

AL REPORT TO CDNL 2010



NARODNA IN
UNIVERZITETNA
KNJIŽNICA

Country: **Slovenia**
Library: **National and University Library**
Chief Executive: **Mateja Komel Snoj**
Contact person for international matters: **Žiga Cerkvenik**
Mailing address: **Turjaška 1, Ljubljana, SI-1000, Slovenia**
Telephone: **+386 1 2001100**
Fax: **+386 1 2513052**
Web address: <http://www.nuk.uni-lj.si/nukeng.asp>
Email address: 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 Slovene 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. The NUL operation system is based on six divisions, each of them consisting of several departments, centres or services.

Long-term priorities in terms of programming guidelines have been specified by the *National Program for Culture 2008-2011*, and by the *Library strategic plan for the period 2010-2013*. The principal strategic guidelines 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 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,

- establishing the 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 2010 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. Library financial management functions are supported by the automated 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 2010 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 2010, 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 and national projects. 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 the budgetary share is not sufficient for the development of services.

2 Financing and funding

In 2010 NUL received € 7,494,601 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 decrease of 1 % compared to the previous year.

In 2010, the library's own earnings increased to € 861,750, or by 46 %, due to the grants of European and national projects. The total overall library budget was € 8,356,351 or 3 % more than in the previous year. The annual grant had started to fall in real terms since 2004 and is not sufficient to cover some urgent expenses like conservation of old materials on acid paper, investments in IT equipment and maintenance of the Jože Plečnik's building which is a prime national architectural monument.

In 2010 the labour costs amounted to € 4,471,051, or 53.5 % of the library budget. € 604,215 (7 %) of the overall expenditure was spent on acquisition of information resources, a drop of 11 % compared to the previous year. Electronic resources represented 52 % of the amount spent on information resources (in 2009: 49.4 %). The maintenance of the building cost € 444,540 (2009: € 643,359), and the operational expenditure (general costs, programme and project costs) was € 2,534,345 (2008: € 2,273,664).

Overall library costs per active library user (member) amounted to € 805, comparing to 2009 they increased by 20 %. Taking into account virtual library members, then the costs come to € 331. The overall costs per physical visit dropped to € 24, with virtual visitors

included € 2.3 (2009: € 2.1). The overall library costs per loaned item were € 37.3; they augmented by 15 % comparing to the previous years due to the drop of in-home borrowing.

In pursuing the programme the library did not achieve all planned objectives referring to the preservation and restoration of the acid paper and the maintenance investment. The budget for the digitisation of library material in 2010 was far too low 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 2010, no major changes occurred. The activities of the library were influenced by the Government restrictions of public finance; salaries of public employees were temporarily limited.

4 Buildings and premises

In 2010 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 2010. 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 the essential maintenance works were performed to the central premises and only 13 % of planned investments were realised. The investments in information and communication equipment were realised by 40 %. The majority of IT investments (75 %) represented the acquisition of servers for the national e-content aggregator in the field of culture.

5 Staffing matters

Compared to the previous year, the number of employees financed by the Ministry of Culture in 2010 did not increase. On December 31, 2010, the NUL staff numbered 138 employees (138 FTE). Another 12.5 FTE employees (2009: 10.5 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 the complementary recruitment (students, volunteers...) and to outsource some activities on the basis of contracts with external service providers, especially for the digitization of library materials.

Amongst the employees financed by the Ministry of Culture, 67 % held at least a university degree, thus 6 (4 %) with PhD degrees, 16 (12 %) with MA or MSc degrees. 23 employees took part in formal educational programmes. PhD degree was taken by 2 employees, MA/MSc degree was taken by 12 employees.

The library staff and other collaborators regularly attended various forms of continuing education and training in Slovenia and abroad (530 participations; 4,870 hours). The total scope of hours of education increased by 44 % compared to the year 2009.

6 Information technology and networks

In the frames of finances available in 2010, 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 2010 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. A new IT center enabled good conditions for a safe and reliable functioning of the IT infrastructure, a preservation of digital objects and the digital library development. The Ministry of Culture entrusted NUL to set up the national e-contents aggregator in the field of culture.

7 Digital library

In 2010 NUL was very successful in developing and updating of the [Digital Library of Slovenia](#) collections. At the end of the year the portal celebrated its fifth anniversary and contained 450,000 units in 16 collections of different types of material in full text. The extent of digital contents available through the portal was increased by 28 %. Digitized materials from other libraries and institutions were included in the portal as well; at the end of 2010 their share was 24 % of all available material on the portal. The collection of Slovene scientific periodicals encompassing more than 19,000 full-text scientific articles was being completed in cooperation with outside partners (editorial offices and individuals). In total 1.5 million scans were created in 2010, the increase of 360 % in comparison with the previous year.

Within the EU project EuropeanaTravel 780 older books on the theme of travel and tourism have been digitized. Some new collections and functionalities for users to access e-contents were introduced: the digitization of music recordings on Schellac discs, the development of a digital Geolibrary, a virtual guide through e-content etc. A new collection of 3-D roman archaeological objects was established jointly with the Museum and Galleries of Ljubljana.

In 2010, NUL continued with selective harvesting of Slovene websites. The number of capturing targets expanded from 357 to 604. There were 1,457 captures of web pages, of which 74 % were successful. The quantity of successfully harvested data amounted to 912 GB. Our web archive has been incorporated to the world register of web archives at the International Internet Preservation Consortium (IIPC). The SVAROG portal enabled depositors to directly submit their e-publications.

The digital library development requested solving of the copy right issues, regarding the digitization of material, automatic web harvesting, the preservation and the publishing of digital objects in the dLib.si portal. 90 new contracts on co-operation with publishers and individual authors were signed in 2010.

Several promotional activities were organized for librarians throughout the country as well as training courses for publishers and public. There were 47 presentations of the Digital Library of Slovenia. Special attention was paid to promotion activities aimed at various public (library users, librarians, editors, publishers). There were more than 190 articles on the Digital Library of Slovenia in media, web communities, on Facebook and blogs. [E-newsletter](#) dLib.si in Slovene and English language was distributed to 3,000 addresses.

According to the AWSTATS statistics there was a big increase of usage of the dLib.si portal. There were 1.8 million of visits (2009: 1.1 million) by more than 1 million single users and 28.2 millions pages were browsed (2009: 11.2 millions).

8 Acquisitions of library materials and other information resources

NUL's intake of library materials included the acquisition of information resources by means of legal deposit, purchase, exchange and gifts. In 2010 all together 105,548 physical items were taken (2009: 107,340). Legal deposit copies represented 54 %, purchase 11 %, exchange 3 % and gifts 32 %. The 2010 total intake amounted to 30,047 volumes and has been decreased by 14 % when compared to the previous year.

At the end of 2010 the total library collection amounted to 2,628,810 volumes, an increase of 1.1 % compared to 2009. Monographs represented 49 % of the collection. Exchange of publications included 139 libraries and other organizations from abroad.

When it comes to acquisition of electronic information resources the library gives priority to purchases through library consortia. Electronic resources were acquired mainly within the framework of the national library consortium COSEC, a member of the international eIFL.net consortium. In 2010 the library provided access to 45 licensed electronic databases, including about 16,100 licensed full-text electronic journals and about 16,000 e-books. Remote access to information resources was provided to members of the Ljubljana University without having to register with NUL. At the end of 2010, figures on use of the remote access service show steep rise of use of e-resources by 17 %.

9 Legal deposit of materials

In 2010 the legal deposit intake for NUL has decreased by 11 % in comparison with the previous year. All together 56,814 physical items were taken (2009: 63,508). However, in comparison to 2006 when due to the newly introduced Legal Deposit Act the number of copies dropped by half. The scope of the material acquired for other 13 depository libraries was lower even by 6 % compared to 2009. 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 has risen to more than 7,000 in 2010 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 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 2010 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 2009, the number of restoration activities increased due to several expositions of Middle Age manuscripts and incunabula. The amount of conservation and preservation activities increased in the Manuscript & Rare Books Collection, Map & Pictorial and Music 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 104,164 microfilm shots were produced from current titles of Slovene 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 2010, 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 2010.

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).

In 2010 the library was open six days in a week (total of 304 days), reading rooms 65 hours per week and circulation desk 50 hours per week. Special collections were opened 29 hours per week. 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 and wireless (WiFi) access to internet is offered.

The intensive introduction of new electronic services along with provision of remote access to NUL e-resources 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 2009, the number of active members (10,155) decreased by 10 %, the bulk of which were students (71 %), the great majority (89 %) coming from the University of Ljubljana. In comparison with 2009 the number of virtual visitors (14,565) increased by 6 %. Among them, there were 11,398 (78 %) members of various libraries of the University of Ljubljana. The number of visits to the Library noted through transactions in the system COBISS (219,748) decreased by 4 %. In 2010, 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 340,000 visitors per

year or on average 1,242 on a working day. In total 3,341,359 virtual visits (i.e. visits through the website of NUL) were registered; the rise by 2 % in comparison with 2009.

In circulation, counting both in-house use and the number of items issued for home reading, 207,872 volumes were borrowed, what is a decrease of 6 % in comparison with 2009. 38 % of the items were issued for home reading while in-house borrowing (in reading rooms) increased, representing 62 % of borrowing. The number of loaned items per active member increased, when compared to 2009 (from 21 to 22). The availability indicator for library materials raised from 98.6 % to 99 %.

The interlibrary loan and document delivery service provided 11,257 documents (2009: 12,925), with efficiency indicator at 92 %. At the end of 2010 NUL signed first agreements on free-of-charge interlibrary loan with three major public and one university library, on the basis of reciprocity. 95 % of articles from and to foreign libraries were delivered electronically, mostly via Subito or OCLC.

The library received 56,514 information queries (2009: 56,646). 99 % of the queries were successfully dealt with, for which purpose 65,384 complex information searches were carried out (by 4 % more than in 2009), 54 % of them in the local or union bibliographic/catalogue database, 10 % on the web, 14 % in printed information resources, 7 % in classic catalogues and 15 % in other bibliographic resources. NUL provides a wide range of free-of-charge training courses for its users. 327 users took part in 27 training courses on information literacy (searching and citing of information), an increase of 50 % compared to 2009.

The »Ask a Librarian« national online reference service dealt with 402 reference questions and another 535 reference questions were successfully answered within the »Ask NUL« service. The use of both services increased in comparison to 2009. The use of remote access to electronic resources within the University of Ljubljana library system increased substantially again. In 2010 the service was used 141,754 times, which is an increase by 17 % in comparison with 2009. The number of active users of this service increased from 13,763 in 2009 to 14,565 in 2010, or by 6 %,.

2,378 visitors visited the library in 110 guided tours and another 117 groups of 1,734 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. At the end of 2010 about 1,300 friends were registered to the Facebook profile of NUL and about 1,000 to the profile of the Digital Library of Slovenia.

In 2010 NUL's organized 31 exhibitions in its own premises or outside the library in collaboration with other Slovene institutions. The total duration of exhibitions was 886 days. Mostly visited exhibitions were dedicated to the anniversaries of the prominent Slovene artists: writers Boris Pahor and Niko Grafenauer and composer Mojmir Sepe.

As regards NUL publishing activities, altogether 41 publication titles were published, 12 of them were in electronic format only. The Slovene National Bibliography was published in printed version, while its electronic version was updated and a new portal [Slovenska bibliografija](#) was launched at the end of the year.

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 Slovene Library Association and NUL (as co-publisher) the main Slovene scientific journal in the library and information science field, [Knjižnica](#) (The Library), was published both in printed and electronic (open-access) versions.

A selective 2010 bibliography of professional and scientific contributions of the library staff counts 89 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: they have been working jointly on the development and operation of the national shared bibliographic system, called [COBISS](#).

Co-operation with the Slovene 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](#) (DiKUL). The co-operation with other libraries was successful in the field of digitization of material and upgrading of digital collections in the [Digital Library of Slovenia](#) (dLib.si).

Internationally, NUL co-operated with many libraries from abroad and international library 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.

NUL co-operates with other national and university libraries also through interlibrary loan and the exchange of material. In 2010, NUL was a member of 13 international associations and organizations, e.g. CENL, IFLA, COAR, eIFL, LIBER, IIPC etc. In the project of the construction of the library collection, NUL also cooperated with UNESCO and OECD as a depositary library. NUL participated in international agencies for bibliographic control (ISSN, ISBN, ISMN) and was contributing bibliographic records to the UNESCO bibliography of translations ([Index Translationum](#)).

NUL is one of the founding members of the European Library and a member of its governing board. NUL also participated in the European Digital Library (Europeana) and in different European projects (EuropeanaLocal, EuropeanaTravel, EOD—eBooks on Demand, Arrow, Impact).

14 Other library activities

In 2010 NUL cooperated in 9 research and development project, mainly funded by EU commission, either as leader or partner. NUL's Research and Development Division leaded or participated in several important national projects and research activities dealing with the national library for blind, the standards for school libraries, the cooperation between the publishing houses and libraries etc.

NUL also performed different activities for the library system on state level. In the frames of continuing professional development, several non-formal courses were carried out, intended for librarians as well as for library users (1,689 participants). It organized

professional exams for 102 members of Slovene 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 the development of Slovene 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 Slovene libraries ([e-Razvid](#)). It is also responsible for coordination of Slovene central regional public libraries and for preparing the drafts for library related legislation.

In September 2010 two important meetings were organized by NUL and its partners: national conference on Slovene digital cultural contents and the 1st Slovene conference on long-term preservation of digital objects. The head office of the Slovene Library Association and the journal Knjižnica (The Library) editorship were in NUL's premises.