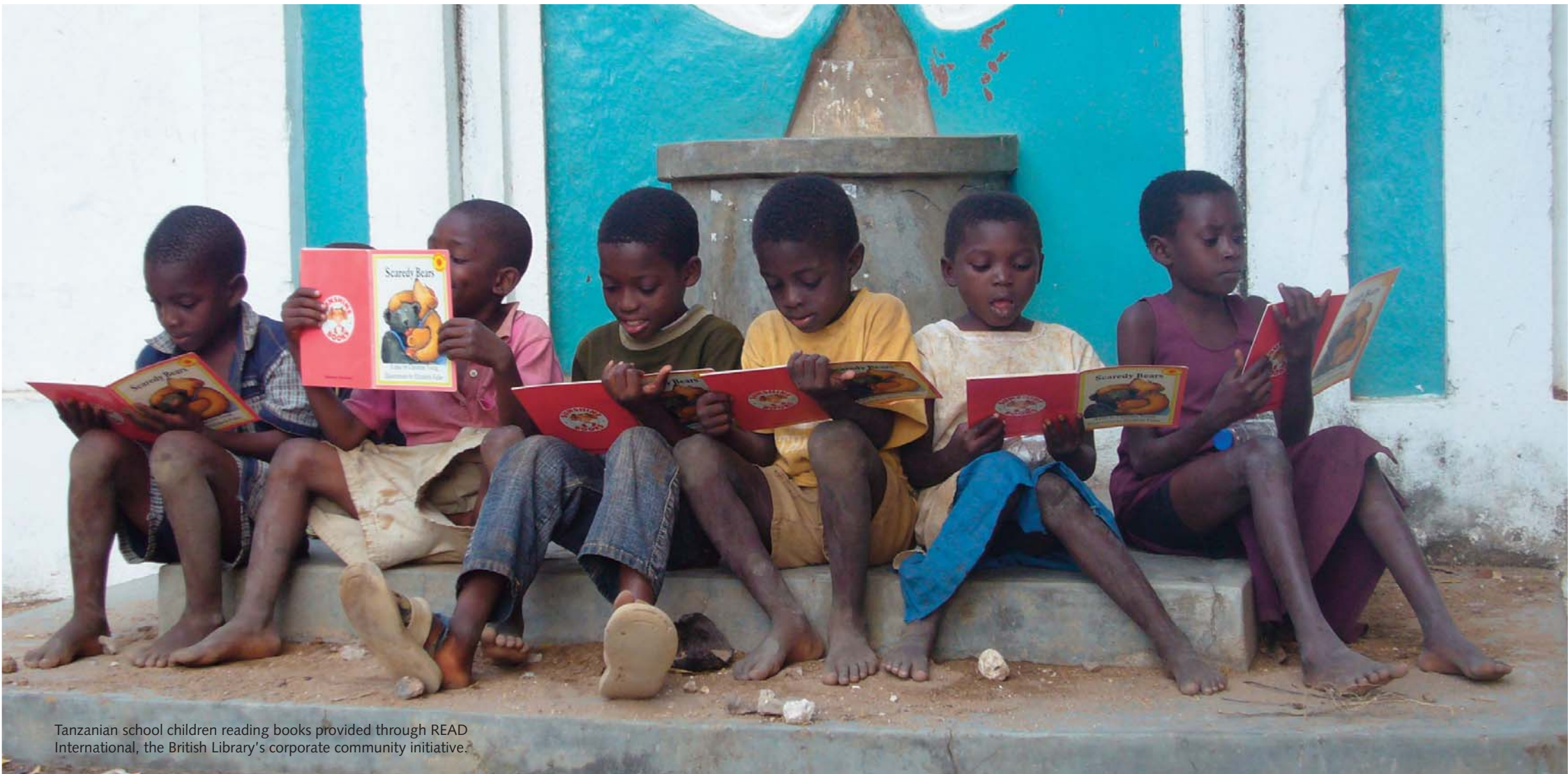


Corporate Social Responsibility Report 2009/10

Sustaining the world's knowledge



Tanzanian school children reading books provided through READ International, the British Library's corporate community initiative.

The British Library Corporate Social Responsibility beyond business as usual

Full of ideas, full of results...

After a successful first year in 2008/09 for the Library's Corporate Social Responsibility programme (CSR), the CSR Working Group considered it important that momentum was maintained and that key projects were delivered which enhanced the Library's three core areas of CSR: economic, environmental, and social.

It was equally important in the difficult economic climate that prevailed during the financial year that we focussed our efforts on sustainable projects, which would continuously yield benefit not only for our staff, but also for the neighbourhoods and communities we serve.

In turn, we are happy to report another successful year in line with our CSR mission statement: to innovate and advance knowledge – one mind, one person, one community at a time.

The following report highlights some of these key achievements and the work undertaken by numerous members of staff alongside their day-to day jobs.

Mary Canavan – CSR Working Group Chair		
Environmental Behaving ethically Development and Introduction of Socially Beneficial Products and Services Jim Linden David Read Patrick Dixon Alasdair Fraser Environmental and Protection Activities David Read Patrick Dixon	Social Improving the quality of life for our workforce, families and local communities Employee Engagement, Community and WellBeing Activities Sandra Myers Edwards Alasdair Ball Caroline Cook Hannah O'Connell Mark Stringer	Economic Economic development Code of Ethics and Standards of Business Practice Andy Appleyard Procurement Alasdair Fraser

Energy:

Spotlighting carbon reduction

The British Library has invested in a programme of energy efficient lighting upgrades as part of the energy action plan formulated by its Estates team and their service provider, Cofely. This action plan has been instrumental in the Library being awarded a London Green 500 'Gold' Award for reducing our carbon emissions.

Current Estates energy/carbon reduction projects:

- King's Library Tower LED lighting project
- St Pancras public areas LED feature lighting project
- St Pancras other LED lighting projects eg staff entrance and main staff lifts; external floodlighting
- Metering project – installing Half Hourly metering project so that the use of electricity, gas and oil in each of our buildings is automatically recorded. This will help to manage our energy use, especially the new CRC Energy Efficiency Scheme.

Illuminating history: the King's Library Tower LED installation

At the heart of the British Library in London, sits a six storey glass tower.

The King's Library houses books collected by King George III and is considered one of the most significant collections of the Enlightenment. Consisting of 65,000 volumes of printed books, with 19,000 pamphlets, the King's Library is as prominent to the Library's collection as its structure.

The Tower has an area of 980m² and each level was illuminated by 1.8 metre 70W fluorescent tubes mounted vertically in each window mullion. This totalled an average of 336 lamps operating 15 hours per day, 360 days a year. That's a lot of light, we thought.

In a proactive effort to improve our energy efficiency whilst adhering to the many complex environmental requirements of our collections, a pilot project was introduced to trial an installation of 22W LED lamps in the King's Library. These lamps were designed to fit into the existing luminaire fittings.

The decision to pilot the LED lighting was due to the following factors:

- LED emits zero ultra violet emissions, causing no light damage to documents, and is thereby compliant to BS 5454:2000
- Lower power consumption per tube: 22W emitted as opposed to 70W
- Longer life expectancy: 60,000hrs as opposed to 20,000hrs, thereby increasing maintenance intervals and reducing the need for special security escorts into the critical work zone
- Low temperature emissions which would reduce environmental plant demands
- Enhance colouration of book bindings.

When the collection care team had approved the completed pilot scheme a project was initiated to carry out a total lamp upgrade. The works for the total lamp upgrade commenced in the second week of January and eighteen days later, the King's Library was 100% LED – reducing our CO₂ emissions from the King's Library Tower by 50%.



Economic: Bright Ideas

Procurement policies in Library contracts have had a demonstrable reduction on negative environmental impact through using more efficient fuels for transport, introducing better waste policies and using recycled materials. The Library's Corporate Procurement Unit (CPU) have increased contracting opportunities spend with SME's and our recycling of redundant IT equipment has raised £5K for funding low energy lighting for the St. Pancras piazza, enhancing the environment for visitors and Readers.

- Contract awarded for the recycling of redundant IT equipment which in turn yielded revenue for the CSR Budget
- With the Library's goal to increase usage of small to medium enterprises [SME's], the percentage spend with SME's increased 8%, totalling approximately £19 million in expenditure
- All 2009/10 Boston Spa construction contracts awarded had to satisfy a measurement of waste recycled instead of land fill
- Reading Room bag contract awarded to a company who makes our bags with Biothene® – a completely biodegradable polythene
- All Corporate documents and publications are now printed on Forest Stewardship Council-certified material.

Reduce, Reuse, Recycle: Readers' bags go biodegradable

You do not need to be au fait with the Library's Reader terms and conditions to be familiar with our Reading Room bags.

Walk along any central London street, and you will spot at the end of someone's hand a clear plastic bag with our logo on it. These bags, usually full of books, laptops, and pencils, are a key element to our collection security and are fundamental to how we operate. Some may think they are a simple clear plastic bag, but alongside a Reader's pass, they are a main criterion for gaining entry into our Reading Rooms.

And it is due to the need for and the compulsory use of this clear, plastic bag that a resolution to make it eco-friendly was number one on our agenda when forming the CSR working group over two years ago.

Many ideas were bounced back and forth: implementation of baskets instead of bags; paper bags with a clear window; and even your granny's string bag were, for a moment, possibilities.

Nevertheless, in all of our brainstorming the importance that the bag remained intact came more and more to the forefront.

The need then was to find a material which, whilst maintaining the transparency of the bag, allowed it to be as eco-friendly as possible.











After a few weeks of research and consultation with a number of stakeholder teams, it was concluded that the bags needed to be made of Biothene® – a material which maintained the look and feel of polythene whilst being 100% biodegradable.

Our CPU team included this requirement in the contract specification and it was the key component when awarding the new contract for the supply of all the Library's Reading Room bags.

So now, when you see one of our famous bags, you know with confidence that it is as green as can be!



Reading Room Requirements

✓ =	 Yes Show for inspection	 Yes Pencils	 Yes Clean dry hands	 Yes/sound off Laptop	 Yes/sound off Mobile	You can use laptops and take mobiles in but please turn off the sound before you enter a Reading Room
✗ =	 No Coats, bags and umbrellas	 No Pens or highlighters	 No Sharp implements	 No Food, drink, bottled water, sweets or gum	 No Cameras	Collection items cannot be removed from any Reading Room

Thank you for supporting the British Library.
Earth-friendly bag made from biodegradable film.



Recycling: Targets exceeded

The British Library, its Readers, visitors, staff and contactors have exceeded the Government's waste recycling target for 2010 by recycling 70% of the waste the British Library produces against the Government's target of 40%.

- Food waste recycling introduced at Boston Spa and St Pancras
- Segregation of wood and metals introduced at St Pancras
- Public area recycling bins introduced at St Pancras

What a load of rubbish: Changing our approach to waste disposal

Waste reduction is high in Government's sustainability agenda and consequently compliance and environmental concerns are a high priority for the British Library. In 2007 the British Library established rigorous environmental targets, aiming to substantially increase recycling of waste by 2011.

In seeking to realise its environmental aspirations, the British Library's Estates team enlisted Emprise, its cleaning contractor, to aid in reducing waste to landfill and increasing recycling across its sites.

The Estates team set about introducing a range of initiatives, which not only made the waste management processes greener, but also helped to change employees' approach to waste disposal.

The team formulated a three tier recycling programme of hubs, staff engagement and public involvement for cans, glass, paper, cardboard, plastics and compostable food waste.

Last year, centralised segregated waste points were introduced and desk-side bins were removed allowing paper, cans, plastics and cardboard to be recycled.

This year, further recycling hubs were implemented in the catering areas, capturing all compostable food waste.

In conjunction with the introduction of recycling hubs, awareness workshops were rolled out with the aim of informing employees how the scheme would work, ensuring employee engagement and introducing the scheme with minimum disruption.

Our new catering provider, Peyton & Byrne, have also enhanced the Library's sustainability by planting onsite gardens where possible to grow herbs and vegetables for use in daily production in our site kitchens.



Social: READ all about it!

Through valuing the diversity of our staff, we have enabled colleagues to develop new skills by offering a broad range of initiatives in which they can participate. We have also provided staff the opportunities to share their expertise and knowledge in a sustainable manner through our relationship with READ International.

- Equality online training corporately rolled out in order to increase our staff awareness and skills in equality and diversity
- We provided the opportunity for staff to follow on from their British Sign Language (BSL) Level 1 course, by offering BSL Level 2 classes onsite
- We engaged one of our local Reader Volunteer schools in the Big Book Cover competition where students across all years participated in re/creating their favourite book cover with the winner then chosen by our Director of Marketing, Frances Brindle
- Throughout the year, we have maintained the number of reader volunteers within our local school; hosted the annual celebration event for Camden Education Business Partnership, and have assisted in at least 70 work placements.
- We have supported our corporate community initiative, READ International, in a number of ways this year including such activities as: collecting books from schools; sorting books in READ's warehouses; in addition to supporting their Drop Boxes where staff in St Pancras have donated over 500 personal books since February to assist in READ's fundraising framework.

A little Hope goes a long way: a story of sustainable proportions

Our Corporate Community Initiative [CCI], READ International, is a very small, but overwhelmingly passionate charity which collects unused textbooks from British schools and transports them to schools in Tanzania and Uganda.

Over two dozen members of staff have supported READ with hands on help; driving vans, collecting books and sorting books in the warehouses. As proposed by READ, the most valuable area in which we as the nation's library could help was how to make sense of the sheer volume of books needing to be sorted and catalogued.

In August, a small team of staff led by Carl Hope, Head of Applied Service Delivery and Development, offered to assist in the creation of a sophisticated book management and cataloguing system for sorting and data-basing READ's thousands of book donations.

Armed with a project brief from READ, this small team embarked on site visits, video conferences, email exchanges and many phone calls which yielded a prototype ready for use in December. Christmas saw the initial run of READ's new database, and the New Year brought with it the launch of a revolution for READ.

As Rob Wilson, Founder and CEO of READ International highlights: *The support the British Library have given READ by developing a centralised/shared electronic book sorting system will literally save us thousands of volunteered man hours and has already hugely professionalised our ability to decide which books are and are not useful to East African school children. This is a big step forward from where we were 12 months ago when we had to ask our volunteers to manually type the title, publisher, date published and ISBN of every book we'd collected, and then make a judgement call on the book's relevance by physically scanning the contents on every page. We collect over 2,000 books a week, so you can imagine how long it took! Thanks to the British Library we now have an electronic database and the ability to capture details of every book we've collected in a split second!*

The Library are happy to announce that READ have been able to use the database in the preparation of this year's shipment of over 300,000 books to both Tanzania and Uganda, and are honoured to support as our corporate community initiative READ International who has as its founder the winner of the Enterprising Young Brit Award, 2010.



As Chair of the CSR Working Group, it has been an honour to support the work of my colleagues across so many areas. This year has been hugely successful in both the sharing of best practice and outcomes for both our internal and external audiences, and we will ensure that the Library maintains its focus on sustainability in the year ahead.

Mary Canavan

Director of Human Resources

The building at St Pancras

- The largest public building constructed in the UK in the 20th century
- The basements extend to a depth of 24.5 metres
- A total floor area of over 112,000 sq metres spread over 14 floors – 9 above ground, 5 below
- 10 million bricks and 180,000 tonnes of concrete were needed to complete the building

The buildings at Boston Spa

- Originally an ordnance factory
- Specifically designed for document delivery service processes
- Over 100km of shelving housing a collection devoted to interlibrary loan.
- Our new Additional Storage Building has a fully automated retrieval system which has allowed the racking density to be optimised and has reduced the footprint of the building as no general lighting is needed, other than the emergency escape lighting. It provides 262 linear kilometers – enough to stretch from London to Manchester – and will hold approximately 7 million items.

If you have any questions or feedback regarding our CSR Framework, please contact us:

CSR@bl.uk

T +44 (0)20 7412 7147

British Library St Pancras

