

Chartered Accountants' Trust for Education & Research (CATER)

CATER is governed by an administrative scheme of December 1971 made by the Secretary of State for Education and Science. The objectives of the trust are the advancement of education, particularly in accounting and related subjects, by maintaining and operating the ICAEW Library and by supporting qualifying education and research projects initiated by the ICAEW and others.

The Library & Information Service (LIS or 'Library') supports the current and future research needs of the accountancy profession by collating and preserving information and by providing an enquiry and research service. The Library also supports ICAEW by delivering a quality benefit to ICAEW Members.

For over 150 years the ICAEW Library has been the only library in the United Kingdom to have comprehensively collected material in this sector, effectively creating a national library of accountancy, including plenty of material not held by The British Library. The library remains one of the world's largest and most important collections of material for the accountancy profession.

In 2025 the ICAEW Library teams have once again provided a widely appreciated service to high levels of user satisfaction, utilising a combination of print and digital resources. The year has brought some challenges, notably the ending of a long-term agreement for trade magazines and industry reports but also delivered some fresh opportunities to rethink how we provide industry data in a rapidly changing AI driven information landscape.

Our agreement with EBSCO for access to the Business Source Corporate Plus database provided members with full text access to articles for 22 years but there has been a steady decline in usefulness as titles were withdrawn, most recently the loss of content from International Tax Review, resulting in a hefty 21% fall in usage and a doubling in the cost-per-usage. The product no longer represents good value for money, despite the pockets of useful content which remain.

Following the end of the contract the ICAEW Library tested the feasibility of researching and writing our own industry profiles to replace those provided by EBSCO, allowing us to better tailor the profiles to match ICAEW priorities, reflecting the government's industrial strategy and usefulness to members. The profiles have been optimised for AI and also help to highlight ICAEW's campaigns. Initial data shows strong engagement.

To try and reach new audiences a series of articles and cross-promotions have been featured in Insights emails this year, including two case studies intended to challenge the notion of what the team can help with. These focused on how the team identified venture

capital firms suitable for an innovative start-up and how the team identified cases to help a member with his challenge to HMRC.

Our series of new library guides has been expanded, highlighting hidden resources from the collection and promoting library services. The research from one of the guides published last year has been quoted in the Times, Telegraph and Financial Times this year. Alongside this, the team have carried out a series of ambitious research projects, including some groundbreaking research into early women pioneers in the profession.

The digital archive work carried out by the team continues to be at the cutting edge. This year the team developed an AI-Powered Solution in house that effectively re-catalogued the entirety of the digital archive, compressing 4 years of manual work into 3 months. This work has drawn the attention of other organisations through our contributions to the digital archive community, and we have been happy to share what we know to help them on their own projects in this space.

LIS MANAGEMENT AND STRUCTURE

The Library collection (including third party digital information resources), and supporting software system and catalogue, are maintained and operated by CATER on behalf of ICAEW and the wider public. There are currently 5.2 full time equivalent staff posts funded by CATER for this purpose.

The Library staff operating the Enquiry Service and looking after the Library website are currently funded by ICAEW rather than CATER. ICAEW funded staff report to directors in Belonging & Supporting and in Digital & Publishing respectively.

CATER staff continue to contribute to the answering of enquiries, gaining valuable knowledge that feeds into stock selection and cataloguing.

The Rare Books collection, an asset owned by ICAEW, falls outside the remit of CATER. However, the Library team help to manage and support this collection.

ENQUIRY, DOCUMENT DELIVERY AND LOAN SERVICES

The LIS information professionals provide a valuable business information research service to members and the profession. The enquiry service remains a popular point-of-contact for members with 10,994 enquiries resolved this year.

The Library enquiry service is managed by the Library Enquiry Team, funded by ICAEW, and operated in collaboration with CATER funded library staff.

Enquiries

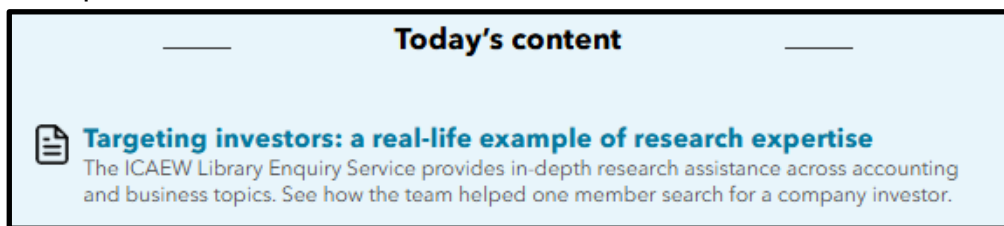
The spectrum and use of enquiries is vast, ranging from members seeking information that is critical to business operations to ICAEW staff using data sourced from the library

collection to respond to consultations. Client screening remains the most popular service (by volume), accompanied by queries on taxation, company/industry information and model documents.

Customer satisfaction surveys for 2025 showed that 89% of Library & Information Service users found the service was easy or fairly easy. The appreciation for the service provided by the enquiry team is reflected in 440 direct compliments considered worthy of note having been received by the team across 2025.

Case studies

A case study, [Targeting investors: A real-life example of ICAEW Library's research expertise](#), was written to promote the Enquiry Service and published in the daily Insights email on 12 September 2025.



The enquiry service promotion in the Insights daily email

This enquiry presented the team with the challenge of identifying venture capital firms suitable for an innovative start-up. By using the FAME company information database the team were able to locate investors with a track record of investing in similar companies, then run a second search to produce more in-depth information on those private equity and venture capital firms.

In feedback the member told us "Now at a stage where I have a "portfolio career" mixing for profit and charitable institutions where we don't have deep pockets, the ICAEW library resource is of even more value than I used to recognise. Furthermore, the quality of the work done and response I received was beyond what I had imagined I might get. It is greatly valued. Thank you very much indeed for this service, and how it is delivered. I shall most certainly be coming back for more, telling others along the way."

The member kindly agreed to allow us to use his comments in the article and encourage others to find out what the enquiry team can do to help them.

A second case study was produced in December 2025 titled [Researching tax tribunal cases: a real-life example of ICAEW Library's expertise](#) which focused on the how the enquiry team helped one user by identifying relevant tax tribunal cases that could help them challenge HMRC.

Testimonies

Satisfaction with the service provided by the Library Enquiry team remains high. The team has been particularly pleased with some of the feedback received this year. Notable highlights include:

“This is a really helpful analysis - I had no idea I had access to such great data/service so it is much appreciated! Also appreciate the Berry ratio teach in - I didn't know that!!” *[Enquiry: Beta for unlisted healthcare logistics company]*

“It was good to personally speak with you and personally convey how grateful I am for the quality of the service that I have received from you and your team for my various enquiries. I appreciate there's been a few recently. Until last year, I didn't fully realise the resource available to me by using this service. Previously I would spend countless hours searching the ICAEW technical resource website but often could not easily find the desired content or answer.” *[Enquiry: Extraction of profits]*

“Thank you very much indeed for your invaluable help. Like you I thought that there would be enough information in the Public Domain and was very surprised at how little was available. All the information you have been able to provide is more than sufficient for my purpose - so thank you again.” *[Enquiry: Restaurant costs breakdown]*

“1) This is fantastic work and I always appreciate the swift response. 2) I'm highly impressed with the extent that ICAEW can support.” *[Enquiry: FAME used to identify company acquisition target]*

“I was able to use the information you provided and had a second opinion from the technical team which has now resolved my issue. Thank you for taking the time to answer in such detail, it's made my life a lot easier.” *[Enquiry: Accounting for equity-settled payments to employees using shares that vested on grant]*

“Thank you so much for responding so quickly. The service, which I have used for many years as a longstanding ICAEW member in practice, has always been fantastic.” *[Enquiry: 2 questions - Template audit letter, CapEx accounting for hotel refurbishment]*

“Thank you for your fast and accurate response. One of the cases you sent me looks to refute HMRC's position perfectly. I will be retiring soon, and although I will be very glad never to have to deal with HMRC again, I will miss the ICAEW library staff. Your efficiency and tenacity in digging out the answers to obscure questions has never failed to impress me.” *[Enquiry: Law cases researched as being potentially useful for dispute with HMRC]*

Cross-team working

The Library Enquiry and the Technical Advisory Service (TAS), Membership and Student Support teams continue to work collaboratively to answer enquiries.

Special project: Strong room inventory

The library was approached by the ICAEW Facilities team to carry out an inventory of the strong room at Chartered Accountants' Hall to help the team get a full picture of what they hold, the significance of the items stored and what may be of value.

This inventory has been needed for some time but required the commitment of a team of seven staff working together to retrieve, unbox/unwrap, assess, photograph and record every object before it was returned to storage. Some items needed to be researched to be fully understood.

Over the course of 5 days a team of six staff meticulously examined, photographed and recorded every item – resulting in a spreadsheet with a complete record of around 300 objects.

Most critically, 27 artworks and objects of value were identified that need to be added to insurance lists. At the same time, items with no value taking up storage space were discarded.

Some of the objects of historic significance discovered were included in articles published on the website, which has added to our understanding of the history of the building and its art. Notably, a series of lost sketches by Cathy Ward were put back on display and our web page at icaew.com/cathyward was updated.

CATER COLLECTION AND DIGITAL RESOURCES

The ICAEW Library is a modern, hybrid service comprising of a physical collection of loan and reference material, and a suite of online, third-party resources to support user needs. Most of the physical collection is held at an offsite warehouse in Milton Keynes.

The Resources team, comprising one full time and one part time staff member, manage the life cycle of resources in the Library collection from acquisition to disposal, covering both print publications and third-party digital licences.

Supply of digital resources

Third party online resources are a key component of our hybrid collection and now accounts for over 85% of CATER's annual budget for library stock/resources. As last year, our most expensive licence contracts have been agreed on a multi-year basis to secure discounts.

Overall, our 2025 online resource costs have remained steady. No new database licences have been added but one service, called EBSCO Business Source Corporate, was cancelled when the licence expired in July. Although this will reduce our service offering, it will result in substantial savings this year and going forward. We did look at two other comparable services (by Gale and Clarivate) to see if either could meet some of the information demands that EBSCO used to fill, but we felt neither products contained enough quality content to justify the cost.

We have added over 30 eBooks to our collection in 2025 and usage remains high, with an average of over 1,400 views per month.

Supply of print resources

Whilst the Library continues to purchase and maintain a comprehensive print collection to support the enquiry and loan services, the decline in the number of book titles published in print format continues. Another major publisher, Claritax, notified us recently that they will only be publishing in digital format from the end of 2025.

Our print journal subscriptions have declined slightly year-on-year. We currently collect 37 print journal titles, down from 44 last year. We have undertaken work to update the links to electronic access displayed in all our journal title catalogue records.

As the majority of our current resources are mainly digital there is a risk of us becoming dependent on a small number of licensed digital platforms and vulnerable to the cyber security risk should one of our main suppliers not be able to supply content. Maintaining the currency of the print collection by buying books and journals helps us to avoid increasing this risk.

Warehouse store

The majority of the print library collection is stored offsite in Milton Keynes. A project, which began in 2023 to tidy, weed and reorganise the materials held there, is ongoing during our monthly visits.

CATER stock valuation

It was agreed that the CATER collection will be insured for £900,000. In practice, the unique nature of the collection means that many of the books would not be replaceable.

Stock cataloguing

The library catalogue provides a record of electronic and print resources held by the library - books, rare books, articles, serials held by the library, as well as all ICAEW-produced documents. The catalogue supports the Library enquiry service and the website, with the aim of helping our users find and use our collections.

This year we have catalogued a total of 1,181 items, reflecting a significant increase from the previous year's figure of 928 items. The distribution of items catalogued this year shows 81% ICAEW digital materials and eBooks versus 17% printed books. The remaining 2% are online publications we have catalogued after arranging for them to be added to the Internet Archive (a new approach introduced in 2024).

While there have been no large cataloguing projects completed this year, we have managed to complete smaller projects such as tidying up authority (author and subject) headings in preparation for an anticipated Symphony upgrade next year.

The need to implement a cookie consent tool on the library catalogue to comply with GDPR has resulted in a project to speed up the transition from the old library catalogue to

the new Enterprise discovery platform. This has involved rewriting and replacing over 400 preconfigured search links on the website.

RARE BOOKS

The Library team continue to look after the ICAEW collection of rare books on accountancy, which is widely recognised as one of the finest collections in the world.

In 2025 the rare books hub at icaew.com/rarebooks was substantially updated with a digitised version of a book about the collection; profiles of the founders of the collection; an article on ICAEW's rarest book; a short history and timeline of the collection; and a profile of Luca Pacioli, author of our most valuable book, Summa di arithmetica.


An article added to the hub about the story behind the acquisition of the Kheil collection (icaew.com/kheil) helps illustrate the international importance of the ICAEW collection. Out of 1,634 books in the Kheil collection only 187 were to be found in the British Library.

Home > Library > Library collection > Historical accounting literature

Historical accounting literature

We've been collecting manuscripts and rare books on accountancy for over 100 years and have one of the finest collections in the world.

The Collection




About the collection

Find out more about the collection and its history

[More information](#)


- > [Timeline of the collection](#)
- > [The Melekh manuscript](#)



The Kheil Collection

The most important collection of early books on accounting in the early 20th century was the Kheil collection in Prague and its acquisition by the ICAEW library would be its most important purchase.

[Read more](#)




Highlights of the collection

Find out about some of ICAEW's treasures


[More information](#)

- > [The oldest book in the collection](#)
- > [The rarest book in the collection](#)



The Earliest Books on Bookkeeping

1494 to 1683



The upgraded rare books hub at icaew.com/rarebooks

The revitalised hub is driving fresh interest in the collection. The page on Pacioli has received around 450,000 impressions (a measure of visibility) and around 2,500 pageviews. It is being picked up and used by Google's AI Mode, AI overview and search features, driving a very rapid rise in popularity. It is now one of the 20 most popular pages on the website.

A member of the library team researched and wrote an article on [the rarest book in our collection](#), *The Maner and Fourme How to Kepe a Perfecte Reconyng* by James Peele, the earliest surviving original work in English (1553). This book was key to spreading the Italian method of double entry bookkeeping to the English-speaking world, along with a few innovations of Peele's own.

Digital access

Developments in 2025 have also included an upgrade to the Turning the Pages platform used to display digital versions of four of our rarest books allowing a deeper dive into the text.

Using this platform the Library has also facilitated the creation of a digitised version of the ICAEW Royal Charter using professionally shot photographs which can be accessed at icaew.com/royalcharter

DIGITAL PRESERVATION

The Digital Archive Project is an initiative aimed at creating a digital repository for all material released by ICAEW into the public domain. This includes ICAEW's digital publications, regular snapshots of the ICAEW website and digitised materials from the library's print collection. By preserving these assets, the project plays a vital role in reinforcing the library's mission to capture and disseminate organisational knowledge for the benefit of researchers and other users.

The material in the digital archive is not historic – it is used by a wide range of members, accountancy firms and standard setters for purposes ranging from forensic accounting to understanding the evolution of standards to inform the creation of new standards.

Progress in building the digital archive

The digital archive is now well established and growing at a steady pace, embedded in everyday work practices. Across ICAEW we have seen strong engagement with the digital archive team resulting in a series of projects to archive content (particularly where teams need information to be available but avoid it turning up in search results and AI generated answers).

The archive has been well used by senior staff, members and academics for access to a wide range of material including annual reports, past strategic projects that are being

revisited and technical papers. Fresh material added to the digital archive in 2025 included thought leadership and an archive of past codes of ethics.

A set of material relating to past ICAEW consultations was added to the digital archive to assist an international researcher studying the development of the UK Audit Firm Governance Code. The researcher appreciated the help provided and ease of online access to the material, praising the team for an “an outstanding level of professionalism and dedication” adding:

“It is remarkable that the ICAEW library acted on the request so efficiently. This level of responsiveness and initiative demonstrates a standard of service that sets an example for the broader business and academic community. It is a model of excellence that others should follow.”

In late 2025 a metadata enhancement project was carried out using AI which saw 13,000+ full metadata records and 5000+ A/V transcripts created.

Digital Archive in figures		
Public	13,851	The public facing digital archive
Ingest and Processing	5,487	Newly acquired or modified files undergoing validation, metadata enrichment, or other processing steps before being added to the curated archive.
Preservation Vault	5,730	Bit-preserved, access-restricted storage intended for long-term survivability rather than routine access. Contains preservation copies, backups, and archival snapshots maintained for integrity, recovery, and continuity.
Sandbox	4	Files used for testing workflows, tools, or formats. No guarantee of retention. This is a workspace for experimentation.
Total	25,072	

A new Digital Archive portal will launch in 2026, using a new platform developed by our suppliers, Preservica. Initial work to customise the platform for our use has started.

Technical developments

In 2025 we built upon our previous innovations in the digital preservation workflow.

Past successes incorporating AI tools into our workflow (e.g. using WhisperX, an enhanced speech-to-text model, to transcribe our audio-visual assets before ingest) gave

us the encouragement to explore using a large language model (LLM) AI tool for a complete revamp of metadata and item descriptions to improve discoverability.

The team developed an AI-Powered Solution in house that effectively re-catalogued the entirety of the digital archive, compressing 4 years of manual work into 3 months. Documents submitted to the tool in bulk were re-catalogued and the outputs reviewed by the digital archivists, making iterative improvements to the tool along the way.

By combining the efficiency and consistency of AI with the expertise and oversight of professional archivists, we have achieved remarkable results—transforming metadata creation from a time-intensive manual process to an efficient, scalable workflow that maintains professional standards.

The key to our success has been treating AI as an assistive tool rather than a replacement for human judgment. Our comprehensive prompt engineering approach, which encodes archival standards and controlled vocabularies directly into the AI's instructions, ensures that generated metadata meets professional standards while maintaining consistency across thousands of records. The *human-in-the-loop* review process provides essential quality control and allows archivists to focus on higher-level tasks like curation and strategic planning.

ICAEW matches and exceeds industry benchmarks

The ICAEW Library is a member of the Digital Preservation Coalition (DPC), which provides a rapid assessment model (DPC RAM) that allows us to assess the current position of the ICAEW digital archive and measure our progress each year.

Our current assessment shows that the ICAEW Digital Archive matches industry benchmarks and far exceeds them on IT capability, an area where many other organisations struggle. ICAEW's in-house development of an AI-powered tool integrated into our digital archive processes is at the cutting edge of developments in this field. UK and international organisations have sought our advice in implementing solutions in this area.

The ICAEW Digital Archive team participate in community events with the DPC and Preservica user groups, including giving presentations. A paper has been written by Craig McCarthy, ICAEW Digital Archive Manager, describing the AI-Powered Solution he developed at ICAEW. This has been shared with the wider digital preservation community and turned into a case study for the DPC.

Website captures

As ICAEW increasingly offers content through its website rather than in traditional document formats, preserving the website's content becomes pivotal to ensuring access to the full spectrum of ICAEW output for future researchers.

Snapshots of the complete ICAEW website are taken every six months, a process that involves complex technical selection and capture procedures. In addition to this, content is archived before website sections undergo redevelopment, preserving it for the benefit of future researchers.

LIBRARY WEBSITE

The Library microsite is an important channel for providing information about our services, promoting the Library, and as an entry point for digital resources acquired and managed by the Library.

The Content Curation team is responsible for creating, updating, and maintaining these web pages, as well highlighting relevant eBook titles, chapters, and online articles on technical topic pages across icaew.com. The emphasis is on putting library information in front of users where they need it, rather than expecting users to come directly to us.

Industry profiles

The Content Curation team has created 48 new web pages in the Library section in 2025, demonstrating our commitment to highlighting the value of our collections and expertise.

The Library ceased its subscription to the EBSCO Business Source Corporate Plus database in July 2025 and, in response, the team has increased its output of original content and research to help fill the resulting gap in industry profiles. In 2024 we saw a marked increase in industry and market data requests and this new content ensures that we continue to meet demand.

We launched a new series of **industry profiles** this year which provide key insights into recent performance, market segmentation, trends, challenges, and opportunities across a range of sectors in the UK and globally.

Home > Library > Industry profiles > Renewable energy (UK)

LIBRARY

Renewable energy in the UK: industry profile

Updated: 25 Jul 2025 [Update History \(1\)](#)

Contents

- Key takeaways
- Industry overview and recent performance
- Market segmentation
- Trends, challenges, and opportunities
- Notable players
- Professional organisations and trade bodies

[Back to top](#)

A profile of the renewable energy industry in the UK, from ICAEW's Library & Information Service. Contains information on recent performance, market segmentation, trends, challenges, opportunities, and more.

Key takeaways

- ⚡ The industry as a whole is on an upward trajectory, though growth rates vary by segment – renewable electricity generation demonstrates stronger growth than renewable heat and transport fuels.
- ⚡ Government policy shifts, major investment plans, and planning reforms are boosting prospects, particularly

Further support

Explore the full range of industry and company information available from the Library.

[Browse all industry profiles](#)

[Company research services](#)

One of the new industry profiles published in 2025

The profiles are carefully researched and written by the Content Curation team and they aim to position the Library as a source of reliable fact-finding and analysis compared to less trustworthy AI-generated content.

These have been designed to align with the UK Industrial Strategy and/or areas of ICAEW member interest (e.g. an equine industry profile was written following enquiries from members with clients who have investments in racehorses).

Published industry profiles so far cover:

- aerospace
- automotive manufacturing
- construction
- equine industry
- film and TV
- hairdressing and beauty treatment
- ice cream manufacturing
- music industry
- oil and gas
- pharmaceuticals
- renewable energy

- semiconductors
- video games
- vineyards and wineries

The guides have been made freely available with 'key takeaway' panels designed to be picked up by AI tools, which is crucial in helping to position the library within AI overviews/AI mode for a future where we anticipate that conventional search will no longer provide the same level of traffic. Early indications suggest that this approach has been successful.

The industry profiles are intended to promote both the research capabilities of the library enquiry team and ICAEW policy work in this area.

In Q3 and Q4 2025 the industry profiles have achieved a reach of 411,501 impressions, achieved through organic search and through AI platforms. Projections suggest that over a full year the profiles would achieve a reach of 1 million. As members are expected to increasingly turn to AI tools first, ensuring the visibility of ICAEW in these channels is vital to ensure that members are fully aware of the ways that ICAEW can help and support them.

New research guides

Our research guides continue to make an impact, with [Measuring the changing length of UK tax legislation](#) being cited in the FT again and the Sunday Times expressing interest in our research. In 2025 we added eight new guides on:

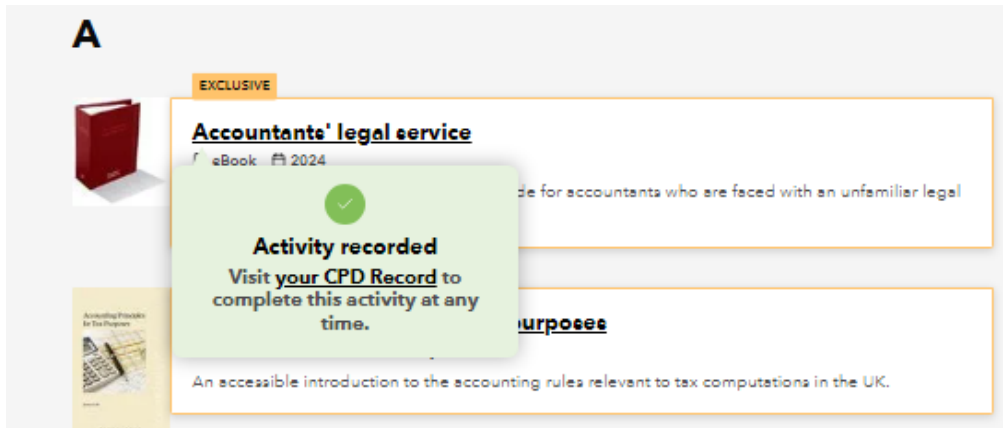
- [business and financial abbreviations](#)
- [industry sectors](#)
- [interest rates](#)
- [macroeconomic indicators](#)
- [price indices](#)
- [sectoral indicators](#)
- [share prices](#)
- [tariffs](#)
- [wills and probate](#)

The ability of the team to put together a guide at short notice was tested by the work on tariffs which was researched and written within a five-hour window as an explainer to accompany Insights articles published in the immediate aftermath of announcements from the US government.

Website usage for CPD

ICAEW's new CPD requirements for members came into effect in November 2023. This has resulted in a noticeable change to usage of the website with a substantial increase in visits to fulfil CPD. Usage of the website for CPD typically peaks in the autumn. This has opened up a new angle to library usage.

In 2024, we worked closely with the Digital Product and Experience team to ensure that the Library's digital resources (such as eBooks) would be included as part of the website's new AddCPD tool. This ensures that Library resources can be counted towards members' verifiable CPD requirements.



The add CPD tool in use

The data from the first year of usage shows evidence of library resources being used and recorded through the AddCPD tool and through manual entry.

Accountancy timeline

The ICAEW timeline of the history of the accountancy profession has long been a popular resource, created by the Library for ICAEW's 125th anniversary, but which is now assuming even greater importance as a source used by AI tools.

In 2025 the timeline was comprehensively updated with over 130 new entries to bring it fully up to date with key dates in ancient/pre 19th century history, significant dates for the founding societies, key milestones in the development of the largest firms and important recent developments.

Bloomsbury

The Content Curation team supported the Practice team with the Bloomsbury platform migration, which involved a considerable amount of testing, link updating and troubleshooting. This work is in addition to regular updates to deeplinks following changes to the platform.

RESEARCH PROJECTS

The Content curation team took on some ambitious research projects in 2025 which have the potential to open new avenues of academic exploration.

Women in accounting: the pioneers

Research by the team into the registers of articulated clerks at ICAEW archives at The London Archives (formerly known as London Metropolitan Archives) uncovered a list of the

very first female articled clerks, giving us names that had largely been hidden from history. This included the name of the first woman to become an articled clerk, Ethel Mary Lovelock, in 1919.

Using this list and the register entries, cross referenced with other sources (ICAEW Directories; ICAEW exam results published in *The Accountant*; and census records), the team were able to compile a record of the first 10 female articled clerks; the first 50 female members; the first female Chartered Accountants as employers; and the first female FCAs.

The research has been made available at [icaew.com/early-female-pioneers](https://www.icaew.com/early-female-pioneers) along with a short summary of Ethel Mary Lovelock's career.

ICAEW and the Second World War

The 80th anniversary of the end of the Second World War was marked by a series of articles in Insights emails focusing on the remarkable stories of heroism by individual members; profiles of members involved with the Special Operations Executive (SOE); the contribution Chartered Accountants made to the war effort on the home front and the arrangements made for articled clerks to sit their exams in Prisoner of War camps.

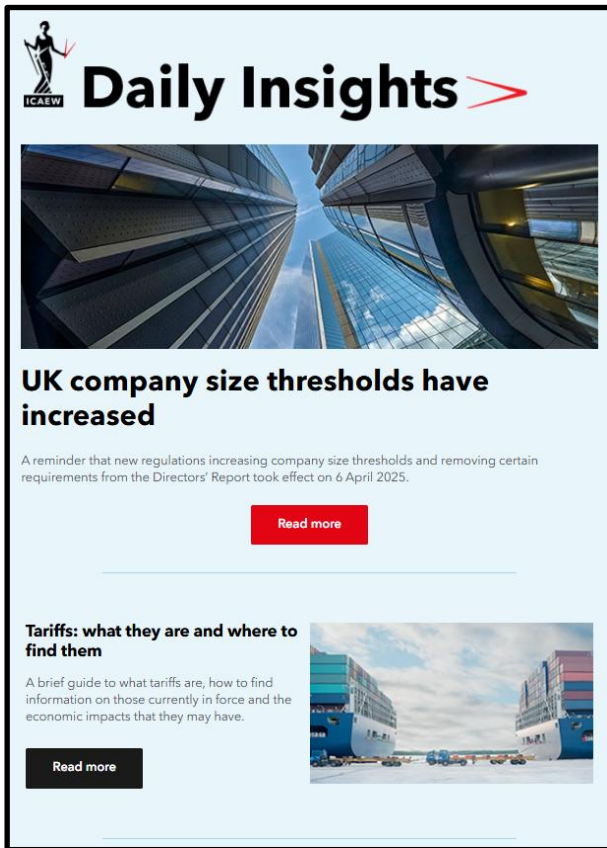
The Insights articles were a combination of work by academic Ian Piper and research carried out by the Content Curation team, with the assistance of a journalist commissioned by ICAEW. In support of these articles the team produced additional pages detailing further stories that came to light during research. The results of the research can be seen on the website at [icaew.com/ww2](https://www.icaew.com/ww2)

Surprisingly, there has been no exhaustive list of the honours awarded to ICAEW members and articled clerks. Some articles quote a figure of 179 honours and awards, announced by the ICAEW President in a speech in 1946, but many awards had not trickled through to the Institute by this time. The official history just refers to many awards.

A project by the Content Curation team to research this and provide a more realistic figure has identified 906 individual awards, which went to 582 ICAEW members, 220 ICAEW articled clerks, 70 SIAA members and 35 SIAA articled clerks (some individuals received multiple awards). The research also identified 140 members and articled clerks who were prisoners of war.

PUBLICITY AND PROMOTION

We continue to promote the Library and the enquiry service through ICAEW's website, social media channels and targeted promotion in email newsletters.



Library content and services have been promoted in ICAEW Insights emails to members throughout the year through direct promotions and cross-promotions within articles.

The daily and weekly emails have featured at least 30 promotions across the year focusing on library services, industry profiles, research guides and a case study showing how the team researched potential investors for a member.

There have also been a series of WW2 stories (marking the 80th anniversary of the end of the war) involving library research with extra supporting material provided via the website.

Left: An example of library promotion featured in emails from April 2025 focused on the Library's research guide 'Tariffs: what they are and where to find them.'

The Enquiry Team attended "New Members Ceremonies" held at Chartered Accountants' Hall in 2025 meeting with new members. The Library is specifically mentioned in the main presentation at the event and this direct engagement has resulted in new users to the Library.

Celebrating Chartered Accountants' Hall

The Library teams continue to provide tours of Chartered Accountants' Hall (CAH) for visitors, including VIPs from the accountancy world and minor royalty.

Press coverage

The chart and data from the Library's research guide on measuring the length of the UK tax code has been picked up by three broadsheet papers in 2025, featuring in articles in the Telegraph, Financial Times (twice) and Sunday Times – such as 'What if we ripped up the tax system and started again?' (Sunday Times, 28 September 2025).

After additional research the guide to the length of the UK tax code was updated in Q4 2025 to address questions raised by the press about a dip in the data.

BUSINESS CENTRE

The Business Centre continues to operate as a flexible working space for members. Since the shift to hybrid working, members appreciate the opportunities provided by the Business Centre for networking.

KEY PERFORMANCE INDICATORS

2025 key performance indicators

	2025	2024	2023	2022
Enquiries ¹	10,994	10,853	10,053	9,611
WebChat enquiries ²	260	301	467	327
Book loans, excluding renewals ³	326	441	407	468
Document Delivery (excl. client screenings)	2,712	2,754	2,233	1,762
Client screenings (total reports requested)	8,267	7,849	6,806	6,498
Items (print vols, digital copies and ebooks) acquired and catalogued	1,181	928	572	1,096
Journal articles abstracted and indexed on LibCat	528	618	530	479
Total number of journal articles on LibCat	71,353	70,778	70,272	69,741
Ebook views and downloads	15,302	20,240	18,151	14,718
Fully processed files added to the Digital Archive ⁴	743			
Fully processed files in the Digital Archive ⁵	13,851			

¹ Enquiry statistics exclude quick Business Centre enquiries

² Webchat enquiry numbers have decreased in 2024 due to the cessation of assistance provided to TAS which temporarily increased numbers in 2023.

³ Publishers continue to reduce the range of updated popular titles produced in print formats, directly affecting the volume of book loans.

⁴ In 2025 we changed the KPI from total files in the digital archive to fully processed files available for access, excluding files that were (a) in the process of being ingested/processed or (b) stored in the preservation vault for long-term survivability rather than routine access. There are currently 5,487 items in ingest/processing and 5,730 items in the preservation vault. If these figures were included in the total, the Preservica total for 2025 would be 25,072.