The oldest example of printed material at the National Library of Scotland is a Japanese prayer scroll, also known as a Mirai-mono, which dates from 764-770 AD. This item predates the Gutenberg Bible, considered the oldest western printed book, by almost 200 years, and is a testament to the early adoption of printing techniques in Asia.

Another notable item in the collection is the Gutenberg Bible, written and illuminated between 1454-55. This work is considered one of the most significant achievements in the history of printing, as it helped to spread knowledge and literacy across Europe.

The Murthly Hours, written and illuminated around 1280, is another important manuscript from this period. The book contains images of animals, people, and important objects.

In the 16th century, the practice of printing continued to evolve. In Scotland, Henry the Minstrel, known as Blind Harry, created a manuscript, the 1488 Henry the Minstrel 'Blind Harry', which was written by John Ramsay.

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The National Library of Scotland is an organisation that has to take the past, present and the future equally seriously. As our collections stretch back nearly 1500 years, we are surrounded by history, knowledge and enlightenment. Our founders at the Faculty of Advocates began collecting material in the late 17th century. The advent of Legal Deposit, nearly 300 years ago in 1710, greatly accelerated the growth of these collections, and has provided the bedrock for them ever since. Today our work in collecting digital material prompts change and development at a remarkable rate.

This year was another of exciting challenges, and some major landmarks. The year was book-ended by the arrival of two major new collections. It began with the arrival of the John Murray Archive, one of the most important archives in British publishing history and ended with the merger with the Scottish Screen Archive. This film collection adds a new dimension for those researching Scottish culture over the last century or so.

The need to meet the expectations of our customers today has never been felt so urgently. This is why we have developed a new customer charter, it is why we are progressing with plans to develop a visitor centre to showcase and interpret our collections and to create spaces tailored to exhibitions, events and learning activities, and it is why we have responded to demand for improved reading room facilities.

The long-term nature of our primary role, to make our recorded heritage available for centuries to come, means that the future is never far from our thoughts. The digital revolution continues apace, as does the Library’s response. Customers increasingly expect immediate access to information delivered with the maximum of convenience. To meet the demand we continue to digitise materials from our own collections and to deliver licensed digital collections remotely so that people throughout Scotland and beyond can use them at home, work or overseas. Our commitment to developing digital services was acknowledged this year with the funding secured to build a Trusted Digital Repository that will safeguard the future of electronic information in all its many forms.

Our fundraising activities are another area in which we are building for the future. An encouraging start in 2006 is paying dividends for the Library and will further increase the scope and scale of what we can offer customers today and tomorrow. Our updated strategy published early in 2006 will set out how we plan to build on all of these achievements and develop a National Library that is outward looking, dynamic and innovative. As ever, we are greatly indebted to our staff for making all of this happen, and to our Trustees and partners for the support they have given throughout the year.

Our Mission

The National Library of Scotland exists to:

• Enrich lives and communities
• Encourage and promote lifelong learning, research and scholarship
• Provide universal access to information by comprehensively collecting and making available the recorded knowledge of Scotland
• Promote access to the ideas and cultures of the world
Our vision to make a connection with an increasingly diverse audience of new and existing visitors went from strength to strength this year.

‘One of the best exhibitions I have seen – well laid out, informative and described in an accessible manner.’

Our programme of free public events continued to grow in number and diversity this year. Topics covered included wildlife photography, the Holy Grail, African explorers and epic Indian literature. The 1707 Union of Scottish and English Parliaments provided a focal point, with the popular Road to 1707 series of events featuring leading historians and authors. The modern political landscape of Scotland was covered by Brian Taylor, Political Editor of BBC Scotland, at the 2006 Donald Dewar Memorial Lecture. In its fifth year at the Edinburgh International Book Festival, the lecture looked at the roles played by Holyrood, Westminster and Brussels in Scottish politics today.

NLS houses the archives of many modern Scottish writers, so the launch of a new series of monthly events showcasing the work and ideas of the Scottish literati was fitting. The Bridge Readings featured Alasdair Gray, Christopher Brookmyre, Ian Rankin and AL Kennedy reading from and discussing their latest work to full houses.

The in-depth knowledge and expertise of our own curatorial staff was spotlighted this year, with a series of lunch time talks covering treasures from our South Asian collections, Shakespeare’s First Folio and tours ‘behind the scenes’ of the Birds of a Feather exhibition.

Events

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Event visitor numbers were up by 10%
Summer exhibition visitor numbers were up by

11%
The arrival of two major new collections, the John Murray Archive and the Scottish Screen Archive, added a new dimension to our collections and set new standards for the way in which our collections are brought to life for visitors.

Scottish Screen Archive

The Library welcomed a major new addition to its collections this year, as the Scottish Screen Archive merged with NLS. The archive contains over 30,000 moving images documenting Scottish life in the 20th and 21st centuries. Thousands of hours of footage, including home movies, public announcement films, documentaries, revivals and recent Gaelic-language broadcasting, joined the Library’s collections in April 2007, offering researchers a range of formats with which to study Scotland. Topics represented are as broad as the last century of Scottish culture, with particular strengths in subjects such as family life, working life, industry, entertainment, transport, education and sport.

A particularly unique feature of the archive is the viewing and lending collection of VHS videotapes available for research and non-commercial use. All this is supplemented by a small non-film archive comprising written material about the history of Scottish film production and cinema exhibition, photographs and sound recordings, and a growing number of film clips made available online.

Manuscripts

The Library’s literary archives continued to proliferate this year, with a raft of important acquisitions from the 19th and 20th centuries. Many writers in our collections are also major artists. This year we were fortunate to acquire both a major collection of Alasdair Gray’s artwork, some of which will feature in his forthcoming visual biography (due in 2009), plus the complete artwork for Cam Kennedy and Alan Grant’s innovative graphic novel version of Robert Louis Stevenson’s Kidnapped, published by Waverley Press in February 2007 as part of the UNESCO Edinburgh City of Literature project to get Scotland reading.

Two major donations greatly enriched our manuscript collections this year:
- The first was the 1924 manuscript of Sir Arthur Conan Doyle’s ‘The Adventure of the Illustrious Client’, one of the last Sherlock Holmes stories. The manuscript provided valuable evidence of the author’s narrative skill. Secondly, we were also delighted to receive the papers of novelist Robin Jenkins. Mr Jenkins was one of the most important but overlooked Scottish authors of the late 20th century; his archive included a number of unpublished novels. The archive of George Mackay Brown was boosted by a donation of 160 letters, spanning two decades, between the poet and the writer and biographer Jenny Robertson, including one of his last poems, ‘To Heather’.

Contemporary poet Don Paterson became the latest writer to join the ranks of those who entrust their literary archives to the nation. His prolific collection of poetry started at the age of seven and dates to the present day.

Robert Southey was Poet Laureate when he joined engineer Thomas Telford for a tour of Scotland in 1819. This year we bought the manuscript of his verses in tribute to Telford’s work on the Caledonian Canal which will feature in the collaborative exhibition with the Scottish National Portrait Gallery, Telford: Father of Modern Engineering, opening in October 2007.
Rare books

Appropriately enough in the year in which Kidnapped was celebrated, several other Robert Louis Stevenson items were bought. The tiny and very rare poetry pamphlet Not I, and Other Poems (1881) was written in Davos, Switzerland to entertain Stevenson and his stepson and printed on a small hand press. We also acquired the earliest edition of Treasure Island (first published 1883) to have illustrations in addition to the famous frontispiece map: it was published in Boston, USA, in February 1884, over a year before the first illustrated British edition.

Important scientific acquisitions this year included a collection of nine scientific papers (1812-31) featuring David Brewster and Mary Somerville presented to James Veitch, a self-educated polymath from the Borders. Veitch's interests covered mathematics, mechanics and astronomy. He is best known today as the man who inspired David Brewster (1781–1868), the inventor of the stereoscope and the kaleidoscope, to take an interest in science.

Among our most handsome acquisitions this year was an 1879 edition of the poet Oliver Goldsmith's History of the Earth.

This included 24 original fine watercolours by James Stewart and Harrison Weir, to accompany Glasgow publisher Blackie's science series and was reproduced using chromolithography.

George Atkinson, Ceylon, 1813.

This map of Ceylon (now Sri Lanka) is dedicated to Thomas Maitland, a Scot and governor and commander in chief over the Island of Ceylon. It was published by William Faden, the leading London-based map publisher of his day whose father came from Scotland.

William Skinner's Plan of Fort George, 1763.

shows the might of one of Scotland's most impressive fortifications at the time of its construction in 1767. This plan portrays the castle in an almost finished state. The hand colouring and shading are in the distinctive style used by military engineers in the Board of Ordnance, green for embankments and pink for buildings.

Below: A number of interesting travel items were purchased during the year:

1. Ticket for a 'fly coach' between Edinburgh and Newcastle, issued in July 1776, when coach travel between England and Scotland was a relatively new phenomenon.

2. Timetable (around 1790) for the Edinburgh to Portpatrick mail-coach. The heyday of the mail coach as a passenger vehicle was superseded by the railway in most parts of Scotland by the mid-19th century.

3. A very rare broadside from 1835, during the early years of steamships plying the west coast of Scotland. These ships took cargo, and tourists visiting Staffa and Iona.

Below: John Adam's map playing cards, 1660-1718.

This unusual ceramic map paperweight of the Western hemisphere was acquired because the map was drawn by John Adam and engraved by the Bartholomew firm, whose considerable archive is held at NLS.

Western hemisphere ceramic paperweight

This peculiar Victorian paperweight, a popular souvenir of the Great Exhibition of 1851, is a composite item combining the edge of an Ordinance Survey map of the Mersey and Dee estuaries with a printed reproduction of a 14th century map of Portsmouth Harbor.

National Library of Scotland

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Collections items consulted: 345,232

A number of map acquisitions were made during the year:

1. Plans for a new route between Edinburgh and Newcastle, surveyed in 1742, which would travel between England and Scotland was a relatively new phenomenon.

2. Thomas Salmon's map of the West Riding of Yorkshire, surveyed in 1742.

3. A very rare broadside from 1835, during the early years of steamships plying the west coast of Scotland. These ships took cargo, and tourists visiting Staffa and Iona.

Right: Western hemisphere ceramic paperweight, . This unusual item combines a map of the Great Exhibition of 1851 and a printed reproduction of a 14th century map of Portsmouth Harbor. The map was surveyed in 1790.

Below: John Adam's map playing cards, 1660-1718.

An extremely rare collection of map playing cards. The original map was drawn by John Adam and published in 1689. It was engraved by James Hasow, who took it to London playing card specialist John Lenthall. Map playing cards were fashionable in the late 17th and early 18th centuries, and this map was dissected into playing cards, marked with suits by a coloured stamp, and numbered by hand.

The map of Scotland from this deck is dedicated to Thomas Maitland, a Scot and governor and commander in chief over the Island of Ceylon. It was published by William Faden, the leading London-based map publisher of the day whose father came from Scotland.

Map acquisitions were concluded this year to make annual exports of Ordnance Survey’s MasterMap series available in NLS for the first time. These comprise the very latest and most detailed digital mapping for the whole of the United Kingdom in an updated, user-friendly web-based system. MasterMap offers improved layers of information allowing more precise recording of changing landscapes. As well as acquisitions of modern maps and plans, highlights of antiquarian map acquisitions included:

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We acquired 95,788 books and 135,314 issues of newspapers and magazines this year, thanks to our Legal Deposit status. This huge asset for the people of Scotland and beyond is worth millions of pounds a year, but its value to our users, who find material they cannot get elsewhere, is priceless. While many UK publications are sent automatically by publishers, work is always needed to ensure that we collect Scottish publications as comprehensively as possible. A particular focus this year has been obtaining publications produced by the growing Polish community in Scotland, as well as those produced for incoming refugees and asylum seekers: For example, Gazeta z Highland published in Golspie and Glos Polski published in Dalkeith.

Music

We were delighted to buy several rare Gaelic music scores this year. Among these were a book of Christmas carols published by the Gaelic language college Sabhal Mór Ostaig on the Isle of Skye in 1975, and an antiquarian item of Highland hymns, with Gaelic prayer tunes and spiritual songs published in 1889. Scottish Gaelic music publications are usually rare as they tend to be published in smaller print runs compared to the large international music market. Another interesting acquisition was A curious collection of the most celebrated country dances & airs which are now in vogue. This 18th-century music publication contains 'hidden' Scottish music, alongside country dances and Italian guitar music.

Newspapers

The collaborative NEWSPLAN Scotland project this year delivered an online guide to indexes to Scottish newspapers. The guide lists detail of Scottish newspapers which have been indexed and includes the type of index, the dates covered and the holding locations for the indexes. Printed, electronic and online indexes are all included and it is searchable by title of the newspaper and keyword. The guide can be found online at www.nls.uk/collections/newspapers/indexes.

Digital collections

Our physical collections are complemented by a growing body of digital collections, licensed from publishers and made freely available to users in our buildings and remotely. These vast resources include biographies and other in-depth reference works and thousands of fully digitised newspapers, journals and books. A number of important additions to these collections were made this year. Science Full-Text Journal Collection via Wilson Web provides full-text access to over 300 journal titles from the 1990s onwards covering a broad range of science subjects. Oxford Journals Online provides full-text access to over 3,000 academic and research journal titles published by Oxford University Press, covering science, humanities, law, medicine and the social sciences, from 1829 to the present day. House of Commons 19th and 20th Century Parliamentary Papers provides full-text access to Parliamentary Papers from 1801 to 1945, plus indexing to 1945. The Making of the Modern World provides full-text access to over 40,000 printed works covering economic, political and social history from the 1460s to 1850.

Early American Imprints provides full-text access to the full text of over 90,000 titles printed in North America between 1493 and 1820, many of which are otherwise unavailable in the UK. The Making of the Modern World provides full-text access to over 40,000 printed works covering economic, political and social history from the 1460s to 1850.

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National Library of Scotland
Progress in the digital information arena, and in the way that libraries claim material, has kept us busy this year, both in partnership with others and on our own projects.

"The NLS online catalogue is as exciting and rewarding as MacFadden’s strike in Scotland’s recent football victory against France."
Leah-Lee Electronic Resources Librarian
Nanyang Technological University, Singapore

Digital preservation
The Library’s digital strategy was advanced significantly this year when government funding was announced for the Library’s ambitious project to establish a Trusted Digital Repository (TDR) for Scotland. The Scottish Executive pledged funding of up to £1.8 million for the two-year project, which will ensure that Scotland’s digital heritage can be preserved for the long term. The aim of the project is to apply the same level of professional care to collecting preserving and providing access to digital items as NLS does to printed matter. The government funding enabled us to recruit a dedicated team and begin to buy the technology needed to deliver the project’s aims.

The archiving of websites and the building and hosting of repository systems are two key elements of the project. The TDR team has already been contributing to IRIScotland, a Scottish Confederation of University and Research Libraries (SCURL) project to provide comprehensive access to Scotland’s research output. The project provides access to all research papers held by Scottish universities. The repository uses an open access publishing model making Scottish research easily available to all, rather than restricted to those with subscriptions to academic journals. NLS is testing the feasibility of providing a hosting service for research institutions without their own databases.

Web archiving
NLS is one of ten members of the UK Web Archiving Consortium (UKWAC). The project aims to explore how culturally significant websites can be identified for long-term preservation. The average life expectancy of a website is 44 days; the project aims to extend this to 100 years or more. The first phase of the two-year pilot project drew to a close this year having archived over 2,500 sites, with partners taking steps to build on the experiences they have gained from the project. To view the fledgling UK web archive visit www.webarchive.org.uk and browse selected websites covering everything from Scottish art and literature to whisky, athletics and politics.

Legal Deposit arrangements
Legal Deposit, the legislation that allows NLS and five other libraries in the UK and Ireland to claim a copy of everything published in the British Isles, has provided the cornerstone of the Library’s collections for centuries. Much of the work involved is organised by an agency which claims on behalf of four of these libraries and distributes publications accordingly. To maximise various efficiencies, the libraries have been reviewing the location and arrangements of the agency in future. Housing the Agency in the National Library’s Edinburgh premises is considered to be the preferred solution at present. During 2007 NLS has taken a key role in this process, in partnership with the other four libraries, appointing a dedicated Project Officer to comprehensively review the options and ensure the project runs smoothly. The results of this review will be announced early in 2008.
The John Murray Archive had hardly been unpacked before researchers and writers had begun to find new and imaginative uses for it. Even before the Archive was officially made available to researchers (in October 2006) two particular projects were well under way. Visiting Royal Society of Edinburgh Research Fellow, Dr Barbara Schaff used the Archive and Edinburgh University’s Centre for the History of the Book to investigate the John Murray Travellers’ Handbooks (the precursor to modern-day travel guidebooks) for Italy and Germany. The Library also supported the establishment of a new MSc course, Material Cultures & the History of the Book, run by the Centre. The course will draw heavily on the Archive and the other important publishing archives held at NLS.

Spanish Civil War symposium

The 70th anniversary of the start of the Spanish Civil War was commemorated in November 2006 with a symposium at NLS that attracted many of the war’s leading academics and commentators. The event was attended by guests from the Spanish Consulate and one of two surviving Scottish volunteers from the International Brigade, Mr Steve Fullarton. A selection of relevant collection items went on display to complement the series of talks and discussions, including propaganda posters, photographs and letters and papers from the archive of the Scottish International Brigades. Of particular interest was a copy of a 1937 Spanish Embassy publication signed by key Labour politicians of the day including Clement Attlee and William Wedgwood Benn, Minister of former Cabinet Minister Tony Benn.

Military map research

A project to explore the military landscape of Scotland in the 18th century, using maps from NLS collections, got underway in 2006. The three-year PhD studentship, under the supervision of Professor Charles Withers the Institute of Geography at Edinburgh University and Chris Fleet of NLS, was made possible by funding from the Arts and Humanities Research Council. The research will investigate maps and plans, such as those published by the Board of Ordnance, depicting the militarisation of Scotland in the 18th and early 19th centuries. This research will broaden the understanding of this material and its context, and produce a ‘finding list’ for 18th-century Scottish military mapping which is held in several institutions in England and Scotland.

Medical History of British India website

The growing interest in our India Papers collection of official publications, maps and manuscripts of British India led to the creation of a new web resource on disease prevention and public health in the region. The site features Medical History of British India reproductions of 150 public health records, made available online for the first time. These documents give researchers valuable insights into the state’s efforts to study, understand and control diseases like cholera, plague, malaria and leprosy. The digitisation of our medical history volumes was funded by awards from the Wellcome Trust.

The Library’s collections, and the expertise of our curatorial staff, continually fuels a wide variety of research projects.
Identical Books Project
NLS took a major role this year in a national project to compare storage environments and the patterns of book use in copyright libraries across the UK. The project, led by the British Library, studies the physical condition of identical books held in NLS and each of the five other Legal Deposit libraries. Any differences in the condition of these books will reflect differences in the patterns of use in the various libraries and differences in their storage environments. The results of these tests will greatly inform all partners’ preservation and handling practices.

NLS Conservator Giordana Santoro has played a key part in the project. She has been visiting each of the libraries to ensure that scientific ‘test conditions’ are applied to the measuring of acidity and colourisation in the books.

Internships
For over ten years the Library has offered a regular programme of internships to conservation and preservation students studying at institutions in Scotland and further afield. The internships give the students valuable experience of working with major book and manuscript collections, and of developing practical skills taught by our highly-skilled and experienced staff. Five students were given this opportunity in 2006-07: two from the prestigious European Course for Book Conservation and Preservation held in the UK, and one each from Spoleto, Italy, Lyon’s Restauration et Conservation D’Oeuvres D’Art and the Nicolaus Copernicus University in Torun, Poland. These studentships provide a hands-on learning process for all involved, while spreading word of the Library’s strong international reputation for collection care.

Helping others
Giving assistance and advice to libraries and other collections across Scotland on conservation and preservation matters is a key part of our conservation remit. Support of this nature was given in 2006 to the Keepers of Innerpeffray Library, Perthshire, when members of the Conservation and Preservation Division carried out an inspection of their collection storage and display areas. The Keepers gained valuable advice and information that will help them to preserve their important collection of rare books and manuscripts.

Looking after the John Murray Archive
Conservation work on the John Murray Archive (JMA) began in 2006 with the addition of a dedicated conservator. JMA Conservator Kate Kidd works exclusively on the Archive, carrying out a range of remedial treatments. An important part of her role is to provide access to the JMA by preparing items from the collection for exhibitions either within the Library or elsewhere. Additionally, a programme to re-house the collection in archival boxes is well under way as it is the preparation of items for the digitising and microfilming programmes.

Collaborative groups
The National Library maintains an active presence on a variety of national and international professional groups that share best practice, research and ideas. These include the National Preservation Office Advisory Panel and the Phase Box UK Group. NLS was the first of the five UK Legal deposit libraries to introduce the production of phase boxes using computer-aided design equipment, setting the standards for others to follow. These boxes, which are made to measure in house, offer invaluable protection from accidental water damage, dust, light and handling, significantly slowing the degradation of collection items for years to come.

Items conserved or cleaned: 228,465
Raising and evaluating awareness
The National Library of Scotland has always been keenly aware of the importance of raising public awareness of its collections and services. Over the past year, the Library has continued to make efforts to ensure that the NLS has a strong online presence.

Sharing the stories found in our collections with a widening audience is a great challenge, and one to which we are rising well. ‘NLS has done a terrific job and I hope it continues to grow.’

Dan Gilbert, Researcher

Public awareness of NLS has increased by 166% since 2004

New magazine
A new quarterly magazine, Discover NLS, was launched in April 2006. The magazine is designed to reveal to the reader the range of the Library’s collections, services and activities. The first edition was dedicated to Sir Walter Scott and his relationship with the Library. Discover NLS is published biannually.

Facsimile publications
We have continued to publish facsimiles of important works. A new edition of James Braid’s groundbreaking book on Hypnosis was published in 2006. The book was accompanied by a comprehensive facsimile of the original 1845 edition, published with beautiful reproductions of all 48 original hand-coloured plates.

Omnibus Surveys
Omnibus Surveys have been a key tool in understanding our audience and their perceptions – as a result, more people now see NLS as friendly and welcoming.

Further recognition of the strides we are making in raising public awareness came with the news that we had achieved 50% awareness. Omnibus Surveys are independent, statistically significant and represent the general population. They can name themselves, or fill in part of the story of course. The results of our market research discussion groups reinforce these quantitative results. Discussion groups reinforce these quantitative results.

We want as many people as possible to benefit from our collections and services. The statistics show that we are making great progress with this. The first Omnibus Survey we participated in, in December 2004, showed that only 20% of the Scottish population had heard of the National Library. By February 2006 that figure had grown to 31%. In June 2007 we achieved 36% awareness. Omnibus Surveys are independent, statistically significant and represent the general population.

Dan Gilbert, Researcher

The daily media coverage we receive (printed and broadcast) is scanned and independently analysed by the Financial Intelligence Unit. This gives a breakdown of beneficial, neutral and adverse coverage received this year has increased by 22% to a total of £1,227,117. Thanks to this coverage, NLS is now firmly on the radar of the media and other influencers such as politicians and businesses.

Outreach
Marketing and Evaluation
Outreach and promotional efforts were instrumental in achieving this goal in and improving perceptions – as a result, even more people now see NLS as friendly and welcoming.

Media coverages
The daily media coverage we receive is scanned and independently analysed. Every quarter. This gives a breakdown of beneficial, neutral or adverse coverages achieved including a financial value. The estimated annual value of media coverage received this year has increased to £237,000. The library has also continued to take the Library to people across Scotland, with a series of events to be held outside of Edinburgh.

Our website aims to be among the most accessible and user-friendly public sector sites. The site complies with the internationally acknowledged standards – the World Wide Web Consortium (W3C). This was acknowledged in 2006 when the site won at the Best Government Website in the Web Marketing Awards, ahead of prestigious public sector sites. The site has been independently and user-friendly public sector sites.

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Dan Gilbert, Researcher
The Library’s plans to improve the environment, facilities and atmosphere of its flagship George IV Bridge site were given a major boost in 2006 when substantial government funding for the Visitor Centre project was confirmed. Patricia Ferguson MSP, former Minister for Tourism, Culture and Sport, announced that a further £450,000 would be made available to complete extensive renovations to the building. The first phase of this project, centreing on creating engaging, interactive facilities and spaces for the interpretation of the John Murray Archive, was under way before the end of the reporting year and was completed in time for the opening of the JMA exhibition in June 2007. The funds will be used to develop the front hall area of the building, paving the way for ambitious plans to transform this area into a fully-functioning Visitor Centre. The centre will offer PC terminals for unrestricted browsing of our collections and resources, and a new public café and book shop, to be opened by spring 2008.

Reading room facilities
Reading room facilities at our George IV Bridge site were improved this year. The North Reading Room was expanded into two areas for the consultation of rare books or printed music and manuscript material respectively, effectively doubling the reading spaces available for these using these collections, including the John Murray Archive. We also were pleased to respond to customer demand by opening a new Silent Reading Room providing readers with an environment free from the distractions caused by laptops, PCs and other electronic equipment.

Customer services
The Library’s new customer charter was developed in 2007. The charter sets out the commitments we make to our customers and the standard of service we aim to offer. It was informed by the results of our ‘mystery shopping’ programme, where members of the public test our services anonymously. The early results of these visits were very encouraging, with an average of over 90 per cent satisfaction reported.

Equalities
The Library published its Disability and Gender Equality Schemes in 2006-07, showing its commitment to deliver equal access to services for all our customers. Both schemes are available online at www.nls.uk. These schemes, developed in close consultation with staff and a wide range of community groups, set out our policy for ensuring we treat everyone equally and do our utmost to remove any barriers to accessing our services for our customers.

A further scheme for Race Equality is also in progress. This scheme produced in parallel with the Visitor Centre project, are an important step towards the Library offering full access to all services in the George IV Bridge building by the end of 2007.

Our vision to modernise the Library’s facilities and continually improve our customers’ experiences of NLS has taken shape this year.

‘From the moment I entered the building to the moment I left, everything was flawless. Every single one of the staff I encountered was as courteous and efficient as anyone could be.’

A visiting academic from Switzerland

The first phase of the Visitor Centre Project at George IV Bridge was completed in 2007. Our vision to modernise the Library’s facilities and continually improve our customers’ experiences of NLS has taken shape this year.

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Average ‘mystery shopping’ score: 94.8%
Solid foundations were laid this year thanks to the generosity and support of several major benefactors, and one or two well-known faces.

Intrigued by the inclusion in our Sale of the Centuries exhibition of a payslip from his first job as an Edinburgh milkman for Scotmid, Sir Sean Connery paid a visit to NLS in August 2006 to view the item in question and learn more about the John Murray Archive firsthand. His visit prompted him to lend support to the launch of the fundraising campaign for the John Murray Archive in the spring of 2007.

The launch of the campaign was celebrated with two receptions held for friends and supporters: one in London, at 50 Albemarle Street, the historic home of the publishing house of John Murray, and one in Edinburgh’s Laigh Hall, the home of our predecessors, the Faculty of Advocates, on whose foundations our collections are built. National Librarian Martyn Wade and Trustee Lady Balfour of Burleigh were joined by Ian Rankin and actress Joanna David to announce the exciting news that £1.75 million had already been pledged towards the £6.5 million target.

The fundraising campaign for the John Murray Archive is the largest in the Library’s history and continues to make good progress.

‘I commend the National Library of Scotland for the vision and commitment to bring this treasure to Scotland and wish them every success.’

Sir Sean Connery

The Library supporter left a major bequest to NLS in January 2007 including his own personal archive. The late Major-General James Frederick Junor Johnston CB CBE (1939-2006) donated his personal collection of military and political papers along with £250,000 to support their preservation and cataloguing. The funds will also be used to acquire manuscripts relating to the military history of 1939 to 2000, and to promote and encourage research on this important period. The Library has already been able to make good use of the bequest to acquire the illustrated archive of former King’s Own Scottish Borderers Platoon Commander Peter White, whose memoirs of active service in North-West Europe in 1944-45 give a gripping and moving account of the British Army’s advance into Germany. During the Second World War the QMAA (the JMA fundraising campaign) has been completed, the Library will continue to generate funds to support a wide range of initiatives to preserve and promote access to the national collections.

£1,750,000

Funds raised towards the John Murray Archive project:
Financial donors
NLS is grateful to the trusts, foundations, individuals and corporations who have made gifts, pledges or bequest commitments during 2006-2007. We would also like to thank all those who wish to remain anonymous, and those who have given time and in-kind support to the fundraising campaign.

JMA Major Donors

JMA Sponsors

JMA Benefactors

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JMA Supporters

JMA Donors

JMA Partners

JMA Patrons

JMA Benefactors

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The Library is extremely grateful to the many individuals and organisations, who in donating a wide range of material have uniquely enriched the collections. While space allows only a selection to be listed, the Library values all of its 500-plus donors for their generosity in the past year.

Mrs Frances Abbot
Darlene Tranter Anderson
Frank R Andrews
Executors of the late Mrs A A Baillie-Scott
Dr Malcolm Baird
Bayerische Staatsbibliothek
Frances Bingham
John Birch
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The Dag Hammarskjold Foundation
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Westwood Publications
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Professor Stephen White
Donald White
Dr Karin Williamson
Dr Herbert Zemen

National Library of Scotland
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Letter to the heirs of Eustochios
written on papyrus, the earliest
manuscript in the collection
5th/6th century

Japanese prayer scroll, the oldest
‘printed’ item at NLS
764-770

The Murthly Hours written
and illuminated
1280s

The Gutenberg Bible, the oldest
western printed book
1454-55

Henry the Minstrel ‘Blind Harry’,
manuscript written by
John Ramsay
1488

Chepman and Myllar print
Scotland’s first books
1508

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- Dr Willie Rickett

Below Right:
Precious Gum: The Story of the Gutta
Percha Golf Ball, one of our more unusual donations.

Below:
Robert Kinniburgh taught at the Institution
for the Education of the Deaf and Dumb Children in
Edinburgh where he designed these
plates for the Deaf and Dumb
in 1820. The book includes scenes
of animals, people and important objects.
Growing collections
Delivering services
Inspiring audiences
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Responding to change

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