

BRITISH LIBRARY

Reference Services at The British Library

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Business & IP Centre Manager

November 2010



The British Library – The World's Knowledge

Helping people advance knowledge to enrich lives

- National Library of the UK, serving
 - Researchers. Both academic and the citizen researcher
 - Business
 - Libraries
 - Education
 - General Public

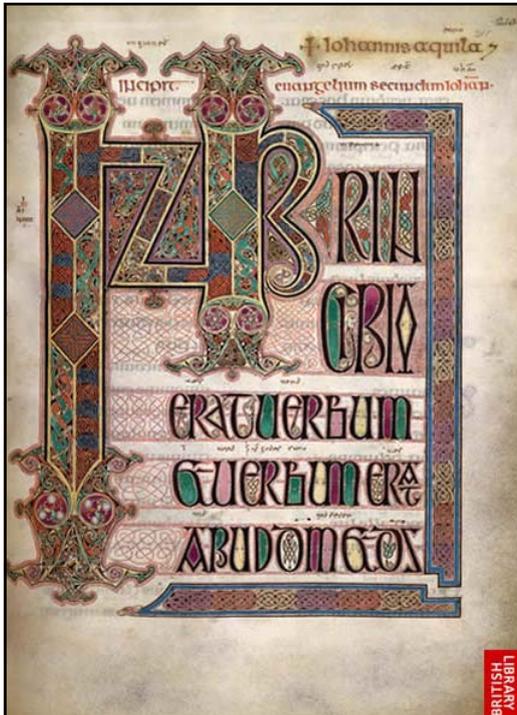


Image from the Lindisfarne Gospels



Robots used at £26m British Library store

http://news.bbc.co.uk/1/hi/england/west_yorkshire/8393248.stm

The British Library – The World's Knowledge

- Our Collections include
 - over 2m sound recordings
 - 5m reports, theses and conference papers
 - Over 50m patents – the largest collection in the World
- Grant In Aid Funding of £100m (09/10) and recently secured an additional £33m for the National Newspaper Strategy
- 3 Major exhibitions a year, as well as smaller exhibitions and a permanent exhibition of the Treasures of The British Library

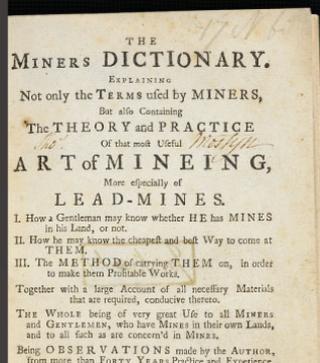
Evolving English

ONE LANGUAGE, MANY VOICES

Free exhibition

12 November 2010
to 3 April 2011

[Home](#) | [About the exhibition](#) | [Events](#) | [Reviews](#) | [Schools and colleges](#) | [Quiz](#) | [Blog](#)



HOW DO YOU
SPEAK
AT WORK?

FREE EXHIBITION
12 November 2010
to 3 April 2011

[Plan your visit](#)

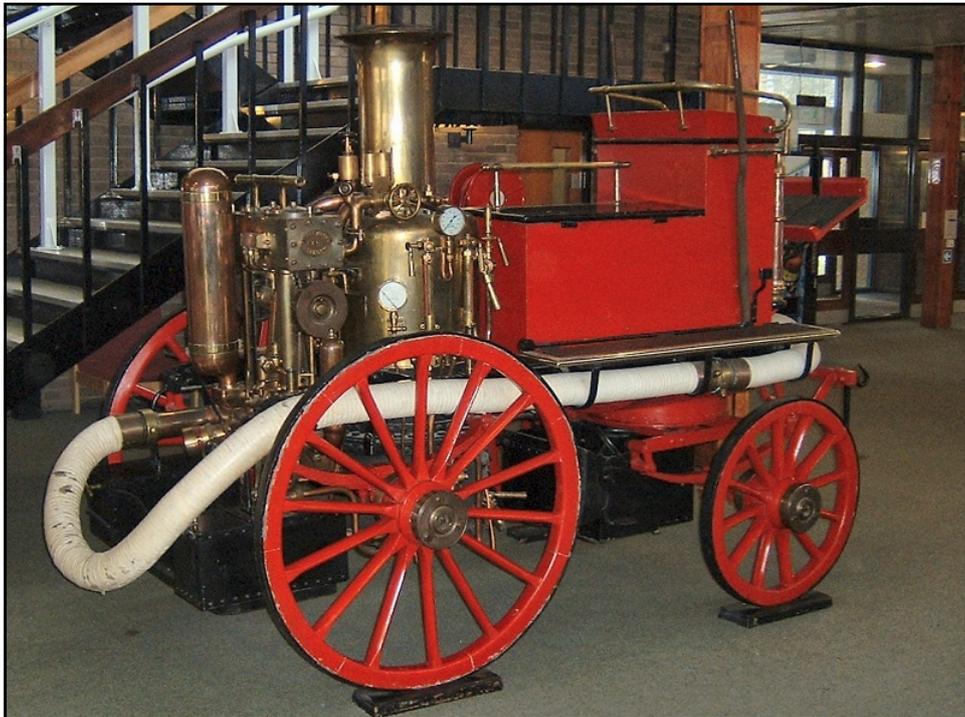
[Read our blog](#)





Early photographically illustrated books

Victorian Britain captured in almost 1,500 early photographic prints, including works by distinguished pioneers of the medium.



The British Library – The World's Knowledge

- Approx 2000 staff across 2 main London Sites and 1 in Yorkshire
- St Pancras consists of
 - 5 public floors
 - An additional 6 Staff only floors, 4 of which are basements
 - 11 Reading Rooms
 - Conservation centre
 - 3 public cafes and 1 public restaurant and a staff café and restaurant
 - Wifi
 - 2 terraces



'Messiah': autograph composition draft, 'Amen Chorus'. George Frideric Handel, London, 1741

The Mission and Vision

Our Purpose

- Advancing the World's Knowledge

Our Vision

- We are central to the world of research, providing a trusted source of content that opens minds, solves problems and creates opportunities
- We provide services to anyone who wants to do research. We aim to provide both physical and digital access to world-class information where and when people need it
- We inspire people around the world with our outstanding content and expertise and we complement this by engaging the knowledge and expertise of others
- By fulfilling our mission, The British Library plays a vital role in society and the economy, both today and for further generations

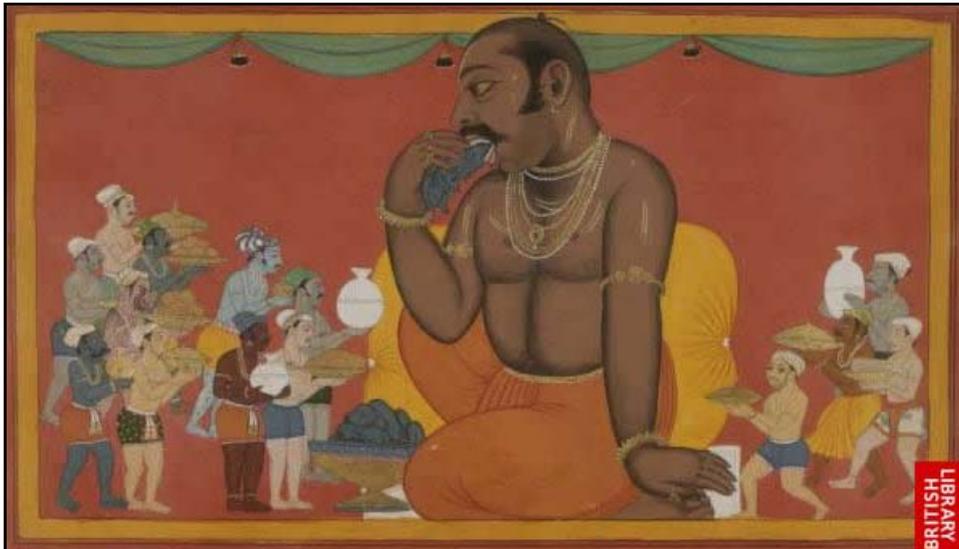
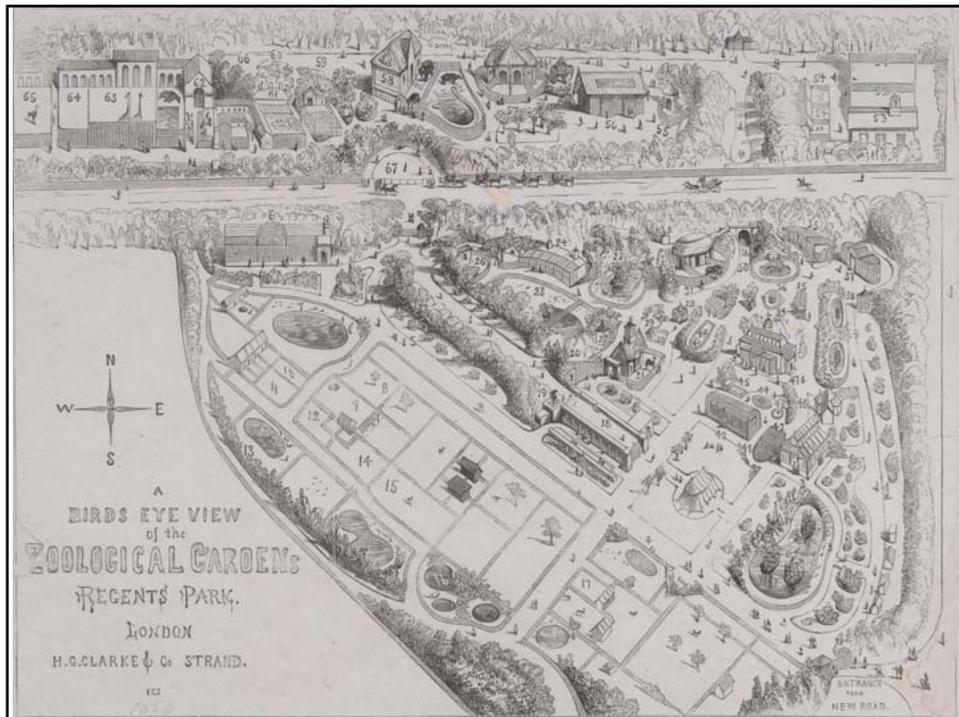


Image from Ramayana

Delivering the British Library Strategy 2008-2011

1. Capture extensively and store UK digital publications
2. Connect our users with content
3. Transform access and preservation for newspapers
4. Support UK research with innovative services and integrated processes
5. Build our digital infrastructure
6. Integrate storage and preservation of physical collections
7. Develop as an organisation



What is Reference Services?

- Whatever the subject of your research our information specialists will be able to help you
- Answer your subject specific enquiries
- Guide you to the most appropriate material for your research
- Advise you how to access and use our collections
- Answer your bibliographic enquiries and help you use our catalogues and subscribed resources
- Suggest other libraries, archives and institutions and relevant websites and free online resources
- Offer introductory workshops and training to British Library resources.



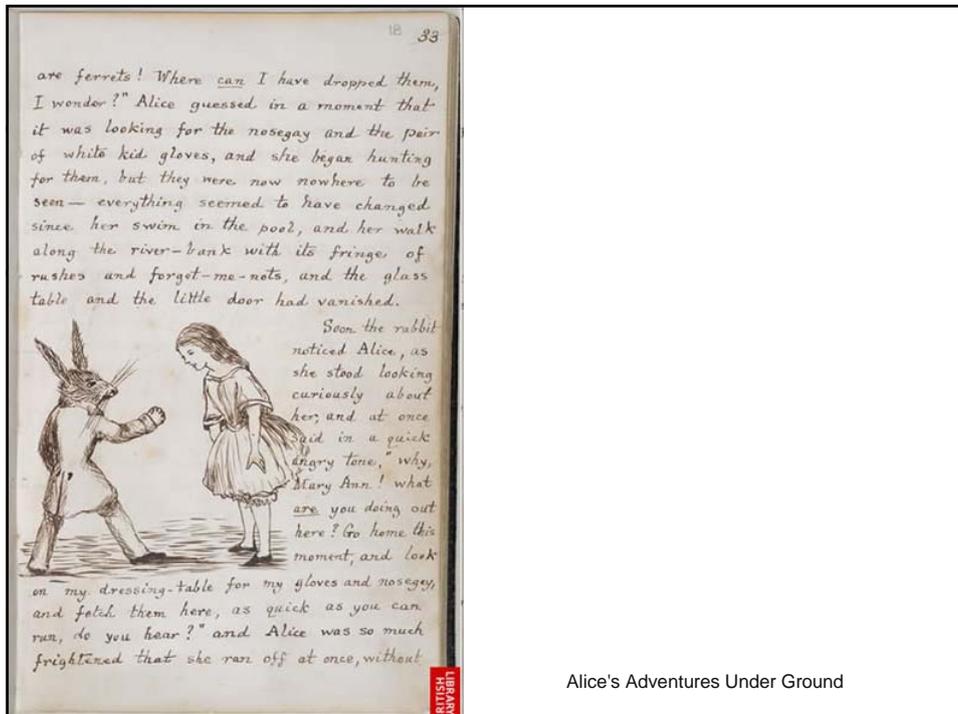
Penny Red, British postage stamp, 1858-1879



Britannia on Barbados stamp, c1865

Reference Services in Practice

- 75 staff, a variety skills, knowledge and expertise Staffed by professionally qualified staff (but not all are librarians)
- Subject support within Reading Rooms
- Remote enquiry service – up to 30 minutes free
- Reader awareness training sessions
- Liaison with
 - Other BL Departments & Directorates
 - Other Libraries and Information Services



Reference Services

- Free 30 minutes Enquiry Service
- 5 day turn around of the enquiry
- Over 30 minutes Research Services (quotes available on request).
- Readers Pass, on application
- Face to Face support in the Reading Room
- Contact us;
 - Email: customer-services@bl.uk
 - Tel: 0843 2081144