

ANNUAL REPORT TO CDNL 2009-2010

Name of Country: *Canada*

Name of Library: *Bibliothèque et Archives nationales du Québec*

Name of Chief Executive: *Guy Berthiaume*

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General overview

At Bibliothèque et Archives nationales du Québec (BAnQ), the year 2009-2010 was marked by the implementation of a new approach to our subscribers, one based on interactive and autonomous library use.

The institution made major changes to the technical and functional architecture of its Internet portal to make it more user-friendly and to provide users with new tools to remotely access a greater number of services.

We rethought and reorganized the method for searching the Iris catalogue, which brings together all of BAnQ's materials, using a more effective search engine. Search results were also made more attractive by adding visuals describing the items on offer. New remote services, such as the reserving of computer stations, were put in place, and BAnQ also began a direct dialogue with users by disseminating news on the Facebook and Twitter social networks.

Continuing its role as a catalyst within Quebec's library network, BAnQ offered training programmes to the library community that are now available on the Web. In addition, we finalized a cooperative agreement that had been long desired between the libraries of Québec's two largest cities, Québec City and Montréal. It paves the way for the universal return of borrowed materials at all libraries within the two networks.

In response to a growing demand from the public, BAnQ also reflected deeply on its position concerning electronic books. The institution drew up an action plan that will, from the fall of 2010, restructure and improve the offering of electronic books from its own collections, as well as seek cooperation with commercial dissemination platforms to develop our offering from contemporary publishing sources. This will be done, of course, while strictly respecting intellectual property rights.

On April 29, 2010, the Grande Bibliothèque, which carries out BAnQ's role as a public library, celebrated its fifth anniversary. The library was widely acclaimed by cultural communities and the media. Over the past five years, the Grande Bibliothèque has welcomed 14 million visitors (from a population of 7.5 million) and, on average, receives 10,000 visitors a day.

On the international plane, BAnQ affirmed its commitment to the services of the *Réseau francophone des bibliothèques nationales numériques*, which was created in 2006. This organization underwent major changes in March 2010. It changed its name to become the *Réseau francophone numérique* (Francophone Digital Network) and thus became open to all institutions housing heritage materials within the French-speaking world. It has also drawn up a Governance Charter. Within this new structure, Mr. Guy Berthiaume, CEO of BAnQ, was elected secretary-general of the network for the next two years.

Facts and figures 2009-2010

Collections:

Universal lending and reference collection: 1 768 293 documents

Electronic Resources: 1 501 731 documents

Preservation collection: 3 343 983 documents

Archives: 16 238 736 documents

Number of subscribers: 268 956 (march 2010)

Number of loans: 4 929 000

Number of visitors to the Internet portal: 5 412 052

Number of visitors to the Grande Bibliothèque: 3 002 000