities and services.

Computer files computerfile it can be on a computer readable disk, tape or other storage media to acquire, borrow or to provide user data only in the museum or software Programs (such as computer games, language courses and other applications).

Note: adapted from ANSI/NISO Z39.7-2004.