



THE BRITISH LIBRARY

Twenty-seventh Annual Report 1999-2000

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**The British Library
is an innovative,
resourceful, efficient
library – based in Britain,
serving the world.**



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Communicating...

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 **Communicating...** In the first initiative of its kind by a government-funded body, the British Library held a live online open meeting on the Internet in March 2000 to stimulate discussion with key stakeholders. Hundreds of Library users from all over the world took part in the Internet conversation, which the Library intends to repeat on a regular basis.

For scholarship, research and innovation



The Library's collection has developed over 250 years and exceeds 150 million separate items representing every age of written civilisation. It includes: books, journals, manuscripts, maps, stamps, music, patents, newspapers and sound recordings in all written and spoken languages.

- The Library's users include: academics, independent researchers and people working in the library and information science sector and in business and industry.
- Every working day services are offered in the Library's 13 reading rooms and study areas.
- There are nearly half a million reading room visits each year.
- Almost four million documents are supplied to remote users yearly.
- Each year some three million separate items are added to the collection.
- Catalogue records are made available worldwide online.
- Specialist information services such as the Business Information Service and the Health Care Information Service provide help to both on-site and remote users.
- Research projects are funded to further the Library's Co-operation and Partnership Programme.
- Publications, exhibitions, education and training programmes and other events make the Library's collections accessible to a wider audience.
- Pioneering technological advances ensure wider and better access to the collections.
- At present, the Library has over 2,300 staff and operates from its new building at St Pancras, the Newspaper Library at Colindale in London and from Boston Spa in Yorkshire.
- Further information is available on the Library's website at www.bl.uk

The British Library is the national library of the United Kingdom and one of the world's greatest research libraries.

Key achievements of the year

The Library completed its move to St Pancras on 16 June 1999 with the opening of the Science, Technology and Business reading rooms.

- During June 1999 reading room opening hours at St Pancras were extended from 53 to 56.5 hours per week for the main reading rooms (Humanities, Rare Books and Music, and Science, Technology and Business). These opening times will continue into 2000-2001.
- A reader survey carried out in January 2000 revealed that 85% of readers rated the services and facilities at St Pancras as excellent or good.
- Demand for reader passes continued to rise with 52,104 new passes issued during the year, compared with 30,828 in 1998-99.
- Total demand for remote services during 1999-2000 was 4.15 million requests.
- Automated request transmission accounts for 91% of all document delivery requests for standard services, up from 82% last year.
- The Library's Online Public Access Catalogue on the Web attracted over 5.1 million searches this year.
- In September the Library introduced the Articles Direct service (targeted at occasional users), which allows payment for copies of journal articles and conference papers using a Web order form. The launch of this secure credit card payment service is the Library's first use of e-commerce.
- This year the Library staged its first two major temporary exhibitions to great public acclaim. The first, 'Post Impressions: the art of the stamp and 1,000 years of inspiration', in collaboration with the Royal Mail, ran from August 1999 to January 2000. The second, 'Chapter & Verse: 1,000 years of English literature', opened on 10 March 2000 with support from Pearson plc.



George Smith from Collection Management. The Library spent an extra £3 million on acquisitions and £1 million more on preservation during the year compared with 1998-99. This level of funding will be maintained for the three-year period 1999-2002.



Collecting...

Chairman's introduction

Working at St Pancras these past few years has been a little like watching a butterfly emerge from a chrysalis.

Now that the building, which seemed cocooned in scaffolding for so long, is fully open our users can marvel at the impressive space and the new and enhanced services we can deliver. We are also spreading our wings in other ways – with our first special exhibitions, an expanding events programme and increasing numbers of visitors to the galleries and education centre.

Behind the scenes the Board was pleased to conclude the long-running negotiations with the British Museum about the division of the Shaw Fund and to finalise the sale of properties we no longer need.

We were fortunate to sell our redundant properties when the London property market was buoyant, securing for the Treasury a greater capital return than previously foreseen. The Library hopes to benefit from some of the proceeds and has placed bids to fund some flagship capital programmes. In particular we wish to begin the long postponed investments in digital technology to ensure the continued commercial success of our Document Supply Centre in Boston Spa.

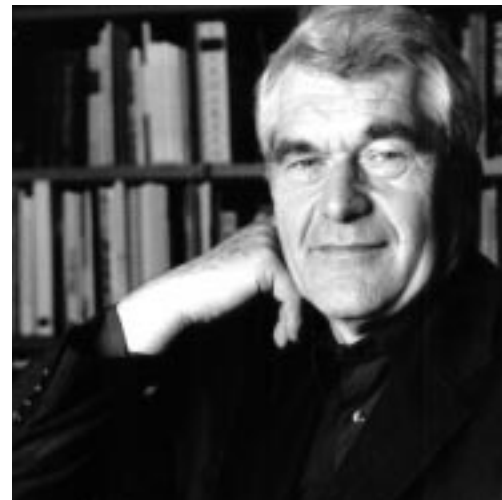
We are continuing to exploit online and technological developments in order to provide new services and improve access to existing ones. In September we became the first UK public service body to become a free Internet Service Provider with the launch of British Library Net. Hosted by Easynet, the service offers subscribers

direct access to the Library's Web services, links to hundreds of national, university and research libraries and access to an unrivalled range of global information resources.

In order to secure our long-term aim of providing benefit from digital technology we must work in partnership with other organisations. In spring 2000 we announced the Library's role as a major partner in Fathom, an international consortium which aims to be the premier website for knowledge and education. The project brings together six leading academic and cultural institutions to provide access to a wide range of original e-courses – a world first. This generated much favourable media coverage.

These initiatives will ensure that users at home and abroad can access the Library's unrivalled collections but they also highlight a pressing need for Government to reconsider the Library's role as we move into the 21st century.

In June 2000 Brian Lang will leave the Library, after nine years as Chief Executive. During that time Brian was responsible for overseeing the Library's successful move to St Pancras and for managing major organisational change. In recent years the Library and its services have attracted widespread acclaim from readers, visitors and the media and it is very pleasing for those of us who recognise Brian's achievements to see his stewardship being recognised at last. We wish him all good fortune in his new role as



Dr John Ashworth, Chairman

Principal and Vice-Chancellor of the University of St Andrews.

Lynne Brindley will succeed Brian Lang as Chief Executive. Lynne is a former employee of the British Library so she knows us and our culture well. She is also the first professionally qualified librarian to be appointed as Chief Executive and brings to the post a wide management experience acquired as Pro-Vice Chancellor in the universities of Aston and Leeds. We all look forward to helping her lead the Library from the firm foundation that is Brian Lang's legacy.

A handwritten signature in black ink, which appears to read 'John Ashworth'. The signature is written in a cursive style and is positioned above a horizontal line.



Collecting... Lord Olivier's vast personal archive, including diaries, cuttings, photographs and recordings was acquired for the Library this year. Curator Kathryn Johnson sorts through items from one of the greatest British theatrical archives of the last century.



Open to all...

with magic
makes you g
with a wicked
you can walk
invisible plat
would you c

Handwritten text on a card, partially obscured.

Handwritten text on a card, partially obscured.

Text from an open book or document, partially obscured.

Text from a document or book, partially obscured.

Chief Executive's overview

The successful completion of the building at St Pancras stands out as the major achievement of the last nine years, improving on-site access for our readers.

The landmark building is a magnificent symbol of the United Kingdom's contribution to research and scholarship. At St Pancras we can now celebrate and give full recognition to an extraordinary range and number of novelists, poets, biographers, philosophers, scientists, historians and other scholars from these islands and beyond.

On 16 June 1999 the full opening of the Science, Technology and Business reading rooms completed the move to St Pancras. Now all 11 reading rooms are open, we are able to demonstrate that the Library functions properly and efficiently as a building. Indeed, a recent reader survey revealed that 85% of readers felt the facilities and services were excellent or good. St Pancras was also voted into the top 10 of the British Building of the Century poll, collated jointly by English Heritage and Channel 4. In that poll, we stand in the public's affections alongside such much-loved landmarks as Coventry and Liverpool cathedrals and the De La Warr Pavilion in Bexhill.

We were pleased to be able to offer readers at St Pancras longer opening hours this year – a direct result of significant savings achieved during the Library's negotiations on its St Pancras rates liability. During June 1999 we extended reading room opening hours beyond the 53 hours agreed with Government to 56.5 hours per week for the main reading rooms (Humanities, Rare Books and Music, and Science, Technology and Business). These extended opening times will also be funded into 2000-2001.

Whilst St Pancras is a great success, it is only a part of our wider operations. The British Library is an innovative, resourceful, efficient library - based in Britain, serving the world. In the past year we have given access to, or handled enquiries from, users in countries as far apart as Canada and Croatia, El Salvador and Sri Lanka. It is our intention to become the hub of the global library network, leading and supporting libraries around the world.

Future perfect Our primary objective, in the years up to 2007, will be to assure and improve access to our collections and to the world's knowledge base. Simultaneously we must maintain and manage the collection so that it retains its international reputation and status for breadth of material, for quality and historical depth. We also need to open up access by exploiting and implementing the latest digital technologies and by being ready to adapt to the fast-changing institutional and commercial framework within which we and all other worldwide libraries operate.



Brian Lang, Chief Executive



Open to all... The British Library provides something for everyone.

Each year thousands of visitors come to St Pancras to see the Library's exhibition galleries or to attend special events. Joanna John-Baptiste and ten-year-old Francesca Wade examine some of the children's exhibits in the 'Chapter & Verse' exhibition.



Listening counts In direct response to the views of 1,500 stakeholders who responded to the 1998 Strategic Review consultation exercise, the Library is rebalancing its activities and placing greater emphasis on collection development and preservation. During 1999-2000 we spent an additional £1 million on preservation and £3 million on acquisitions. Policies and procedures to co-ordinate the acquisition of CD-ROMs and online publications have been set up and £500,000 was spent in obtaining access to over 100 electronic products, including the ISI Web of Science.

Reaching out In pursuit of the recommendations stemming from the Strategic Review, we are implementing three further initiatives. The first is the setting up of a new Co-operation and Partnership Programme (CPP) to align the Library's co-operative approach more closely with strategies being developed by related organisations, both nationally and internationally. Secondly, we are developing the Library's science and industry strategies, concentrating on reinforcing the Library's links with the DTI and other government departments, the CBI and Britain's leading companies. Finally, a new Think Tank and internal Policy Unit have been formed to help monitor changes in the marketplace and inform the Library's strategic planning.

Demand for remote services like document delivery remained strong at 4.15 million requests, making the British Library the largest single supplier worldwide.

Saving for growth In addition to these initiatives, the Library is also implementing many 'spend to save' changes to secure better value for money from the funds available and release resources for new technological developments that will benefit users.

Extending access The Library fully supports the Government objectives set out in the Department for Culture, Media and Sport's document, *A New Cultural Framework*. The objectives are to promote innovation, creativity and competitiveness, to broaden access, to develop educational potential and to combat social exclusion. We believe that we are meeting these challenges in full, but we continue to keep them in the forefront of our thinking and our initiatives.

Demand for remote services like document delivery remained strong at 4.15 million requests, making the British Library the largest single supplier worldwide. Our customers are also quick to take advantage of new technological developments in document delivery. Automated request transmission now accounts for 91% of all requests for the standard services – up from 82% last year. Use of ARTWeb (the new Web-based document order form for registered customers) went live from December 1999 and is continuing to grow rapidly, with almost 6,000 requests received monthly.

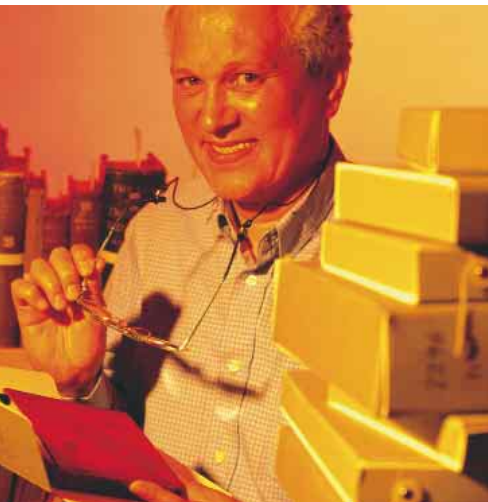
Around the Library we continue to extend access for the general public. At St Pancras there were over 600 tours during the year for the public and for visiting groups and the Library's education, training and events programmes continue to expand in volume and popularity. This year we staged our first two major temporary



Innovating... Richard Cox and Nikki Suttill from Boston Spa try out British Library Net – the Library's own free dial-up Internet service – launched in September 1999 and available at www.britishlibrary.net. The British Library was the first public sector Internet Service Provider, developing the service in conjunction with Easynet.

Innovating...





In September we introduced the Articles Direct service... this secure credit card payment service is the Library's first use of e-commerce.

exhibitions to great public acclaim. The first, 'Post Impressions: the art of the stamp and 1,000 years of inspiration', in collaboration with the Royal Mail, ran from August 1999 to January 2000. The second 'Chapter & Verse: 1,000 years of English literature', which opened on 10 March 2000 with support from Pearson plc, allows us to display treasures from the Library's English literature collection – one of the finest in the world.

The British Library offers a range of services on the Web, including:

General information on collections and services at www.bl.uk

The Library's Online Public Access Catalogues at opac97.bl.uk

Education resources at www.education.bl.uk

Use the Library as your Internet Service Provider with British Library Net at www.britishlibrary.net

New technology, new challenges In September we introduced the Articles Direct service (targeted at occasional users), which allows payment for copies of journal articles and conference papers via the Web. The launch of this secure credit card payment service is the Library's first use of e-commerce. It provides another example of how we are addressing the Department for Culture, Media and Sport's goals of creating an efficient and competitive market and broadening access to its fullest extent.

The Library's Digital Library Programme sets out to establish an infrastructure that will be able to store the fast-growing output of published digital products and the digitised parts of the collection – providing wider and faster access to these holdings. The Library's Digital Library System will be online by the beginning of 2001. Advances in technology will enable the Library's users around the world to have easy access to information held in this format (subject to copyright restrictions) through the computer network.

Throughout 1999-2000 the Library was able to make good progress on the first phases of its Access Development Programme, which has been designed to improve access to the Library's collection for both on-site and remote users. As part of that programme, the existing online catalogue will be replaced with a new system, available in the reading rooms and remotely via the Web. The new online catalogue will be linked seamlessly with stand-alone catalogues for newspapers and sound recordings whilst other catalogues, which are not yet automated, will be added.

Work continues on the Corporate Bibliographic System, which will integrate and underpin the Library's cataloguing, bibliographic and information systems, and implementation starts this year. The system will support up to 2,000 concurrent users and handle up to 30 million records. Since the contract was awarded to Axis Resources in 1997 over 25 million catalogue records have been converted and loaded. Because of a major software problem, the project is currently running 18 months behind schedule, but we have introduced measures to help make up that time.

During the year the Library installed a new system for accessing CD-ROMs and DVDs in reading rooms. It also implemented an electronic storage and retrieval



Protecting... Cyril Titus from Collection Management boxes up a delicate item. The Library purchased a specialist box-making machine this year. Boxing provides a cost-effective way of caring for the collection and minimising damage to delicate items.

system, which provides access to over 1,000 major science serial titles in electronic format both in the reading rooms and by remote document supply.

Work has already started on digitising the Picture Library. By the end of 2003, over 100,000 of the Library's most attractive and interesting images will be available on our own website, ready for any search and order requests – another huge challenge which underscores the key message of this *Annual Report* – access for all without diminishing or compromising our standards of excellence.


Anticipating changing demands In any fast-moving environment there will continue to be changes in demand from our customers. To address these, the Library's newly formed Policy Unit initiated a short study on trends in information provision in science, technology and business. Undertaken in the summer of 1999, the study consisted of a 'snapshot' review of users, intermediaries and information providers in biomedicine and life sciences, engineering materials and applied physics and the social sciences. The Library also commissioned an extensive market-research report on patents users and non-users and an analysis of the patents information market. The information gathered in these key exercises will be vital in assessing which changes to services may be necessary in the immediate future and beyond.

The Policy Unit also commissioned a study to estimate the scale of future publishing over the next 10 years. Numerous changes in the format of publications are certain to have very far-reaching implications for the way that the British Library will operate as it moves forward. The report's authors predicted that up to 75% of books and up to 90% of scholarly journal papers may be available only in digital form by the end of this decade, and the Library is considering carefully the significance of these changes for future service development.

Our Co-operation and Partnership Programme is actively seeking new partnerships with both public and private sector organisations to help us meet our users' demands and expectations.

Working with others It is clear that it is no longer realistic or indeed logical for any major library in the world to work alone to achieve its goals and ambitions. Co-operation in a range of fields must be an imperative, informing our approach to collection management and development. Our Co-operation and Partnership Programme is actively seeking new partnerships with both public and private sector organisations to help us meet our users' demands and expectations. The role of the CPP team is to co-ordinate our existing and new co-operative activities, working with colleagues to provide an external focus, and to administer a newly created fund to support co-operative and partnership initiatives. Following the launch of the Co-operation and Partnership Fund in November 1999, a call for proposals generated 50 applications. The applications cover three main areas: collecting and accessing



 **Revealing...** The Library's catalogues help users around the world to access the collections. Each year over 350,000 items are catalogued online and the records made available in reading rooms and via the Web.



Delivering...

The British Library is presently undergoing a series of the most profound changes to have affected it since its foundation nearly 30 years ago.

library and information resources; the retention and preservation of resources to ensure long-term access; and activities and mechanisms designed to ensure that resources can be easily identified and located.

A further study was commissioned (a final report is due in June 2000) to create a high-level map of existing national and regional, cross-sectoral and cross-domain co-operative activity in the main CPP areas, primarily in the UK but also further afield.

Looking to the future The British Library is presently undergoing a series of the most profound changes to have affected it since its foundation nearly 30 years ago. Anticipating the many challenges that lie ahead, the newly formed Think Tank is helping to shape the Library's long-term future direction. It has a remit to forecast changes in technology and other external developments. The Think Tank will be looking in detail at information trends in technology, science and business, examining the changing and challenging roles of the British Library in the 21st century, and endeavouring to act as a 'rapid response' unit, bearing in mind how speedily this sector develops and multiplies. It will assist the Board in addressing emerging issues and provide guidance for the best, and most appropriate, ways to embrace the changes and the opportunities that lie ahead.

Whilst looking to the future, we were pleased that the Department for Culture, Media and Sport provided a strong endorsement of the Library's work 'particularly in relation to access, education and excellence' in the first stage of its quinquennial review. We look forward with interest to the outcome of the second stage.

Again, I would like to thank our sponsors, donors, the Friends of the British Library, the American Trust for the British Library, the National Heritage Memorial Fund and many others for their support this year. Their support has allowed us to acquire new materials, extend access and expand the scope of the work we can do.

The first stage of change is successfully complete with the opening of St Pancras and the accompanying structural and organisational changes. The next sequence of change is already under way. That involves an even more intense encounter with digital technology, and increasingly flexible working patterns for staff.

It has been an honour and a privilege to have led the British Library through the most testing period in its history. I wish the staff, and my successor, every good fortune in the future.



Delivering... Sue Selves from Boston Spa Despatch sorts an urgent item for collection. Each year staff at Boston Spa alone handle over 3.5 million requests.

Serving the world...



‘The British Library belongs not just to the nation, but to the world. We are its present custodians. Our legacy to the future begins with the care and support we give it today.’

Amanda Foreman, biographer of Georgiana, Duchess of Devonshire.

■ In 2001 the British Library will host ‘Treasures from the Ark’ - an exhibition commemorating the introduction of Christianity into Armenia. [Armenia](#) was the first country to recognise Christianity as the official state religion in 301 AD, 12 years before the Emperor Constantine granted tolerance to the religion within the Roman Empire.

■ The Library’s front of house staff and services at St Pancras won a British Heritage Travellers’ Choice Award for Best Visitor Services, voted for by visitors from [America](#).

■ Concerts, lectures and poetry readings were organised to celebrate the bi-centenary of Pushkin’s birth, and the 150th anniversary of [Romania’s](#) national poet Mihai Eminescu.

■ Research work on the Kharosthi Scrolls - a co-operative venture with the University of Washington in [Seattle](#) - resulted in the publication of the first volume of the project, *Ancient Buddhist Scrolls from Gandhara*. The scrolls provide important evidence of how Buddhism spread from the historic region of Gandhara (now [Afghanistan/Pakistan](#)) to [China](#) and other parts of Asia.



■ The Library acquired over 300 items from the Library of Prince Furstenberg at Donaueschingen, [Germany](#).

■ Library staff took part in the International Conference on the Digital Library in Bologna on 17-18 June 1999. The BL's [Italian](#) market has grown by 4.5%, and with input from the Italian Section earns £675,000 in revenue.

■ The University of [Texas](#) and the British Library agreed to exchange staff and to digitise complementary collections.

■ The British Library's [Dutch](#) section was heavily involved in planning 'Bookshop of the World', a three-day conference in September on the history of printing and publishing in the Low Countries. Over 120 delegates from all over the globe attended.

■ The British Library is one of four partner libraries involved in a three-year project to improve information about research materials for Russian and East European studies. Librarians and other cultural figures from [Poland](#), [Hungary](#), the [Czech Republic](#), [Slovakia](#), [Romania](#), [Lithuania](#), [Russia](#), [Ukraine](#) and [Belarus](#) visited the BL.

■ Vladimir Aleksandrov, deputy director of the national library of [Russia](#) spent a week in London, looking at storage and security systems to help in planning for a new Russian building.

■ inside web continues to grow with over 1,100 subscriptions worldwide. Subscription renewal is achieving an impressive 89%. A recent major agreement with over 200 subscribers has been set up in [Australia](#).

■ New standing orders were placed for current newspaper titles from [Chile](#), [Colombia](#), [Cyprus](#), [El Salvador](#), [Kuwait](#) and [Turkey](#).

■ The President of [Kyoto](#) University and colleagues visited the Library to set up discussions on a joint conference, to be held in November 2000.

■ The Department of Manuscripts continued its work as a partner in MALVINE, a project funded by the Commission of the [European Communities](#) to improve electronic access to holdings of modern manuscripts and letters in European institutions. The Library held a plenary meeting in November, and a demonstrator has been set up.

Events highlights



Spring

■ The Library organised a day of free events celebrating Shakespeare's birthday and the first anniversary of the opening of the Library's exhibition galleries.

■ London Contemporary Dance performed a new dance work, 'Thunderfoot', in the piazza. In the appreciative audience was European Commissioner Neil Kinnock MEP, visiting King's Cross and St Pancras to look at regeneration projects in the area.

■ To mark the 450th anniversary of the publication of the first English Prayer Book, the Bishop of London gave a keynote address on 'The Church of England today'.

Summer

■ As part of the BBC's Webwise series, the Library was chosen as the location for a special live edition of Tomorrow's World, focusing on the Internet. The programme highlighted many of the Library's own technological advances.

■ The Library hosted three wide-ranging evening programmes of poetry and performance, held on the piazza, as part of the Clerkenwell Festival. There were also six successful Sunday poetry performances in July and August.

■ To tie in with the Library's 'Post Impressions' exhibition the Education Service ran two series of family workshops - 'Lick it, Stick it, Stamp It' and 'Millennium Books' - both aimed at families with children aged 6-14.

Autumn

■ As part of Open House 1999 the Library organised a day of free events attracting over 5,000 visitors. Events included a special lecture by the architect of the building, Professor Sir Colin St John Wilson, visits to some of the reading rooms, workshops and demonstrations of printing and calligraphy and talks from specialist curators in the exhibition galleries.

■ The Library organised a Public Poetry seminar in collaboration with the Poetry Society for all 'who like (or would like to like) poetry'. Speakers included Simon Armitage, Ruth Padel, Jo Shapcott and Poetry Society Director Chris Meade.

■ US Presidential hopeful, Steve Forbes, delivered the fourth annual Douglas Bryant Lecture at St Pancras on 13 October.

Winter

■ A new series of evening training courses ran throughout January to March. The talks covered a number of topics including 'How to research your Family History' and 'Picture Research on the Internet'.

■ The Boulton Lectures looked at the life, work and accomplishments of Benjamin Britten - the Library holds a unique collection of the British composer's work and key recordings of him in rehearsal and performance.

■ AS Byatt, Steve Jones and Professor John Carey discussed the ideal and the attainment of Utopia in the past, and in the future. The evening was recorded for transmission by the BBC, and was broadcast on Radio 3 in its Night Waves slot.

Highlights of the Library's popular, innovative and wide-ranging events for everyone, throughout the year...

Educating...



Educating... Children from the Loretto School in Edinburgh devising a story for the StoryBank – part of the children's section in the 'Chapter & Verse' exhibition. The StoryBank invites young visitors to write their own stories and submit them for possible inclusion on the Library's Education website.

Working...



A year in review

Serving a wider public

■ Library exhibitions included 'Post Impressions' (August - January); 'Designer Bookbinders' (December - January), 'Chapter & Verse' and the on-going 'Bibles: a display for the millennium', which opened in the John Ritblat Gallery in December and which tells the story of the Christian Bible. The Library also took part in a joint exhibition with the Library of Congress, 'John Bull and Uncle Sam: four centuries of British-American relations', held in Washington DC, from November to March.

■ The Library participated in a series of art workshops with children from various communities in the St Pancras area and with professional artists within the King's Cross Estate Action project.

■ A new education website was launched (www.education.bl.uk) to help schools, colleges and families access the Library's resources. Affiliated to the National Grid for Learning, it attracted praise from teachers for providing a wealth of original source material. The website was produced with support from Pearson plc.

■ An innovative new project, Words Alive!, was awarded a grant of £87,000 from the DfEE Museums and Galleries Education Programme. The grant, for a dedicated Literacy Education Officer and a two-year project for schools in Camden and Torbay, will create exciting new resources for literacy work and make them available to all schools in the country on the Web.

■ During the year the Library collaborated with the BBC on the UK's largest oral history project. The 'Millennium Memory Bank' – a unique archive of BBC recordings collected from around Britain as the last millennium closed – will be available at the Library for research into 20th century social history.

■ The Bookshop consolidated its position as the UK's leading retail outlet for books about books and manuscripts, with a significant rise in annual turnover and an increase in mail order business.

■ A CD-ROM of Beowulf, the classic Anglo-Saxon text, was published by the British Library. The CD-ROM (including a range of related manuscripts and texts) makes all the key sources for the history of the text fully accessible for the first time.

■ Two new treasures were added to the electronic viewing system 'Turning the Pages'. The Luttrell Psalter and the Golden Haggadah join the Lindisfarne Gospels, the Sforza Hours, the notebook of Leonardo Da Vinci and the Diamond Sutra in the exhibition galleries.

■ The Library is committed to developing lifelong learning. It runs an extensive programme of training courses to help people in libraries and in other professions to develop their information-finding skills. Over the year there were nearly 50 in-house courses including two series of evening events and a successful one-day conference on 'E-commerce for the Smaller Business'.

Improving access at St Pancras

■ Visitors to St Pancras can see more of the building (with the exception of staff and storage areas and the reading rooms) following changes to the boundaries between the reader and public areas introduced in spring 1999.

■ A major programme to improve access for users with disabilities has been successfully completed. It included significant improvements to external ramps, internal doors, fire exits and signage. A specially adapted microfilm reader and magnifying equipment are now in use, and further improvements are under way with the installation of a number of hearing induction loops.

■ The Disabilities Focus Group at the British Library worked with readers and users with disabilities to find out whether it was meeting its access obligations at St Pancras. The suggested improvements reinforce the findings of earlier access audits, and a programme to implement the proposals is in place.



Throughout the year there were over 300 school visits - attracting over 8,000 children and teachers.



Working... Hundreds of thousands of users access the Library's collections and services to help them in their work. Inventor Stephen Einhorn used the Library's Patents Information services to help him in patenting a range of greetings cards which incorporate candles and pewter candle holders.

Use of the Library's web-based online catalogue rose to over 5,135,000 searches during the year.



Extending access through technology

■ The Document Supply Centre (DSC) in Boston Spa now sends over 250,000 articles a year using Ariel® software. The number of Ariel® transmissions has been increasing by over 10% a month, providing quicker service and better quality copies.

■ The St Pancras Integrated System, which generates reader passes, allows readers to search the eight million records in the online catalogue and relays orders to the book stores, handled nearly a million requests in 1999-2000.

■ An updated version of **inside web** – the Library's current awareness and document supply service for commercial and academic markets – offers email delivery of database search results daily, weekly or monthly at the same subscription price. Further enhancements are a new interface and a table of contents service, which enables users to view the contents of a single title or group of journals.

■ Over 1,100 subscribers now consult **inside**. During 1999-2000 the service saw a 52% increase in subscriptions, and subscription revenue rose by 59%. The renewed subscription rate was 89%, and satisfaction rates rose to 90%.

■ ESTAR (Electronic STORAGE And Retrieval system) is now available for remote document supply and in the Library's reading rooms. Storing over 1,000 full-text Elsevier Science BV journals in electronic format, the system provides copies for remote and on-site customers. Future developments include adding material from other publishers – another 12 have agreed in principle for the Library to do this.

■ The Library has released a 32-bit version of the British National Bibliography (BNB) on CD-ROM. This CD-ROM/Web hybrid allows users to display catalogue records; to search for titles and order documents from the Library's online catalogue; and to link to external websites and databases.

■ A retrospective conversion of the Library's card catalogue of books published

prior to 1980 and available for inter-library loan is under way. The catalogue records around 1.3 million items published between the 17th century and 1979, and the project will take over two years to complete.

Improving customer service

■ More shift working has been introduced for document supply provision. The Urgent Action Service now works round the clock between 5.00 and 4.00 Monday to Thursday and to 3.00 on Friday.


■ The most recent St Pancras reader survey in January 2000 showed that 83% stayed for more than three hours in a day, and that 75% were regular users. Readers most liked the comfort of the reading rooms at St Pancras, and 89% of those interviewed said that their use of the Library had helped them in their external achievements.

■ Customer registration and patent document ordering can be carried out using the new Patent Express Web pages. A revised tariff for patent document supply cut the prices of the most popular patent series by up to 40%.

Co-operating and communicating

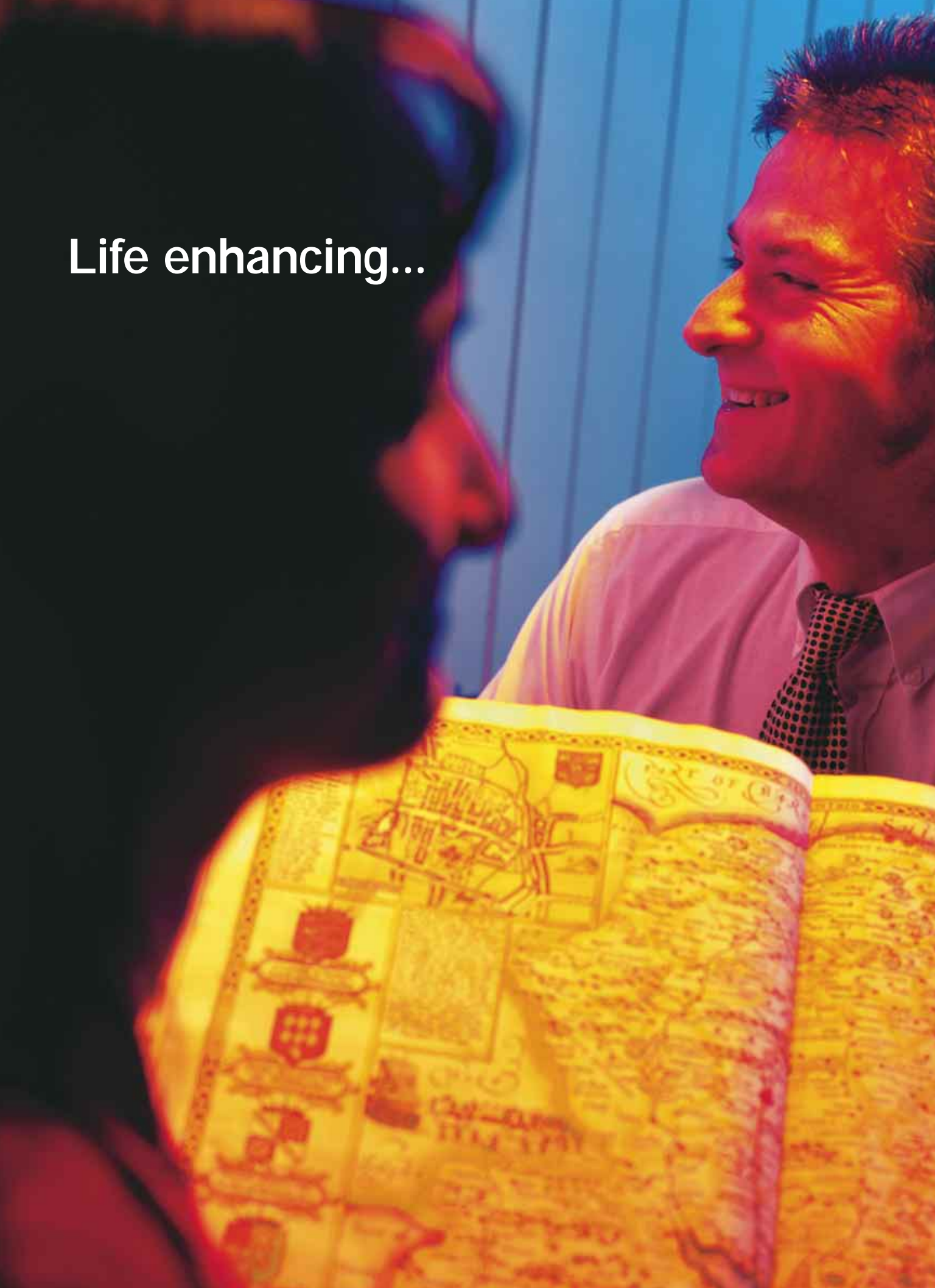
■ The British Library is one of six leading educational establishments from around the world to co-found Fathom – an international initiative on intellectual property. The founding partners of **fathom.com** include Columbia University, the London School of Economics and Political Science, Cambridge University Press, the Smithsonian Institute's National Museum of Natural History and New York Public Library.

■ Access to Archives is a unique partnership between the Public Record Office, the Historical Manuscripts Commission and the British Library. The aim is to make eight million records in English local and national archives available by 2002. The Treasury's Invest to Save fund provided investment in infrastructure.

 **Helping...** Jackie Pitcher, Reader Services Manager at the Newspaper Library. Over 670,000 requests for information, from personal visitors and from postal, telephone, fax and email requests, are handled by the Library's staff every year.

Life enhancing... Many readers use the Library to conduct their own specialist research. Derek and Emma Speed from Southampton are using the Library's Maps collections to research a possible family connection with John Speed, the famous 17th century mapmaker.

Life enhancing...





The Document Supply Centre received its 95 millionth request on 10 February, from the University of Newcastle.

Working more efficiently

■ The Library has reviewed the pricing structure and payment methods for document supply. A new sales order system linking request-processing directly to the sales ledger was introduced in February 2000, bringing benefits of greater pricing flexibility to the Library and improved account options and information to customers. Pricing changes to the standard service were introduced in April 2000 for international customers and are planned for October 2000 for the UK.

■ The Library's newly established Action for Change programme aims to: describe and define organisational values; build on the performance appraisal process by developing core competencies; improve internal communication; establish a culture of service across the organisation.

■ An Integrated Marketing Team was formed to make proposals on how to move forward with integrated marketing within the Library. The team (working closely with the Action for Change programme) will produce their final recommendations in spring 2001.

■ The Library is introducing a new staff performance management scheme. Implementation training was completed at the end of November. Over two years Human Resources and directorate trainers have run 213 courses for reporting officers, trained over 2,000 staff and spent 305 working days in delivering training.

■ During 1999-2000 output from Collection Management's centralised cataloguing department increased by almost 11% to a record 128,227 items.

■ The Library's Intranet has a new team – formed from existing resources – dedicated to its maintenance and development. The site was successfully restructured in March 2000, with a new standard look and feel and a subject-based navigation system.

■ Over the past year the British Library has completely rationalised its estates. Since the opening of St Pancras it has vacated nine of its buildings to schedule.

Considerable savings have been realised from dilapidations and early building release, and the British Library has also been able to sell its freehold sites.

■ All of the formal certification requirements for the St Pancras building have been completed – many buildings in London take 10-20 years to complete the complicated certification process.

■ The Library has carried out a number of joint training exercises with the London Fire and Civil Defence Authority to test evacuation and emergency management procedures at St Pancras – risk management procedures are now robust and well tested.

Safeguarding the collection

■ Funding has been allocated for cleaning, refurbishing and improving storage conditions at Colindale, and two major projects have begun in the conservation of globes and prints and drawings. The Library is also involved in a condition audit. This will contribute to the National Preservation Strategy for libraries and archives in the UK and Northern Ireland.

■ The Library is working to ensure that it is able to process and preserve all types of digital material. Work is currently progressing on revising the *Anglo-American Cataloguing Rules* to make it compatible with the Digital Library of the future. The Library is also participating in a Consortium of University Research Libraries collaborative venture on preservation metadata.

'Greening' Library operations

■ Every government department has a 'green housekeeping' strategy in place, and though a Non-Departmental Public Body, the Library has followed this lead. The Library has designated a senior manager to take responsibility for 'greening' operations, and it has been working to establish a quantitative baseline for its greening operations. Key points now being assessed are: energy consumption, greenhouse gas



Sharing... The British Library National Sound Archive supplied the Globe Theatre with recordings of acclaimed productions of Shakespeare's plays to complement the displays in its new exhibition galleries. Eduard Plaat listens to a historic recording.

Sharing...





Co-operating...

emissions, ozone depleting substances, water consumption, waste production and paper procurement. Full details will be made available on the website at: www.bl.uk

Awards

■ Harrow Green Removals, who handled the transfer of most of the collection to St Pancras, together with the Library, won the Relocation Category of the Premises and Facilities Management Partnership (pfm) Awards 1999. The award recognises the superb job done by the Public Private Partnership and its contractors in moving the collections.

■ The British Library won the Multi Media Award in the National Heritage/NPI Museum of the Year Awards for its 'Turning the Pages' online viewing system.

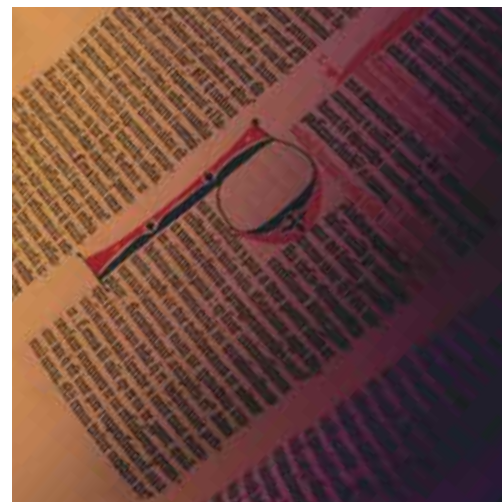
■ The St Pancras Integrated System was named as one of nine medallists (out of 91 entrants) and the only public sector winner in the 1999 British Computer Society Awards for IT.

■ The Library's Health Care Information Service (HCIS) won an award in the 2000 Healthcare IT Effectiveness Awards for its telemedicine website at www.dis.port.ac.uk/ndtm

Support for the Library

■ The Library received generous voluntary financial support from a wide range of major sponsors and individual donors throughout the year. Following the strengthening of the Development Office, several exciting new fundraising initiatives are planned for 2000-2001 including a series of invitation evenings to support acquisitions, the re-launch of Adopt a Book to aid the preservation of the collection, and the launch of a Corporate Membership Scheme.

■ Donors in 1999-2000 included:
The American Trust for the British Library
The Bryant Family
Butler & Tanner Ltd
Chadwyck Healy Ltd
The Gladys Kriebel Delmas Foundation
The D'Oyly Carte Charitable Trust
Lady Eccles
Lord Egremont
The Friends of the British Library
The Headley Trust
The Heritage Lottery Fund
Lloyds TSB Group plc
Mr V Manoukian
The Mercer's Company
The Patent Office
Pearson plc
The Pilgrim Trust
Rice University, Texas
Mr John Ritblat and the Ritblat family
The Royal Bank of Scotland plc
The Shaw Fund
Mr and Mrs R Sherrington
- and many hundreds of other individual supporters.



Co-operating... Curator Kristian Jensen with a volume of the Gutenberg Bible. A team from the Humanities Media Interface Project of Japan's Keio University in Tokyo worked at the Library in March, digitising both of the Library's copies of Gutenberg's 42-line Bible and a number of fragments. The results will be available for the Library's forthcoming Gutenberg 2000 programme in September - December 2000.

The Newspaper Library in Colindale received 117,000 enquiries during 1999-2000, an increase of 20% on last year.

A woman with dark hair, wearing a red top and a watch, is looking down at a small card she is holding in her hands. She is in a room with wooden shelves and drawers, each with a small label. The lighting is warm and focused on her face and the card. The card has some text on it, including "British Library" and "Card Catalogue".

Leading...

Leading... Records for millions of items in UK museums, libraries and galleries are held in card catalogues – accessible only to personal visitors. Following recommendations in the *Full Disclosure* report, the British Library is collaborating with partners from key bodies in the library, archive and museum sectors to digitise 80% of existing card records by 2010 and to make those records available through the Internet. Chetana Solanki looks through one of the BL's card catalogues.

Financial and statistical summary

The more generous grant in aid settlement this year meant more resources were allocated for acquisitions and preservation. However, the Library faces new challenges in implementing its plans for co-operation and partnership and for the Digital Library.

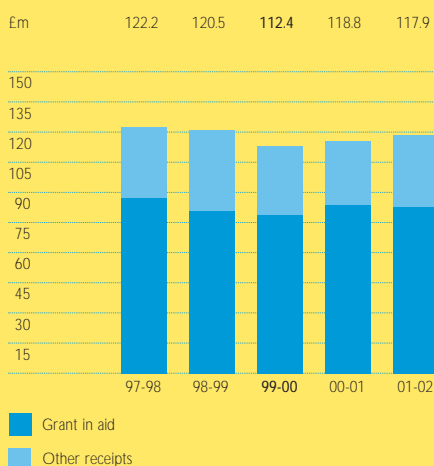
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44 Directorate structure **46** Advisory and support bodies **47** Notable acquisitions and donations **48** Acronyms and abbreviations

Financial and statistical summary

The total resources initially available to the Library in 1999-2000 included grant in aid of £83.20 million, an increase of 3.4% on the comparative figure for 1998-99.

Resources 1997-2000 and future projections



This included funding for activities carried out by the Library's Research and Innovation Centre (RIC), which were transferred (along with agreed funding of £2.44 million) to the Library and Information Commission from 1 April 1999. This left a total of £80.76 million available for remaining Library activities. In the event, £78.47 million grant in aid was drawn down and £2.29 million retained by the Department for Culture, Media and Sport for use in 2000-2001 on the Library's delayed key PFI project, the Corporate Bibliographic Programme.

Thanks to more generous funding being available, the Library was able to achieve its plans to allocate more resources to acquisitions and to preservation during 1999-2000. Incoming resources to the Library were £112.33 million, made up of 69.85% Government grant in aid and 30.15% other income. The 1998-99 figures were 67.39% and 32.61% respectively.

Overall, the Library's earnings and other receipts, at £33.87 million, decreased by 15.4%. Sales income fell by 8.31% on 1998-99 to £28.47 million. This was mainly the result of the change in billing arrangements at the Document Supply Centre in support of a more flexible pricing structure. Previously customers purchased vouchers which were used later to pay for loans and photocopies. Now customers pay for services as they use them. In previous years the pre-paid arrangement meant that there was a surge of voucher purchases just prior to the price rise which was applied at the start of the new financial year.

Previous year figures have been restated to reflect the final audited accounts for 1998-99.

Accounts are shown on an accruals basis.

Full annual accounts for the British Library are available as a separate document from The Stationery Office, at the following address:

The Stationery Office, Publications Centre, PO Box 276, London SW8 5DT
Tel 0870 600 5522 Fax 0870 600 5533

Statement of financial activities for year ended 31 March 2000

£000	Unrestricted funds	Restricted funds	Total 1999-2000	Restated total 1998-99
Incoming resources				
Grant in aid	78,465	-	78,465	80,450
Trading	28,468	-	28,468	31,048
Donations	152	4,792	4,944	8,487
Investment income	279	176	455	474
Total incoming resources	107,364	4,968	112,332	120,459
Resources expended	(111,718)	(2,009)	(113,727)	(121,172)
Depreciation on St Pancras Assets	(13,048)	-	(13,048)	(18,043)
Net decrease in resources	(17,402)	2,959	(14,443)	(18,756)
Notional costs of capital	(26,474)	-	(26,474)	(30,845)
Net (outgoing)/incoming resources after notional costs	(43,876)	2,959	(40,917)	(49,601)
Reversal of notional cost	26,474	-	26,474	30,845
Gain/Loss on buildings revaluation	25,154	-	25,154	(53,948)
Impairment in valuation	(1,470)	-	(1,470)	-
Current cost adjustment	946	-	946	-
Net movement in funds	7,228	2,959	10,187	(72,704)
Funds Transfer out	-	(809)	(809)	-
Net movement in funds	7,228	2,150	9,378	-
Fund balances brought forward	434,037	2,511	436,548	550,437
Sub-total previous year				477,773
Prior year adjustment	-	-	-	(41,185)
Fund balances carried forward at 31 March 2000	441,265	4,661	445,926	436,548

Resources expended by activity¹

£000	1999-2000	1998-99
Collection management	29,098	31,795
Collection development	18,339	17,628
Access to collection	44,960	39,853
Wider public access	5,304	5,938
Bibliographic services	2,619	3,320
Reference/information services	8,064	6,659
Leadership, partnership and co-operation	4,133	3,209
Research and development ²	100	6,117
St Pancras occupation	1,110	6,653
Total	113,727	121,172

1. Figures are shown on an accruals basis.

2. The Research and Innovation Centre (RIC) ceased to be part of the British Library on 1 April 1999.

Balance sheet as at 31 March 2000

£000	1999-2000	1998-99
Fixed assets		
Tangible assets	443,737	433,186
Investments	57	57
	443,794	433,243
Current assets		
Stocks	352	609
Debtors	6,917	8,406
Cash at bank and in hand	11,403	9,085
	18,672	18,100
Current liabilities		
Creditors: amounts falling due within one year	(16,540)	(12,746)
Net current assets	2,132	5,354
Total assets less current liabilities	445,926	438,597
Amounts due > 12 months	-	(917)
Provision for liabilities and charges	-	(1,132)
Net assets	445,926	436,548
Represented by:		
Income funds		
Restricted funds	4,661	2,511
Unrestricted funds	-	-
Designated funds	441,265	434,037
General funds	-	-
Total funds	445,926	436,548

Trading income

£000	1999-2000	1998-99
Collection access	22,201	25,012
Wider public access	2,084	2,324
Reference and information services	580	712
Bibliographic services	1,489	1,678
Other	2,114	1,322
Total	28,468	31,048

Resources expended by expense category

£000	1999-2000	1998-99
Staff costs	54,718	53,363
Acquisitions for the collections	14,336	15,244
Research and other grants	-	4,427
Conservation and binding services	2,386	1,908
Other ¹	42,287	46,230
Total	113,727	121,172

1. Includes administrative charges, equipment, supplies and services, non-recoverable VAT and depreciation.

Code of Service and Funding Agreement performance

‘The new library has been an absolute joy to work in. It’s so user friendly and such a pleasant environment.’

Dr P Weliver, St Pancras user, London.

Code of Service

The Library developed its Code of Service in response to the Government’s Citizen’s Charter initiative. It tells users what they can normally expect from our most heavily used services. The Library’s primary aim is to provide a service that satisfies the needs of its users in a manner that is efficient, reliable, consistent and courteous. Personal and telephone enquiries receive a prompt response in all areas. Targets for answering written enquiries vary slightly between different areas and are specified in the following tables. Staff who deal directly with users wear name badges so that they can be easily identified.

The Code of Service tables show how the Library performed against its published standards. Non-numeric standards are not included and, in some cases, the wording of the standards has been abbreviated to fit a tabular format. Details of the 2000-2001 standards will be made available on the Library’s website at www.bl.uk during 2000.

St Pancras book delivery times

The Library’s Code of Service includes the target to deliver 90% of items within 50 minutes to readers in the St Pancras reading rooms. The 1998-99 *Annual Report* explained the difficulties in achieving this target during the moves of collections and transfer of services to the new building. The *Report* also detailed a number of changes which had been put in place to improve the performance of the service. During 1999-2000 these changes delivered considerably better results, particularly in the second half of the year, with the average for the year rising to 62%. However, recognising that the target of 90% in 50 minutes will not be achievable in the short term, the Library’s management has decided to set a more realistic target for the time within which 90% of items can be delivered. This has been set at 70 minutes for 2000-2001, but the aim is to reduce it in subsequent years.

The Funding Agreement targets

This year’s *Annual Report* includes a summary of the Library’s performance against the Funding Agreement targets. The Funding Agreement is the principal sponsorship and planning document between the Department for Culture, Media and Sport and the British Library, setting out the outputs and levels of performance which the Library is expected to deliver to achieve ministerial objectives. The financial year 1999-2000 was the first covered by a three-year agreement for the period 1999-2002.

A revised version of this agreement came into force on 1 April 2000. The Library’s achievements against the targets for 1999-2000 are set out in the table on page 35.

Service in the reading rooms

		Standard	Achieved
Reader Admissions Office			
Passes ¹	We aim to produce 96% of passes within 20 minutes.	96%	68%
St Pancras reading rooms²			
Delivery to reading rooms in St Pancras	90% of material held on site will be delivered within 50 minutes.	90%	62%
Written enquiries (General humanities)	Written enquiries will be answered or acknowledged within 10 working days.	100%	100%
Written enquiries (Science and Technology)	Written enquiries will be answered or acknowledged within 10 working days.	100%	100%
Written enquiries (Manuscripts)	Written enquiries will be answered or acknowledged within five working days.	100%	100%
Written enquiries (Maps)	Written enquiries will be answered or acknowledged within five working days.	100%	100%
Written enquiries (Music)	Written enquiries will be answered or acknowledged within five working days.	100%	94%
Written enquiries (Philatelic)	Written enquiries will be answered or acknowledged within five working days.	100%	100%
Written enquiries (NSA)	Written enquiries will be answered or acknowledged within five working days.	100%	97%
Written enquiries (OIOC)	Written enquiries will be answered or acknowledged within five working days.	100%	99%
Newspaper Library			
Delivery	Items requested will be delivered within 90 minutes.	100%	100%
Written enquiries	Written enquiries will receive a response within 10 working days.	100%	95%
Boston Spa reading room			
Advance reservations	Up to 10 items requested not less than five days in advance will be ready for use.	100%	100%
Delivery	Up to six items requested on day of visit will be delivered within 45 minutes (if available).	95%	92%
Counter service	Users will be served at the reading room counter within three minutes.	100%	100%

1. We ensure that you are given prompt, clear and accurate information on the arrangements for obtaining a reader's pass. We ask only for essential details and keep all information confidential. This measure covers only the time taken to issue a photographic pass but does not include the interview process. During 1999-2000 the interview and pass production processes were combined. This resulted in an improved service but, if measured by the old standard, appears less satisfactory. In future, the target will be for 90% of readers to be interviewed within 15 minutes, as this is considered to be a more meaningful measure.

2. See the list of moves to St Pancras on page 36 for details of reading room closures and openings.

Document supply

		Standard	Achieved
Document Supply Centre			
Standard service	90% of requests for post-1984 journal titles responded to within 48 hours of receipt.	90%	89%
	We will respond to requests for all categories of material within five working days.	95%	98%
Urgent Action Service	We will respond to all requests received 08.00-15.30, Monday-Friday, within two hours where required. Requests received at other times will be responded to by 10.00 the next working day.	99%	100%
	Items in stock will be despatched on the same day for requests received between 08.00 and 15.30 or next working day for requests received at other times.	100%	100%
Patent Express			
Urgent service	80% of copies will be despatched within three hours.	80%	78%
Rush service	95% of copies will be despatched within 24 hours.	95%	84%
Standard service	95% of copies will be despatched within 24 hours.	95%	91%
While-you-wait service	Orders will be completed within 30 minutes. Orders will be completed as agreed for larger orders.	95%	93%
		100%	100%
British Library Reproductions (other than Newspaper Library)¹			
Express service	98% of orders will be processed within the time agreed when the order is confirmed.	98%	100%
Rapid copy service	95% of photocopy orders will be processed within 30 minutes of acceptance.	95%	92%
	95% of microfilm orders will be processed within 10 working days of acceptance.	95%	92%
Standard service	Quotations for 80% of orders will be issued within 15 working days. 80% of orders will be completed within 25 working days of receipt of payment. Users will be informed within three working days if there are obvious reasons why the order cannot be fulfilled.	80%	92%
		80%	82%

1. We will produce the best possible copies, given the state of the original. Microfilm will be produced according to international standard ISO 6199.

Document supply

		Standard	Achieved
British Library Reproductions: Newspaper Library¹			
Standard copy service	Copies will be ready for despatch or collection within one working week of acceptance.	100%	100%
Express copy service and NEWSCOPY ²	Copies will be ready for despatch or collection within one working day.	100%	96%
Enhanced items	Enhanced copies will be ready within one week.	100%	94%
Photographs	Photographs will be ready for collection within two weeks of order acceptance.	100%	93%
Microfilming	Written estimates and delivery times will be sent within four weeks of request. Once order confirmed, delivery will be within the time quoted.	100%	99%

1. Photocopies (not suitable for reproduction) and photographs for reproduction will be of as good a quality as we can reasonably produce from the original. We shall advise where agreements for further reproduction apply. Microfilming is carried out to international standard ISO 4087.

2. Up to 20 per order. Large order despatch times will be quoted separately.

Information services

		Standard	Achieved
Business Information Service			
Telephone enquiries	Telephone calls will be answered within 15 seconds.	95%	97%
Written enquiries	Written enquiries will be answered or acknowledged within seven working days.	100%	99%
Research service	Results will be despatched to meet customers' deadlines.	100%	100%
Dialtech/EINS			
Despatch	Techsearch results will be despatched within two working days of receipt of request.	100%	100%
Patents Online			
Research service	Results will be despatched within the deadline agreed with the customer.	100%	100%
Social Policy Information Service			
Written enquiries	Written enquiries will be answered or acknowledged within 10 working days.	100%	97%
STMsearch¹			
Research results	Results will be despatched within the time agreed with the customer.	100%	99%

1. Also covers the Health Care Information Service.

Bibliographic services

		Standard	Achieved
<i>Blaise</i>	<i>Blaise</i> will be available for at least 98% of standard service hours (04.00-24.00 Monday-Friday, 08.00-24.00 Saturday). A response time of under five seconds will be achieved for 99% of system responses.	98%	99%
Help desks	Help desk staff will provide a clear answer to at least 90% of enquiries on the same day. All enquiries will be answered within three working days.	99%	100%
Schedules	The <i>British National Bibliography</i> , BNB MARC weekly file, exchange tapes and monthly issues of 'BNB on CD-ROM' will be despatched on schedule.	90%	100%
		100%	97%

Publishing

		Standard	Achieved
Orders	Orders for the UK will be processed within three working days and those for overseas within five working days.	100%	100%

Performance against Funding Agreement targets

	Target	Actual
Revenue		
Sales	£31.30m	£27.40m
Non sales ¹	£2.60m	£4.53m
Total	£33.90m	£31.93m
Savings target		
Disability Discrimination Act expenditure ²	£0.29m	n/a
Reading room visitors	502,750	446,754
Reading room user satisfaction: percentage of readers describing the services and facilities they used as either 'excellent' or 'good'.	n/a	85%
Average weekly opening hours of main St Pancras reading rooms	53	56.50
Items supplied to remote users	3,853,550	3,719,542
DSC satisfaction rate: UK remote users ³	4.26	4.27
Searches of the Network Online Public Access Catalogue		
Visits to exhibitions	300,000	318,429
Sessions for schoolchildren	237	311
Sessions for other educational users/groups	635	639
Exhibition loans to other institutions ⁴	50	46
Items acquired⁵		
Books	167,900	180,146
Serial titles	110,400	98,281
Newspaper issues	189,500	182,598
Patent specifications	1,700,000	1,748,178
Other special materials	269,450	182,559
Funds for acquisitions		
Grant in aid	£13.10m	£13.75m
External funding	£0.60m	£1.90m
Total	£13.70m	£15.65m
Number of Standard Conservation Units delivered ⁶	8,355	8,259
Percentage of libraries/other organisations using the Document Supply Centre or other services		
Public libraries	100%	100%
University libraries	100%	100%
Industrial libraries (top 100 research and development scoreboard ⁷ companies)	96%	n/a

1. Figure excludes drawdown of part of VAT refund for restructuring purposes (not included in original target).

2. It has not proved possible to identify accurately expenditure in relation to the provisions of the Disability Discrimination Act, as this often formed part of expenditure on other building improvements and maintenance.

3. This measure is based on a scale of 1 to 5, where 5 is the highest rating.

4. These are loans to individual institutions, not numbers of items lent. The average number of items per loan is five.

5. Figures reflect acquisition by purchase, donation and through legal deposit.

6. The Standard Conservation Unit (SCU) is used as a means of expressing in common terms various preservation outputs having a significant variation in cost. One SCU equals the unit direct cost of conserving and re-binding an item in-house.

7. The Department of Trade and Industry's *R&D Scoreboard* is a league table of companies ranked by research and development expenditure. The new edition of this publication was not available at the time this calculation was required.

Certain targets which are still under development have been omitted from the table.

Operational figures

‘The Library’s Ariel® Service is brilliant. Doctors and other staff want items straight away and Ariel® makes such a difference to the service we can provide.’

Christine Bell, Weston Education Centre, London.

Highlights

- Completion of reading room openings at St Pancras.
- Reader visits up 7% on 1998-99 figures.
- Over four million document supply requests satisfied in London and Boston Spa.
- More than 13 million hits on the Library’s website.
- Searches of the online catalogue via the website up 41% on 1998-99.
- More than 300,000 visitors to the exhibition galleries.
- BNB MARC ‘hit rate’ up to 85%.

Figures on the Library’s operational activities are grouped here under appropriate headings. A statement of the Library’s financial activities for the year ended 31 March 2000 and its balance sheet at the same date are on pages 30-31. Figures showing how the Library performed against its Code of Service standards and Funding Agreement targets are on pages 32-35. Some tables have been removed and others added to reflect changes in the range of services provided by the Library. A number of areas of the Library produce separate factsheets providing additional statistics about the services they provide. For further details contact Press and Public Relations (contact details are listed at the back of this *Report*).

Services at St Pancras In the case of St Pancras reading room services and other London-based activities, caution is needed in comparing totals for 1999-2000 with figures prior to the St Pancras moves. Although most St Pancras moves were completed by the start of 1999-2000, the Science, Technology and Business reading rooms did not open fully until 16 June 1999 (see *Moves to St Pancras 1999-2000*, listed below).

In bringing together most of its reading rooms at St Pancras, the Library has been able to improve access to its collections and provide readers with a range of services from one site; previously readers needing to consult items from different collections had to travel between a number of different locations. As a result of the changes, some reading room figures are now presented in a more aggregated fashion than in earlier *Annual Reports*.

Moves to St Pancras 1999-2000 Most of the St Pancras moves were completed during 1998-99 but final closures of old reading rooms and full openings of new ones took place as follows:

- Holborn – patents reading areas closed on 16 April 1999.
- Chancery House – patents reading areas closed on 7 May 1999.
- Full opening of Science, Technology and Business (STB) reading rooms at St Pancras took place on 16 June 1999.

Service in the reading rooms

Seats available for users¹

	Reader desks	Other provision ²
Humanities 1 & 2 reading rooms	424	81
Rare Books and Music reading room	285	76
Maps reading room	37	17
OIOC reading room	74	42
Manuscripts reading room	72	20
Philatelic Collections	1	-
STB reading rooms	224	127
Newspaper Library (Colindale)	76	69
Boston Spa reading room	76	-
Total	1,269	432

1. Figures are for seats available at 31 March 2000.

2. This includes typing, OPAC and other catalogue, microform, Internet and CD-ROM spaces and study carrels.

User visits¹

	1999-2000	1998-99
St Pancras reading rooms ^{2,3}	397,354	365,556
Newspaper Library	37,028	37,704
Boston Spa reading room	12,372	13,158
Total	446,754	416,418

1. See the list of moves to St Pancras on page 36 for details of reading room closures and openings.

2. Figure for 1998-99 shows equivalent data for St Pancras and other London reading rooms.

3. Figure for 1998-99 has been corrected since the 1998-99 Annual Report.

Items consulted in the reading rooms¹

	1999-2000	1998-99
St Pancras reading rooms – items delivered ^{2,3}	1,067,848	955,386
St Pancras reading rooms – STB open access items consulted ^{4,5}	3,126,418	3,213,672
Newspaper Library	202,541	210,748
Boston Spa reading room	72,008	77,061
Total	4,468,815	4,456,867

1. See the list of moves to St Pancras on page 36 for details of reading room closures and openings.

2. Figure for 1998-99 shows equivalent data for St Pancras and other London reading rooms.

3. The vast majority of these items are delivered from closed access. A small number of National Sound Archive (NSA) printed items consulted from open access are included in this total.

4. Estimate based on the average number of items consulted by readers.

5. Figure for 1998-99 has been corrected since 1998-99 Annual Report.

Enquiry services

	1999-2000	1998-99
Remote enquiries (St Pancras)	83,121	41,000
Requests for advance orders (St Pancras)	26,110	19,840

Requests for information

	1999-2000	1998-99
St Pancras	486,090	466,914
Newspaper Library	116,928	97,091
Boston Spa reading room	67,860	74,664
Total	670,878	638,669

Reader passes issued

	1999-2000	1998-99
Reader Admissions Office (St Pancras) – new ¹	52,104	30,828
Reader Admissions Office (St Pancras) – renewals	6,656	4,714
Reader Admissions Office (St Pancras) – referrals ²	13,030	8,891
Newspaper Library	13,108	12,443
Total³	71,868	47,985

1. Figure for 1998-99 includes new passes issued for the Manuscripts Students Room and the Map Library.

2. The collections of the British Library do not always meet the needs of specific users. Where appropriate these applicants are referred to other libraries.

3. Total excludes referrals.

Other reader services

	1999-2000	1998-99
Reader education: training session attendees	790	1,083
Readers' Adviser service: number of contacts ¹	4,331	5,730
Reader satisfaction: comments forms/letters received	1,835	1,554

1. The Readers' Adviser provides support to readers with special needs, particularly readers with disabilities.

Document supply

Requests satisfied

	1999-2000	1998-99
Document Supply Centre ¹		
UK	2,520,255	2,695,944
Overseas	1,062,299	978,070
Document Supply Centre total	3,582,554	3,674,014
Patent Express		
On site	187,441	277,099
Other UK/Overseas	91,799	147,480
Patent Express total	279,240	424,579
British Library Reproductions		
On site	248,682	245,286
Other UK/Overseas ²	45,189	41,295
British Library Reproductions total	293,871	286,581
British Library total	4,155,665	4,385,174

1. Includes requests satisfied using other sources.

2. Includes express telephone requests.

Document Supply Centre – satisfaction rate¹

	1999-2000	1998-99
Satisfied from on-site stock	82.1%	82.2%
Satisfied from other BL stock	1.8%	1.4%
Satisfied from all other sources	0.8%	0.8%
Provided with locations or failed to satisfy	15.3%	15.7%

1. The satisfaction rates shown are measured against all requests – valid as well as invalid. In *Annual Reports* prior to 1998-99, satisfaction rates were measured against valid requests only (some 93% of all requests).

Information services / public services

Charged enquiries

	1999-2000	1998-99
Business Information Service	176	309
OIOC ¹	539	433
Patents Information (online)	329	491
STMsearch ²	372	587
Total	1,416	1,820

1. Figure for 1998-99 has been corrected since 1998-99 *Annual Report*.

2. Figures include priced computer searches in the humanities.

Use of the Library's website¹

	1999-2000	1998-99
World Wide Web	13,486,910	9,408,989

1. The website is a comprehensive guide to the Library's collection and services. Figures given are for views of individual pages by users outside the Library. The system is available at www.bl.uk

Services for the wider public

	1999-2000	1998-99
Exhibitions: number of visitors ¹	318,429	n/a
Education: number of sessions for schoolchildren	311	272
Education: sessions for other educational groups	639	669
Public events	110	157

1. During the first four months of the year the number of exhibition visitors had to be estimated from total St Pancras visitor data pending the installation of automatic counters.

Bibliographic services

BNBMARC 'hit rate'¹

	1999-2000	1998-99
BNBMARC hit rate	85%	84%

1. Figures shown in this year's *Report* are averages taken over each financial year.

The BNBMARC 'hit rate' is derived from an independent survey carried out by UKOLN: the Office for Library and Information Networking at the University of Bath. It measures the availability of catalogue records from the Library's BNBMARC database. The figure of 85% for 1999-2000 shows that over four out of every five items acquired by UK libraries could be found on the national database when the books were catalogued, eliminating the need for libraries to create their own records.

Records in British Library catalogues and databases (as at 31 March)

	2000	1999
AMED ¹	115,000	112,436
BNBMARC	1,825,206	1,763,154
Boston Spa Books	1,191,194	1,145,440
Boston Spa Conferences	419,618	409,550
Boston Spa Serials	589,165	580,914
British Library Catalogue ²	4,418,451	4,423,101
CADENSA ³	2,139,113	2,116,210
English Short Title Catalogue	368,760	368,422
Humanities and Social Sciences	2,206,114	2,136,573
Incurable Short Title Catalogue	28,423	28,423
Inside Information	c.12,000,000	11,878,832
ISSN UK Centre	61,880	59,598
Manuscripts	710,000	n/a
Maps	208,248	207,807
Music	263,641	258,873
Register of Preservation Microforms	166,105	161,783
STB	374,915	369,066
System for Information on Grey Literature in Europe	679,652	643,604
Total	27,765,485	26,663,786

Table includes publicly available automated catalogues only.

1. Figure for 1998-99 has been corrected since 1998-99 *Annual Report*.

2. Reduction from 1998-99 figure due to deletion of duplicate records.

3. CADENSA is the National Sound Archive's catalogue of sound recordings.

Network OPAC usage¹

	1999-2000	1998-99
Number of searches	5,135,658	3,643,008
Number of records used	30,011,122	25,937,792

1. OPAC 97 counts database sessions (a search run against all DSC catalogues counts as three sessions, not one).

Collection development

Holdings (as at 31 March)

	2000	1999
Monographs ^{1,2}	c.12,500,000	c.12,300,000
Serial titles (all) ²	c.500,000	c.500,000
Newspaper titles (all)	52,190	c.50,000
Manuscripts (single and volumes)	295,870	294,432
India Office records	260,000	260,000
Philatelic items	8,180,124	8,172,686
Cartographic items	4,207,000	4,168,000
Music scores	1,577,098	1,575,395
Sound discs	1,143,744	1,106,750
Sound tape items	190,274	184,316
Videograms	20,787	19,014
Prints and drawings	32,134	32,105
Photographs	206,417	205,637
Patent specifications	45,862,163	44,113,985
Reports in microform	4,382,640	4,313,500
Theses	621,680	608,095
Total	80,032,121	77,903,915

1. Includes official publications.

2. Work is in progress to produce more accurate figures for future *Annual Reports*. In the past, different parts of the Library have counted items in slightly different ways.

Items received on legal deposit

	1999-2000	1998-99
Monographs	89,342	91,139
Serial parts	210,631	243,668
Maps and atlases	2,384	2,926
Music items	1,533	2,463
Newspaper issues	166,447	169,519
Total	470,337	509,715
Serial titles received	40,303	30,905
Claims for items not deposited ¹	80,369	72,385

1. Titles received by the end of the year.

Cataloguing

Acquisitions

	1999-2000	1998-99
Monographs ¹	180,146	173,717
Serial titles (current)	98,281	107,763
Serial parts ¹	648,539	651,056
Newspaper titles (current)	2,844	c.2,800
Newspaper issues	179,536	182,598
Manuscripts	1,438	878
Philatelic items	1,097	6,364
Cartographic items	38,938	87,000
Music scores	1,703	1,716
Sound discs	36,994	38,534
Sound tape items	5,958	6,806
Videograms	1,773	746
Prints and drawings	29	40
Photographs	780	105
Patent specifications	1,748,178	1,806,985
Reports in microform	69,140	73,500
Theses	13,585	14,495

1. Figures for monographs and serial parts include official publications.

Acquisitions expenditure

£m	1999-2000	1998-99
Donations for purchase of major items ^{1,2}	1.90	3.08
Patents	0.40	0.40
Other purchases	13.35	9.26
Total (except donations)	13.75	9.66
Grant in aid	78.47	80.45
Total resources	112.33	119.38
Acquisitions as % of grant in aid	17.52%	12.01%
Acquisitions as % of total resources	12.24%	8.09%

1. Acquisitions expenditure arising from donations for purchase of major items is shown separately owing to its distorting effect on the figures.

2. Includes £1.125m towards the cost of the Sherborne Missal, which is being treated for accounting purposes as part of the 1998-99 total.

Record creation

Items catalogued	1999-2000	1998-99
Records created centrally¹		
Catalogue records created	128,227	115,746
Authority control records processed	33,577	51,975
Records created in collecting areas		
General humanities – Early and Modern Collections	10,172	13,070
Cartographic items	965	1,066
Manuscripts ²	13,487	6,123
Music scores	4,521	68
Philatelic items	3,000	2,950
Newspapers	685	610
NSA (sound recordings) ³	58,413	487,696
OIOC	81,438	72,208
STB	30	425
DSC	52,315	58,107
Other ⁴	4,340	2,914

1. Catalogue records created in Collection Management for the Library's catalogues.

2. Figure for 1998-99 has been corrected since the 1998-99 Annual Report.

3. The substantial decrease in NSA figures for 1999-2000 is due to temporary disruption to data conversion routines carried out on externally-derived data and the removal of figures which relate to acquisitions processing rather than cataloguing.

4. During 1999-2000 a total of 3,469 records were created for the Register of Preservation Microforms (plus 8,510 record upgrades) and 871 new records for the English Short Title Catalogue.

Catalogue amendments¹

	1999-2000	1998-99
Current databases	6,247	6,830
British Library Catalogue	29,359	49,569

1. Amendments processed at Boston Spa for the Library's automated catalogues.

Cataloguing backlog (as at 31 March)

	2000	1999
Items awaiting cataloguing centrally		
Legal deposit	81,251	76,292
West European language purchased	56,022	49,908
Total	137,273	126,200

ISSN (International Standard Serial Number) UK Centre

	1999-2000	1998-99
ISSN workload	14,543	15,213

Storage

Miles of shelving and percentage occupied

	1999-2000	1998-99
London reference material¹		
Working capacity: miles (linear km) ²	283.47 (456.19)	320.66
Extent of collection: miles (linear km) ³	257.26 (414.02)	266.91
Percentage fullness	90.75%	83.23%
Boston Spa document supply material⁴		
Working capacity: miles (linear km) ²	116.13 (186.90)	115.22
Extent of collection: miles (linear km) ³	101.10 (162.71)	96.78
Percentage fullness	87.05%	83.99%

1. Building 24 at Boston Spa is included in the London Services statistics.

2. Total capacity figure reported in 1998-99. From 1999-2000 it is intended to report working capacity which is a more meaningful measure (total capacity is a theoretical figure which changes depending on the type of material stored).

3. 'Extent of collection' is a customary measure. It stands for the linear length of the solid stock, plus the associated growth spaces without which the collection could not be used and added to effectively.

4. Figures exclude 28.1 linear miles of Boston Spa shelving allocated for London reference material.

Preservation

Preservation expenditure

Em (gross) ¹	1999-2000	1998-99
Conservation and/or rebinding	1.63	2.08
New binding	0.84	0.49
Minor repairs	0.19	0.09
Boxing/other work	0.59	0.41
Preservation microfilming	0.67	0.49
Sub-total	3.92	3.56
Bookcleaning	0.10	0.06
Research and development, administration, etc	1.48	0.68
Other ²	0.45	0.38
Total	5.95	4.68

1. All figures are gross and are inclusive of all direct costs (including salaries) but do not include overheads.

2. Gross expenditure incurred by directorates other than Collection Management (except for Preservation microfilming costs incurred by BSDS, which have been included within the Preservation microfilming total shown above).

Preservation funding

Em (gross)	1999-2000	1998-99
Grant in aid	5.78	4.64
Donations/external funds	0.10	0.03
Sales income	0.07	0.01
Total	5.95	4.68

Items preserved

	1999-2000	1998-99
Conservation and/or rebinding	21,054	23,893
New binding	86,442	67,936
Minor repairs	28,295	15,555
Boxing/other work	24,180	14,444
Preservation microfilming	12,118	11,596
Total	172,089	133,424
Book cleaning/linear metres	23,110	39,057

Preservation microfilming¹

Frames	1999-2000	1998-99
Newspapers	11,771,890	8,288,201
Books, periodicals, record volumes, manuscripts	2,015,647	2,867,696
Total	13,787,537	11,155,897

1. Details for work summarised against preservation microfilming line of 'Items preserved' table above.

Administration

Staff in post (as at 31 March)¹

	2000	1999
Collections and services		
BSDS ²	801.28 (151.86)	815.20 (156.61)
RS&CD ³	471.47 (184.15)	480.78 (168.70)
SC	160.87 (105.20)	157.78 (101.40)
PA	50.37 (31.27)	54.78 (34.17)
Total	1,483.99 (472.48)	1,508.54 (460.88)
Support services		
AP&C ⁴	198.67 (113.66)	188.66 (104.65)
C&P ⁴	176.14 (106.17)	176.01 (110.04)
Estates ⁵	180.66 (42.86)	209.07 (55.31)
IS	166.05 (143.70)	162.90 (137.55)
RIC ⁶	-	24.00 (18.00)
P&R ⁷	134.01 (71.09)	124.55 (64.23)
Total	855.53 (477.48)	885.19 (489.78)
Total staff in post	2,339.52 (949.96)	2,393.73 (950.66)

1. Figures are full time equivalents and include permanent and period appointments. Casual and agency staff are excluded. Externally funded staff are included. Figures in parentheses represent management and professional grades (substantive grades C and above).
2. On 1 September 1999 Bibliographic Services and Document Supply (BSDS) and much of Public Affairs (PA) merged to form the new Public Services directorate.
3. RS&CD figures include the Science Reference and Information Service (SRIS) which was formerly a separate directorate.
4. Acquisitions Processing and Cataloguing (AP&C) and Collections and Preservation (C&P) merged in July 1999 to form the new Collection Management directorate.
5. Estates and Facilities Management (E&FM) and St Pancras Occupation and Estates (SPOE) merged in September 1998 to form the new Estates directorate.
6. Research and Innovation Centre (RIC) ceased to be a part of the British Library on 1 April 1999.
7. Planning and Resources (P&R) was split during 1999-2000 into two separate directorates, Finance and Planning and Human Resources, and these will in future be reported separately.

The British Library Board and Executive Committee

‘I would like to thank all the personnel at Boston Spa for the wonderful way they have dealt with my requests over the years and for helping to make my small business a success.’
Mary CA Foley, April Library and Information Services.

Membership of the Board, as at 31 March 2000

Chairman

Dr JM Ashworth MA DSc PhD FIBiol

Deputy Chairman and Chief Executive

Dr BA Lang FInfSc FLA

Board members

Professor Michael Anderson OBE FBA FRSE
University of Edinburgh

Henry Boyd-Carpenter CVO
(appointed by HM the Queen)
Farrer & Co Solicitors

DAG Bradbury MA ALA MInfSc
Director General, Collections and Services

Professor Linda Colley FRHistS
London School of Economics and Political Science

CGR Leach MA
Director, Jardine Matheson Holdings Ltd

B Naylor MA ALA FRSA
Librarian, Southampton University

Dr Jessica Rawson CBE FBA
Warden, Merton College, Oxford

J Ritblat FSVA
Chairman, British Land Company plc

Viscount Runciman of Doxford CBE FBA
Chairman, Andrew Weir & Co Ltd

D Russon BSc CPhys FInstP FInfSc
Deputy Chief Executive

PJ Scherer
Chairman, Curtis Brown Ltd

Secretary to the Board

I Millar BSc IPFA
Director of Finance and Planning

Assistant Secretary to the Board

A Stephens BSc
Head of Corporate Planning and Secretariat

Membership of the Executive Committee, as at 31 March 2000

The Committee has executive responsibility for the day-to-day management of the British Library. It replaced the Management Committee in November 1999.

Chairman

Dr BA Lang FInfSc FLA
Chief Executive

Deputy Chairman

D Russon BSc CPhys FInstP FInfSc
Deputy Chief Executive

Committee Members

DAG Bradbury MA ALA MInfSc
Director General, Collections and Services

R Coman BSc PhD
Director, Estates

A Craven MA MBA DipM FRSA
Acting Director, Information Systems

M Crump BA
Director, Readers Services and Collection Development

S Ede BSc
Director, Collection Management

A Gomersall MPhil BSc(Eng) FInfSc
Director, Science and Technology Strategy

C Maguire DPA MA MIPM
Director, Human Resources

I Millar BSc IPFA
Director, Finance and Planning

A Prochaska DPhil FRHistS
Director, Special Collections

MD Smith BA(Lib) FLA DipM MCI
Director, Public Services

Secretary

A Stephens BSc
Head of Corporate Planning and Secretariat

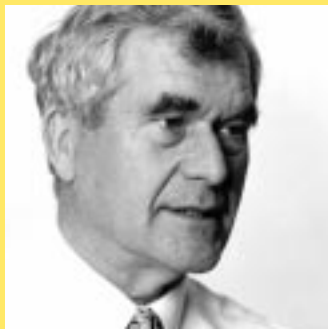
Assistant Secretary

M Taylor BA DipLib
Chief Executive's Office

1. In accordance with the recommendations of the Nolan Committee, the Library maintains a register of interests of members of the British Library Board. The register will be made available for inspection on application to the Secretary to the Board, who can also provide copies of the information it contains.

Directorate structure

The Library continues to look for new ways of increasing efficiency through benchmarking, rationalisation and questioning the way in which things are done.



1	2	3	4
5	6	7	8
9	10	11	12

1. Dr John Ashworth is the Chairman of the British Library Board. The Board, which meets monthly, is ultimately responsible for the development of Library policy and for overseeing its execution by management.

2. Dr Brian Lang was the Library's Chief Executive (until 8 June 2000) and also Deputy Chairman of the British Library Board. The Chief Executive is responsible for overall direction and management of the Library, including corporate planning, strategic planning and corporate policy.

3. David Russon is the Library's Deputy Chief Executive. Mr Russon manages all the support services directorates, including Information Systems, Collection Management and Estates.

4. David Bradbury is the Library's Director General Collections and Services. Mr Bradbury manages the Public Services, Special Collections and Reader Services and Collection Development directorates.

5. Malcolm Smith is Director of Public Services. Formed in September 1999, Public Services aims to promote a broad understanding of the Library's services and public programmes and to present them in a unified and coherent manner. The directorate provides a programme of activities for the general public and manages the Library's publishing, bibliographic and document supply services.

6. Mike Crump is Director of Reader Services and Collection Development. The RS&CD directorate provides high quality reader services based on the Library's collections. It leads, manages and co-ordinates the development of the collections and, through the expertise of its staff, facilitates and enhances access to the collections for readers and the wider public.

7. Alice Prochaska is Director of Special Collections. This comprises: Western Manuscripts, Oriental and India Office Collections, the National Sound Archive, and the Library's Map, Music and Philatelic collections. Each area provides expert advice and reference services, produces publications and exhibits material within the Library and on loan. The directorate also runs a growing number of digitisation projects, making unique materials available worldwide via the Internet.

8. Anthony Craven is Acting Director of Information Systems (IS), which is responsible for the Library's computing and telecommunications systems in partnership with other directorates. IS supports a number of activities, including the Library's on-site and networked catalogues, document delivery services, cataloguing and acquisitions, and it is also the focus for development of digital and network services.

9. Stuart Ede is director of Collection Management, which is responsible for acquiring, cataloguing, storing, safeguarding and preserving the Library's collection. This new directorate was formed in July 1999 by merging two former directorates: Collections and Preservation and Acquisitions Processing and Cataloguing.

10. Ruth Coman is director of Estates. The directorate is responsible for the management and development of the Library's property portfolio to provide secure accommodation and appropriate environmental conditions for collections, staff and visitors. The directorate provides cleaning, catering and messenger services, word processing and Intranet services and emergency management in support of Library operations.

11. Ian Millar joined the Library on 1 December as Director of Finance and Planning. The new directorate is responsible for ensuring financial control whilst providing a strategic and innovative approach to business planning and corporate resourcing.

12. Carmel Maguire joined the Library on 4 January as Director of Human Resources. The new directorate was formed to address a number of strategic issues specifically aimed at enabling the Library to prepare for a dynamic and changing future. Key issues include organisational and cultural change, training and management development, performance management, effective recruitment and reward systems, pensions and payroll.

Advisory and support bodies

The Library is advised and supported in its work by a range of bodies that help it to meet its users' needs and to fulfil its statutory functions.

Whilst the British Library Advisory Council advises on major areas of policy affecting the whole Library, Advisory Committees for bibliographic services and document supply, for science, technology and business and for the arts, humanities and social sciences provide focused guidance in the Library's key areas of activity. A range of consultative committees and other bodies provide support in areas requiring specific expertise.

Membership of each body is drawn from the user community appropriate to its area of interest. For full details of the membership of individual advisory and support bodies consult the Library's website at www.bl.uk

During 1999-2000 the Library's advisory and support bodies were:

The Advisory Council

Advisory Committee for Bibliographic Services and Document Supply

Advisory Committee for Science, Technology and Business

Advisory Committee for the Arts, Humanities and Social Sciences

Advisory Panel for the Culture of Science, Technology and Medicine

British Library Information Sciences Service Consultative Group (ceased on 3 May 2000)

The British Library Think Tank

Consultative Group on Newspapers

National Preservation Office Management Committee

National Sound Archive Consultative Committee

The Library's work was also supported by:

The American Trust for the British Library

The Eccles Centre for American Studies

Friends of the British Library

Notable acquisitions and donations

Thanks to generous financial support from sponsors and individual donors the Library acquired many significant new collection items and art works this year.

Jane Austen's writing desk

Joan Austen-Leigh, the great-granddaughter of Jane Austen's nephew, presented the author's mahogany portable writing desk to the British Library.

Bust of George III

Sir Nigel Hawthorne unveiled a bust of King George III outside the Kings Library, which houses the monarch's personal collection of nearly 70,000 volumes. Sculpted by Peter Turnerelli in 1812, the bust was a generous gift from the Friends of the British Library.

Ordnance Survey topographical database

The Legal Deposit libraries reached a five-year agreement with Ordnance Survey for the voluntary deposit of its topographic database. This marks the first comprehensive digital deposit of UK copyright material.

Fore-edge bible

A three-volume Bible with a secret – stunning watercolours beneath every gilt fore-edge, only revealed when the text block is fanned out – was a major bequest from Dr Froma Somerville, a book collector for over 60 years.

Ruddigore manuscript

The Library acquired the manuscript of WS Gilbert and Arthur Sullivan's much-loved Savoy Opera Ruddigore – with assistance from the D'Oyly Carte Charitable Trust.

Unique radio recordings

Unique Broadcasting, the first independent radio production company in the UK, donated hundreds of hours of independent radio shows made throughout the 1990s to the Library's National Sound Archive.

Church history

Books, videos and CD-ROMs dealing with the history, beliefs and lifestyles of the Church of Jesus Christ of Latter-day Saints (the Mormon Church) were presented to the Library by the Church.

Poet Laureate papers

The Library acquired the literary papers of the Poet Laureate, Andrew Motion, with a full grant from the Friends of the National Libraries.

Bust of Anne Frank

A bronze sculpture of Anne Frank was given to the Library by Richard and Yvonne Sherrington to mark the 70th anniversary of Anne's birthday.

Greek prints

Mr ME Bacchus donated 11 Greek 19th century popular prints of the monasteries of Mount Athos.

Surrealist poetry

The Library acquired *Les pages libres de la main à plume*, a series of 12 booklets, mainly of surrealist poetry, published clandestinely in Nazi-occupied Paris in 1942-43.

Copy of *Le LIURE des cônoilles*

A previously unrecorded edition of this work, also known as *Évangiles des quenouilles* (=Gospels of the distaffs), was acquired for the Library. The text provides a valuable insight into popular culture and women's lives in 15th century France.

Inter-war Lithuanian books

A collection of over 100 inter-war Lithuanian books was donated to the Library by Mrs Catherine Grubb, daughter of a Lithuanian emigré.

Acronyms and abbreviations

- AMED** Allied and Complementary Medicine Database
- AP&C** Acquisitions Processing and Cataloguing
- BNB** British National Bibliography
- BSDS** Bibliographic Services and Document Supply
- CADENSA** Catalogue Access and Data Entry at the NSA
- CBI** Confederation of British Industry
- CD-ROM** Compact Disc-Read Only Memory
- CM** Collection Management
- DSC** Document Supply Centre
- DTI** Department of Trade and Industry
- DVD** Digital Versatile Disc
- EINS** European Information Network Services
- IS** Information Systems
- ISBN** International Standard Book Number
- ISSN** International Standard Serial Number
- MALVINE** Manuscripts and Letters via Integrated Networks in Europe
- MARC** Machine Readable Cataloguing
- NBS** National Bibliographic Service
- NSA** National Sound Archive
- OIOC** Oriental and India Office Collections
- OPAC** Online Public Access Catalogue
- PA** Public Affairs
- PFI** Private Finance Initiative
- PS** Public Services
- RS&CD** Reader Services and Collection Development
- SC** Special Collections
- STB** Science, Technology and Business
- STMsearch** Science, Technology and Medicine search service
- UKOLN** UK Office for Library and Information Networking

The British Library
96 Euston Road
London NW1 2DB

General enquiries
reader services and advance reservations
Tel 020 7412 7676 Fax 020 7412 7609
Email reader-services-enquiries@bl.uk

Reader Admissions Office
for queries about access to the Library
Tel 020 7412 7677 Fax 020 7412 7794
Email reader-admissions@bl.uk

Readers' Adviser
for queries about assistance for users with
disabilities
Tel 020 7412 7666 Fax 020 7412 7789
Email nina.evans@bl.uk

Visitor Services 020 7412 7332
British Library Bookshop 020 7412 7735
Events Box Office 020 7412 7222

Other British Library reading rooms are at
Newspaper Library
The British Library
Colindale Avenue
London NW9 5HE
Tel 020 7412 7357

Document Supply Centre
The British Library
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Cover
Serving the world - Every year the British Library
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Staff members Lyn Dinh, Dave DuBuisson and Karine
Seurin take a global view of the Library's operations.

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