

## Annual Report to CDNL 2005 – 2006

<b>Name of Country</b> : Scotland
<b>Name of Library</b> : National Library of Scotland
<b>Name of Chief Executive</b> : Martyn Wade

The National Library of Scotland is Scotland's primary information resource. Over the past twelve months, NLS has been continuing to build upon the work presented in the strategy document "Breaking through the walls" (<http://www.nls.uk/professional/policy/docs/strategy2004.pdf>) and is currently in the second phase of an organisational development exercise, which is reviewing staffing structures, to create a more efficient service for Library users and enable implementation of the strategy. To monitor progress, NLS commissioned market research, investigating the opinions of existing and potential on-site and remote users, this provided a baseline, from which improvements can be measured. Furthermore, a series of key performance indicators have been identified, during the process of reviewing and centralising the manner in which we gather, analyse and use statistics relating to the Library's functions.

Our commitment to developing the excellence of our collections has been demonstrated by our plans to secure the world-renowned John Murray Archive for Scotland. The archive contains over 150,000 items, including private letters and manuscripts from Jane Austen, Lord Byron, Charles Darwin, Sir Walter Scott and David Livingstone amongst others.

Although independently valued at £45 million, the collection has been offered to NLS for a reduced price of £31.2m. A major achievement for the Library has been the successful application for £17.7 million from the Heritage Lottery Fund. To assist further fundraising, a short promotional film has been produced. It is aimed at those with no previous knowledge of NLS and attempts to show the breadth and depth of the collections, extensive 'behind the scenes' work and externally focused activities currently undertaken by the Library.

Another strand of the strategy aims to remove real or perceived barriers to use. NLS is currently developing a plan to enable the Library to implement practical access improvements: the public areas of the Library's George IV Bridge building will be redesigned, procedures for library customer registration will be revised and a program of staff training in approaches to customer service will be introduced. Access to the Library's collections is also being widened, by nurturing partnership projects with public libraries in Scotland. Such collaboration aims to raise awareness about NLS services, furthermore it can assist in providing seamless access between public and national resources.

NLS is keen to enhance facilities to both on-site and remote users. There has been research into our resources for Library users with disabilities and both our registration form and readers' handbook are currently being reviewed and revised, to make them user-friendly. In September 2004 we introduced an online book request system 'Call-slip', which enables users to order titles from the comfort and convenience of their home or office, in advance of an on-site visit.

Progress has also been made regarding our digital library resources. In June 2004 the Library made nearly 1,800 broadsides, produced between 1650 and 1910, available to remote users via 'The Word on the Street' ([www.nls.uk/broadsides/index.html](http://www.nls.uk/broadsides/index.html)). In July 2004 we launched a web feature about Scotland's greatest living novelist, Dame Muriel Spark, featuring material from her personal archive at NLS ([www.nls.uk/murielspark/index.html](http://www.nls.uk/murielspark/index.html)).

<b>Address</b> (please print) : National Library of Scotland, George IV Bridge, Edinburgh, EH1 1EW, Scotland, UK
<b>Telephone and fax details</b> : Tel: +44 (0)131-623 3700, Fax: +44 (0)131-623 3701
<b>Web address of Library</b> (please print) : <a href="http://www.nls.uk/">http://www.nls.uk/</a>