



Deliver resources that will enhance your University's reputation

Customer needs

- To meet the academic needs of its student, teaching and research communities by maintaining comprehensive and cost-effective access to standards.

Customer solution

- British Standards Online (BSOL) provides online subscription access to the most complete collection of British, and adopted European and international standards available.

Customer benefits

- Value for money – Glamorgan University used more than £500k worth of standards in 2009
- 24 hour desktop access meets users' needs and expectations
- Provision is comprehensive, and information is always up to date.

"In terms of the services which BSOL provides, I would certainly recommend it. I don't understand how any University can operate without it."

Louise Graham
Information Librarian,
Faculty of Advanced Technology,
Glamorgan University



Background

Ranked among the top universities in the UK and based on five campuses in south Wales, the University of Glamorgan educates around 25,000 students at undergraduate and postgraduate level and has an enviable research and consultancy profile. The University is part of the Glamorgan Group which also includes Merthyr Tydfil College and the Royal Welsh College of Music and Drama. Its globally acclaimed research centres address the major challenges facing society and the University aims to be recognized as an international centre of academic excellence providing effective and embedded development of professional skills.

Why choose BSOL

"We've always considered British Standards a requirement for this University," says Louise Graham, Information Librarian for the Faculty of Advanced Technology at the University. Louise sees the subscription to BSOL as a 'natural progression.' "We have had the British Standards collection in various guises," she says. "It was originally in hard copy, then microfiche, then microfilm." Louise continues,

"People want 24 hour access on their desktop, so that's the value of BSOL. Now the service is at people's fingertips and there is virtually no maintenance time."

How BSOL is used

Students and academics can access BSOL from any internet linked PC, using their university login. Louise notes,

"BSOL is very accessible at all times to legitimately enabled users."

Users can reference, download and print standards. On average around 370 standards are accessed every month, with a total annual value of £504k.

Members of the Faculty of Advanced Technology are the greatest users of standards. This includes students and academics in building construction and civil, mechanical, aeronautical, electronic engineering and computer science.

"The Eurocodes are incredibly well used," says Louise and extensive use was made of BS EN ISO 14001:2004, Environmental Management Systems, and BS EN ISO 9001:2008 Quality Management Systems. "On a practical level we have concrete laboratories and there would be a need to reference British Standards quite extensively in terms of the procedures that have to be followed for testing, compressive strengths and so on. As far as research is concerned, a lot is based on experiment and testing procedures which need to be followed as set out in British Standards." However, use of British Standards is certainly not restricted as is exemplified by the sustained use of BS 25999-2:2007, Business Continuity Management and PD ISO/TR 15489-:2001, Information and Documentation by various departments.

The value of using BSOL

BSOL is trusted as the best source of standards: Louise says,

"I think it best to get the material from the institution which publishes it."



BSOL also provides a service that gives conspicuous value for money – with the cost bearing no relation to the value received. Moreover Louise notes "I don't think it really costs us more than we were paying years ago." On staff costs, she adds, "Obviously should there be technical problems, that takes admin time, but I have to say when I've had any technical problems the helpdesk at BSI usually had my query resolved instantly. In addition the quality of service which we now provide is much improved as a result of BSOL".

Furthermore, the University of Glamorgan aims to provide first class technology based systems, provision of BSOL is in line with this goal. The service gives comprehensive access to all BSI's 45,000 standards; and it is delivering information which is always accurate and up to date. "The collection suits our needs, the cost is not exorbitant given what we get and it's available 24/7 which meets the needs of our users," says Louise, concluding,

"I don't understand how any University can operate without it."

Your business could benefit from British Standards Online (BSOL), just like Glamorgan University.

To find out more visit <http://shop.bsigroup.com/BSOL> or call +44 (0)20 8996 9001 for details.

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