



How one of the UK's largest public library services delivers access to standards

Customer needs

- Increase the use of Hampshire library services
- Extend access to library resources so more people can develop their skills and knowledge
- Stay at the forefront of innovation in public library service provision in the UK.

Customer solution

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

Customer benefits

- On average around 20 standards a day are accessed by users of HLIS
- 3,878 individual users accessed the service last year
- Access to valued information has been extended to 24-hour and remote access
- HLIS's reputation as an innovator in quality information services delivery has been enhanced.

"People are often amazed that as a public library service we offer such comprehensive access to standards. For us the key is being able to give them remote access. It's what people expect nowadays and it considerably enhances the quality of the service that we deliver."

Helen Brewer
Business Information Services
Manager
Hampshire County Council



Background

Hampshire Library Information Services (HLIS) is one of the UK's largest library services with a budget of £19m and nearly 800 staff. It aims to provide library information and reading material to everyone in its population; delivering a trusted, high quality service which fulfils its public service remit to help individuals develop their knowledge, skills and confidence. Around 7 million people visit its 53 static and 19 mobile libraries annually and another 10% of issues and renewals happen online. As well as 2 million books, users also have access to the online reference collection and downloadable eBooks and audiobooks.

Why choose BSOL

HLIS's primary interest in standards is in making them accessible to the people of Hampshire. Providing access to standards is an essential part of its business reference services, helping companies comply with regulatory requirements and learn more about technical specifications and management systems to the benefit of their organisations. The library service has been providing access to standards for some time – initially on microfiche, and later on CD Rom.

When BSOL became available, HLIS chose to subscribe to a full access package. This ensures that the library service can meet the needs of the whole population. Says Helen Brewer, Business Information Services Manager at Hampshire County Council:

“BSOL gives us comprehensive access which is what our user community demands.”



Moreover, HLIS's subscription gives its users remote access to BSOL from home or work, enabling the library service to reach everyone in Hampshire with convenient 24-hour access to high quality information.

How BSOL is used

Hampshire residents must enrol as Library Members. Thereafter they can visit a library, or more likely, login to BSOL remotely using their borrower card number via the online resources screen provided by HLIS. Members can then search for and consult any of the 52,000 standards available from BSOL. Under the terms of HLIS's licence, users are able to view standards, but not to download or print them out. Where a user requires a portion of a standard to be printed – typically a graph or technical drawing – he or she can visit a Hampshire library to obtain a printout. Aside from the nominal cost of the printout, BSOL enhances the service provided to Library Members.

The benefits of using BSOL

HLIS believes that the access it provides to standards is highly valued, as the service is very well used – last year 3,878 users accessed the service and 7,237 standards were consulted. In particular, says Brewer: “Remote access makes a huge difference to

the usability and the viability of the service. It enhances the quality of the service we deliver. The actual number of people who come into a branch library to consult British Standards is small against the number using the service remotely.”

It is also important to HLIS to provide accurate information from an authenticated source. Since BSI is the source of standards in the UK, HLIS is confident that the information BSOL delivers is of a high quality and always up to date. Brewer notes:

“If there is something technical or standards related I can always get an answer for my users. BSOL provides a first class technical support service.”

Against these benefits, the subscription cost is affordable because as a local authority service, HLIS takes advantage of a special five-year rate negotiated by the MLA (Museums, Libraries and Archives Council). This also enables reliable budgeting.

Finally, provision of the service enhances HLIS's reputation and raises its profile among Hampshire residents.

Your business could benefit from British Standards Online, just like Hampshire County Council.

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