

Developments in ISO standards

by Roswitha Poll

ISO TC 46 SC 8 Information and documentation – Quality – statistics and performance evaluation

The Technical Committee ISO TC 46 is responsible for standardisation in information and documentation. Its subcommittee SC 8 is in charge of standards concerning management data for libraries, archives, museums and other information providers. The special topic of SC8 is quality, measured by statistics and performance evaluation. SC 8 is thus the counterpart of the IFLA Section Statistics and Evaluation. It has at the moment 6 working groups, each dealing with a special topic.

Performance measurement

The standard ISO 11620 “Performance indicators for libraries” was first published in 1998, when it dealt mainly with traditional library services. The second revised edition of 2008 with 45 indicators adds performance indicators for electronic library services and adopts the structure of the Balanced Scorecard.

ISO 11620 intends to offer quality measures for all types of libraries, but cannot consider all specified conditions and activities. National libraries did not find their tasks covered by that standard. Therefore, a new working group was instituted that chose and tested appropriate indicators for national libraries, especially for the collection and preservation of the natural written heritage. The working group chose the form of a Technical Report, for which there are less regulations than for a normal ISO standard, and that can be altered more quickly. TR 28118 “Performance indicators for national libraries” was published early in 2009.

Statistics

The first edition of ISO 2789 “International library statistics” was published in 1974, the second in 1991. The dates of the following editions show, that the rapid development of electronic resources and library services made quick revisions necessary:

- 3rd edition 2003
- 4th edition 2006

In its meeting in March 2009 in Berlin, the working group in charge of the standard decided to start a 5th revision. The discussion identified a number of topics for which reliable statistics should be found in the revision:

- Preservation/conservation
- Digitisation
- Library buildings
- Publications on open access servers
- Institutional archives
- Cultural activities outside the library (out-of-the-walls actions)
- Library research and development
- Participation in new forms of services (second life, blogs, etc.)

The revision will start in October 2009.

Library buildings

When planning new or reconstructed buildings, libraries need reliable data for calculating their space requirements. A German Technical Report presented such basic planning data in 1998; a revised edition will be published in 2009. On the basis of that report, a new work item was started in SC 8: The Technical Report 11219 will contain “Qualitative conditions and basic statistics for library buildings (space, function and design)”. The work started in May 2008; a comprehensive draft is planned for end of 2009.

Web archiving

This new issue emerged from the report for national libraries mentioned above. National libraries have started, each in a different way, to select, collect and store publications and websites out of their national domain, seeing this as a task similar to the traditional legal deposit. The new working group should define such resources, should describe methods of selecting, collecting, storing, and indexing the web resources and should identify statistics and a first set of quality indicators for these activities. It will start end of 2009.

Standardisation in ISO TC 46 SC 8 is following the developments in the information world, and therefore new topics are emerging continuously. Colleagues that are interested in cooperating in one or other of these ISO groups should address their national standardisation bodies.





Meetings in Milan

IFLA Statistics & Evaluation Section Standing Committee

MINUTES

1. The first Standing Committee meeting will be held on Saturday, August 22, 2009 at 11.30 am. The second Standing Committee meeting will be held on Wednesday, August 26, 2008 at 1:15 pm.

AGENDA (DRAFT)

This agenda covers both meetings.

1. Welcome and introductions
2. Adoption of the agenda
3. Adoption of the Minutes from the Standing Committee meetings in Quebec (published in the December 2008 Section Newsletter).
4. Elections
 - a. Chair
 - b. Secretary
 - c. Appointment of Treasurer (from Chair or Secretary)
 - d. Appointment of Information Coordinator
5. Report from the meetings of the Professional and Coordinating Boards
6. Treasurer's report
7. Activities of the Standing Committee
 - a. Projects
 - i. Global statistics – UNESCO
 - ii. Library schools
 - b. Publications
 - i. Newsletter
 - ii. Homepage
 - iii. Brochure

- c. Programming for Milan Conference – Housekeeping
8. Proposal for a joint project to develop performance measures for libraries serving print disabled people
9. Report on 8th Northumbria Conference Florence
10. Using data for continuing resources – possible joint pre-conference with IFLA Section on Serials and Other Continuing Resources for WLIC 2010
11. Global Statistics Phase II
12. Strategic Plan 2010-2011 [2nd meeting (probably)]
13. Review of Milan Conference
14. Program planning for Göteborg WLIC 2010 (Formerly Brisbane WLIC 2010)
15. Preliminary planning for Puerto Rico 2011
16. E-Metrics SIG
17. Program planning for 9th Northumbria Performance Measurement Conference
18. Member activities of general interest

Statistics and Evaluation Strategic Plan 2008-2009 Mission

The Section aims to promote the application of statistics, evaluation and assessment in libraries, both for the successful management and operation of libraries and for the demonstration of the value of libraries to their users, parent institutions and funding agencies.

Goals

1. Promote and demonstrate the value of the use of measurement and evaluation in the management, operation and promotion of libraries and library services.

(Pillars: Society, Profession. Professional priorities: (a) Supporting the role of libraries in society; (h) Developing library professionals; (i) Promoting standards, guidelines and best practice)

- 1.1. Hold meetings and sessions at IFLA conferences and elsewhere in furtherance of the goal.

(Status: Ongoing.)

- 1.2. Maintain and develop the Section's website on IFLANET and, where appropriate, elsewhere.

(Status: Impact and Outcomes bibliography has been moved onto the IFLA site. Validity of links in the links section to be reviewed.)

1.3. Improve communication with members and others through the development of the Newsletter, use of the discussion list and other appropriate measures.

(Status: Discussion list for committee members to be established.)

1.4. Encourage participation in the work of the Section by members in all parts of the world.

2. Advocate the use of quantitative and qualitative evaluation methods and tools and the development and use of standardised measures.

(Pillars: Profession, Society. Professional priorities: (h) Developing library professionals; (i) Promoting standards, guidelines and best practice); (k) Representing libraries in the technological marketplace)

2.1 Improve the application of evaluation and assessment tools through instruction and continuing education, and through appropriate projects and advocacy.

(Status: Ongoing. Planning a session on education and training at the satellite Conference in Florence in 2009.)

2.2 Work with other organisations to promote the development and use of recognised standards for benchmarking and comparative analysis.

(Status: Ongoing. Several actions are in progress, including participation in an Expert Meeting on Book Statistics in Amsterdam, work on the Numeric project and on ARL statistics.)

2.3 Work with ISO, UNESCO and other international organisations to promote the development and use of recognised standards for benchmarking and comparative analysis.

(Status: Ongoing. Preliminary results presented at a post-conference in Montreal August 2008.)

3. Co-operate with, assist and advise other IFLA sections in the use of measurement and evaluation in their fields.

(Pillars: Society, Membership, Profession. Professional priorities: (a) Supporting the role of libraries in society; (f) Promoting resource sharing; (h) Developing library professionals)

3.1. Continue to co-operate with other IFLA groups involved in the study and application of performance measures.

(Status: Ongoing. Continuing to co-operate with other sections in conference programmes: in 2008 with Management & Marketing and Library Theory & Research, and with National Libraries.)

3.2. Work with other IFLA groups, library associations and relevant bodies to develop workshops and projects.

(Status: Ongoing. Collaboration with University of Northumbria in nominating the Performance Measurement Conference as an IFLA satellite conference; and with bodies such as LISU and ARL. In discussion with the Libraries for the Blind Section on the possibility of running a workshop.)

4. Support international comparisons and collaboration with international agencies.

(Pillars: Society, Profession. Professional priorities: (a) Supporting the role of libraries in society; (f) Promoting resource sharing ; (i) Promoting standards, guidelines and best practice)

4.1. Develop working relationship with ISO and other standards organisations over the revision of standards for library statistics and performance measures

(Status: Ongoing. Report on ISO activities due at the first Milan meeting in 2009.)

4.2 Continue discussion with the UNESCO Institute of Statistics and other relevant bodies with a view to developing a new approach to global library statistics.

(Status: Ongoing. Successful three-year programme to reinvigorate global library statistics by 2008 conference, phase II in planning.)

Göteborg, Sweden to host the 2010 IFLA World Library and Information Congress

IFLA is delighted to announce that its 2010 IFLA World Library and Information Congress (WLIC) will be held in Göteborg, Sweden, from 10 - 15 August 2010.

We thank our Swedish colleagues, led by the Göteborg library community and Swedish Library Association, for their enthusiasm and commitment to work with IFLA at very short notice to host our 2010 Congress. We are confident that IFLA, the Swedish library community, and the city of Göteborg, will present an outstanding congress experience for all delegates, sponsors and exhibitors.

The Swedish Library Association and library community has been a strong supporter of IFLA activities over many years. The 2010 WLIC will provide an opportunity to celebrate this support and to showcase Swedish librarianship. It provides IFLA members with the opportunity to thank our Swedish colleagues and the government for the tremendous professional and financial contribution they have made to libraries and for librarians all over the world, including through SIDA funding and library community support for IFLA FAIFE and the Action for Development through Libraries Programme (ALP) activities.

The decision to locate the 2010 WLIC in Göteborg has been made following the difficult decision by IFLA to move the Congress from Brisbane, Australia. The Congress in Göteborg, with its guarantee of local funding to support the Congress budget, excellent facilities, community support, and more central location for a majority of our members, reduces the financial risk for IFLA in what we anticipate will be a difficult year financially for us all due to the impact of the world economic crisis.

Information on the World Library and Information Congress 76th IFLA General Conference and Assembly, Göteborg, Sweden 2010 will be available at the IFLA Stand at IFLA WLIC Milan 2009.

Claudia Lux IFLA President 2007 - 2009

Ellen Tise IFLA President-elect 2007 - 2009
IFLA President 2009 - 2011



About Göteborg: *Situated on the west coast of Sweden, between the capitals of Norway, Denmark and Sweden, Göteborg [Gothenburg] is easily accessible by air or ferry. It offers a modern convention centre in the city centre with hotels, shops, restaurants, sites, entertainment and libraries all within 20 minutes walking distance or on good public transport links. Göteborg has a well-developed collaboration between the local industry, universities and City Council to support major events such as our WLIC.*

