

GUILDHALL LIBRARY / BIBLIOGRAPHICAL SERVICES



To develop Guildhall Library as a centre of information and discovery on London's history, and to create and exploit bibliographic data for the benefit of the department and its users

Culture Heritage & Libraries Department



What We Do:

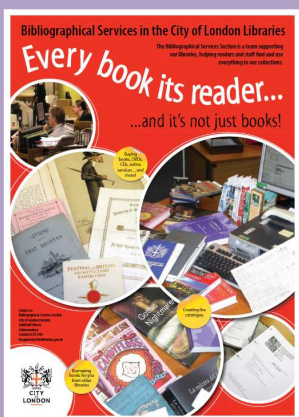
Events, talks & tours	Partnerships	Promotion / Enquiries	Educational support
Extensive reference collections		Online services	Historic printed collections
Library system management		Acquisitions, cataloguing and inter-library loans	

Departmental Strategic Aims:

- S1 - To refocus our services with more community engagement and partnerships with others
- S2 - To transform the sense of the City as a destination
- S3 - Continue to use technology to improve customer service and increase efficiency

Our Service Key Improvement Objectives are:

1. To improve self-service access for users through automation.
2. To explore opportunities to support and promote London's communities, collections and heritage.



Sara Pink
Head of
Guildhall
Library



Culture Heritage & Libraries Department

Our Key Performance Indicators are:

1. To facilitate the promotion and use of E-resources inside and outside the libraries, to include adding 250 new electronic titles per annum in support of all sites by March 2014.
2. To achieve a per annum increase of 20% in audiences to events, exhibitions and talks. [base/average figure c500]

Social Media:

Twitter: @GuildhallLib @CityBibs

Facebook: Guildhall Library

Flickr: <http://www.flickr.com/photos/guildhalllib>

Blog: <http://citybibs.wordpress.com/>

YouTube: <http://www.youtube.com/user/citybibs>

Quality Awards:

Designated as an Outstanding Collection
Investors in People