

CENL

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Digital Library

At the end of September, 2009, a one-day assessment was carried out to evaluate the five-year goals of 2006 – 2011 in the area of the digital library. The results of the evaluation were very positive: almost all the projects are running on time, in some areas the previously foreseen extent could even be broadened. 2011 will start with the working out of a new strategic plan for the years 2012 – 2016.

ANNO

The range of digitised newspapers on offer in the portal of ANNO was considerably extended in 2009 and now includes about 4.7 million pages accessible online. Parallel to that, the number of reader hits lifted to an average of 1,400 per day. Of the approximately 45 million hits on ANL pages in 2009, more than 32 million were on ANNO, that is, more than 73%. A new addition in 2009 were various regional newspapers, women's periodicals, and music magazines. From the point of view of restoration the digitisation of the *Jörgel Briefe* (1832-1931) was especially welcome.

ALEX

The digitisation of legal documents of the various provinces of the crown and of the imperial legal documents in languages other than German brought about a sizable extension of the legal portal ALEX, not only in content but also in achieving coverage of all regions.

There was emphasis on legal sources before 1848, with *Theresianisches Gesetzbuch* (1740-1780) (Law Book of Maria Theresa), *Handbuch k.k. Gesetze* (1784-1790) (Handbook of Imperial Laws), *Praktische Anwendungen der in geistlichen Sachen (Publico ecclesiasticis) ergangenen Verordnungen* (1790-1826) (Practical Applications of Ordinances Relating to Religious Affairs), and *Provincialgesetzsammlung Österreich unter der Enns* (1819-1847) (Collection of Provincial Laws of Austria Below the Enns).

At the end of 2009 more than 2.6 million pages in the portal ALEX were accessible online.

Digitisation of special holdings

The digitisation of further holdings of the Austrian National Library in 2009 was concentrated on systematic continuation of the current digitisation projects on fliers, Bible incunabula, papyri, portraits and photographs, and on analogue sound recordings (digitisation to protect originals threatened with decay). In addition, we began a project planned over four years to digitise the entire poster holdings of the Department of Fliers, Posters and Ex Libris. In 2009 about 14,000 posters were digitised.

Enriching the catalogues

Via the IVSCAN project meanwhile over 700,000 items of data on articles from anthologies, yearbooks etc. are accessible via the online catalogues. That means the annual input of catalogue items in the IVSCAN project is as big as the yearly input of the Austrian library network at a whole.

Legal deposit and web archiving

Through an amendment to the Law on Media accepted in March 2009, which was due largely to an initiative of the Austrian National Library, important new frameworks for long-term archiving of digital media have been created: online publications are from now on included in the legally defined categories, as set out in the media law, subject to obligatory delivery. Because of the amendment the Austrian National Library has on the one hand the right to collect automatically Austrian websites and websites with reference to Austria, that is to say, to carry out „web harvesting“, and on the other hand the possibility of demanding selectively delivery of online media from media owners and to make them accessible to the public. Hence the Austrian National Library has at its disposal a solid legal basis for a comprehensive archiving of Austrian online publications, and has taken over a task with a quite new future orientation. Since 2008 the technical and organisational infrastructure for web harvesting has been set up. In 2008/09 the first „event harvestings“ – web collecting related to a specific topic – were carried out as pilot projects on the elections to the National Assembly, the European football championship of 2008, and the EU elections of 2009. For 2010 the first general web harvesting of the domain *at.* is envisaged.

International projects

Of major importance for the Austrian National Library is the project *Europeana*, the construction of a common European cultural portal which the EU is pushing with great commitment, and is planned to enable access to 10 million digitised objects by the end of 2010. The most important part project for the extension of the Europeana portal, *Europeana connect*, started in 2009 and is led by the Austrian National Library. The Austrian National Library is also involved in the project *Europeana Travel*, which began in March 2009 and will place at readers' disposal one million digitised objects on the topic travel and tourism for *Europeana*. In the project *TEL (The European Library)* important preliminary jobs for *Europeana* are being carried out. Half a million pages from the ANL's portal ANNO (historical newspapers) and ALEX (historical legal texts) in their full text were processed and made available via OCR.

Client services

By extending its opening hours on 1st July 2009 (now 72 hours per week) the Austrian National Library has taken an important step in the direction of more services for its clients. Making Saturday a full workday and abolishing the shortened summer hours of opening in the precincts of the Modern Library have greatly improved the work conditions, above all for foreign researchers. The first statistics have shown that this improved service has been very welcome. Saturday afternoons are by now as busy as are weekdays.

The changeover of reproduction services to digital media was continued in 2009 on the basis of a new rate of charges.

Another important step to improve further our services was the introduction of automatic registration of in-house loans; in 2008 an internal test of that registration was carried out. That gives readers who have the right to borrow a personal user account with an all-department overview of their loans, and simultaneously to check on the status of loan movements and bookings.

Quality management

In the project *operational health management* the third stage was implemented in 2009. This time the emphasis was on the nine Departments. On the basis of personal interviews and questionnaires

the appointed lead group was able to work out concrete suggestions for improvements, and they are being evaluated and implemented in 2010.

In the framework of the audit *beruf&familie* (profession and family) measures were implemented to improve the situation of staff on leave. After receiving the basic certificate for that initiative from the Federal Ministry for the Economy, the Family and Youth, the Austrian National Library aims at achieving full certification in 2010 on the basis of the catalogue of measures it has set up and of which much was implemented in 2009.

Another weighty project in 2009 was concerned with the conception and planning of an internal *knowledge portal* as part of a comprehensive project covering many years, *Knowledge Management*. On the basis of a SharePoint server a detailed concept for the establishment of an intranet was worked out and to a great extent already applied both technically and in content. The goal of the scheme is efficient administration of in-house information and documents, and a corresponding improvement in communication. The portal was opened up to all staff members of the Austrian National Library in April 2010.

Exhibitions and events

In 2009 there was – caused by the economic crisis – a big decrease in tourism in the cities. The Austrian National Library was able to keep the loss of museum visitors within limits (4.89%) by means of additional measures, such as an extension of guided tours for children.

In 2009 our library put on a total of six special exhibitions that were shown in the Hall of State, in the Papyrus Museum and – a particular focus of last year – in Cairo and Alexandria.

In the Hall of State there was first of all in spring an exhibition with the title *Poland's Historic Treasures. The National Institute Ossolineum as a Guest in Vienna*. It reflected the vicissitudes of the history of this cultural institution, founded in 1817, and presented valuable holdings of the institute for the first time outside the national boundaries of Poland. At the centre of the big summer exhibition *Approaching the Distance. Precious Geographical Items from the Austrian National Library* were cartographical treasures from the 17th century. The autumn/winter exhibition in the Hall of State was dedicated to Saint Wenceslaus of Bohemia.

The Papyrus Museum showed material on the first great poet of Greece, Homer, and captured a lot of attention; his epics *The Iliad* and *The Odyssey* are still today counted among the canon of general European education. Apart from that, a wandering exhibition with the title *Texts from Early Islamic Period of Egypt. Muslims and Christians at their First Encounter* was shown in Cairo and Alexandria.

The Austrian National Library, as in 2008, again participated with a lot of success in the large book fair *Buch Wien* and took part in the following publicly effective programs:

- The Long Night of the Museums
- Day of the Open Door
- Day of the Monument
- The Long Night of Research.

Building activities

The main happenings in 2009 were basically large scale building undertakings. The restoration of the Augustinian reading room and general repairs and an extension of the Department of Maps were able to be finished successfully. The historic Augustinian reading room was carefully modernised while official rules for protection of monuments were strictly adhered to, and fitted out with a new reader-friendly technical infrastructure and lighting. The attached book issue area with its research area included underwent a complete transformation.

The general repairs of the Department of Maps included not just the internal rooms of the Department and the reading room – these were reshaped and fitted out with modern technology – but also the attic area, till then unused, was adapted to function as a depository. That measure means

that space urgently needed for conservationally sound storing of additions to the Department have been created for decades to come.

The reopening of the Augustinian reading room and of the Department of Maps could occur in spring 2010.

In 2009 the planning and preliminary work on setting up an urgently needed further reading room at the Heldenplatz were completed. In one part of the Neue Hofburg till now used by the Ethnology Museum, the *Austriaca reading room* has nbeen established. The very convenient central position allows us to open the reading room via the already existing communications lounge. This extension with 70 excellently furnished reading places on two levels counteracts the bottlenecks caused in 2009 by the huge increase in the influx of readers.

The new *Austriaca* reading room could be opened in May 2010.

Restitutions according to the “Kunstrückgabegesetz”

After the completion of the report on research into origins in 2003 the Austrian National Library has taken on with maximum engagement its responsibility toward the heirs of the former victims and given itself as a goal of highest priority striving for active restitution.

In 2009 ten printed works were given back to the heirs of Salomon Frankfurter, one print to the heirs of Karl Mayländer, and 2,122 autographs, 59 printed music scores, 45 music manuscripts and 4 printed works to the heirs of Wolfgang Korngold. With the Korngold restitution the last major case of a previous owner known by name was closed. That meant that restitution to identifiable previous owners could almost be complete, with 96.6% restored. Not yet restored are the so-called heirless objects, mostly printed works with no indication of the owners. A decision of the advisory board on the restitution of 8,363 plundered books of unknown origins („heirless holdings“) on this subject was made in September 2009; the physical handing over to the National Foundation of the Republic of Austria for Victims of National Socialism is envisaged for 2010.

Budget

2009 saw the Austrian National Library succeed in completing its eighth year as an institution with full legal rights. The closure of accounts as of 31st December 2009 showed a positive cash flow and an annual surplus of € 869,781.66 (2008: € 526,055.41).

Sales revenue and other operating income amounted to € 3,697,896.54 (2008: € 2,831,048.02), the basic compensation from the federal government € 23,028,000.00 (2008: 22,478,000.00). In 2009 the Austrian National Library had total expenses of € 26,284,415.22 (2008: € 25,222,869.86), the main areas being

- salaries of staff € 16,356,955.04
- operating costs € 3,503,001.21
- expenses for growth in the assets of the Departments € 1,790,187.69 and
- depreciation € 1,164,015.10.