

Summary of the Annual Report 2001

THE ROYAL LIBRARY, DENMARK

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

As the national library of Denmark The Royal Library administers the national cultural heritage in terms of published works (books, periodicals, newspapers, leaflets), manuscripts, archives, maps, pictures, photographs and music in conventional and digital form. The Royal Library must provide the best possible access to the collections on present-day conditions for the purpose of research, studies and experiences, while at the same time making sure that the collections are preserved, secured and will be handed on to posterity. As university library for The University of Copenhagen and national main subject library, The Royal Library does make the at any time most relevant and comprehensive collections of scholarly literature available for research and further education at the University of Copenhagen and for the country as a whole within the fields of humanities, theology, social sciences and law. As a research institution, The Royal Library carries out relevant research within the library's tasks, functions, subjects and collections. As a cultural institution and museum, The Royal Library has, due to its function as national library, a special obligation to mediate knowledge and experiences within that part of the country's cultural heritage for which the library is responsible. Balanced Scorecards has been fully introduced in 2001 as a tool for planning, decision-making and evolution.

Handling of electronic publications and formats, including new legislation

As regards digitisation, the main efforts have been directed at streamlining the digitisation processes with a view to handling greater amounts of material. The various library's equipment is aimed at the scanning of manuscripts, scanning of uncut books or scanning on flatbed with sheet feeder, i.e. cut books or single sheets. The main effort has been concentrated on carrying out the first phase of the project *Archives for Danish Literature*, a project that received financial support from Culture Net Denmark and Denmark's Electronic Research Library. 16 out of a total of the works of 70 Danish authors of fiction were digitised in the entirety in 2001. The work on digital watermarks has been continued in cooperation with Culture Net Denmark. The digitisation tasks were subsequently evaluated by the British digitisation centre HEDS, as part of the work on progressive digitisation initiatives by Denmark's Electronic Research Library. The evaluation showed that the efforts by The Royal Library are on a par with international digitisation centres in terms of quality as well as level of cost. Consequently financial means have been made available for new projects in 2002.

Funding

2001 was the final year of the four-year performance contract, agreed upon between the Ministry of Culture and The Royal Library, covering the years 1998-2001. Because of unforeseen reductions in the grants in 2001, The Royal Library late in 2000 signed two supplementary agreements to the performance contract with the Ministry of Culture, where objectives and financial means were harmonised. As a result of the national budget for 2001, the institution's grant was first reduced and later increased for 2001 with of 2 mil. DKK earmarked for the continuation of the musical activities in the concert- and conference hall - The Queen's Hall - and with an increase of the institution's general grant for operational expenses by 4 mil. DKK annually. With these fluctuations in the grants it is gratifying to be covered by a performance contract. Both management and the representatives of the staff

agree on this. By the end of the performance contract period, status is that more or less all the objectives set out in the contract for the four years, have been realised.

Legislation

There have been no major changes in legislation, which would affect the library and its missions. The Royal Library's tasks are described as part of the annual Finance Act and in the legislation concerning legal deposit.

Buildings

A new university library building on the university campus at Amager is expected to be ready by 2005. It will be an extension of the existing building, which consists of a storage area, an office wing and a public area as yet unfinished. The extension is supposed to include a new university library for humanities with facilities for the public.

Staffing

The basis and indeed the pivotal point for the library's competency staff development is the institution's training policy and development appraisal interviews (DAI). The concept for the development appraisal interviews was revised and simplified in 2001, and DAI talks were conducted with all members of staff in the autumn of 2001. During these talks, a development schedule was worked out for each member of staff, which together with the library's new manpower and training policy will form the basis for the planning of further training programmes for 2002 and the following years. In 2001 the library's intense staff training activities have progressed. Focus has been concentrated on: computer science, library subjects, such as information retrieval, reference proficiency, the library's new catalogues and collections as well as customer service, economics and working knowledge of the library's accounts system, Navision, securing the collections against theft or misuse in reading rooms and centres, English library terminology and introduction of new employees. Courses in public service and personality development have also been available. In the spring 2001 a special training course for the library's heads of sections was established, financed through special government staff training grants. The program finishes in 2002, whereupon an evaluation of effect takes place. In 1998 a job satisfaction survey took place involving all members of staff. This was repeated in 2001. The recent survey concluded that general satisfaction amongst staff at The Royal Library had increased considerably. It further showed that members of staff are very satisfied with conditions in their individual units, and with the prospects for competency development. The results of the survey have meant that the psychological environment has been declared an activity line for manpower policy in 2002.

Information technology and networks

The computer department's task is to ensure the stable and safe management of those e-services, which the department offers to the public and to the users of the library (networks, equipment, REX etc.) as well as developing new services. The department also develops solutions directed at The Royal Library's members of staff, whose objectives are likewise to create the best basis for improved public service. The library system, REX, based on Aleph, has had an operation time of almost 100% and in its third year can well be characterised as an incredibly reliable system. The introductory page to REX has been changed so that the users are immediately shown the various library catalogues to search in either individually or collectively. This change reflects the situation that The Royal Library to an increasing extent gives access to the library catalogues of other institutions. In 2001 the library has carried out a test of various self-service systems (lendomats) in the circulation areas. The intention is to put up self-service systems for return and loan of material from open shelves in early 2002.

The digital library

Denmark's Electronic Research Library has been the driving force for the research libraries' electronic transformation process since the early 1990s. The concept was, and still is, to build up Denmark's Electronic Research Library as a virtual library, created via a network of electronically linked research libraries and information systems, which function very well together and to the users ideally appears as *one* system. Denmark's Electronic Research Library was created in 1998 based on a three-year grant of 230 mil. DKK distributed over the period 1998-2002. Denmark's Electronic Research Library has contributed considerable amounts of money towards the retro-conversion of conventional library catalogues, central record indexes and bibliographies with a view to making these available online. This will encourage the use of the collections concerned and facilitate the management of them. *Digitisation* of the cultural heritage, whether the object is on paper, sound tracks or film, is a focus area for all cultural institutions. Digitisation offers wonderful mediation possibilities on the net via a web interface, while at the same time protecting the original material by letting the user work with a copy as well as easing the service burden on the staff. *Portals and network co-operation* on the development of web-based mediation tools for access to the research libraries' common information resources is the third action line which should be included in a characterisation of Denmark's Electronic Research Library. The Royal Library has entered into close co-operation with Denmark's Electronic Research Library on the development of the project *DEFPortal or deff.dk*. The project has been run from The Royal Library for the first three years of the developmental phase, just as the library's staffs has contributed to the original design of the project, to the development work and the general management of the project.

Legal deposit of materials

According to the Act on Legal Deposit, work published in Denmark, whatever the medium, must be deposited. The printed medium is still the most common one. Books, periodicals, annuals, newspapers, leaflets, trade circulars, price lists, society journals etc. are despite the challenge from the Internet, being published in greater numbers than ever before. What seems to be happening is that a book, a periodical or a brochure is published both in printed form, on the net and sometimes also on CD. All three forms of publication are subject to legal deposit. Only one copy of each edition is placed in the national collection, which means that duplicates and unaltered editions are discarded. Generally speaking a third of the monographs deposited are discarded, although the library try to limit the number of duplicates by foresight. On some servers outside Denmark, the net has been downloaded with all web sites right back to 1996. The interesting point in this connection is that the Danish Act on Legal Deposit does not in a similar way offer the national library the opportunity of collecting, archiving or providing access to the same Danish web sites. The present act on legal deposit just offers the possibility of collecting and archiving static net publications - i.e. limited volumes of information that appear as independent and complete units, unless we are talking in terms of internet newspapers, dynamic net periodicals or online encyclopaedia. And access to the collected and archived material can only take place via special pc in the two legal deposit libraries' (The State and University Library and The Royal Library) reading rooms, without any possibility of making digital copies - not even for private use. The Act on Legal Deposit is according to The Royal Library due for an amendment on the basis of the experiences gained within this particular area since the revision of the act in 1997 when legal deposit of net publications was introduced. A project *Sampligtprojektet* started in 1999 with the idea of exploiting the close co-operation between The Danish Library Centre and The Royal Library on the production of The Danish National Bibliography -Books, in order to economise on the work procedures in connection with the incorporation and registration of monographs received as legal deposit. The objective was to find out whether it might be possible to reduce expenses in connection with incorporation and registration, including national bibliographic registration of the about 2 x

30,000 annually monographs and serial volumes which are received as legal deposit and are registered, i.e. by reuse of national bibliographical records. The Royal Library weekly receives bibliographic records from The Danish Library Centre, which means a high cataloguing reuse. Danish Department catalogues (at a lower level) only those monographs and a selection of serial volumes, which are not included in The Danish National Bibliography. As all printed publications, except newspapers, are deposited with The Royal Library, the idea of a common registration was fairly obvious. The conclusion of the investigation was that reuse is already so widely used that there would be no further economic advantage in outsourcing the task.

Acquisitions

The most remarkable acquisition of the year was the purchase of a medieval manuscript which has as yet not been assigned a final name: *a complete Latin Bible manuscript of medieval Danish origin*. It is called the Dominican Bible/ The Haderslev Bible/ Brother Knud's Bible. It was offered for sale by an antiquarian bookshop in Germany and the library was able to acquire it thanks to a generous donation from a private foundation, Velux Fonden. The Royal Library has several complete bible manuscripts from the Middle Ages, but until now has not possessed a complete one which can be proved to have been used in Denmark. The recently acquired manuscript was, according to the owner's note, purchased from the Danish Dominicans in 1310.

Preservation & Conservation

The Royal Library's *Preservation Plan 2010* was completed in October 2001. Three members of staff had been working on this for two years, and they reached the conclusion that the ideal and optimal conservation and preservation needs for The Royal Library's physical collections would amount to 2,3 mil. DKK, corresponding to 10% of the estimated sales value of the collections. The *Preservation Plan 2010* furthermore concludes that on condition of the Preservation Department's capacity being fully exploited both as regards manpower and physical frames, it will require a further extension of the financial framework of 82 millions DKK, distributed over 8 years, corresponding to about 10 mil. DKK per year. On the 24. April 2001 the Parliamentary Cultural Committee staged a hearing entitled: *Preservation of our cultural heritage*. Denmark's large cultural institutions have five objectives which are closely interlinked, namely: Collection, registration, preservation, dissemination and research into materials relevant to the institutions. The five objectives are all important, but the foundation for the institutions' work is that there is a material to register, to carry out research into or to use as the basis for dissemination. The aim of the library was to analyse the situation as regards the preservation of the physical and the digital collections. Moreover to look further into the conflict between short-term dissemination purposes and long-term preservation purposes. Documentation, dissemination and archiving of art and culture on the net and other modern media were another specific subject for discussion. Papers and notes by the speakers from the six cultural institutions are now publicly available via Parliament's web.

Services to readers

The library is once again able to register a marked increase in usage in 2001, both as regards number of loans and number of users who use the library and reading rooms. In terms of electronic loans it is quite an explosion. A few figures might serve to illustrate this: Visitors to reading rooms have increased by 23%, loan of physical units has increased by 19%, and the electronic loans figure has increased by no less than 292%. For the first time ever, the library's circulation figure has topped the million with a total number of 1,406,887 loaned documents. Being able to cope with these tremendous increases, with only the same resources available, is due to the use of electronic facilities. The number of records in the online catalogue REX has nearly reached the 3,5 mil. Mark, part of which can be ordered online - and a very important

tool is the special electronic request form now available in REX. All through the year there have been several projects done on self-service for the borrowers and introducing electronic messages to let them know of material being due for return and about books being ready for collection. The library carried out two focus group interviews on conditions in the reading rooms with the assistance of an external consultancy firm. The groups concerned were researchers and students respectively, all of who were using the reading rooms. The purpose of the survey was to document individual user groups' usage - and opinion - of the reading rooms, including physical facilities, satisfaction with the service, choice of materials from the reading rooms and the collections, literature search and IT-usage. We also wanted to chart the users' understanding and acceptance of the purposive differentiation of the reading rooms, and whether they had in fact understood the library's policy in this matter. The immediate result of the interviews conducted was a report, which presents a varied impression of the users' opinions of the reading rooms and their function, as well as new information on attitudes and problems in relation to the usage, which had not previously been known or realised. The library has since analysed the different statements with a view to suggesting changes and improvements in the shorter as well as the longer term. For new students at Copenhagen University, the library together with the university every year conducts a special information campaign by including The Royal Library's brochure in the university's introduction package for newly registered students.

Cultural events, exhibitions and publishing

With the library's new exhibition and concert facilities in The Black Diamond, which was inaugurated in 1999, it is a major task to live up to the expectations levelled at The Royal Library as a cultural institution, such as the outside world has built up already and to keep the visitors coming and even increasing their numbers. During the past year a large number of exhibitions have been staged, some with the focus on a Danish or Nordic cultural angle, such as: The exhibition named *UMISTELIGT! (Irreplaceable!)* where The Royal Library and the Committee for Cultural Values focused on the Danish cultural heritage - the cultural values which provide an essential and inalienable part of a common Danish frame of reference. A government committee - the Committee for Cultural Values - selects unique Danish values amongst the privately owned objects, which may be exported out of the country. *UMISTELIGT!* presented the 79 Danish cultural values, which have been acquired by the Committee for Cultural Values since 1986 after laying an embargo on export. In co-operation with The Royal Theatre, The Royal Library in 2001 marked the centenary of the composer Giuseppe Verdi's death with two exhibitions. In co-operation with The Association for Book-craft the library arranged an exhibition of book-typographical works and three-dimensional letter sculptures by the Swedish poet, photographer and design professor, Hans- Christer Ericson. *13-riktige? (13 right choices?)* In 2001 it was 100 years since the Nobel Prize was awarded for the first time. The jubilee was celebrated with an exhibition about these 13 Danes - all men - and the work, which resulted in the awards. The National Museum of Photography, which is part of the Department of Maps, Prints & Photographs, staged several exhibitions for instance *Distanz und Nähe* with contemporary German photography and works by the American documentarist Mary Ellen Mark and a selection of works from the libraries' collections of pictures taken in Greenland during the last centuries. Both in terms of quality and quantity, the concert activities continued in The Black Diamond's Queen's Hall as an important part of the library's cultural activities in 2001. They included classical music, new music and jazz - completely in line with the library's policy on music. *The Exhibition Concerts* have a particular status for the national library - where both well-known and unknown musical treasures from The Royal Library's collections see the light of day and are brought to life.

Library co-operation

The most important joint project has been Denmark's Electronic Research Library, (see the section on The Digital Library). The library has continued and extended its co-operation with various external institutions. In 2001 co-operation on the running of the library system Aleph has continued with Danish Polar Centre, the Library of the Royal Academy of Fine Arts, The Royal Danish Academy of Music, Nordic Institute of Asian Studies, The Grundtvig Library and Sct. Andreas Library. In the autumn of 2001 a similar agreement was signed with the Library of the Museum of Industrial Design, which just before Christmas was able to put into operation a library system solution on the basis of the co-operative agreement with The Royal Library. Finally in 2001, similar agreements have been entered into with Her Majesty the Queen's Special Library, the Danish Design School, Glyptoteket (an art gallery), the Library of the School of Conservation and the Museum of the History of Music. These agreements are all expected to be effected in the shape of library system solutions in the course of 2002. On the first of October The Royal Library signed a contract with The Royal Theatre on taking over staff management and administration of The Royal Theatre's Library and Archive - provisionally for a period of five years. The collections remain the property of the theatre, but administration and development are now in the hands of The Royal Library's Music Department. According to the contract between the two institutions, library and archive will during the initial year be upgraded in computer terms, be better exposed via the web and, very important, a longterm preservation strategy has to be worked out for the very extensive and important national collections placed in the archive. First of all an action plan will be prepared, to be submitted to a newly appointed user council.

Major celebrations

The Royal Library and the book publishers G.E.C. Gad A/S have instituted a research promotion prize, named after chief librarian at The Royal Library 1901-1924, H.O. Lange. The prize is given to a person, a group of people, an institution etc. who through a single piece of work, a life's work, a collective work or other forms of mediation have achieved something spectacular to the benefit of Danish or foreign research to a broad audience. The prize is DKK 50,000 and is awarded every year on the birthday of The Diamond - 15. September and for the first time in 2001. The prize went to senior researcher, Lars Poulsen-Hansen, MA and former deputy-head Holger Scheibel jointly, for their splendid Danish edition of the collective fables by the Russian poet, Ivan Krylov.

Other notable information

In January a professional thief succeeded to cut out and steal a number of atlases from one of the reading rooms, though all reading rooms are constantly kept under surveillance by staff and video. The man is identified but not yet caught and is assumed being a member of an international gang. The library co-operates with the police and is in contact with other national libraries. For the Royal Library the incident has been the starting point for a closer international cooperation between large libraries to prevent thefts from the collections.

Organisation chart

As from 1. January 2001 a redistribution of tasks and responsibilities between the members of the board of directors took place, which means that no department refers directly to the director general. At the same time it was decided to establish a secretariat of the director general which started operating in April.