

Annual Report 2004

The Royal Library

Denmark

www.kb.dk

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

As the national library of Denmark The Royal Library administrates the national cultural heritage in terms of published works (books, periodicals, newspapers, leaflets), manuscripts, documents, maps, pictures, photographs and music in conventional and digital form. The Royal Library must at any time provide the best possible access to its collections for the purpose of research, study and knowledge, while at the same time making sure that the collections are preserved, secured and kept intact for posterity.

As university library for The University of Copenhagen and national main subject library, The Royal Library ensures that the most relevant and comprehensive collections of scholarly literature are currently available for research and further education at the University of Copenhagen and for the country as a whole within the humanities, theology, social sciences and law.

As a research institution, The Royal Library carries out relevant research in relation to 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.

Handling of electronic publications and formats, including new legislation

Digitisation of The Royal Library's collections is done for the purpose of providing easier access to the national cultural heritage by making available via the net authentic digital editions of important national works to research, education and the general public - both in Denmark and abroad.

In 2004 user-friendliness became the operative word in connection with The Royal Library's website. The library wanted to make the site even better for its patrons and to this end conducted a number of user tests. The tests were designed so as to focus on the library's user interface and on the database REX. For the third year running, the library took part in "Best on the Net" – the nationwide study of the quality of public websites, carried out by the Ministry of Science, Technology and Innovation. The study assesses user-friendliness, utility value and accessibility of the sites. The sites are also tested by users. The Royal Library's website was judged to be among the four best research library sites. All the tests indicated that the users would like greater coherence between the library's different systems. The department has therefore been working on an experimental basis with the establishment of Topics Maps and products for cross-section search in primarily full text databases.

The Music and Theatre Department has over the past few years intensified the digital mediation of sheet music for two main reasons. First of all, the collection's most valuable and most fragile documents are made available online for preservation purposes; the rule in this case will normally be that only scholars who need to study watermarks, type of ink, writing utensils or anything else where the original is essential, may have access to these originals.

The Manuscript Department has published The electronic newsletter regularly throughout 2004. The newsletter offers detailed descriptions of more or less everything that happens in the department, including recent acquisitions and current digitisation projects.

At his death in 1766 the Danish king Frederik V left an atlas consisting of 55 volumes, filled with copper-engraved and hand-coloured maps, prospectus and topographical pictures from every part of the then known world. It is an absolutely unique atlas that up till now has only been available to scholars and other specifically interested parties. Now all 55 volumes (3,535 pages) have been digitised and put on the net as a digital facsimile by The Department of Maps, Prints and Photographs.

Funding

In 2004 The Royal Library continued the process of cost adjustment that had been prepared in 2002 on the basis of the extensive cuts in the 2002 National Budget. Taking effect from January 2003 the number of FTEs (full time employment) had been reduced by 23, making it a total of 274 for 2003. January 2004 the number of FTEs allowed in the National Budget had to be further reduced by nine. The library made the necessary adjustments in 2003 so that work could proceed satisfactorily in 2004 with the reduced number of staff.

For the period 2004-2007 the library has been given an annual increase in government funding of 6 mill. DKK to be spent on preservation. For 2005 the grant has been further increased by 2.1 mil. DKK for the purpose of preservation of Danica on the Internet.

The allocation of government grants for the part of the library's activities that relate to its obligations as university library, has until now been worked out on the basis of a 'budget model', common to all university libraries in Denmark. This "budget model" has unfortunately been cancelled.

The implementation of the new budget model was important to The Royal Library, because the old as well as the new model showed that the library is under-funded. The under-funding in 2003 amounted to 4.7 mill. DKK, and according to the new model, which to a greater degree reflected the demand for the library's resources, the under-funding was even more extensive.

Legislation

The Royal Library's tasks are described in the annual National Budget. In December 2004 the Danish Parliament (Folketinget) approved an extended legal deposit act, *Act on Legal Deposit of Published Material*, which succeeds the 1997 act.

Buildings

A new faculty library for the humanities is going to be built on the new university square in Ørestaden – a new part of Copenhagen on the island called Amager. At present there is a

lot of building activity in the area. Here we find Copenhagen University, the IT University and the offices of Danish Radio with a new concert hall. The Royal Library's University library section offers a public area with a large number of reading desks and books on open shelves, as well as a climatically controlled stack with compact shelves, where part of the library's unique and valuable collections can be stored under the best possible conditions. The first stage of the building activities was completed in 1998 and the premises are being used as stack and offices.

In 2004 projecting of the second phase of the faculty library was given the go-ahead. The building is expected to be completed in 2007.

In 2004 it was decided that the Danish National Archives were to move to a newly built stack situated in the former goods station at Kalvebod Brygge. At the same time it was decided that The Royal Library would be able to borrow space there as a temporary measure. The premises are designed as a climatically controlled, automatic storeroom with large, deep compact shelves of up to ten metres tall, and it is imperative that the material is packaged in boxes. A number of meetings with the Danish National Archives have concentrated on making sure the building is adapted to The Royal Library's needs.

Staffing matters

Throughout 2004 the library has offered its employees a wide range of in-house training programmes, e.g. teacher-based internal courses in computing, library subjects, economics, languages, personal development, project work and first aid, as well as e-instruction in PC driving licences and the introduction programme for new members of staff. The regular courses are supplemented with new more extensive courses in project work, media comprehension and hypertext, and it is also possible to order and target internal courses in e.g. fire precaution and evacuation for any particular department.

In 2004 the library was granted funding for long-cycle individual educational courses in IT project management at DIEU (Danish International Further Education), one course in project management and one leading to a masters degree in commercial languages and international business communication at the Copenhagen Business School.

Add to this individual training and participation in information meetings on specific topics.

The library conducts annual appraisal interviews. The guidelines used by staff and management for the preparation of these interviews, the actual interviews and the follow-up were revised in 2004. Interviews based on the revised guidelines will be conducted for the first time in autumn 2005.

Information technology and networks – the digital library

The Royal Library as *digital library* seeks through continuous exploitation of information technology to facilitate the user's access to information, to further the exploitation of the collections and streamline the administration of the collections and mediation in general.

More than 70 % of the total document delivery now takes place in the form of download of electronic publications. In 2004 the library developed improved and increased IT facilities for the use of the public, when the patrons are actually on the various premises of The

Royal Library as well as when they use the library via the Internet from another address. In 2004 the library also worked on creating improved access roads to digital services.

For some years PCs for public use have been available at Slotsholmen, Amager and in Fiolstræde. In 2004 a reorganisation of these installations began for the purpose of transforming them into a Citrix-based solution so that the users – apart from Internet access – were also offered the use of computer programmes.

Wireless access to the Internet is now available to the users at Slotsholmen, Amager and in Fiolstræde and it is obviously very popular.

As many users still bring their portable computers without wireless net cards, a large number of net plugs have been installed at the reading desks. At Slotsholmen they are built into each of the reading room tables.

The Royal Library offers its users a number of digital services that need login. For example login to REX, to electronic journals, to the wireless network, for the use of public PCs. It is not user-friendly when borrowers have to log in several times in the course of one session. A Single Sign On-solution is therefore available to enable the user to log in only once, and this login at the same time provides access to the resources that the user is entitled to exploit.

Legal deposit of materials

In December 2004 The Danish Parliament (Folketinget) approved an extended act on legal deposit, *Act on Legal Deposit of Published Material*, which replaces the former act from 1997. The main aims of the new act is to harmonise legislation on legal deposit with the technological development as far as electronic cultural heritage is concerned, as well as bringing together legislation on legal deposit in one single act. The Legal Deposit Act will now also comprise film, radio and television programmes and to a greater extent Danish Internet material. The Act comes into force on July 1. 2005 and from then on The Royal Library in cooperation with the State and University Library must download the Danish part of the Internet and secure it for posterity.

Three collection strategies are to be applied to ensure breadth, depth and relevance of the material collected. Breadth is secured by four annual collections of all identified Danish material, a so-called cross-harvesting. As a number of important websites are changed daily, a further 80 websites will be singled out for more frequent collection, this strategy being termed selective harvesting. Finally, each year three special events like for example a general election will be chosen where coverage on the Internet is documented by harvesting the relevant websites.

The harvesting is done via a so-called harvesting programme. This programme receives the list of Internet addresses considered to be Danish. For each address on the list the programme harvests the first page and stores it. Next, the harvester finds out whether the page contains links to other pages. The programme then harvests all links that point to pages on one of the “Danish” Internet addresses. This process is repeated until all the pages to be located in this way have been harvested. In practice the programme simulates a user who with his Internet browser clicks on all the “Danish” links while at the same time

storing the pages he sees. In this way large amounts of data are amassed that have to be preserved for posterity. The intention is for the user to get an experience that is as close to the one he would have had browsing on the Danish part of the Internet during a given period.

Acquisitions

Acquisition of books, periodicals and other types of material and binding in 2004 amounted to a total of 19.2 million DKK.

Of this amount 6.2 mil. were spent on the national library obligation. A large part of the acquisitions in connection with this obligation is not reflected in the accounts figures, as the great majority of the material is acquired via legal deposit and donations. A considerable number of digital documents (CD-ROMs etc.) and digital works are obtained via legal deposit and published on the Internet.

The accounts in relation to the university library task are divided into subject accounts corresponding to those subject areas at Copenhagen University which The Royal Library services. A total of 13.0 mil. DKK were spent on the university library task.

The Royal Library is still concentrating firmly on building up digital collections and access to digital information. As per December 31 2004 30,664 e-resources are registered which means a gross accession of 9,224 titles compared to 2003. The greatest accession has yet again happened in e-books, as there are 17,768 e-books available online, representing a gross accession of 6,542. Two new, large e-book collections have been acquired and the "old" e-book collections have been extended with new titles.

Preservation and Conservation

In 2004 The Royal Library received a special grant for the preservation of the library's valuable collections on the basis on the Ministry of Culture's *Report on the preservation of the cultural heritage* from 2003. For this purpose The Royal Library receives 6,0 mill. DKK in 2004-2007. The cultural heritage grant to The Royal Library is earmarked for catching up with the backlog in the conservation of threatened objects of unique national importance and for preventive preservation measures.

The Royal Library has submitted *Action plan for the preservation of The Royal Library's physical collections 2004-2007*. The action plan indicates that the aim of the extraordinary preservation drive based on the cultural heritage grant is to concentrate on collections of unique national importance. The work is divided into three action lines. The first one being *preventive preservation* which includes all activities connected with prevention of disintegration of materials without actually disturbing the object. Here focus will be directed at packaging. The second action line is *conservation* which includes chemical as well as physical intervention in relation to a damaged object with a view to stabilising or re-creating it in its physical form. The third action line is *substitution*. This work involves the production of a copy with a view to prevent further disintegration of the original and secure the information carried by the original by transferring it to new media, be it film, paper or digital form.

In May 2004 The Royal Library presented a 'Preserve the past' programme where companies, foundations, institutions and private individuals are invited to engage themselves actively in the preservation of the common cultural heritage. The library's specialists selected 50 unique works from all parts of the major collections: manuscripts and books, maps and pictures, music scores and globes. The works were then priced, based on time factor and the materials that would be needed for the restoration. The *Preserve the Past* programme has been favourably received by the public, and the library has already received many donations.

Services to readers

The use of the library's collections in terms of loans is rapidly increasing. The total loans figure has tripled over a five-year period and this is primarily due to electronic loans. In 2000 electronic loans constituted more than 1/5 of the total loans. In 2004 this figure has increased to 73 %.

External specialists conducted the user survey of the university function at The Royal Library, The State and University Library and The National Library of Science and Medicine. The analysis is based on methods applied in the European Customer Satisfaction Index-methods that are used for assessing satisfaction, benchmarking and prioritisation of improvement measures. The survey has provided the basis for an action plan for the follow-up on the results of the user survey. The action plan contains a number of specific initiatives for improvements that have been discussed with representatives of Copenhagen University, and their prioritisations and appraisals have been taken into consideration in the concrete initiatives launched in 2004. The two primary action areas have been supply of materials and accessibility of materials, to which can be added the competence development project for subject specialists.

Cultural events, exhibitions and publishing

The most important exhibition in 2004 was *Treasures in The Royal Library* which has been on view all through the year. Here the visitors were given an opportunity of seeing a selection of the library's rare and valuable books.

Among the National Museum of Photograph's exhibitions we should mention *Bill Brandt – A Retrospective*. Bill Brandt is one of the foremost documentary photographers of the 20. century, and it was therefore a great pleasure that we succeeded in getting this exhibition to Denmark which showed original photographs from the 1930s and up to his death in 1983. The exhibition was arranged in collaboration with The Bill Brandt Archive, London.

In May 2004 the exhibition *Wahlverwandschaften. Zwei Jahrhunderte musikalischer Wechselwirkungen zwischen Dänemark und Deutschland* opened in Niedersächsische Staats- und Universitätsbibliothek's exhibition hall in the former Göttingen Paulinerkirche. In connection with the exhibition a book in German was produced which in prose described the 14 themes of the exhibition. The exhibition put focus on the relation between Danish and German musical culture during the period from about 1760 – when what might be termed "the common musical culture" was established – to about 1914 when the First World War broke out. With a few exceptions – especially in the years after 1864 – German influence and German inspiration in Denmark has been of immense importance.

Preparations for the *Hans Christian Andersen jubilee 2005* has continued with undiminished zeal, supported by the 2005 H.C. Andersen Foundation: his *diaries* and *almanacs* are now online, his fairy-tale manuscripts facsimiled, and a *letter bibliography* with extensive annotations has been published on the Internet, as well as 15 composers' *music for his songs*.

The *Carl Nielsen Edition* is a special project under the Music and Theatre Department, but is financed exclusively by means outside the library's ordinary grant towards running expenses, partly from the Ministry of Culture and partly from a large number of private foundations. Thanks to this 18 volumes of the main series have been published, to which will be added a number of parallel volumes, individual booklets, piano arrangements and voice material – all of them contributing to the increasing interest in Carl Nielsen's music both at home and abroad among scholars and among professional musicians. These have to a considerable degree ensured the preservation of the composer's music on a sound scientific basis.

Other notable information

The opening of the library's extensive - and up till then unsolved - case of theft in the 1970s appeared in September 2003 when the British auctioneers Christie's approached the library on the matter of a book which had been handed in to them for sale. In 2004 the solving of the crime resulted in sentences for handling of stolen goods in the city court of Copenhagen and in Østre Landsret (country court). In order to examine in detail what exactly had happened and what the library had done since then to retrieve the books, a report should be prepared when the court cases were completed.

According to the report, the then management suspected from about 1973 that books were being stolen and in early 1975 this suspicion was confirmed. Recent information emerging in 2003 and 2004 through the library's and police investigations and the library's analysis of the ransacked and sold goods, it can now be said for certain that the person committed theft as early as in 1971.

The then management approached the police about the theft in March 1975, and following that the police and the library have been in constant touch. A number of written and oral charges of theft were submitted, and in the following year the police questioned about 50 people, but to no avail. The police instituted a search for stolen books through the channels available at the time, i.e. Interpol and antiquarian bookshops in Denmark and abroad. The library also distributed lists of missing books to Danish and foreign antiquarian booksellers and to a number of European academic libraries.

At the same the authorities involved were wondering why books from The Royal Library did not turn up for sale in antiquarian bookshops in or outside Denmark. The authorities involved assumed that the thefts were committed with a view to immediate sale of the stolen goods on the international market. Today we know that the thief apparently did not steal for the purpose of an immediate sale. He hid away the stolen goods for many years and only started selling them in 1998, carefully choosing channels and methods which would not arouse suspicion that the books were owned by a Dane and therefore might originate from a Danish library.

The thefts in the 1970s lead to a number of much-needed improvements in terms of the library's security and fire regulation measures.

Library cooperation

Since 1903 The Royal Library has participated in an international cooperation and partnership in a large consortium *The International Internet Preservation Consortium, IIPC*. The consortium consists of national libraries from all the Nordic countries, France, Italy, Canada, Australia, Great Britain, USA and Internet Archive (IA). The latter is a private, American, non-profit organisation whose aim is to establish a global Internet library. With this in mind, IA has been archiving World Wide Web since 1996 and their website is among the 150 most frequently visited in the world.

The joint project wishes to develop an Open Source harvester for web archiving, matching at the highest possible level the individual partners' needs in terms of harvesting. In July the American Internet Archive introduced the first version of the Heritrix harvester. Heritrix is a technical tool for the collection of files on the net and the result of several years' work, to which also many national and international partners have contributed. The Nordic national libraries contributed in 2004 with two software developers – each of them for six months. Heritrix is released as Open Source and is expected to become the most popular tool of its kind, as all national libraries responsible for web archiving plan to use this harvester.

The library cooperates with a number of major IT firms in Ørestad Nord in *Crossroads Copenhagen*.

Major celebrations

In 2004 The Royal Library together with the State and University Library had the great honour to present crown prince Frederik and crown princess Mary with a gift on the occasion of their wedding on May 14, 2004. The gift was a 'web time machine' which will allow the royal couple to "travel back in time" whenever they want to watch as day by day their wedding gets coverage on the Internet in the weeks leading up to the great event and after. The present was the result of the fruitful collaboration between the two libraries in connection with a joint project on the preservation of Danish cultural heritage on the Internet.

On January 15th the library celebrated the 125 years jubilee of an independent music department, the first mention of a "Music department" for the library's collection of written music to appear in the library's annual report for 1878/1879.

Organisation

In 2004 there have been no changes in the new organisation structure that took effect on 1. January 2003.