

This paper reports on progress made towards achieving targets and project milestones as set out in our Funding Agreement (2006-08) between DCMS/DTI/DfES and the Library. The report shows achievements over the first six months of the year 2007/08.

The Funding Agreement report contains 12 numeric targets and 17 projects. We achieved all 11 numeric targets for which progress is assessed at mid-year (in 1 case, performance is not measured until year-end). Of the 17 projects, 8 have milestones set against them in the Funding Agreement. In 7 cases, we have delivered in accordance with the milestones set; in 1 case, we experienced delays for reasons not directly within the Library's control.

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1. Numeric Targets

Measure	Full Year Target	Mid Year Target	Mid Year Actual	Variance at Mid Year	On target	Comments at mid financial year 2007/2008
				Below -5% of target	* ✓	
1 Number of items supplied/consulted remotely and on-site	5,914,750	2,950,025	4,116,907	40%	✓	<p>This composite measure is derived from the following:</p> <p>Items supplied remotely: This measure is 27% ahead of the DCMS target at mid year and 3% ahead of the internal target.</p> <p>Items consulted in reading rooms: This measure is 15% ahead of the DCMS target at mid year and 6% ahead of the internal target.</p> <p>Items consulted on BL website: This measure is 96% ahead of the DCMS target at mid year and 47% ahead of internal target.</p> <p>N.B. DCMS targets for this and all other measures reported on here were set in Jan 2006. Internal targets were set in March 2007 and are therefore informed by performance throughout the year 2006/07.</p>
2 Number of visits to reading rooms	410,000	209,391	246,788	18%	✓	The performance of this metric is 18% ahead of the DCMS target at mid year and in line with the internal target.
3 Number of searches of BL online catalogue	26,000,000	12,460,000	12,639,759	1%	✓	<p>This composite measure is derived from the following:</p> <p>Reading room component: This measure is 3% adverse to target for mid year reporting.</p> <p>Web component: This measure is 2% ahead of at mid year.</p> <p>We receive approximately six times as many searches of our catalogue via the web compared with the number of searches we receive through terminals in our reading rooms.</p> <p>The overall composite measure is nearly 1.5% ahead of target.</p>
4 Customer satisfaction - reading rooms	90%	90%	92.6%	3%	✓	A survey was undertaken in each of the 1st and 2nd quarters of the year. Readers are asked how satisfied they are with their visit to the Library. The overall score is expressed as a percentage representing those who indicate that they are 'very satisfied' or 'quite satisfied'. The average satisfaction rate from the two surveys is 92.6%, 2.9% above target.
5 Customer satisfaction - document supply users	82%	82%	82.3%	0%	✓	A survey was undertaken each month over the first six months of the year to establish customer views on satisfaction. Customers are asked to state how satisfied they are with our document supply service on a 10 point scale from totally satisfied to dissatisfied. The overall score is expressed as a percentage. The average monthly satisfaction rate for the first six months of the year is 82.3%, 0.4% above target.
6 Customer satisfaction - exhibitions	98%	N/A	N/A	N/A	N/A	This measure is reported on annually and data will be available at the end of this financial year.

7	Number of items acquired/processed	969,700	484,882	512,975	6%	✓	This measure has performed on or above target each month through the first 6 months of the year. These figures represent the number of items processed in all formats through legal deposit, electronic voluntary deposit, purchase and exchange. Patents and donated items are excluded from this count.
8	Percentage of material (books) acquired through legal deposit	95%	95%	95%	0%	✓	Although we only report formally on this measure on an annual basis, we keep a close eye on performance throughout the year and note at the mid-year point that we are on track to deliver as expected by year end.
9	Number of visits to the BL's onsite and virtual public access facilities	931,000	478,000	825,622	73%	✓	This composite measure is derived from the following: Visits to exhibitions, auditorium events and piazza events in St Pancras: Visitors numbers are performing significantly favourably compared with the same period last year. Exhibitions are 14% ahead of the year to date target. The most significant event this year has been the 'Sacred' exhibition which has attracted 200,000+ visitors (40,000 more than our previous recorded best) and has accounted for c.75% of all visitors. Visits to virtual exhibitions: This measure is performing very well against target (+131%) and, since last year, now encompasses the entire British Library Online Gallery, not just selected exhibitions. Indeed, the Online Gallery has a permanent high profile slot on the BL home page and has its own search engine.
10	Number of learners attending educational sessions	7,500	3,900	8,010	105%	✓	Workshops based on the Library's 'Sacred' exhibition proved popular with learning groups throughout the exhibition. Overall we received over 4 times as many learners as for previous exhibitions. During October, other highlights included a conference for the Department for Children, Schools and Families (DCSF), geared to primary and secondary students, and an event with 'Women in Journalism' for post-16 year old students. The half-year performance of 8,010 learners attending workshops has exceeded the DCMS annual target of 7,500.
11	Number of visitors to BL Learning Website	210,000	104,000	514,339	395%	✓	Visitors to the Learning website are far exceeding our forecast as a result of the excellent media coverage and popularity of Sounds Familiar, Food Stories and Sacred Texts websites for schools in Q1. Performance at mid-year has exceeded the annual target.
12	Efficiency savings (cash + non cash)	£13.9m	£6.95m	£8.70m	25%	✓	The Funding Agreement target for efficiency savings in 2007/08 is £13.9m for the full year, £6.95m for each half year. This year is the third year of a three-year Efficiency Delivery Plan. Total efficiencies achieved at the end of Q2 were £8.70m, an over achievement of 25%. The areas that contributed most to this over achievement are headcount reductions across the Library and greater visitor numbers than expected in Reading Rooms and Exhibitions, with no corresponding increase in the cost of provision.

2. Projects for which milestones and deliverables are set for 2007/08 in the Funding Agreement		✓	On target
		✗	Behind schedule but not entirely within BL control
		✗	Behind schedule
Project	Milestones		Progress to date
1	<p>Business and Intellectual Property Centre and associated events and activities</p> <p>Meet LDA targets: Number of business advice sessions lasting over 2 hours: 1,176, of which BME 29%, women 15%, disabled 3%</p> <p>Meet BL targets: Number of new business passes issued: 3,125 Footfall: 12,500</p>	✓	<p>The Library's Business & IP Centre supports entrepreneurs and SMEs from their initial spark of inspiration to successful commercialisation. The Library has secured a second tranche of London Development Agency (LDA) funding, worth £2.4m, to cover the period 2007/08 to 2010/11. The LDA is now measuring us against a rather different set of attributes from those expressed in the Funding Agreement. However, it is still possible to make broad comparisons with the original targets. Measured against the original targets:</p> <p>Footfall at half year - 15,100 (vs target of 6,250) New business passes issued - 2,486 (vs target of 1,562) No of business advice sessions held - 530 (vs target of 1,176 for the full year). Numbers of business advice sessions will increase during the second half of year.</p> <p>Business advice sessions cover a wide range of topics, including:</p> <p>Employment support sessions (for 159 unemployed people) lasting on average 3 hours per person, with women 42%, BAME 46% and disabled 8%; Business advice sessions (for 351 business owners) lasting 2 hours or more, with women 45%, BAME 38% and disabled, 4%; Skills development training (for 20 employees) lasting 6 hours or more (in elapsed time), with women 55%, BAME 30% and disabled, 0%</p>
2	<p>Support for Education</p> <p>Number of learners attending educational sessions: target 7,500</p> <p>Number of visitors to BL learning website: target 210,000</p>	✓	<p>We continue to serve learners through educational workshops at St Pancras, activities in the regions, and our website. With 8,010 onsite learners to date, we have already exceeded our onsite Funding Agreement target of 7,500 by 7% (mainly through 'Sacred', the Library's first major exhibition this year).</p> <p>Visitors to the Learning website are far exceeding our forecast due in part to the excellent media coverage and popularity of <i>Sounds Familiar</i>, <i>Food Stories</i> and <i>Sacred Texts</i> websites for schools. By the end of Q2, there had been over 500,000 unique visitors to the Learning website, 138% above full year target of 210,000.</p>
3	<p>Support for public libraries</p> <p>Continue programme of events and activities in public libraries across the UK to start during the 'Sacred' exhibition in London</p>	✓	<p>We continue to hold programmes of events and activities in public libraries across the UK in support of our exhibition programme. 'Sacred on Location' was launched at Glasgow Botanic Gardens on 30 April. It featured a variety of family, school and community activities based round the theme of faith and was set inside a Mongolian-style yurt. Since July, the yurt has been at the University of Derby Multi-Faith Centre, Haringey Library and Glastonbury Abbey, and is currently at Rutland Museum. To date, 'Sacred on Location' has attracted over 6,000 visitors, including those traditionally hard to reach. We are working on a new strand of 'Sacred on Location' which will provide prisons with a mini exhibition and creative workshops.</p>
4	<p>Microsoft digitisation project</p> <p>2006/07 - 2007/08 Undertake digitisation of 25 million pages of content from 100,000 out-of copyright books [subject to contractual/IP negotiations with Microsoft]</p>	✗	<p>We signed a contract with Microsoft in 2006 to digitise 25 million pages of out-of-copyright printed books. In year one, a pilot project was conducted with a scanning partner. The findings were reviewed and led to the appointment of a new scanning partner. A revised schedule for a second pilot and roll-out to full production was agreed. The second pilot commenced in April 2007. This was successful and we moved to full production with the new partner. As a result of a holding two pilots, digitisation will be completed in 2009/10, not 2008/09, as originally planned.</p>
5	<p>Integration of archives and manuscripts catalogues into Integrated Catalogue</p> <p>Integrate archives and manuscripts catalogues into Integrated Catalogue: complete the main integration and make records accessible to researchers</p>	✓	<p>A pilot project on the archives and manuscripts records was completed on schedule last fy but indicated that integration of these records into the Integrated Catalogue is not practical. Alternative solutions have been assessed to bring together all of the Library's archives and manuscripts catalogues into a single catalogue; these were presented in an options paper which was produced in May 2007. The paper recommends basing this development on an infrastructure used successfully for other BL projects. A detailed plan for a phased development and implementation is being developed. This includes the large-scale migration of data from legacy systems.</p>

	Project	Milestones		Progress to date
6	English Short Title Catalogue	Transfer database to ILS and provide web access and enable other libraries to contribute holdings	✓	N/A
7	Endangered Archives Programme	Obtain and make available for research purposes copies of archives safeguarded under the second round of awards. Process applications and make awards in the third round of research grants.	✓	The Endangered Archives Programme, funded by the Lisbet Rausing Charitable Fund, supports the preservation of archival material relating to the history of societies before 'modernisation' or 'industrialisation'. 45 awards were made following the first two calls for proposals. A third call for proposals has generated substantial interest and 42 detailed grant applications were considered by the International Advisory Panel in April 2007. 24 grants have so far been awarded in this 3rd funding round with a further 10 applicants having the opportunity to revise and resubmit their proposals. The call for applications for the 4th round of funding was made during the summer and preliminary applications have started to be received, in advance of the deadline of 2 November. Surrogate collections produced as a result of the grants continue to be received and cataloguing of these collections is ongoing - to date the BL has received 6,922 CDs/DVDs, 381 Microfilm reels, 105 mini digital video cassettes and 8 hard drives.
8	International/cultural diplomacy	Undertake programmes of professional support and cooperation within the terms of MOU and consistent with the broader programmes of cultural diplomacy of the DCMS: Iraq National Library and Archives (INLA) National Library of South Africa (NLSA) National Library of China (NLC)	✓	Iraq: BL led an appeal to support the reconstruction of the INLA collections. The resulting consignment, worth US\$30k, arrived in May. (INLA's book budget this year is US\$7k). The Library has submitted a case for funding from DCMS/FCO to continue to assist the BL's support for the institution. Informal advice suggests that funding may only be available for non-tangible items (e.g. training, digitisation). Feasibility of supplying digitised maps to support the reconstruction of the collection is being explored. South Africa: BL CEO and Board Secretary visited NLSA in August. Series of talks presented. The BL has secured funding from the DCMS South Africa Curator training scheme and is finalising arrangements for two one-month NLSA preservation internships at BL in 2008. China: A high level delegation from NLC visited BL in July. Discussion was mainly around HR issues. Fruitful discussions also took place at the IFLA conference in August, which could lead to the NLC facilitating the acquisition of Chinese e-science and e-social science in return for the BL's support for the establishment of a China studies centre at the NLC.

3. Projects identified in the Funding Agreement as being supportive of the objectives of DCMS/DfES/DfI.
No specific milestones are set for these projects for 2007/08 in the Funding Agreement.

	Projects	Progress to date (no specific milestones set for these projects in Funding Agreement)
1	Digital Object Management (DOM) programme	Tessella Support Services was awarded a contract for the eJournal ingest and metadata management modules of the Library's Digital Object Management (DOM) system last year. Tessella delivered the second and third releases of eJournal Ingest and Metadata Management components early this year. The third release is undergoing extensive user testing in preparation for starting the operational service for Voluntary Scheme eJournals in Q3.
2	Infrastructure for e-legal deposit	Successful implementation of shared DOM (Digital Object Management) system infrastructure at the National Library of Wales, in July 2007. Progress on developing work plan and scoping study for web archiving (free publicly available sites) to be delivered to the Legal Deposit Advisory Panel in November 2007. BL contributions made to the offline voluntary scheme, e.g. in terms of identifying the scale of the universe, and two publishers identified as willing to deliver content to BL in voluntary e-journals scheme. BL continues to make significant contributions to the Legal Deposit Libraries Committee Implementation Group in many areas, e.g. infrastructure, territoriality, preservation, web archiving, offline.
3	National e-infrastructure for information to support UK research	No specific action taken since last year when we submitted a supportive response to the report of the OSI (Office of Science and Innovation) e-Infrastructure Working Group on 'Developing the UK's e-infrastructure for science and innovation'.
4	JISC funded digitisation project - newspapers	Our aim is to make 2 million pages of 19th century British newspapers accessible on the web (through phase 1 of JISC funded project) and to deliver (through phase 2) a further 1.1 million pages by the end of 2008/09. By 3 May, the digitization supplier for phase 1, Apex, had delivered the 2 million pages. Thomson Gale is ingesting the pages and the database was launched to the UK HE/FE sector on 22 October. The database is now available free in charge in the Library's reading rooms. It is scheduled to be launched to the public in early summer, 2008. http://www.bl.uk/collections/britishnewspapers1800to1900.html . For phase 2, EU procurement has been finalized and the successful supplier has been informed of the decision.
5	JISC funded digitisation project - archival sound recordings	Our aim is to add a further 4,200 hours of audio content to the existing 3,900 hours of recordings already available through JISC funding http://www.bl.uk/sounds . In Q1, we configured and initiated the second project. The Project Plan was approved. All digitisation activities for sound recordings will be undertaken in house. Work on documentation, digitisation and web enhancements has commenced.
6	Government and Parliamentary reviews and policy revisions in areas of intellectual property and copyright	We continue to be a leading voice and an honest broker in the intellectual property debate that the digital revolution has generated. We contributed to the Gowers review of IP last year and are working with the Department for Innovation, Universities and Skills on Statutory Instruments following the review. We are also following up with DCMS on the Green Paper on Creative Industries which includes recommendations from the Gowers Review. We are in the process of developing further our PR strategy. Meanwhile, we completed a successful digitisation tour (including copyright issues) for journalists in September and intend to do the same in due course for politicians. Plans are under way for an IP round table on 21 November chaired by the Chief Executive, with associated media coverage.
7	Centre for Conservation	The Library's Centre for Conservation was formally opened on 17 May 2007. This new facility houses the Library's conservation staff and the Sound Archive technical services staff, and provides a world-class facility for all aspects of book conservation. The project received five 'green lights' at the OGC Gateway 4 Review in July. Positive feedback was received from pilot public tours. The first public tour during Open House weekend was over-subscribed. Foundation Degree started. Defects and snagging on track for completion in early Q4.

	Projects	Progress to date (no specific milestones set for these projects in Funding Agreement)
8	Additional storage facilities at Boston Spa	<p>We are developing a 260km fully automated, high density, book storage facility, offering controlled environmental conditions compliant with BS5454:2000.</p> <p>Building contract: The Build Contractor made the repository and support building available to the Automation Contractor on schedule. The Build Contractor is currently reporting a delay of 14 weeks on other elements of the work. A recovery programme is in place. This delay is not expected to affect the programme's critical path.</p> <p>Automation contract: The Automation Contractor has reported a serious issue with its main racking sub-contractor. Development of other elements of the Automated Storage and Retrieval System (ASRS) is expected to be completed on schedule.</p> <p>Systems integration: Development of software to interface the ASRS and BL host systems is on schedule.</p> <p>Collection Preparation and Moves: Collection preservation preparatory work is on schedule. ITT for the appointment of a book move contractor is on schedule. Collection move sequences are being reviewed and finalised.</p> <p>Delivery services: Job profiles are being finalised. A programme of workstation tests has been developed and will be carried out during October.</p>
9	Options for optimising storage and access in UK research libraries	<p>Following an investigation in 2005 into the growing shortage of storage space in UK research libraries, the Library along with representatives of higher education libraries formed a task force to explore the feasibility of taking forward the creation of a UK storage solution centred on the BL collection. The work of the task force resulted in a successful bid to the Higher Education Funding Councils to support this approach which is being taken forward in its first phase by six early adopting universities. We are over half of the way through Phase 1 of this project. The BL is matching 98.4% of titles. We are ingesting 76m of material to gap fill. An external evaluation is half way through.</p> <p>A draft bid to HEFCE for Phase 2 is in preparation and will include a report of the evaluation.</p>