

ANNUAL REPORT TO CDNL 2009  
**NATIONAL AND UNIVERSITY LIBRARY**  
**LJUBLJANA, SLOVENIA**  
<http://www.nuk.uni-lj.si/nukeng.asp>

**Contact person:**

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

**SHORT REPORT ON THE OPERATION OF THE NATIONAL AND UNIVERSITY LIBRARY IN 2008**

**1 Management of the library**

The National and University Library (NUL) is a public institution. Its founder is the Republic of Slovenia, the founding rights and obligations are performed by the Government of the Republic of Slovenia. NUL performs the functions of the Slovenian national library, acting as the University of Ljubljana library as well, the national library system development centre, and the central research library in Slovenia. NUL is also the national depository organization for all publications, deposited under current legal deposit legislation (so-called »slovenica«).

The NUL operation system is based on six divisions, each of them consisting of several departments, centres or services. Senior management is represented by the Managing Director and three Deputy Directors with specific responsibilities (library programs; university library system; general administration and finance). There are two supervisory bodies, the *Administrative Council*, supervising the legality of operation, along with monitoring, analysing and evaluating the operation of the library, and the *Advisory Council*, which monitors and evaluates the work of the library on behalf of the library founder.

Priorities in terms of programming guidelines have been specified by the *Resolution on the National Program for Culture 2008-2011*, passed by the Parliament of the Republic of Slovenia, whereas library's strategic goals have been determined by the *2004-2008 Strategic Plan* which defines the following priority strategic goals:

- Conservation and preservation of the national written cultural heritage,
- Provision of free access to information and publications,
- Development of hybrid library and creation of digital library, and
- Strategic partnerships with the NUL's environment.

Annual priorities were defined in the 2008 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. Performance evaluation makes use of the BSC (Balanced Score Card) methodology. 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. The MIS has been used to measure the level of effectiveness by selected indicators, related to finance and completion of several internal processes. 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.

In terms of quantity, the majority of the 2008 programme objectives were achieved or even exceeded the planned figures. However some of the planned objectives were not thoroughly accomplished. In spite of growing efforts on the part of the Library, the inflow of legal deposit copies in comparison with 2007 increased only by 1.1 % and, in comparison with 2005 – the year before the new Act on Legal Deposit was passed (2006) decreased by 28 %. Due to higher prices of publications (especially periodicals), coupled with additional taxes on acquisition of foreign-language literature the number of titles purchased by NUL also declined, when compared to 2007. The growth of the Library collection also decreased as compared to 2007. The field of investments (maintenance and renovation of the building, equipment, and investments in the field of the maintenance of the Library collection) experienced negative trends as well. As expected, the number of physical visits to the Library decreased; on the other hand, 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 the so-called virtual users and visitors which were using library information resources and services via remote access.

Due to limited amount of budgetary resources an important activity became acquisition and management of own earnings, received mainly through European projects and through sponsorship for the restoration of the most precious items from library holdings. With the regard to the overall budget, labour cost share in 2008 was significantly lower than in some comparable libraries. Overall library costs per active library member and visitor as well as costs per loaned item increased. Costs per newly created bibliographic record decreased. The analysis data covering the last decade, clearly shows that NUL has been continuously increasing the degree of efficiency when it comes to the use of the inputs, it has carefully planned the improvement of various working processes, along with an increase in the range and quality of services and products, in spite of a real terms decrease in the budgetary share of the overall spending and the number of budget-financed library staff which have gone up only by 2 FTE.

## **2 Finance and funding**

In 2008 NUL received € 6,767,018 as its annual grant from the budget of the Republic of Slovenia (Ministry of Culture, Ministry of Higher Education and Science) for provision of public service, a rise of 3 %, compared to 2007. The Library's own earnings (sales of goods and services) amounted to € 1,406,588 or 17 % of gross expenditure (2007: 10 %), mainly due to additional funds acquired for different projects. As Library was providing remote access to information resources and services to the members of the Ljubljana university libraries without having to register with NUL, a fall in income from registration fee was noticed. The overall library budget was € 8,173,606, a rise of 12 % compared to 2007. The annual grant had started to fall in real term since 2001 and that despite considerable rises in expenditure on digital library development, maintenance and replacement of information technology infrastructure, along with preservation and restoration activities to address the acid paper problem.

In 2007 labour costs amounted to 51 % of the library budget (€ 4,178,829). € 544,259 – 7 % of the overall expenditure – were spent on acquisition of information resources, a rise of 17 % compared to 2007. Electronic resources represent 47 % of the amount spent on information resources (2007: 38 %). € 770,989 (2007: € 784,148) were spent on investments and maintenance of the building; NUL spent € 2,979,833 (2007: € 2,453,168) on operational expenditure (general costs, program and project costs). Fees for use of a secondary library site amounted to € 669,513 (2007: € 644,004).

Overall library costs per active library user (member) amounted to € 682 (2007: € 546), but taking into account virtual library members, then the costs come to € 374 (2007: € 352). The overall costs

per physical visit amounted to € 34 (2007: € 34) with virtual visitors included € 2.4 (2007: € 2.3). The overall library costs per loaned item amounted to € 28.1 (2007: € 22.3).

In pursuing the programme the library did not achieve all planned objectives within the framework of information resources acquisition, preservation of library materials, and investment and maintenance. In 2008 NUL spent € 419,332 (2007: € 412,472) on digitization of library materials, far below the figures specified in the strategic documents of dLib.si, and also substantially insufficient to follow the current practice of European national libraries in their wide range response to user needs.

### **3 Legislation**

In the field of legislation influencing the status and operation of the Library, the change of the Act on the Realization of the Public Interest in Culture in 2008 should be stressed. In the light of the Act, the structure of the Library Council has been changed (one of the members is chosen among the library staff); as well, in accordance with the Salaries Act for Public Employees a new system of salaries has been implemented which resulted in the transfer of former working positions into new ones for all the employees.

### **4 Buildings and premises**

In 2008 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 in 2008. The building project is 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 program's aims and priorities. In 2008, construction documents required for the acquisition of the construction permit for the first phase of the construction have been finished but the Government decided for the revision of the project or even a new competition.

Only the Manuscript Collection premises were completely renovated; in other areas, only the most critical investments in the premises were performed (20 % of the planned funds), in information and communication equipment (34 %) and maintenance of the building (9 %). Main Reading Room refurbishment was not carried out, and the investments in other locations and equipment for trusted data repository were moved on into 2009.

### **5 Staffing matters**

Compared to the previous year, the number of employees financed from the State Budget (Ministry of Culture) in 2008 did not increase. On December 31 2008, the NUL staff numbered 138 employees (138 FTE). Another 11.39 FTE employees (2007: 10.75 FTE) were financed from extra budgetary 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 students and volunteers. Some library activities were based on contracts with external service providers (for example, the majority of the digitization of library materials).

Amongst employees, financed by the Ministry of Culture, 63 % held at least a university degree, thus 6 (4 %) with PhD degrees, 15 (10 %) with MA or MSc degrees. As to further formal education, 26 employees were active at various levels of higher education (3 at doctoral level, 14 at MA or MSc level, 7

at graduate level and 2 at secondary level). PhD degree was taken by 1 employee, MA/MSc degrees were taken by 3 employees.

The library staff regularly attended various forms of continuing education and training (courses, seminars, lectures, meetings, presentations etc.), both nationally (315 participants or 4,100 hours), and internationally (92 participants or 2,656 hours). 13 employees took initial professional qualifications to enter the profession, whereas another 12 were promoted to higher professional degrees and ranks as a part of their career development.

## **6 Information technology and networks**

In the frames of available finance in 2008 achieved and that can be seen in smooth operation of the infrastructure needed to support all electronic services intended for library users, especially the development and maintenance of the network and servers which support the management information system and the digital library (three servers were upgraded, three more for the environment VMWARE were purchased, as well as the central disc field with 10 TB data storage capacity with the required software).

In 2008 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. Investment plans in the information technology field have not been realized and additional storage array facility had to be postponed. Safe data storage in terms of long-term access to digital objects still needs to be taken care of (a second trusted and off-site location to be set up). In addition, the growing needs for equipment goes hand in hand with the complexity and extent of tasks to be carried out in the process of maintenance of information and communication infrastructure and the building of digital library.

## **7 The digital library**

[The Digital Library of Slovenia Development Strategy: dLib.si 2007-2010](#) is an all-embracing strategic document, completed and published by NUL, with the aim to devise a strategy leading to creation of a comprehensive national digital library. In 2008 the library's planned annual objectives were the following:

- digital data capture (preparing a state level digitization plan, digitization of materials, harvesting of websites)
- preservation of digital contents (development of digital archive, building of the system of data protection),
- access to digital contents (development of web portal),
- active participation in the development of the European digital library (Europeana) and other international projects.

In 2008 NUL successfully attained the planned goals as far as the Digital Library of Slovenia is concerned; some were even surpassed. The extent of digital contents available through the portal [dLib.si](#) was increased by 35 %, in the end of the year, there were more than 230,000 units of different types of material in full text (articles, newspapers and periodicals, portraits, books, printed music, manuscripts, music, posters, old maps, sound recordings, thesis and dissertations). Digitized materials from other libraries and institutions were included in the portal as well, and the collection of Slovenian scientific periodicals was being completed in cooperation with outside partners (editorial offices and individuals). The service EoD – E-books on demand – was fully implemented.

In 2007 the project *Digital Library of Slovenia* was included in the program of support from Norwegian and EEA financial mechanisms, thus in 2008 bringing substantial financial support to the development of the portal. The digital library portal development - dLib.si was taking place on four levels: content management, legal issues, technological development, and digital library marketing and promotion. On the content management level, digitization of several collections of periodicals, cartographic and music materials from NUL was realized and digital contents of some public libraries were added to the portal. There was a marked increase in publicly and openly accessible digital contents from the fields of science and research (14 new contracts on cooperation in the development of the portal dLib.si were signed).

By the end of 2008, twelve digital collections of older and modern scientific articles, books, photographs, posters, printed music, maps, music recordings and higher education works were available on the portal. The number of available bibliographic units increased from 171,538 at the end of 2007 to 230,000. 484,922 scans were made. Some older periodicals were also digitized: *Sodobnost*, *Novi svet*, *Slovenski čebelar*, *Dela*; as well, digitization of *Laibacher Zeitung* together with supplement was digitized completely, as well as 50 old maps of Slovenian territory and 130 views of Slovenian places etc. Program support for a multimedia portal Jurij Vega was elaborated on and copyright issues for the materials on the portal settled.

There was marked technological development and several administrative modules for input and supply of data and services on the portal were implemented, among them upgrade of filter for the correction of mistakes occurring during the process of optical recognition of texts, the portal itself was upgraded with a RSS server and a robot (Google Analytics) for statistics; web portal dLib 2.0 was planned. Information equipment was complemented.

Acquisition of electronic materials, combined with building and provision of free access to digital collections called for an adequate legal framework in terms of acquiring permission to include and publish digital contents within dLib.si. For this purpose, a comprehensive analysis of copy right issues in digital environment was performed. In 2008, intensive efforts were dedicated to the formation of new contracts on cooperation with publishers of currents professional and scientific periodicals and individual authors. Digitization of copyrighted material was hindered by copyright protection regulations, so the bulk of materials selected to be digitized was copyright-free.

Trainings on digitization, on the building of digital collections, on permanent archiving of digital materials and on the effective use of the portal dLib.si were organized. 15 presentations of the portal for 160 school libraries were carried out, organized in cooperation with the National Education Institute of the Republic of Slovenia.

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, *E-newsletter dLib.si* in Slovene and English language was distributed bimonthly to 2,500 addresses, promotion presentations of the portal throughout Slovenia (31 presentations) have been organized, and press releases and articles were published (altogether 66). *Dblog* was introduced. The Digital Library of Slovenia entered Facebook and YouTube, data in Wikipedia were complemented, and several promotional pamphlets were issued. Some statistics: in 2008 there were 462,775 visits to the portal (compared to 142,917 in 2007), made by 282,106 different users; and 2,792,999 pages browsed (2007: 885,747).

At the end of 2006 the library successfully installed Heritrix web crawler, in 2007, Web Curator Tool (WCT) was installed. In 2008, a web curator was employed and work proceedings for the selection and capture of web publications were developed. Web Curator Tool was upgraded and Windows server environment was complemented with an open coded system - *Wayback machine*. The testing phase

focused on more than 77 web sites covering one event in a defined period of time – parliament elections.

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, working towards the integration of digital collections of several Europe's national libraries and other cultural institutions into The European Digital Library (Europeana). NUL also co-operated in the following projects in the field of the building of digital library, for example Driver, ARROW, Europeana Local, EDLnet, DoD etc.

## **8 Legal deposit of materials**

The new Legal Deposit Act (end of 2006) introduced a number of significant changes, the most important being the reduction of the number of required copies from 16 to 4 for publications which are not publicly financed or co-financed; a decrease in number of copies, retained by NUL (from 4 to 2). In 2008 the legal deposit intake for NUL fell from 91,296 units or 133,906 items in 2006 to 58,843 units or 85,604 items in 2008. Owing to the transfer of legal deposit liability from printers to publishers the number of depositors has steeply risen from a few hundred to 1,043 in 2008, thus causing a drastic increase in the amount of administrative tasks, such as maintaining registries of depositors and claiming service.

Two sets of regulations were subsequently prepared to control legal deposit collection and archiving of e-publications, namely rules on types and selection of legal deposit copies, stipulating obligation to submit legal deposit copies via web service. The SVAROG web service was therefore developed and it is intended for publishers and other depositors. The SVAROG portal enables depositors to submit their publications, supply statements on the conditions of use and access to e-material and provide information on new publications and editions. The development and maintenance of hardware and software support, critical to long-term preservation of digital materials, call for additional investments and an appropriate staff allocation, in 2008 still far behind the requirements.

## **9 Acquisitions**

NUL's intake of library materials includes acquisition of information resources via legal deposit, purchase, exchange and gifts. In 2008 85,604 physical items were taken (2007: 87,489), thus legal deposit copies represented 60,262 items (70 %), purchase 14,415 (17 %), exchange 4,087 (5 %) and gifts 6,840 items (8 %). The 2008 total intake amounted to 33,671 volumes, again a decrease when compared to the previous years (2006: 36,584; 2007: 34,870 volumes). At the end of 2008 the library collections amounted to 2,563,681 volumes (2007: 2,530,010), an increase of 1.3 % compared to 2007. Monographs represented 48.7 % of the total library collection. Exchange of publications included 161 (2007: 108) libraries and other organizations from all over the world. After a contract was signed between the Ministry of Culture and the University in Regensburg on the founding of the Slovenian reading room in Regensburg, NUL obliged to build its library collection.

When it comes to acquisition of electronic information resources the library gives priority to purchase through library consortia. Electronic resources were acquired mainly within the framework of the COSEC national library consortium, a member of the international eIFL.net consortium. In 2008 the library purchased altogether 33 licensed electronic databases. Thus NUL provided access to 14,504 licensed full-text electronic journals; also, 13,600 Ebrary's e-books were accessible. Remote access to information resources was provided to members of the Ljubljana university libraries without having to register with NUL. Figures on use of the remote access service again show steep rise from the last year.

## **10 Preservation and conservation**

NUL is by law required to operate as the national conservation and preservation centre for library materials and is thus responsible for long-term preservation of the national written cultural heritage, including both library materials on analogue carriers and digital material. Activities in the field of library material preservation are carried out and co-ordinated by the Conservation and Preservation Centre, consisting of a restoration centre, binding service and a cultural heritage laboratory which employs researchers participating in a number of international projects within the area.

In 2008 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 2007, the amount of conservation and preservation activities substantially increased, especially in the Manuscript, Map & Pictorial, Music and other collections. The Centre continued to systematically review the state of NUL's collections, with focus on the special collections, thus coming up with plans to preserve the items (physical protection, microfilming, and digitization). The transition to make microfilm shots from digital copies of library materials was carried out. For the protection and preservation of Serials Collection altogether 160,872 microfilm shots were produced from current and older titles of Slovenian newspapers and magazines, while the most precious and most endangered serials were digitized according to the plan of digitization.

The number of staff and amount of finance available for long-term preservation of publications (both analogue and digital) unfortunately do not meet the needs. Library materials printed on acid paper and published between 1850 and 1910 are endangered as a result of acidity. In the frames of the project PaperTreat 3,000 units were deacidified in different centres (Madrid, Leipzig and Haag); however, the amount of finance available to spend on long-term mass deacidification, are insufficient.

## **11 Services to readers**

Provision of quality user services can be considered as one of the NUL's essential strategic priorities. According to public sector regulations, valid for librarianship as well, basic library services are free of charge. Over the last years the library has made considerable efforts in terms of providing to its users as many electronic information resources and services as possible to compensate for the lack of modern premises and facilities. 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. In 2008 the library was open six days in a week (total of 299 days), reading rooms 65 hours per week and circulation desk 50 hours per week. There were 314 seats available in several reading rooms, together with 57 working stations (52 allowing access to the Internet). Special collections were open 29 in a week and every first Saturday in a month (5 hours). There were 314 seats available in several reading rooms, together with 33 working stations for users.

The introduction of new electronic services along with provision of remote access had a remarkable impact on the number of the so called »physical« library members and visits made to the library. Compared to 2007, the number of active members (12,136) decreased by 8 % (2007: 13,258), the

bulk of which were students (8,846, 73 %), the great majority (90 %) coming from the University of Ljubljana. In comparison with 2007 the number of virtual visitors increased (9,967) by 36 %. Among them, there were 7,974 (80 %) members of other libraries of the University of Ljubljana. The number of visits to the Library noted through transactions in the system COBISS (244,642) increased in comparison with 2007; however, direct comparison is not possible because of changed system of statistics. Since the Library does not have an automated system to count physical visits results can be only concluded on the basis of the data from special collections (number of visits was lower by 5 %) and visits to reading rooms by 2 %. However, number of virtual visits, i.e. visits through the website of NUL increased (3,140,155, compared to 2,886,774 in 2007).

In circulation (281,330 volumes), counting both in-house use and the number of items issued for home reading, there was a decrease of 13 % in comparison with 2007 (324,609). 52 % of the items were issued for home reading and 48 % for use in reading rooms. The number of loaned items per active member also decreased, when compared to 2007 (from 24 to 23). The availability indicator for library materials remained at the same level (98.4 %).

The interlibrary loan service provided 12,840 (2007: 12,656) documents, with performance indicator at 97 %. Amount of document delivery in electronic form increased again. The service EoD (E-books on demand) became regular and operates within the interlibrary document delivery and centre for reproduction of materials.

The library received 56,367 information queries (2007: 64,607), a decrease by 13 %; 98 % of the queries were successfully dealt with, for which purpose 67,621 complex information searches were carried out (by 5 % less than in 2007), 51 % of them in the local or union bibliographic/catalogue database, 12 % on the web, 16 % in printed information resources, 9 % in classic catalogues and 3 % in bibliographic databases on CD-ROMs.

224 users took part in 21 education and training programs on information search and retrieval; a decrease of 29 % compared to 2007, due to systematic user education, improvement of e-services and to variety of e-resources that can be accessed remotely. The »Ask a Librarian« national online reference service dealt with 437 (2007: 238) reference questions and another 573 (2007: 481) reference questions were successfully answered within the »Ask NUL« service. The use of remote access to electronic resources within the University of Ljubljana library system increased substantially. In 2008 the service was used by members of other libraries 92,624 times, which is an increase by 29 % in comparison with 2007. The number of active users of this service increased from 7,317 in 2007 to 9,967 in 2008.

2,852 visitors visited the library in 111 guided tours and another 2,079 took part in various presentations of special collections and other departments (132 groups of visitors). During summer opening times NUL organized library tours intended for tourists visiting Ljubljana, who were mainly interested to see the building, a masterpiece by the architect Jože Plečnik.

## **12 Cultural events, exhibitions and publishing**

The main goal of library exhibitions in 2008 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 16 exhibitions, exhibitions on various topics were put up in the Plečnik passage, and 2 exhibitions were co-organized in another location. The most prominent exhibition was *Gift to Europe from Trubar and Ugnad* exhibiting borrowed precious books from the institution from Urach, celebrating Trubar's year in 2008; another very prominent exhibition was *The growing book* representing the development of the Slovenian thought and culture from the beginning until today.

Promotional activities of the library were carried out through advertising in mass media, cooperation with television, radio and printed media, along with participation of the staff in a number of expert meetings, conferences, presentations etc. In 2008, the bust of Primož Trubar was unveiled (the



speaker of honour being the President of the Republic Slovenia Danilo Türk); press conference was held on the occasion of the acquired precious book – Trubar's translation of the New Testament from 1577; NUL organized the seminar Slovenian libraries: Library 2.0; Trubar awards recognizing efforts to preserve Slovenian written cultural heritage were given; the big reading room hosted four debates with renowned creators of Slovenian culture.

As regards NUL publishing activities, altogether 48 publication titles (2007: 22) were published in 2008, 16 of which in electronic format 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. In cooperation between Slovenian Library Association and NUL (as co-publisher) the main Slovenian scientific periodical in the library and information science field, *Knjižnica* (*The Library*), was published both in printed and electronic versions.

A selective 2008 bibliography of professional and scientific contributions of the library staff counts 87 bibliographic units.

### 13 Library co-operation

Nationally, NUL has been co-operating with libraries and other organizations in the fields of culture, education and science. NUL has been working together with the Institute of Information Science (IZUM) in Maribor for two decades now: they have been working jointly on the development and operation of the national shared bibliographic system, called COBISS. In 2008 the co-operation consisted mainly of monitoring the competence of library professionals to actively participate in the data input to the union catalogue (procedures to obtain the COBISS licence), focus was also on education and training of both librarians and users, testing of newly introduced modules and other programming solutions, along with cooperation in the nation-wide »Ask A Librarian« reference service.

Co-operation with the Slovenian archives and museums was mainly focused on the development and use of various methods for conservation, preservation and restoration of material, but it also included the common organization of exhibitions. Within the framework of NUL's university function the library co-operated with the University of Ljubljana, its libraries and also contributed to the work of the University Library Council. The Library was taking care of the remote access service to e-resources, it was a partner in building the [University of Ljubljana Digital Library](#), and in the frame of the DIZZIS project was updating the higher education digital collection, comprising theses and doctoral dissertations.

Internationally, NUL co-operates with numerous libraries from abroad, international associations and organizations. International exchange of professionals has been going on with the Czech, Hungarian and Slovak national libraries.

NUL co-operates with other libraries (especially national) within international associations and organizations, e.g. CENL (Conference of European National Librarians), CDNL (Conference of Directors of National Libraries) and IFLA (International Federation of Library Associations and Organizations). NUL also cooperates with UNESCO and OECD and participates in the consortium IIPC (International Internet Preservation Consortium). NUL is one of the founding members of the European Library and a member of its governing board. In this function, NUL was active in its activities and also participated in the project of the construction of the European Digital Library (Europeana). NUL also cooperated with other libraries in different European projects.

In 2008, NUL was a member of following international organizations and associations (for example AIBM-IAML, Aslib, eIFL.net, ELAG, LIBER, IASA, NAPLE, UDC Consortium etc.), participated in international agencies for bibliographic control (ISSN, ISBN, ISMN) and was sending bibliographic records

to the UNESCO bibliography of translations Index Translationum and the OCLC catalogue (bibliographic records for Slovenian publications).

## **14 Other library activities**

In 2008 NUL cooperated in 22 research and development project, mainly funded by EU, either as leader or partner (Digital Library of Slovenia, PaperVOC, Digitization on Demand (DoD), EDL-European Digital Library, EDLnet, ARROW, CHRESP, Driver II, ENTITLE, Europeana Local, PaperTreat, SurveNIR, Telplus ...).

NUL also performed different activities for the library system on state level. In the frames of education, several non-formal courses were carried out, intended for librarians as well as for library users (1,364 participants). The library also takes care of the process of acquiring beginner and advanced library degrees, together with the system of promotion in obtaining senior degrees as a part of career development. Together with the Institute for Information Sciences in Maribor, training of librarians and testing of librarians' competences for participation in the system COBISS were carried out.

In the frames of its national function, NUL was in charge of monitoring and promotion of the development of Slovenian libraries in the following areas: gathering and analysis of statistical data on library performance; analysis of developmental phase of libraries and library networks; maintenance of the national library registry, embracing institutions which perform public service in the field of librarianship; coordination of the activities of Slovenian central regional public libraries; advisory work for libraries.

## **15 Organization chart**

In 2008 there were no changes in the [organizational structure](#) of the library. Beside the *Senior Management*, the library operation system is based on six divisions: the *General Administration and Finance* Division (brings under the same roof various working areas, such as Advisory Services Office, Accounting Services, Building and Facilities, together with IT Services); the *Acquisitions and Cataloguing* Division (encompasses departments working on acquisition and bibliographic data processing); the *User Services* Division (embraces storage and lending services, interlibrary loan and document supply services, and provision of information services); the *Research and Development* Division (covers activities related to library professionals and user education and training, and also includes the development of libraries at the national level, conservation and preservation of library holdings, along with research in the field); the *Special Collections* Division (comprises 13 all special collections, thus the Manuscript Collection, Music Collection, Map and Pictorial Collection etc.); the *Digital Library Development and Strategy* Division (includes the following three departments: E-library creation, management and maintenance; Digital information infrastructure and preservation; Centre for co-ordination of the digitization of library materials).