

**NATIONAL AND UNIVERSITY LIBRARY
LJUBLJANA, SLOVENIA**

**ANNUAL REPORT TO THE CONFERENCE OF DIRECTORS OF
NATIONAL LIBRARIES (CDNL)
2007**

Contact person:

Mr Lenart Šetinc
Acting Managing Director and CENL Representative
Tel.: ++386 1 2001100
Fax: ++386 1 2513052
e-mail: lenart.setinc@nuk.uni-lj.si

Management of the library. NUL's operation has been determined by the *2004-2008 Strategic Plan* with annual priorities defined in the 2007 Work Programme. The library has been monitoring effectiveness and efficiency of the operation through performance measurement, based on annual library plans, and by using a set of performance indicators defined in the Strategic Plan. The quality of library services is being measured via user studies. Library financial management functions are supported by an automated Management Information System (MIS), which allows for an efficient management of allocated finance, earmark spending control and a tighter control of expenses during the year. Effectiveness and efficiency of the staff have been monitored through individual performance plans and reports, whereby various activities of the employees are being expressed in FTE (full-time equivalent) terms. An important activity can be seen in applying for and managing finance, received mainly through co-operation of the library in the so-called European projects. On the other hand, the »Adopt a Book« Programme, aimed at raising funds to preserve and restore the most precious items from the holdings, has been continued. With regard to the overall budget, labour cost share in 2007 was significantly lower than in some comparable libraries, representing 51 % of the overall budget. Overall library costs per active library member and visitor increased, but when remote users are taken into account, they actually decreased. Costs per newly created bibliographic record and costs per loaned item also increased. The amount of traditional library services (physical visits, items loaned for home reading) fell in 2007 for the first time. Newly introduced electronic services and considerably upgraded offer of full-text library material in digital form within the dLib.si (Digital Library of Slovenia portal) led to a notable increase in the number of virtual users and visitors which were using library information resources and services via remote access.

Legislation. Following the new 2006 Legal Deposit Act, in 2007 NUL has prepared two sets of rules, namely *Rules on Types and Selection of Legal Deposit Copies for Electronic Publications*, and *Rules on Preservation, Usage and Withdrawal of Legal Deposit Copies*. In 2007 there were no significant developments in the legislation which would alter the library's position and its operation.

Buildings and plant. In 2007 the already known problems related to library buildings continued to mar the library performance: operation on two separate locations and hardly functional premises make it difficult to offer open access to library materials and modern information services to users. A long-term solution to the lack of space in the library can be seen in a new library building, the construction of which has not yet begun. The building project has been led by the Ministry of Higher Education, Science and Technology, whereas NUL has been assigned the task to modernize and update the all too long existing plans in terms of the programme's aims and priorities. The main efforts in 2007 can be seen in further acquisition of the land to enable the beginning of the first phase, together with a review of construction document phase. However, financial support from the national budget to cover the 2006-08 time span was not provided.

Staffing matters. Compared to the previous year, the number of employees financed by the Ministry of Culture in 2007 increased by 2 FTE: on December 31 2007 the NUL staff numbered 138 employees (137,5 FTE) equalling a total of 144 employees. Another 10,75 FTE employees (2006: 9,2 FTE) were financed from extrabudgetary sources (national and European projects). In order to cope with the increased amount of work and to ensure that the opening times stay within the present limits NUL had to resort to outsourcing (complementary recruitment) and other collaborators were also hired on contractual basis, together with student work.

Information technology and networks. In the light of finance available the most important objective in 2007 was nevertheless achieved and that can be seen in smooth operation of the infrastructure needed to support all services intended for library users, especially the development and maintenance of the network and servers which support the business information system and the digital library. In 2007 hardware and software needs required to do the job substantially increased when compared to previous year. On the one hand, this is due to a greater range of electronic services and update of working processes. On the other, there has been an increase in the offer of library-created digital collections, while NUL has also set about the digital archive to store electronic publications on a long-term basis. Investments in the IT field were only partly carried out: the extension of the Computing Centre infrastructure, along with an additional storage array facility, had to be postponed. Safe data storage in terms of long-term access to digital objects still need to be taken care of (a second trusted and off-site location to be set up).

The digital library. In March 2007 the »Digital Library of Slovenia – dLib.si" was successful in obtaining financial support from Norwegian and EEA financial mechanisms. By the end of 2007 the portal was enabling access to nine digital collections containing older and current scientific articles, monographs, photographs, posters, music manuscripts, maps, sound recordings, and higher education publications, created at the University of Ljubljana. The number of bibliographic records available rose four times, from 42,000 at the end of 2006 to reach 171,538 by the end of 2007. A total of 764,264 titles were digitized (representing 762,432 articles), together with 409,445 scans. A need for additional education and training in the field was apparent, so several courses were organized for librarians with an emphasis on copyright issues in the digital environment and efficient use of the dLib.si portal. Technologically speaking, search functionalities of the portal were enhanced and new modules built to handle the data input and update procedures, dissemination activities, web user survey

etc. A mini-search portal engine was developed, along with the URN generator, URN resolver, and an application to convert the HTML files, resulting from the OCR process, into a more user-friendly form. A business and technological model to support deposit of electronic material was also developed, together with the SVAROG safe archiving system, intended for those who have legal obligation or volunteer to send deposit copies of their e-publications. In 2007 major efforts were going on to establish new agreements on co-operation with publishers of current professional and scientific periodicals (49 agreements signed) as well as with authors (2 agreements signed). Digitization of copyrighted material was hindered by copyright protection regulations, so the bulk of materials selected to be digitized was copyright-free. In addition, special attention was given to promotional activities, aimed at several groups, such as individual library users, libraries, publishers, editorial boards of scientific periodicals, government agencies etc.), along with creation of various partnerships. A weekly user survey was published on the portal, bringing information about user needs and requirements. Various activities were carried out to raise the number of visitors to the portal, such as linking programmes, development of a mini-search engine, creation of dLib.si e-newsletter, promotion presentations of the portal throughout Slovenia, and press releases and articles. Some statistics: in 2007 there were 142,917 visits to the portal, made by 86,502 different users; 56,037 searches on various topics were made and 885,747 pages browsed. The dLib.si portal received the Bronze Award in the Media and Information Portals category of the NETKO 2007 national awards from among 122 applicants. NETKO 2007 Awards for the best business and management web sites in Slovenia are presented by the Chamber of Commerce and Industry of Slovenia. As The European Library member, NUL continued to actively participate in the development of the portal and digital content offer. The Library was a partner of the EDL project, while digitization on demand service was successfully introduced through co-operation in the DoD (Digitisation on Demand) project.

Acquisitions. NUL's intake of library materials includes acquisition of information resources via legal deposit, purchase, exchange and gifts. In 2007 87,489 items were taken in, thus legal deposit copies represented 58,843 items (67 %), purchase 12,281 (14 %), exchange 4,270 (5 %) and gifts 12,095 items (14 %). The 2007 total intake amounted to 34,870 volumes, again a decrease when compared to the previous year. At the end of 2007 the library collections amounted to 2,530,010 volumes, an increase of 1,4 % compared to 2006. Monographs represented 48,6 % of the total library collection. Exchange of publications included 108 libraries and other organizations from all over the world. Electronic resources were acquired mainly within the framework of the COSEC national library consortium, a member of the international eIFL.net consortium.

Preservation and conservation. In 2007 major attention was given to prevention of further decay and damage (the moves of library materials to a separated site with optimum storage conditions continued, together with renovation of storage areas at the main site) and physical protection of volumes (acid-free book jackets and envelopes, folders and purpose-made boxes; special treatment of archival copies; preservation equipment to store most precious items). Compared to 2006 the amount of conservation and preservation activities substantially increased. NUL continued to systematically review the state of NUL's collections, thus coming up with plans to preserve the items (microfilming, digitization). The transition to make microfilm shots from digital copies of library materials was carried out.

Services to readers. Remote access to electronic resources (free of charge for users from the University of Ljubljana) was already introduced in 2004, along with the possibility to place orders for the books to borrow, using OPAC and the nation-wide virtual reference service, called »Ask a Librarian«. »Ask NUL« is another library-based reference service, established in 2007. NUL provides wireless access to the Internet, users are regularly informed about newly available information resources and services, and they can choose from a wide range of training courses to be able use them. The interlibrary loan service boasts some new services in terms of electronic document supply. Digital copying and scanning equipment was improved to enhance the level of reproduction services. There were 264 seats available in several reading rooms, together with 57 working stations (52 allowing access to the Internet). In 2007 the introduction of sophisticated electronic services and digital collections - along with provision of remote access - had remarkable impact on the number of the so-called »physical« library members and visits made to the library. Compared to 2006, the number of active members (13,258) decreased for 4 %, the bulk of which were students (9,722, 73 %), the great majority (91 %) coming from the University of Ljubljana. The library was visited by 211,802 visitors, a decrease of 6 % over the previous year, but at the same time there was a notable increase of 93 % in virtual visits (in 2007 NUL's web pages were accessed 2,886,774 times). Library premises were visited by daily average of 710 visitors. In circulation (324,609 volumes), counting both in-house use and the number of items issued for home reading, there was a decrease of 7 %. The number of loaned items per active member also decreased (from 26,4 to 24,5), but the availability indicator for library materials went up (from 98,2 to 98,5 %). The interlibrary loan service provided 12,565 documents, with efficiency indicator at 95,7 %. The amount of document delivery in electronic form increased again. The library received 64,607 information queries, an increase of 10 %, 96 % of which were successfully dealt with. 71,433 complex information searches were carried out, a rise of 8 % over the previous year. 315 users took part in 32 education and training programmes on information search and retrieval; a decrease of 17 %, due to systematic user education, improvement of e-services and to variety of e-resources that can be accessed remotely. The use of remote access to electronic resources within the University of Ljubljana library system increased by as much as 67 % (72,002 logins from members of other libraries). In 2007 the service was used by 7,317 users.

Cultural events, exhibitions and publishing. The main goal of library exhibitions in 2007 can be seen again in promotion of the national written cultural heritage, together with presentations of milestones in the national cultural history. NUL's Exhibition Room was the place to host 9 exhibitions, exhibitions on various topics were put up in the Plečnik passage, and one exhibition was co-organized in another location. Several exhibitions were met with wide response, thus *Plečnik's Vision of Ljubljana*; *Translations of the Holy Bible into Slovenian*; *Graphic Design of Personal Documents: Slovenia and Some European Nations*. As regards NUL publishing activities, altogether 22 publication titles were published in 2007, 3 of which in electronic form only. The *Slovenian National Bibliography* which has been published without interruption since 1945, periodically and in a number of series, was published both in printed and electronic version. The following periodicals were regularly published: *Knjižničarske novice* (Library News), aimed at professional public, and the bilingual *Novice NUK/NUL Newsletter* to cover the needs of wider national and international

public. Several catalogues and leaflets were also published to shed light on the exhibitions. A selective 2007 bibliography of professional and scientific contributions of the library staff counts 96 bibliographic units.

Library co-operation. Internationally, NUL co-operates with a great many libraries from abroad, international associations and organizations, such as CENL (Conference of European National Librarians), CDNL (Conference of Directors of National Libraries) and IFLA (International Federation of Library Associations and Organizations) where NUL participates actively in the work of a number of standing committees. NUL was also involved in the UNESCO Memory of the World Programme to include the library's most ancient manuscript (Codex Suprasliensis) into this distinguished list. NUL is a founding member of *The European Library* and in 2007 actively participated in the work of its Governing Board. NUL also collaborates with other libraries on several international projects. NUL is a member of many other international organizations and associations (for example, ELAG, LIBER, Aslib, IASA, NAPLE etc.), and it co-operates in the work of international agencies for bibliographic control (ISSN, ISBN, ISMN). International exchange of professionals has been going on with a number of national libraries.

Research and development. In 2007 NUL co-operated, either as leader or partner, in 14 research projects, mainly financed from the EU funds (dLib.si – The Digital Library of Slovenia, PaperVOC, Digitization on Demand (DoD), EDL - European Digital Library, EDLnet, Driver II, PaperTreat, SurveNIR, TEL-ME-MOR, TELplus, ASO, Deutch-Slowenisch / Kroatische Übersetzungen 1848-1918 Balkankommission). NUL takes on responsibilities for the development of the national library and information system. Thus the library offers a wide range of continuing education and training programmes intended for both library professionals and users, and in 2007 1,688 librarians and users participated in the courses. The library monitors and promotes the development of the Slovenian libraries (collection of data on the national library system statistics – in 2007 an online system to collect and process statistical data was developed; analysis on the degree of development of libraries and library networks, preparation of the national library registry, embracing institutions which perform public service in the field of librarianship, co-ordination of activities in the field of central regional libraries, along with advisory activities).