

ICLG Visit to the Institute of Directors Library 3 February 2000

Having gained access (via the attentive doorman) to the prestigious premises of the Institute of Directors at 116 Pall Mall, we were greeted by the Senior Business Information Officer, Anne Storey, who delivered a relaxed and confident presentation to the gathered throng of rapt librarians.

The IoD is a non-political organisation with 68 000 members worldwide, 50 000 of whom are in the UK. In the last twelve months, there has been a 9% increase in membership. As a membership organisation, the Library is for the benefit of the IoD members, not the general public. However, any enquiries from the general public are directed to the most appropriate sources. The role of the Library is to promote the IoD and therefore the Library staff consider each telephone call from a member of the public as being that of a potential new member.

Regarding enquiries from actual members, the Library receives approximately 100 per day which are answered by eight Business Information Officers who aim for a response time within 24 hours, allocating up to half-an-hour per enquiry. Each BIO is responsible for scanning a journal and manages one specific section of the book stock. Members are advised to restrict their enquiries to one per contact, whether it be by phone, fax, email, post or in person; and annually their allowance is 25 enquiries. Whilst at the present time there is no provision for enquiries beyond the twenty-fifth to be answered, there is no limit on the number of enquiries a member makes, provided the member makes a personal call and does the research work themselves.

The IoD holds the following CDs:

- Companies House Directory
- Fame
- PWC's Corporate Register
- European Business ASAP
- Institute of Management
- Keynote
- Financial Times
- Times & Sunday Times
- Ernst & Young's EY Passport (Corporate taxation issues worldwide)
- Market Assessment
- Thomson Business Search Pro
- Encyclopaedia Britannica

In addition, the Library accesses online databases, for which the cost is charged to members. At the present time, the IoD does not have an Intranet and the Internet is not available for members via the Library, although there is access in the Members' Room.

In terms of hard copy sources, the Library holds:

- UK company directories
- Overseas company directories
- Business journals and UK newspapers

Major UK statistical series
Euromonitor market research reports
Business and management textbooks for loan
Information files on business topics
Extensive collection of articles on corporate governance
Files on foreign countries
Company and employment law manuals
Business Opinion Survey (of IoD members)
The Reward Salary Survey – Directors' Rewards

Applying these sources, common requests for information include company financial data, market research, sources of products and services, executive salary figures and statistics.

As the IoD has a national/international membership, it is not always convenient for members to visit the Pall Mall premises. Recognising the geographical spread of its members beyond the metropolis, the IoD has established facilities around the UK in Manchester, Leeds, Nottingham and Edinburgh. This action is consistent with the IoD's stated aim of helping "...directors to fulfil their leadership responsibilities in creating wealth for the benefit of business and society as a whole", encouraging directors to take their responsibilities seriously and to raise professional standards via the Chartered Director qualification.

The Library is a key element of the IoD and as such is promoted heavily in IoD literature and although always busy, Anne said that she would help fellow librarians if she could, provided enquiries were kept brief.

Finally, if you intend visiting, please contact the Library beforehand, as entry to the building is not allowed without an appointment. And as befits such an august institution, it is jeans/ trainers free.

Anne may already be known to some of you, for in 1996, as Anne West, she was Secretary of the ICLG. Thanks are extended to Anne for welcoming our visit.

Contact details

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