

BIBLIOTHÈQUE NATIONALE DU QUÉBEC

User's Guide





at a glance



he new Bibliothèque nationale du
Québec was created by the merger of the
Grande Bibliothèque du Québec and the
Bibliothèque nationale du Québec. In 2004, when
its public library will be officially opened – named
Grande Bibliothèque – the Library will assume a
two-fold mandate: preserving Quebec's
documentary heritage on the one hand, and
providing the general public with generous access
to its considerable Quebec-related and universal
collections, on the other.

Established in 1967, the Bibliothèque nationale du Québec procures all printed material published in Quebec by means of legal deposit, a requirement that obliges publishers as a general rule to deposit two copies of each and every title free of charge: one for conservation purposes, the other for circulation.

Since then, the Bibliothèque nationale has been collecting books, newspapers, magazines, official publications, brochures, artist books, musical scores and cartographic documents, either published in Quebec itself or relating to Quebec. Its mandate has been gradually extended to include posters, prints, postcards, electronic documents, software, microform publications, sound recordings and art reproductions.

Today, the BNQ's vast documentary heritage adds up to a total of more than four million documents available for public scrutiny. In addition to donations and titles obtained through legal deposit, the BNQ boasts 475 private archive holdings in the fields of literature and the arts, as well as books relating to, but published outside, Quebec which it regularly purchases as a matter of policy. Taken together, these holdings constitute a unique witness to Quebec's collective memory.

To ensure the longevity and the continued accessibility of Quebec's printed heritage, the Bibliothèque nationale maintains and preserves its collections under optimal conditions. Once a title has been through a rigorous cataloguing process, its conservation copy is stored at the BNQ's Holt Street head-quarters – in a location where temperature, humidity and ventilation are carefully controlled and where qualified staff receive, classify, restore and preserve an ever-growing collection of material.



A PUBLIC LIBRARY 110121Y



Users may consult the BNQ's public collections either at its various premises, on the Internet or by means of interlibrary loans – with the exception of the special collections, which are not available through interlibrary loans.

To facilitate access to its numerous documentary resources, the BNQ lists up to 500,000 entries in *Iris*, its major online bibliographical database where some 30,000 digitized items can be consulted. The Library updates its acquisition list monthly in the *Bibliographie du Québec*, and collaborates with other organizations in order to create and upgrade reference tools.

Besides championing the cause of reading, research and the enhancement of knowledge, the Bibliothèque nationale du Québec describes itself as a "meeting place," fostering and strengthening cooperation and exchange between the different fields of intellectual endeavour: literature, the arts, librarianship.

Equally important, the BNQ aims to broaden its relationship with the general public, promoting access to the documentary treasures it safeguards for the benefit of each and every citizen. The impending arrival of the Grande Bibliothèque will introduce a fresh and exciting chapter in the history of the Bibliothèque nationale du Québec, signalling its new mission as a public library.

Entirely financed by the Quebec government, the Grande Bibliothèque project presents new challenges for the BNQ. Armed with an expanded mandate and steadily growing collections, the Bibliothèque nationale du Québec will take on the added role of a public lending-and-reference library, free of charge and accessible to all Quebecers.

THE COLLECTIONS lections

As soon as the Grande Bibliothèque opens its doors in 2004, it will make more than four million titles available to its clientele – 1,140,000 books, 1,200,000 other documents and 1,600,000 microfiches. The titles will be organized under two groupings: a lending-and-reference collection, universal in nature and including locally published works; and a heritage collection devoted solely to Quebec, consisting of books, newspapers, magazines and government publications. The latter will be available for on-site consultation only.



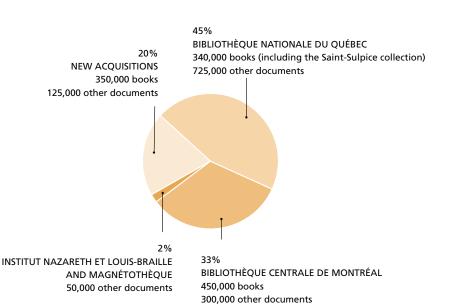
In addition to the BNQ's current collection of 340,000 books, the Grande Bibliothèque will inherit the holdings of the Bibliothèque centrale de Montréal – some 450,000 titles, including a significant collection of newspapers and nearly 45,000 old and rare books that make up the Gagnon collection – as well as material held by the Magnétothèque and the Institut Nazareth et Louis-Braille. Moreover, the Bibliothèque nationale du Québec is currently at work on a major acqui-

sitions program with a view to enlarging its collections still further. In fact, by the time the Grande Bibliothèque is ready to welcome the public, the BNQ will have acquired 350,000 books and 125,000 audiovisual and electronic documents, all earmarked for the lending-and-reference general collection. This program will provide the basis for the development of videotape and software collections, a collection devoted to business and economics, as well as a substantial collection for young readers. In addition, the Bibliothèque nationale plans to increase its collections annually by 65,000 books and 20,000 audiovisual and electronic documents.



Provenance and allocation of the Grande Bibliothèque collections

1,140,000 books 1,200,000 other documents 1,660,000 microfiches



THE NEW BUILDING NEW building

Situated at the corner of Berri Street and de Maisonneuve Boulevard and directly accessible via the Berri-UQAM métro station, the Grande Bibliothèque will stand at the very heart of Montréal's Latin Quarter – a perfect fit for this vibrant neighbourhood, famous for its cultural and intellectual flavour. Designed and executed by a consortium of architectural firms – Patkau/Croft-Pelletier/Menkès Shooner Dagenais – the six-storey, 33,000-square-metre building will be distinguished by an open, clear and transparent style. In addition to showcasing its



centrepiece – namely, Quebec's heritage collection – for consultation, the Grande Bibliothèque will feature seating capacity for more than 2900, some 400 multimedia terminals, an exhibition hall, two conference rooms, a 300-seat auditorium, a media library, a garden-library, space for booksellers, a 400-car indoor parking lot and a café-restaurant.

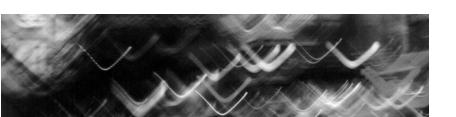
Far more than just a document warehouse, the Bibliothèque nationale du Québec will readily take up the challenge of meeting user needs – always changing and increasingly diversified – all the while supporting those people who continually change and mould our culture. To meet this objective, the Library will make a vast array of resources and services available to the general public, not to mention a vibrant environment conducive to discovery, learning and a variety of leisure pursuits. Almost every day will bring its share of cultural activities, i.e., meetings with writers, exhibitions, symposia and public readings. On a more practical level, the Library will include an employment-career centre, services to help newcomers become familiar with their new environment, reference resources and services for the business community, an information-technology training centre and specially designed reading services for the visually-handicapped. In response to the flexible work schedules characteristic of modern societies, the BNQ envisages a section operating on extended, "off-peak" hours.

A VAST ELECTRONIC NETWORK 11 CTWOTK



The BNQ's mandate goes even further. While the printed word remains at the core of its activities, the institution will also keep step with the times: in other words, adapt to current technology, explore and embrace modern publishing methods as well as cutting-edge techniques for disseminating knowledge and information. In fact, the BNQ has already made use of computer technology to provide its clientele with wider access to its numerous bibliographical and documentary resources. A vast electronic network is currently being developed at the BNQ, aimed at expanding off-site services and integrating the electronic catalogues of all Quebec public libraries, as well as any other potential, interested partners.

Through this key network, in addition to other such longdistance applications, the new Bibliothèque nationale du Québec will establish links with the general public and the various fields of intellectual endeavour. Links that will in turn help it to thrive and enhance its existence at home and abroad. For more information, see the Internet section.



Every year, at the Bibliothèque nationale du Québec:

- 25,000 users visit the reading rooms at all three sites
- 35,000 information queries are processed
- 200,000 documents are requested on-site
- 75,000 documents are classified by the conservation staff
- 15,000 volumes are rendered acid free
- 15,000 titles on average are acquired by legal deposit

When the Grande Bibliothèque opens in 2004:

- Four million items will be accessible to the general public
- 450 employees will staff the BNQ
- 33,000 m² of space, intended for public use, will be added to the conservation centre's existing 13,300 m²
- 2000 seats will be available in the reading rooms, 900 seats in the IT training rooms, auditorium, conference centre and café-restaurant
- 400 multimedia terminals will be available for public use
- 6 information-technology training rooms will be available

Budget

- \$ 90.6 M: Construction cost of the Grande Bibliothèque
- \$17.2 M: New acquisitions
- \$14.1 M: Processing of collections
- \$12.7 M: Technological infrastructure
- \$ 7.3 M: Self-financing parking lot

BUILDINGS AND COLLECTIONS

collections buildings Buildings and Collection

BUILDINGS AND COLLECTIONS



The BNQ owns the most complete collection of books and other materials ever assembled in Quebec, housed at three sites.

building

(see building location maps, p. 28).

Saint-Sulpice Building

1700 Saint-Denis Street Montréal (Quebec) H2X 3K6

Telephone: (514) 873-1100, ext. 222

Fax: (514) 873-9932

BUSINESS HOURS:

Tuesday to Saturday: 9 a.m. to 5 p.m. Summer hours (June to August): Monday to Friday: 9 a.m. to 5 p.m.

Site of the former Saint-Sulpice Library, this building houses the general book collection, the Saint-Sulpice collection, as well as the reference collection.

General Book Collection

Totalling almost 340,000 titles, this collection includes books published in or relating to Quebec, as well as a selection of volumes published elsewhere.

Reference Collection

It comprises some 5000 reference works (dictionaries, encyclopedias, yearbooks, directories, bibliographies, almanacs, guides, etc.). Library catalogues and certain bibliographies are also available on microfiche. The collection includes a significant section on genealogy – various reference volumes as well as registries of births, marriages and deaths. Some books are also available in CD-ROM format.



Ægidius-Fauteux Building

4499 de l'Esplanade Avenue Montréal (Quebec) H2W 1T2

Telephone: (514) 873-1100, ext. 244

Fax: (514) 873-9933

BUSINESS HOURS:

Tuesday to Saturday: 9 a.m. to 5 p.m. Summer hours (June to August): Monday to Friday: 9 a.m. to 5 p.m.

Named after the first chief librarian of the Saint-Sulpice Library, this building houses the general collection of magazines, newspapers and government publications.

Magazines

This collection contains some 16,665 titles, including print magazines published in or relating to Quebec and a selection of foreign magazines, as well as 14,400 other periodicals, published annually or at longer intervals.

Newspapers

Quebec newspapers for the current year – dailies, regional weeklies, neighbourhood papers as well as specialized titles – are readily available in print form. For space reasons, however, past issues are not kept in the building. Interested users should direct their inquiries to the library staff.

Quebec Government Publications

Totalling almost 54,000 titles, this collection includes books, brochures and periodicals published by the Quebec government since 1867. Subjects range from parliamentary and legislative papers to statistical and financial documents. Most of these publications are available on-site, although the *Iris* catalogue also lists those that are subject to the legal deposit rule and readily available on the Internet.

Canadian Government Publications

This collection includes some 20,000 parliamentary, legislative and statistical documents published since 1867, in the form of books, brochures and periodicals.

Preconfederation Publications

This collection contains 1141 documents of great historical value, including government publications, books, brochures and periodicals that were published between 1764 and 1867.

Reference Collection

The BNQ provides comprehensive indexes to a wide range of newspaper and magazine subject matter. Reference works are also available in CD-ROM format. Interested users should inquire at the circulation desk.



Headquarters and Conservation Centre

2275 Holt Street

Montréal (Quebec) H2G 3H1

Telephone: (514) 873-1100, ext. 266

Fax: (514) 873-7510

Business hours (reading room): Tuesday to Friday: 9 a.m. to 5 p.m.

The BNQ's headquarters is home to the special collections, the private archive holdings and the entire conservation collection.

SPECIAL COLLECTIONS

Old Books

This section contains approximately 8000 old books, representing Quebec's printed heritage between 1764 and 1820, as well as foreign books relating to Quebec published before 1821. There are also volumes printed before 1801 in Europe and 72 incunabula (books printed before 1500).

Artist Books and Bibliophilic Works

This virtually exhaustive collection boasts some 2400 titles published in Quebec: artist books, book-objects, print albums, illustrated editions of original works, fine bindings and limited editions.

Prints

The BNQ owns more than 25,000 prints – some of which are available for viewing. The collection is a genuine anthology of styles, techniques and artistic currents relating to the art of printmaking in Quebec.

Printed Music and Sound Recordings

The printed-music collection contains roughly 40,000 musical scores, representing various styles and composed for different instruments. The sound-recording collection contains 38,000 items: 10,000 LPs, 2000 cassettes, 5000 CDs and 21,000 45- and 78-rpm records.

Cartographic Material

The BNQ has more than 1000 atlases, 50,000 maps and 300 reference works on cartography. While some documents were obtained through legal deposit, others were published long before this rule was introduced. The material relating to Quebec constitutes one of the most complete collections ever assembled. It ranges from Samuel de Champlain's maps of New France to maps and plans of 20th-century towns and villages – not to mention geological, hydrographic and tourist maps. As for the rest of Canada and other countries, the collection includes ancient documents, several general maps and some series maps.

Iconographic Material

This collection includes upwards of 11,000 posters, 52,000 postcards and 770 pictures published in the 18th and 19th centuries, with an emphasis on the Montréal of the day.

Private Archives

The BNQ has more than 475 archive holdings, totalling 960 linear metres of documents, including a significant musical collection. The literature section includes documents relating to novels, short stories, poetry, the theatre, essays, as well as 359 microfilms from the Institut de recherche sur la littérature radiophonique. The fine-arts section covers dance, painting, sculpture, drawings and art prints. The consultation of some holdings is subject to restrictions imposed by the donors. The same applies to the reproduction of certain documents.

Photography

This collection includes some 34,000 photographs covering the period from 1860 to 1990. Most are paper prints although there are early examples of daguerreotypes, glass negatives, zinc etchings and stereograms.

For All Collections Rare or Fragile Documents

Old and rare documents as well as works in poor or damaged condition are available for consultation in microreproductive or digitized form. The originals are strictly reserved for specific research needs.

Symbols

Below is a list of symbols used to identify the different types of documents. Their respective locations are indicated in parentheses:

ESS - Saint-Sulpice building

EAF – Ægidius-Fauteux building

HOL - Holt Street building

AFF	Poster (HOL)
CAP	Public-access catalogue (<i>Iris</i>)
CAR	Cartographic material (HOL)
CASS	Cassette tape (HOL)
COF	Canadian government publication (EAF)
CON	Conservation stacks (HOL)
DEL	Electronic document (<i>Iris</i>)
DIS-33	LP (HOL)
DIS-45	45-rpm phonograph record (HOL)
DIS-78	78-rpm phonograph record HOL)
DISC	CD (HOL)
DISCV	DVD (HOL)
EAF	Reference works - Magazines, Newspapers and Government
	Publications (EAF)
EST	Print (HOL)
FOL	Large-format document – General Collection (ESS)
GEN	General Collection (ESS)
JOU	Newspapers (EAF)
MIC	Microfilm or microfiche (ESS, EAF, HOL)
MSS	Private Archive Collection (HOL)
MUS	Music Collection (HOL)
OFF	Quebec government publication (EAF)
PER	Magazines and Periodicals (EAF)
REF	Reference works – General Collection (ESS)
RES	Reserve Print Collection (HOL)
RSV	Reference works – Special Collections (HOL)
SIC	Quebec-related document, Saint-Sulpice Collection (ESS)

WFB SITE

Web Site web s bnquebec.ca

WEB SITE Web site



The creation of its own Web site, at www.bnquebec.ca, has lastingly transformed access to the BNQ's various resources. Users may now call up its online catalogue, consult various digitized documents, databases, picture banks and reference tools, get the latest news on the progress of the Grande Bibliothèque project, or even contact library staff. Users will not only find information intended for the general public, but also material intended for those working in the publishing and documentation fields.

The implementation of complete databases and appropriate analytic tools, scheduled for 2004, will further improve efficiency. Users will find, literally at their fingertips, not just library hours, but also specific and detailed information as to a particular service, or the lending terms and conditions regarding various collections. By creating a detailed personal profile, complete with subject preferences and a list of specific queries, the user can obtain information especially tailored to his needs and preferences. Thus, each user will find a library specifically suited to his or her needs at the Bibliothèque nationale du Québec.

In the meantime, the Library will undertake to rebuild its entire electronic infrastructure – the *Iris* catalogue, the electronic collections as well as various databases – in order to accommodate still other applications into a new integrated system of document management.

Iris Catalogue

This principal electronic listing contains more than 500,000 titles. On- or off-site, users enjoy unlimited access to the BNQ's Web site (www.bnquebec.ca).

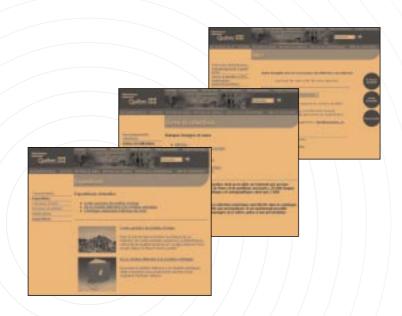
Digital Collections

Some 30,000 documents – posters, maps, postcards, sound recordings, books, manuscripts, musical scores, old magazines and prints – have been digitized and may be consulted on line, at **www.bnquebec.ca**. Most of these documents are listed in *Iris* – so indicated by a paper clip posted directly below the catalogue entry. To download, just click on the icon.

Databases

The BNQ Web site boasts a number of search tools. They are:

- BREF: a directory of useful Internet resources classified by subject matters, themes and authors;
- A directory of reference Web sites in Quebec;
- CIP, a catalogue of soon-to-be-published books;
- Electronic versions of selected government publications;
- Access to the yearbooks of various public libraries, both local and elsewhere;
- L'ÎLE, a virtual documentation centre relating to Quebec literature and writers;
- The bibliographical inventory of Relations France-Québec from 1760 to the present day, a directory established in collaboration with the Bibliothèque nationale de France, the Centre de recherche Lionel Groulx and the Centre Roland-Mousnier.



User's Guide

User's Guide





What you should know

Arriving at any of the Library's reading rooms, the user must first sign the attendance book. He will then be given an access card and a locker key for personal effects (handbag, coat, etc.).

While certain reference books are readily available for consultation in the various reading rooms, most are kept in conservation stacks. Step one is to consult *Iris*, the BNQ's principal online catalogue. Users may ask the library staff for help at all times.

Only on-site consultation is authorized. The making of photocopies is permitted, with the exception of old, rare or fragile documents. There are photocopiers on the premises, and the use of personal computers is also allowed.

On leaving the building, the user must sign out and return the access card and locker key. He may also be required to have his bag searched.

Users are encouraged to consult the *Iris* catalogue to search for titles. It is readily available in reading rooms or on the Internet, at **www.bnquebec.ca**. A search may be carried out by:

- keyword
- title
- author
- subject
- collection
- location mark
- publisher
- ISBN or ISSN
- combined search

The user need only follow the instructions provided on the screen to find a desired title. He will then fill out a loan slip (location mark, title, author and other pertinent information) and submit it at the circulation desk. A clerk will fetch the material, if it is available.

Reference volumes (dictionaries, encyclopedias, bibliographies, directories, yearbooks, almanacs, etc.) are placed on shelves and are always accessible.

Collections housed in the Saint-Sulpice and Ægidius-Fauteux buildings may require more detailed search tools.

SAINT-SULPICE BUILDING

Saint-Sulpice Collection Card Catalogue

Not all documents in the Saint-Sulpice collection are listed in the *Iris* catalogue. To find an unlisted title, users must consult the card catalogue – set up to this effect – located to the right of the circulation desk.

CIHM Titles

Canadian monographs published before 1900 and reproduced on microfiches by the Canadian Institute for Historical Microreproductions (CIHM) are listed in *Iris*.

ÆGIDIUS-FAUTEUX BUILDING

Inventory Books of Journals and Periodicals

These inventories group together, alphabetically, all magazines, journals, periodicals published annually or at longer intervals owned by the BNQ. Titles received after June 1992 can be found in the *Iris* catalogue.





HOLT STREET BUILDING

This site houses search tools that are specifically adapted to the BNQ's special collections: catalogues, directories, bibliographies and specialized inventories. Furthermore, users may even download digitized documents from the *Iris* catalogue, or consult them on line.

As for titles that have been removed from circulation (sole copy, rare or fragile books), users are offered photocopies, microfilms or digitized versions. Users interested in consulting the conservation collections for advanced research purposes should inquire as to the terms and conditions.

LIBRARY SERVICES AND REGULATIONS

Reference

Librarians, specialists, library technicians and customer-service clerks are available at all times to assist users in their documentary search, guide them in the use of collections and advise whether or not they can access other libraries.

The Library will also handle inquiries and requests by telephone, mail, e-mail or fax.

Fees are applicable for photocopies sent by mail or fax.

Book Reservation

Users may reserve a book for a maximum of 10 days for on-site consultation. The number of books that can be reserved is limited.

Reproduction of Documents

Photocopiers and microfilm reader-printers are available in all reading rooms. The user must pay for reproduction costs. Money-changing machines are available in both the Holt Street and Ægidius-Fauteux buildings.

Photocopier use is limited to 30 minutes at a time. Users are required to make their own photocopies, although the circulation-desk staff can be called upon to help you operate the machine.



With regard to the reproduction of special collections and private archives, interested users must obtain prior authorization from the circulation-desk staff. The following documents, however, cannot be photocopied under any circumstances: old, rare and fragile books, or those in poor or damaged condition, artist books, original prints, as well as archives and printed documents that have already been microreproduced.

The BNQ offers high-quality photographic reproduction services. For more information and the price list, please inquire at the circulation desk.

The user is solely responsible for any and all civil actions resulting from any infringement of the copyright law.

Internet Terminals

The use of Internet and multimedia terminals is limited to 30 minutes at any given time.

Interlibrary Loans

This service allows users to search, borrow and consult, in the BNQ's reading rooms, documents belonging to other libraries. The user must first inform the circulation desk. A fee may apply to the loan of a document or photocopies.

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Bibliothèque Monique-Corriveau Bibliothèque Marguerite-Yourcenar
Bibliothèque Armand-Cardinal

Bibliothèque Gabrielle Roy

Bibliothèque Françoise-Bédard
Bibliothèque Memphrémagoge Adélard-Berger
Bibliothèque Madele Ine-Gagnes Bibliothèque Paul O. Trépanier
Bibliothèque Madele Ine-Gagnes Bibliothèque Paul O. Trépanier
Bibliothèque Montarville-Boucher-De la Bruère
Bibliothèque Roland-LeBlanc
Bibliothèque Roland-LeBlanc
Bibliothèque Simone-L.-Roy
Bibliothèque Durocher
Bibliothèque Juncher
Bibliothèque VI.-A.- Saint-Germain
Bibliothèque Jean-Louis-Desrosiers
Bibliothèque Eva-Senécal
Bibliothèque Charles-H.-Blais
Bibliothèque Marie-Victorin
Bibliothèque Charles-H.-Blais
Bibliothèque municipale de Cap-Rouge
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Access to Quebec University Libraries

Users who are engaged in advanced research can access Quebec university libraries, thanks to an agreement between the BNQ and the universities. Interested users should apply at the reference desk.

Cloakrooms

Users are required to leave their personal effects in cloakrooms/lockers that are provided in each of the three buildings. The BNQ is not responsible for stolen, lost or damaged articles.

Eating Facilities

Only the Ægidius-Fauteux building has a space, at the entrance to the reading room, where visitors can eat and drink.

Parking

Only the Holt Street building provides parking facilities for library users.

Access for the Handicapped

Only the Holt Street building provides unrestricted access to its reading room.

Other Regulations

In conformity with municipal bylaws, smoking is forbidden in all BNQ premises. Silence is mandatory in all reading rooms, and eating and drinking is prohibited. The use of cell-phones, digitizers and photographic equipment is also prohibited.

Anyone refusing to conform to BNQ regulations will be refused access.



$\frac{\text{General Information}}{Information}$

GENERAL INFORMATION

TELEPHONE

(514) 873-1100

(514) 873-1101 if you have a touch-tone telephone and know the extension of the person you wish to reach.

1 800 363-9028 to communicate toll-free with the BNQ from areas in Quebec outside Montréal.

www.bnquebec.ca

Fax: (514) 873-7510 info@bnquebec.ca

PURCHASES, DONATIONS AND EXCHANGE (QUEBEC COLLECTION)

achat@bnquebec.ca (514) 873-1101, ext. 341

PURCHASES, DONATIONS AND EXCHANGE (LENDING COLLECTION)

acquis@bnquebec.ca (514) 873-2253

PRIVATE ARCHIVES AND PHOTOGRAPHY

archive@bnquebec.ca (514) 873-1101, ext. 261

CATALOGUING IN PUBLICATION (CIP)

cip@bnquebec.ca (514) 873-1101, ext. 353

BOOK COLLECTION (reference desk)

collectionlivre@bnquebec.ca

(514) 873-1101, ext. 222

MAGAZINES, NEWSPAPERS AND GOVERNMENT PUBLICATIONS (reference desk)

collectionperiodique@bnquebec.ca (514) 873-1101, ext. 244

SPECIAL COLLECTIONS

(reference desk for posters, postcards, artist books and prints, music, maps, old books)

collectionspeciale@bnquebec.ca (514) 873-1101, ext. 266

LEGAL DEPOSIT

depot@bnquebec.ca (514) 873-1101, ext. 333

PUBLIC EVENTS

evenement@bnquebec.ca (514) 873-1101, ext. 151



exposition@bnquebec.ca (514) 864-9620

ISBN

isbn@bnquebec.ca (514) 873-1101, ext. 319

RENTAL SPACE (SAINT-SULPICE BUILDING)

guy.lafrance@bnquebec.ca (514) 873-1101, ext. 224



INTERLIBRARY LOANS (book collection) peblivre@bnquebec.ca

(514) 873-1101, ext. 232 and 235

INTERLIBRARY LOANS (periodical collection)

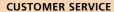
pebperiodique@bnquebec.ca (514) 873-1101, ext. 255

BNQ PUBLICATIONS

publication@bnquebec.ca (514) 873-1101, ext. 158

DOCUMENT REPRODUCTION (microfilms, microfiches, photography) lise.bergeron@bnquebec.ca

(514) 873-1101, ext. 112



(complaints, suggestions, comments) clientele@bnquebec.ca

(514) 873-0952

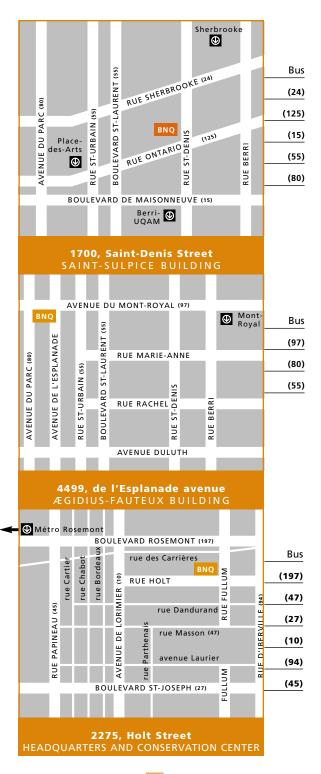
WEB SITE (queries and comments) info@bnquebec.ca

(514) 873-1101, ext. 155

GUIDED TOURS

visite@bnquebec.ca (514) 873-1101, ext. 155





notes

On the cover: *Le temps du verbe* by Jacek Jarnuszkiewicz, located in front of the BNQ's headquarters on Holt Street, Montréal

A Bibliothèque nationale du Québec publication Production Team: Department of Communications and Public Relations

Text: Stéphanie Lazure Translation: My-Trang Nguyen Graphic design: Christian Simon Computer graphics: Louise Lecavalier

Computer-generated illustrations: Patkau/Croft-Pelletier/Menkès Shooner Dagenais, Architects Photos: Pierre Perrault (front cover, pages 6, 11-14, 19, 21-22, 24)

National Library of Canada Cataloguing in Publication

Main entry under title:

The New Bibliothèque nationale du Québec: User's Guide Translation of: La nouvelle Bibliothèque nationale du Québec: guide de l'usager

1. Bibliothèque nationale du Québec - Handbooks, manuals, etc. I. Title.

Z736.B5B53 2002a 027.5714 C2002-941878-X

Legal deposit – Bibliothèque nationale du Québec, 2002 ISBN 2-550-39991-9