

ANNUAL REPORT TO CDNL 2009

Name of country: **Slovenia**

Name of library or equivalent national-level organization: **National and University Library**

Name of Chief Executive: **Mateja Komel-Snoj**

Name of contact person for international matters: **Žiga Cerkvėnik**

Mailing address: **Turjaška 1, Ljubljana, SI – 1000, Slovenia**

Telephone: **+386 1 2001100**, Fax: **+386 1 2513052**

Web address of the Library: <http://www.nuk.uni-lj.si/nukeng.asp>

Email address for contacting the library: uprava@nuk.uni-lj.si

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 management system is represented by the Managing Director and three Deputy Directors each of them with specific responsibilities (library programs; university library system; general administration and finance). There are two supervisory bodies, the Administrative Council, supervising the legality of work and operating activities, along with monitoring, analysing and evaluating of the functioning of the library, and the Advisory Council, which monitors and evaluates the professional work of the library and implementation of the policy on behalf of the library founder. In the year 2009, there were no changes referring to the organisational system, the NUL operation system is based on six (6) divisions, each of them consisting of several departments, centres or services.

Long-term priorities in terms of programming guidelines have been specified by the Resolution on the National Program for Culture 2008-2011, passed by the Government of the Republic of Slovenia. Its underlined strategic guidelines for the period 2010-2013 are:

- Collecting, preservation and sustained conservation of the national written cultural heritage,
- Provision of quick and simple access to information resources in diverse forms,
- Digitization of library collection, the establishment and development of the Digital Library of Slovenia in co-operation with other cultural, scientific and educational institutions,
- Developing information support for culture, science and education,
- Establishment of strategic partnerships with the NUL's environment and co-operation at building and developing of the European digital library.

Annual priorities of the library were defined in the 2009 Work Programme. The library was monitoring its performance against annual goals and against a set of BSC (Balanced Score Card) performance indicators. The quality of library services is being measured by means of user studies. In 2009, an in-depth analysis of the results of the survey with more than 1,057 participating users was drawn up. Library financial management functions are supported by the automated Navision Management Information System which enables an efficient management of allocated finances, providing earmarked spending of allocated funds and control of expenses occurred during the year. The system makes possible also the calculation of selected cost-effectiveness indicators as well as

indicators of internal processes. Effectiveness and efficiency of the staff have been monitored through individual performance plans and reports.

A comparison between the objectives set in the 2009 work programme and their achievement shows that NUL had accomplished the majority of them. Since the library programme objectives and the extent of their accomplishment depend first of all on the amount of resources allocated by the founder, the gap between the needs and their realization is getting deeper each year. The library's policy to build a digital library demands very high investments in technology and education of staff. On the other hand the performance of traditional library functions is becoming more and more expensive. In 2009, investment in renovation of the building and preservation of the library collection was significantly lower than planned.

Due to the limited amount of budgetary resources it is very important for the library to acquire and manage its own earnings, received mainly by participating in European projects. However, with the regard to the previous year the library budget was lower due to time delay on the disbursement of the European funds. Electronic resources expenditure increased, while costs per physical visit and a visitor reduced, however borrowed unit costs increased because of the drop of borrowing in-home. The analysis of financial data and performance indicators covering the last decade clearly shows that NUL has been continually increasing the degree of efficiency when it comes to the use of inputs, but that the budgetary share is not sufficient for the development of services.

2 Financing and funding

In 2009 NUL received € 7,528,699 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 11 % compared to the previous year. The increase of budget funds is due to extra money obtained from the Ministry of Culture for the purpose of digitization of library material and the development of the digital library (€ 249,943) and for the establishment of the national aggregator of e-contents from the sphere of culture (€ 525,000).

In 2009, the library's own earnings considerably dropped to € 591,513, or by 7.3 % of the library revenue (in 2008: 17.2 %) because of the difficulties to withdraw the resources of the European projects. The total overall library budget was € 8,120,212 or 1.2 % less than in the previous year. The annual grant had started to fall in real terms since 2004.

In 2009 the labour costs (€ 4,345,821) amounted to 53.5 % of the library budget. € 681,408 (9 %) of the overall expenditure were spent on acquisition of information resources, a rise of 25 % compared to the previous year. Electronic resources represent 49.4 % of the amount spent on information resources (in 2008: 47.4 %). The maintenance of the building cost € 643,359 (2008: € 877,226), and the operational expenditure (general costs, programme and project costs) were € 2,273,664 (in 2008: € 2,390,198).

Overall library costs per active library user (member) amounted to € 673, comparing with 2008 they decreased, but taking into account virtual library members, then the costs come to € 302; they were lower than in 2008. The overall costs per physical visit dropped as well - to € 24.3, with virtual visitors included € 2.1 (2008: € 2.4). The overall library costs per loaned item were € 32.4, they augmented comparing to the previous years due to the drop of borrowing in-home.

In pursuing the programme the library did not achieve all planned objectives referring to preservation and restoration of the acid paper and investment maintenance. In 2009 NUL spent € 258,218 (2008: € 419,332) on digitization of library materials, far below to follow the current practice of contemporary European national libraries and to respond to the wide range of user needs.

3 Legislation

In the field of legislation influencing the status and operation of the Library in 2009, the changes and amendments to the Legal Deposit Act should be stressed. They defined material which is the subject of the legal deposit more accurately, also referring to ephemera and publications published in small numbers. The Regulations on Professional Title of Librarians was also adopted; it introduced changes relating to professional titles as well as conditions for promotion in library profession. NUL passed the competence of nomination to the Ministry of Culture commission.

4 Buildings and premises

In 2009 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 is a new library building, the construction of which has not yet begun in 2009. Namely, the Government adopted a decision on new urban and architecture competition of a new library building. Thus, all activities accomplished in the past twenty years were dropped; the whole project starts from the beginning.

Only a minimum renovation was performed the central premises; the archive for NUL documentation and renovation of repository of archive for audio-visual, music and map collections (17 % of planned funds). The investments in information and communication equipment were realised by 50 %.

5 Staffing matters

Compared to the previous year, the number of employees financed from the State Budget (Ministry of Culture) in 2009 did not increase. On December 31 2009, the NUL staff numbered 138 employees (138 FTE). Another 10.5 FTE employees (2008: 11.4 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 - students, volunteers ...) while some 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, 66 % held at least a university degree, thus 6 (4 %) with PhD degrees, 15 (11 %) with MA or MSc degrees. 24 employees took part in formal educational programmes. PhD degree was taken by 1 employee, MA/MSc degree was also taken by 1 employee.

The library staff and other collaborators regularly attended various forms of continuing education and training in Slovenia (352 participants; 3,384 hours) and abroad (115 participants; 1,882 hours). The total scope of education diminished by 23 % (by hours) compared with the year 2008.

6 Information technology and networks

In the frames of finances available in 2009, smooth operation of the infrastructure needed to support all electronic services intended for library users was assured. A special attention was paid to the

development and maintenance of the network and servers which support the digital library and the library management information system.

In 2009 hardware and software needs increased again due to a greater range of electronic services, updating of working processes, the increase in the offer of library-created digital collections and the set up of the digital archive to store electronic publications on a long-term basis. Investments were not realized according to the plans, however the out-dated servers were replaced, a redundant array of independent disks was installed and network equipment as well as workstations were upgraded. In 2009 a new IT center finished in a library dislocated unit enables conditions for a safe and reliable functioning of the IT infrastructure, storing of the data and digital objects and the digital library development.

7 Digital library

In 2009 NUL was successful in developing and updating of the [Digital Library of Slovenia](#) collections. The extent of digital contents available through the portal dLib.si was increased by 52 %, at the end of the year, there were more than 350,286 units (in 16 digital collections) of different types of material in full text. Digitized materials from other libraries and institutions were included in the portal as well – at the end of 2009 their share was 37 % of all available material on the portal. The collection of Slovenian scientific periodicals encompassing more than 10,000 full-text scientific articles was being completed in cooperation with outside partners (editorial offices and individuals), and the collection of programme and research reports was established jointly with the Slovenian Research Agency.

Digitization of 17 titles of older serials, 189 books and the The Škofja Loka Passion (Škofjeloški pasijon - the oldest preserved drama text in the Slovenian language), contemporary scientific and cultural serial publications, regional journals and older doctoral dissertations of the Ljubljana University has been completed. Throughout the year, digitization of articles from 38 titles of important dailies took place: in total, 420,474 scans were made in 2009.

In 2009, NUL continued with selective harvesting of websites. The number of capturing targets expanded from 77 to 357, there were 793 captures of web pages, of which 649 were successful. Our web archive has been incorporated to the newly established world register of web archives - International Internet Preservation Consortium (IIPC). The SVAROG portal enabled depositors to submit their e-publications.

Development of the dLib.si portal was directed to the creation of a new version of the dLib.si v2.0 that replaced the old one in October 2009. It offers a user-friendly browser enabling simple review of search results and access to the contents of digitized library materials. Program modules and web interface for editing and upgrading of material were newly implemented, as well as Google Analytics Tools for analysing the use of the portal. The harvester enabling access to digital contents via national bibliographic system COBISS has been renewed.

The digital library development requested solving of the copy right issues in so far as it concerns digitization of material, automatic web harvesting, their preservation and making them available to public in the dLib.si portal. In 2009 32 new contracts on co-operation with publishers of scientific and other periodicals were signed and 6 with individual authors.

A workshop on digitization and creation of digital collections was organized for librarians, and 37 presentations of the Digital Library of Slovenia throughout the country as well as training courses for publishers. Special attention was paid to promotion activities aimed at various public (library users, libraries, editors, publishers, etc.). There were more than 100 articles on the Digital Library of

Slovenia in media, web communities, on Facebook and blogs. E-newsletter dLib.si in Slovenian and English language was distributed to 2,500 addresses, promotion material was reprinted.

According to the AWSTATS statistics there were 1,081,116 visits to the dLib.si portal (2008: 462,775) of 599,086 single users, 11,188,245 pages were browsed (2008: 2,791,999).

In 2009, NUL also actively participated in the development of the European Library and Europeana and in other international digitization projects.

For its endeavours at creating of the digital library, the Ministry of Culture in September entrusted NUL to set up the national aggregator of e-contents in the field of culture.

8 Acquisitions library materials and other information resources

NUL's intake of library materials includes acquisition of information resources by means of legal deposit, purchase, exchange and gifts. In 2009 all together 107,340 physical items were taken (2008: 85,604), legal deposit copies represented 60 %, purchase 10 %, exchange 4 % and gifts 26 %. The 2009 total intake amounted to 35,082 volumes, due to a significant extent of obtained gifts it increased when compared to the previous year (2008: 33,671), while acquisition decreased by 12 %.

At the end of 2009 the library collections amounted to 2,598,763 volumes, an increase of 1.4 % compared to 2008. Monographs represented 48.9 % of the total library collection. Exchange of publications included 129 libraries and other organizations from abroad.

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 2009 the library provided access to 36 licensed electronic databases, or to 14,505 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. At the end of 2009, figures on use of the remote access service again show steep rise of users and use of e-resources.

9 Legal deposit of materials

In 2009 the legal deposit intake for NUL was in comparison with the previous year to some extent higher – it grew up to 63,508 units or 107,340 items. However, in comparison to 2006 (91,296 units or 133,906 items) when due to the newly introduced Legal Deposit Act the number of copies dropped by half, it means a significantly lower intake. The scope of the material acquired for other depository libraries was lower even by 23 % compared to 2008. Since in October 2009, Act amending and supplementing the Legal Deposit Act caused a decrease of copies of some publications, a further lower legal deposit intake is expected. Owing to the transfer of legal deposit liability from printers to publishers, the number of depositors in 2009 has risen from several hundred (prior to the entry into force of the new act) to 1,700 thus causing a drastic increase in the amount of administrative tasks, such as maintaining registries of depositors, claiming service, notification, delivery notes.

The SVAROG portal enables depositors and others to submit their e-publications, to supply statements on the conditions of use and access to e-material and provide information on new publications or editions. Free accessed web publications are captured by web crawler.

10 Preservation and conservation of library material

NUL is by law operating as the national conservation and long-term preservation centre for library material - the national written cultural heritage. 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 research group of written cultural heritage.

In 2009 major attention was given to prevention of further decay and damage (the moves of library materials to a separated site with most favourable storage conditions continued, together with renovation of storage areas at the main site) and physical protection of library material (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 2008, the amount of conservation and preservation activities increased in the Manuscript, Map & Pictorial, Music and other collections. The Conservation and Preservation Centre continued to systematically review the state of NUL's collections, thus coming up with plans to preserve specific materials. For the protection and preservation of Serials Collection altogether 133,437 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 digitization plan.

The number of staff and amount of finance available for long-term preservation of publications 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. The analysis of monographic series showed that approximately one third of above mentioned material is degraded to such a degree that it is not suitable for borrowing. However the Library has not been able to acquire sufficient funds for deacidification in 2009, and to make microfilm shots or digitize the endangered material.

Activities in developing digital archive and protection of the data referring to the preservation of digital materials continued in 2009.

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. Due to inappropriate premises NUL's development is quite limited as to the development of traditional library services; so the library has made considerable efforts in terms of providing to its users as many electronic information resources and services. Remote access to electronic resources was already introduced in 2004, followed by the possibility to place orders for in-home borrowing and interlibrary loan, using OPAC and the nation-wide virtual reference service, called »Ask a Librarian«. »Ask NUL« is another library-based reference service. Digitized copies of older books can be ordered by using the service EoD (E-books on demand).

NUL provides a wide range of free-of-charge training courses for its users: searching and using electronic sources, as well as presentation of the library and its special collections.

In 2009 the library was open six days in a week (total of 301 days), reading rooms 65 hours per week and circulation desk 50 hours per week. Special collections were open 29 in a week and every first Saturday in a month (additional 5 hours). There were 314 seats available in several reading rooms, together with 34 working stations for users allowing access to the Internet. In the premises free access to internet is offered, in 2009 the library integrated in EDUROAM network.

The intensive introduction of new electronic services along with provision of remote access to NUL e-sources and a rich offer of digital material on the digital library portal had an impact on the

number of the so called »physical« library members and visits made to the library. Compared to 2008, the number of active members (11,263) decreased by 7 %, the bulk of which were students (73 %), the great majority (90 %) coming from the University of Ljubljana. In comparison with 2008 the number of virtual visitors (13,763) increased by 38 %. Among them, there were 11,476 (83 %) members of other libraries of the University of Ljubljana. The number of visits to the Library noted through transactions in the system COBISS (228,318) decreased by 9 %. Since the Library does not have an automated system to count physical visits results the data of visits for the previous years were incomplete. In 2009, counting of physical visits was done on a typical working week by the use of a thermic camera. Based on extrapolation, the assessment of the annual visit was done, according to which there were 310,000 visitors per year or 1,030 on a working day. As there were no cultural or other events during the counting, we assume that there were even more physical visitors in 2009. In comparison with 2008 number of virtual visits (3,270,852), i.e. visits through the website of NUL increased by 4 %.

In circulation, counting both in-house use and the number of items issued for home reading, 220,077 volumes were borrowed, what is a decrease of 22 % in comparison with 2008. 42 % of the items were issued for home reading while in-house borrowing (in reading rooms) increased, representing 58 % of borrowing. The number of loaned items per active member also decreased, when compared to 2008 (from 23 to 21). The availability indicator for library materials raised (98.6 %) compared to 2008.

The interlibrary loan service provided 12,925 documents, with efficiency indicator at 97.8 %. At the end of 2009 NUL and libraries signed the first agreements on free-of-charge interlibrary loan. The interlibrary loan increased the electronic documents supply. The service EoD (E-books on demand) was successfully used by users.

The library received 56,646 information queries (2008: 56,367), 97 % of the queries were successfully dealt with, for which purpose 70,272 complex information searches were carried out (by 4 % more than in 2008), 51 % of them in the local or union bibliographic/catalogue database, 12 % on the web, 11 % in printed information resources, 11 % in classic catalogues and 15 % in other bibliographic resources. 197 users took part in 18 education and training programs on information search and retrieval; a decrease of 12 % compared to 2008.

The »Ask a Librarian« national online reference service dealt with 352 reference questions and another 478 reference questions were successfully answered within the »Ask NUL« service. The use of both services dropped in comparison to 2008. The use of remote access to electronic resources within the University of Ljubljana library system increased substantially again. In 2009 the service was used by members of other libraries 113,022 times, which is an increase by 31 % in comparison with 2008. The number of active users of this service increased from 9,967 in 2008 to 13,763 in 2009, or by 38 %.

2,789 visitors visited the library in 107 guided tours and another 117 groups of 1,800 participants took part in various presentations of special collections and other departments.

12 Promotional events, exhibitions and publishing

Promotional activities were carried out through advertising in mass media, co-operation with radio and television stations, printed media, along with participation of the staff in a number of expert meetings, conferences and presentations, opening some of the library rooms for tourists etc. In 2009 1,077 visitors of NUL web page participated at choosing the library motto. In autumn 2009 the Facebook profile for NUL was created and it soon registered 542 friends. In the same period 285

friends joined the Digital Library of Slovenia Facebook website. In 2009 NUL's organized 21 exhibitions.

As regards NUL publishing activities, altogether 44 publication titles were published in 2009, 9 of which in electronic format only. The Slovenian National Bibliography was published in printed version, while its electronic version was not updated due to the renewal of the library portal.

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 co-operation between Slovenian Library Association and NUL (as co-publisher) the main Slovenian scientific journal in the library and information science field, Knjižnica (The Library), was published both in printed and electronic versions.

A selective 2009 bibliography of professional and scientific contributions of the library staff counts 108 bibliographic units (2008: 87).

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: they have been working jointly on the development and operation of the national shared bibliographic system, called [COBISS](#).

Co-operation with the Slovenian archives and museums was mainly focused on the development and use of various methods for conservation and searching solutions for long-term preservation of digital contents. 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 Digital Library of Slovenia – dLib.si - started digitization of doctoral dissertations of the Ljubljana University from 1920 to 1965. The co-operation with other libraries was successful in the field of digitization of material and upgrading of digital collections.

Internationally, NUL co-operated with libraries from abroad, international associations and organizations. International exchange of professionals has been realized only with the Czech national library, however with other libraries with which the library has signed agreements on the exchange of experts the exchange was not realized due to restrictive financial situation. In 2009, NUL signed a bilateral agreement on co-operation with the Hungarian National Library.

NUL co-operates with other national libraries also through interlibrary loan, exchange of material and international associations and organizations, e.g. CENL, CDNL and IFLA. In the project of the construction of the library collection, NUL also cooperated with UNESCO and OECD.

In terms of collecting and preserving of web pages, NUL's co-operation with the consortium IIPC (International Internet Preservation Consortium) is important. 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 of the European Digital Library (Europeana). NUL also cooperated with other libraries in different European projects.

In 2009, NUL was a member of numerous international organizations and associations, participated in international agencies for bibliographic control (ISSN, ISBN, ISMN) and was sending bibliographic records to the UNESCO bibliography of translations Index Translationum.

14 Other library activities

In 2009 NUL cooperated in 19 research and development project, mainly funded by EU, either as leader or partner.

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 (1,253 participants). It organized professional exams for 100 members of Slovenian library staff. 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 accordance with the Library Act, NUL is in charge of monitoring and promotion of the development of Slovenian libraries: gathering and analysing statistical data on library performance (using the [BibSist-online](#) software tool); analysing actual development level of libraries and library networks; keeping the register of Slovenian libraries ([e-Razvid](#)). It is also responsible for coordination of Slovenian central regional public libraries and for preparing the drafts for library related legislation. Since 2009 NUL is registered at the Danish Agency for Libraries and Media as allocation body for ISIL identifier to libraries and other organizations.

In 2009, the head office of the Slovenian Library Association and the journal Knjižnica (The Library) editorship were in NUL premises.