

DENMARK

THE ROYAL LIBRARY

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THE ROYAL LIBRARY, DENMARK 2003

Management of the library; performance indicators, planning, decision-making, evaluation, mission statement

As the national library of Denmark The Royal Library administers the national cultural heritage in terms of published works (books, periodicals, newspapers, leaflets), manuscripts, archives, maps, pictures, photographs and music in conventional and digital form. The Royal Library must provide the best possible access to the collections on present-day conditions for the purpose of research, studies and experiences, while at the same time making sure that the collections are preserved, secured and will be handed on for posterity.

As university library for The University of Copenhagen and national main subject library, The Royal Library does make the most relevant and comprehensive collections of scholarly literature available for research and further education at the University of Copenhagen and for the country as a whole within the fields of humanities, theology, social sciences and law.

As a research institution, The Royal Library carries out relevant research within the library's tasks, functions, subjects and collections.

As a cultural institution and museum, The Royal Library has, due to its function as national library, a special obligation to mediate knowledge and experiences within that part of the country's cultural heritage for which the library is responsible.

Handling of electronic publications and formats, including new legislation.

The objective of The Royal Library's digitisation of its collections is to provide easier access to the national cultural heritage by making available authentic digital editions of important national works via the net to researchers, those in education and anyone else interested - both in Denmark and abroad.

In the summer of 2003 the project Archive for Danish Literature was completed. The objective was - within a few years - to create a comprehensive, freely accessible web archive for older Danish literary works, so far up until the 1930s where copyright presents some limitations. In all, 70 author portraits, several period descriptions as well as 149,125 pages of literature, corresponding to 397 physical volumes distributed on 70 oeuvres have been made accessible on the net, 2/3 of which are in full-text with the possibility of free-text search and 1/3 exclusively as digital facsimiles.

The Cultural Atlas project aims at prototype development of a Danish cultural historical multimedia atlas on the Internet, which in text, sound, images and video depicts everyday life in Denmark in the 20th century. Thy in the northernmost part of Jutland and the island community of Lolland in the south have been chosen as test areas. This is a joint project between a number of institutions. The basic idea is that many of the cultural treasures to be found in the above-mentioned institutions are associated with a region in Denmark during a specific period, and that this will catch the attention of most Danish people.

In 2003 the project Archive for Danish Periodicals established the basis for a database which is to contain Danish scholarly periodicals in full-text. The project is financed by Denmark's Electronic Research Library, and is based on the idea of all research libraries sharing their resources. Via an

electronic periodicals archive with interdisciplinary search facilities, everybody interested is offered a user-friendly, free as well as independent of time and place, access to a digital version.

FUNDING

Following the general politics of the government presented in January 2002 the National Budget has resulted in major cuts in the public sector, which also affected The Royal Library. The budget meant that the savings already announced had to be introduced as well as further and considerably greater savings and increasing over the following years, so that the government grant was reduced by a further 12,3 million DKK (8.8%) up until 2005.

Because of the library's special expense structure which means that half the grants are earmarked for fixed expenses such as for example buildings, it really hurts when it comes to a reduction in staff amounting to 39 jobs being lost up until 2005. It meant having to dismiss 25 members of staff already in 2002. This is one of the largest cuts for generations.

In view of these extensive cuts in the budget from 2002-2005, the library has chosen to act pro-actively in its restructuring in order to create room for manoeuvring by a prioritisation and adaptation of the library's tasks and organisation to the economic frames. This releases resources for taking care of the innovative activities which are essential for the library's being able to complete its prioritised tasks within the time limit.

In November a new four-year strategic plan for The Royal Library for the years 2003-2006 was agreed with the Ministry of Culture. The strategic plan is entitled For research, use and experience and covers tasks which it has been agreed with the ministry should be prioritised over this period. The new plan provides a better framework for central operational tasks as well as investments in new ones, and there has also been made room for a couple of significant development tasks for The Royal Library as digital library.

Apart from this the library tries constantly to attract supplementary funding from Denmark's Electronic Research Library, a number of private and public foundations and co-operation partners. The aim is to create more spectacular results, but the grants are all earmarked without exception.

LEGISLATION

There have been no major changes in legislation which would affect the library and its missions. The Royal Library's tasks are described in the annual National Budget and in the legislation concerning legal deposit.

BUILDINGS

The building of a new university library on Amager for the faculty of humanities has not started yet, i.a. because various models for the building project had to be discussed and calculated. The projecting is now expected to take off in 2004 and the building process itself at the beginning of 2005. It will mean extensions to the existing stack. Public areas will be built facing the future University Square, and towards the south it will be mainly stacks. The building project will be part of Copenhagen's new region – Ørestad: One kilometre from the centre of Copenhagen Ørestad will establish itself – near the airport and as a transport centre in the Øresund region.

Quite a number of businesses have already moved to Ørestad. At the same time many new apartment blocks as well as cultural and educational institutions and firms are emerging. Ørestad is being developed as a green and eco-friendly part of town, bordering on Copenhagen's largest natural resort. Ørestad is part of the Øresund region, a cohesive region across Øresund that is predicted to produce great socio-economic benefits. The Øresund Bridge minimises the physical barrier between the region's two parts, namely southern Sweden and eastern Denmark and gives the businesses access to a larger home market, a broader basis for recruitment and completely new opportunities for creating interplay and synergy across the Sound. See also the section on Library co-operation.

STAFFING MATTERS

The Royal Library has completed a staff development project based on a directive from the Ministry of Finance and the Joint Committee of the Trade Union's Central Organisations. The directive states that the individual institution's competency development must be both strategic by being closely related to the institution's goals and assignments, and systematic via recurrent use of tools like for example individual development plans. A four-year plan was prepared and approved by the library's liaison committee.

In 2003 the library was granted funding for a number of lengthy educational programmes, such as a Masters in library and information science at The Royal School of Library and Information Science, a postgraduate course at the School of Conservation, a Strategic communication course at The Danish School of Journalism, Security management at the Nordic Centre of Education and two courses in Digitisation at Helsinki University Library.

In the spring of 2003 all members of staff participated in an evaluation of the physical and psychical working environment. All in all there was a greater degree of satisfaction this time than three years ago.

The survey of the physical working environment was supplemented by a series of questions about the individual member of staff's relation to colleagues, managers and the public. The majority of staff indicated that they had no problems in these areas. Like the previous time, the greatest problem was that many members of staff find a disparity between the volume of work and the time available in which to carry it out. This is a point that is now being worked on in several fora in the library.

As part of the reorganisation process in The Royal Library due to the new structure, an internal user survey was instigated concerning administration of economy and staff.

The purpose of the user survey was to measure the expediency of the present distribution of work, the quality of the mediation of this distribution by the central administrative and staffing units, the level of quality in the work carried out and the staff's perception of their role as support for the decentral units.

The results of the survey show that the majority are satisfied with the services and the co-operation, and that there are possibilities for improvements and further development within certain areas.

INFORMATION TECHNOLOGY AND NETWORKS – THE DIGITAL LIBRARY

With a simultaneous focus on building up, mediation and preservation of both conventional and digital collections The Royal Library is a hybrid library. As part of a forward-orientated goal it is absolutely essential that the digital content of the hybrid library is augmented. This must happen by increasing the digital share of the library's collections, the digital accessibility of collections and information and the digital administration of the library. It must improve the users' access to relevant information and encourage self-service. In this way the library's services and activities will become more effective, use of manpower will be reduced as will the wear and tear on the collection.

The digital development is supported by The Royal Library's active involvement in Denmark's Electronic Research Library. The vision is to continually support a network-based further development of the research libraries. A new organisation has been created with a number of programme areas that cover the whole spectrum of these assignments. The Royal Library participates very actively in these.

In autumn 2003 changes were introduced in www.kb.dk's menu structure to make it more flat and easier to manoeuvre so that the users need only to click a few times to find what they want. A new form of "guidance pages" has been added, based on user needs. Under headings such as "Find bogen som e-tekst" (Find the book as e-text) or "Find de nyeste tidsskrifter på hylden" (Find the latest periodicals on the shelf) you will find detailed guidelines, explaining to the users what they have to do. A number of tutorials have also been developed and made accessible; they are brief electronic sequences that illustrate how, for example, to borrow and reserve a book in the library's database REX or search an electronic periodical in ELEKTRA.

LEGAL DEPOSIT OF MATERIALS

According to the Act on Legal Deposit, works published in Denmark, whatever the medium, must be deposited. The printed medium is still the most common one. Books, periodicals, annuals, newspapers, leaflets, trade circulars, price lists, house journals etc. are, despite the challenge from the Internet, being published in greater numbers than ever before. What seems to be happening is that a book, a periodical or a brochure is published both in printed form, on the net and sometimes also on CD. All three forms of publication are subject to legal deposit.

Only one copy of each edition is placed in the national collection, which means that duplicates and unaltered editions are discarded. One copy is preserved in The Royal Library and one copy in The State and University Library in Århus.

Special software has been developed for the administration of books, periodicals etc., the legal deposit client. It has been incorporated in the workflow, also in connection with periodicals. With this client the department is able to efficiently manage, for example, reception, volume registration and requests for missing issues. Claims in connection with monographs that have not been received can also be dealt with more quickly, and very importantly - it has become considerably easier to collect the statistics which is a very important part of the task.

In order to get an overview of work routines and procedures the library has established a knowledge database with information, brief minutes from meetings and other relevant information to which all members of staff contribute. This has given the library an instrument that provides a comprehensive, searchable and consequently swift overview of, and information about, the processing of the more than 300,000 published works that are annually delivered to the library as legal deposit.

The Royal Library and the State and University Library in Århus received in the summer of 2003 an extraordinary proposition from the Ministry of Culture for a joint analysis, development and test project. The joint project aims to determine the strategy for a long-term preservation and accessibility of that part of the digital cultural heritage which consists of published printed material, and will result in a report to be submitted to the Ministry of Culture in April 2004. The report will form the basis for a revision of the Legal Deposit Act and must contain concrete directions as to how the ministry can determine the optimal and permanent strategy for collecting and securing appropriate Danish internet material.

ACQUISITIONS

Among the library's more spectacular and in many ways valuable acquisitions during the past year is some Chinese propaganda in the form of political papers from the Cultural Revolution, i.a. posters with Mao Zedong and successor Lin Biao as father and son. Apart from that there is a red guard's book bag for Mao Zedong's writings.

Among the material acquired are writing utensils from late-imperial China, 1700-1800, including a pencil case of the outstanding wood, zitan, with abacus, an imperial muller, Indian ink containers beautifully decorated with calligraphy and motives from Chinese mythology.

PRESERVATION AND CONSERVATION

In spring 2003 the Ministry of Culture's committee on the preservation of the cultural heritage published its report in which preservation issues in the five major national cultural institutions are dealt with from an overall perspective in terms of preservation of the cultural heritage.

The report contains a number of important recommendations, the first one being the building of up-to-date, climatically regulated stacks. For The Royal Library it is recommended to carry out the comprehensive plan for future stacks which the library prepared already in 1987-89, but now of course in a new context, conditional on the political conciliation on the extension of the stacks of the State Archives which has been agreed subsequently.

When the stack situation has been dealt with, a concerted effort as regards conservation will begin, particularly for collections of unique national importance. Here the report recommends that heavily

damaged items of unique national importance shall be treated as a priority. The next ten years will be planned in continuation of the planning instruments, i.a. Preservation Plan 2010, which has already been developed.

The report also makes a number of progressive recommendations as to the digital cultural heritage. The differentiation between static and dynamic material on the Internet will be revoked, just as a central harvesting is recommended of all forms of material from the Internet, instead of imposing on everyone publishing material on the Internet, the legal deposit obligation as in the case of the physical cultural heritage. This will be described in a report to the Ministry of Culture in April 2004.

SERVICES TO READERS

The aim is for an increased usage of the library's collections and facilities, but at the same time a shift towards a major increase in the usage of electronic loans.

Together with the State and University Library and the Danish National Library of Science and Medicine, The Royal Library has in 2003 taken part in a user survey, where students and researchers at the respective universities were questioned about user-satisfaction with the library and the service that the library gives in its capacity as university library. The response percentage was very satisfactory. The user survey focuses on a number of factors that are important in terms of satisfaction and loyalty towards the library, namely personal service, supply of materials, electronic resources and physical environment.

It appears from the survey that 2/3 of the university's lecturers and students use The Royal Library. This is quite an impressive figure. The survey also reveals that often readers will use several libraries which means that students and lecturers make the most of the collective library service in the Copenhagen area.

The users award high marks for the library's personal service. The survey was conducted about three months after a re-organisation of the direct service to the public, so any marked dissatisfaction would have been registered.

On the other hand, the users find that the library's supply of traditional books and periodicals is insufficient, and that it happens rather too often that material one wants is already on loan to other users. Only 34% think that the library has the material available when they want it. It is imperative to look at the structure of the library's collection of materials, as well as at the principles for availability of the materials, borrowing period and possibilities for renewals etc. The library's accession policy must also be examined: do the collections have the right composition in terms of subjects and types of material?

In the user survey electronic resources do not only include access to works in digital form, but the entire spectrum of digital services including the online catalogue and the library's web. The electronic periodicals with articles in digital form cannot alone fulfil the needs. This is due to the fact that the transformation to digital publishing is slower within the humanities and the social sciences compared with the areas of medicine and natural science. There can be no doubt, however, that digital document delivery will become more and more important for the access to scientific literature.

The library is working systematically on an extension of the electronic services made available to the users. This takes place in connection with the development of personified services - that the users shall be able to identify themselves to the systems.

On the basis of the results of the survey, a draft action plan has been prepared for possible improvements. During the first months of 2004 this will be discussed with The University of Copenhagen with a view to determine which concrete initiatives The Royal Library must take in consequence of the survey in order to create the best possible service to the university's users.

CULTURAL EVENTS, EXHIBITIONS AND PUBLISHING

The Department of Cultural Affairs is responsible for the planning and running of The Royal Library's cultural activities as well as for information about and marketing of exhibitions, travelling exhibitions, cultural events, visits and conducted tours, scientific and popular lectures, series of lectures, seminars etc. The department is also responsible for contact to the press, design programme, displaying of signs and advertising.

Among the main tasks should be mentioned the preparations for the large exhibition *Skatte i Det Kongelige Bibliotek* (Treasures in The Royal Library) which opened in September 2003 and the book that was published simultaneously and which highlights special treasures. The exhibition is one of the library's most comprehensive so far, showing a number of the library's most rare and valuable books, manuscripts.

Danmark på verdenskortet (Denmark on the map of the world) presented a picture of the history of the mapping of Denmark and some of the many maps that have been produced over the past 500 years, from the first attempts to the latest satellite versions. The exhibition showed examples of maps, atlases and globes from the different centuries. A number of firms were invited to show examples of modern mapping and satellite versions.

Frø af ugræs? Dansk antisemitisme før og efter 1943 (Danish anti-Semitism before and after 1943). The exhibition narrated through pictures, text and objects the story of anti-Semitism between the wars. It depicted the manifestations of anti-Semitism, the public debate on Nazism and the regulatory measures that influenced the attitude of the Danes to their Jewish fellow citizens. This proved to be an important prerequisite for the saving of the Danish Jews.

The multi-functional concert hall, The Queen's Hall, was used for a total of 123 events – annual meetings, dance theatre, concerts, lectures, films, seminars, fashion shows etc. The year has included several large and technically demanding events, and the hall has also been used for a number of DVD and CD recordings, orchestra rehearsals and TV production.

OTHER NOTABLE INFORMATION

As a research institution The Royal Library is obliged to conduct relevant research and mediation of research concerning the library's tasks, functions, subjects and collections. Research has as its strategic aim to exploit the collections through the library's special competency, mediation, in order to support and facilitate access to these for researchers, students and 'culture users'. Altogether the aim is to promote new knowledge, special insight and cultural experiences and to ensure new access to relevant and valuable research material in the future.

By the end of the year the result of the evaluation of research in The Royal Library from 1998-2002 was published. The evaluation was initiated by the Ministry of Culture and carried out by an independent and impartial panel with international representation. In the main the evaluation is very positive. The panel concludes that The Royal Library's research is of high quality and fully on level with university research, that the library's researchers enjoy great respect amongst their peers, and that they are actively involved in the professional environments to which they belong, nationally as well as internationally. The evaluation further says that the library has handled the large cuts imposed by the National Budget in terms of research satisfactorily, so that the remaining research areas can continue work at the same high level; that library- and collection-relevant research is an important prerequisite for the professional running of a modern national library and that the research production – according to the weighted calculating method – in extent is above the average measuring figures for the universities.

The library's research plan was also completed in 2003, covering the period up until 2007. The plan contains both overall objectives and concrete research projects.

LIBRARY CO-OPERATION

An important aspect is that the library in 2003 has entered into an international co-operation and partnership in a large consortium, The International Internet Preservation Consortium, IIPC. The Consortium consists of the national libraries in the Nordic countries, France, Italy, Canada, Australia, Great Britain, USA as well as the Internet Archive (IA). The latter is a private American non-profit-organisation whose aim is to establish a global internet library. IA has archived the World Wide Web since 1996 and their website is among the 150 most frequently visited in the world.

The national libraries have a long tradition, experience and expertise in preserving their works so that all the most essential qualities are secured. A continuation of this tradition within the digital area requires that the characteristics of the digital works are preserved – for example in case of dynamic works which the user uses through dialogue.

As a follow-up to an earlier project (NWA – Nordic Web Archive) the national libraries in Denmark, Finland, Iceland, Norway and Sweden have in 2003 received funding for completing the commenced development of common software for use in connection with historical web archives. The software, named NWA Toolset, will make it possible to search and navigate in an archive of websites, built up over time. The first release has been available on the Internet since December 2003 as Open Source. The Royal Library participates in the working groups for “Framework” and “Access” respectively – with overall responsibility for the latter.

In 2003 The Royal Library became involved in a further co-operation with IA (Internet Archive) and the other Nordic national libraries. The joint project, which runs from 2003-2004, aims to develop an Open Source harvester for web archiving, optimized to the individual co-operation partners’ collecting needs. In the spring all the Nordic countries were involved in the preparation of the requirements specification and in October two developers were sent to IA in San Francisco where for six months they will be working on the development of the harvester. The library has currently taken part in testing the different versions of the new harvester (the Heritrix harvester) on parts of the Danish Internet, so that our experiences and needs could be incorporated in subsequent versions.

The library has also entered into co-operation with a number of larger IT-companies in Ørestad Nord within Crossroads Copenhagen.

MAJOR CELEBRATIONS

The Royal Library has a very extensive collection of Hans Christian Andersen’s works, translated into other languages.

The Center for Maps, Prints and Photographs’ Portrait Collection contains about 600,000 Danish portraits, among these not only a large collection of portraits of Andersen, but also of his contemporaries. And in The Topographical Collection many of the towns and localities are represented which he visited on his travels or where he was staying for longer periods of time. The Manuscript and Rare Books Department has the largest existing collection of Hans Christian Andersen’s original manuscripts. Here are original manuscripts for the important genres: fairy tales, poems, novels with drafts and variants; here also are all his diaries and not least several thousand of the many letters he wrote and received during his life.

The Royal Library has published on the net a complete edition of Hans Christian Andersen’s collages. In connection with this is published Christine’s Picture book by Hans Christian Andersen and Adolph Drewsen from 1859 and the Picture book for Hans Christian Ørsted which H.C. Andersen and Mathilde Ørsted together prepared in 1869. Furthermore, an online edition is published of H.C. Andersen. A letter biography 1805-37.

The most extensive project so far was the preparation in 2003 of the publication of Hans Christian Andersen’s diaries, where The Royal Library makes available the printed and long out-of-print principal tome of his works.

ORGANISATION

As per 1 January 2003 The Royal Library is divided into 17 function-orientated departments, which again are divided into three administrative areas. Together the departments must fulfil the four main objectives of the library: National Library University Library, Research and Culture. Some departments carry out tasks that can unambiguously be placed within one of the main objectives, while others work "across the lines".

The departments form the institution's stable units, and the division of tasks between the departments aims to create a distinct and function-based specialisation of the departments.

The tasks of each department are defined so that the department is responsible for major completed, contained tasks and thereby for the individual work processes that lead up to the end product. The department's final aim is the same as the institution's final aim and end product. The demarcation of functions presupposes that all departments at the same time retain and develop an awareness of the overall perspective.

A number of departments have inter-disciplinary service functions towards other departments and thereby make it possible for other departments to carry out their tasks in an expedient way. When planning their work, these departments must take this aspect into consideration through joint planning.

The Royal Library's special collections are administered by four departments: The Department of Manuscripts and Rare Books, the Music and Theatre Department, Center for Maps, Prints and Photographs and the Oriental and Judaica Department. In some respects the four departments form a common function-unit, Special Collections. A number of basic tasks are carried out by the Department of Administration, the Department of Building Services and the Security Department which together form the function-unit, Technical Services.

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