

CENL

ANNUAL REPORT 2013/14

Name of Country: Austria
Name of Library: Austrian National Library (ANL) / Österreichische Nationalbibliothek
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General overview – Organisation

Having launched its major joint project with Google concerning the digitisation of printed works (*Austrian Books Online*) in 2011, the first tranche of digitised books, comprising 185,000 volumes, was made accessible for users in 2013, offering the feature of full-text search. Moreover, the ANL made available online for the first time an e-book package encompassing 10,000 volumes, supplied by the De Gruyter publishing house.

Within the framework of quality management, the multi-year goals in such areas as health management (auditing process 'familieundberuf'), organisational management, risk management, security management, and knowledge management (knowledge exchange and feedback management) were pursued further as scheduled.

A new standardised basis for administering the statistics of the library's holdings and its inventory was introduced in 2013 and implemented starting with the 2013 Annual Report.

In terms of organisation, the Esperanto Museum and the Department of Planned Languages were put in charge of the Director of the Literary Archives, while the Archives of Austrian Folksong (Österreichisches Volksliedwerk) now fall under the responsibility of the Head of Music Department.

Key facts and figures

In 2013 the number of exhibition visitors rose to 245,033, which amounts to an increase of 7.9 % compared with 2012.

Due to the introduction of an automated access control system, the number of on-site readers seems to have decreased; in fact, the ANL's reading rooms were used to full capacity.

Statistics

	2013	2012
holdings	9,808,728	10,229,611
total acquisitions	328,307	1,090,100
— of those, to books and periodicals	39,637	39,523
newspapers and magazines (constant subscriptions)	11,617	11,542
uses of reading rooms	224,052	277,871
total of documents used	469,766	476,406
— documents used in reading rooms	436,510	442,238
— documents borrowed (incl. interlibrary loans)	33,256	34,168
interlibrary loans (fulfilled by ANL)	2,484	2,707
Scholarly research and information services	9,426	8,714
exhibitions	5	3
visitors (museums, exhibitions)	245,033	227,038
guided tours	1,497	1,490
hits of the website	73,151,565	57,766,920
online research in catalogues and databases	7,208,479	6,272,217
scans	328,600	420,000
staff total (equivalent to full-time); reference date: 31 December	315,44	324,54

Funding

By 31 December 2013 the ANL reported a provisional yearly deficit in the amount of € 128,254.36 (compared with a yearly deficit of € 1,022,358.48 in 2012), which is very fortunately substantially lower than budgeted. The yearly deficit is defrayed by the compulsory cover accumulated in previous years, so that the ANL is able to draw up a stable balance sheet for 2013. By the reporting date of 31 December 2013, book equity amounted to € 10,103,094.26 (2012: € 10,231,348.62).

Sales revenues and other operational earnings reached a total of € 3,971,674.94 (2012: € 3,311,176.83), while the basic compensation supplied by the Federal Government was € 23,028,000.00 (2012: € 23,028,000.00). In 2013 the ANL's total expenses amounted to € 27,248,179.57 (2012: € 27,747,674.06).

The most significant positions were:

- Personnel expenditure: € 17,476,257.87,
- Operating costs: € 3,780,841.43,
- Expenses for raising the value of the collections: € 1,082,340.77, and
- Depreciation: € 1,302,407.41.

In 2013 the financial results amounted to € 120,562.86 (2012: € 386,840.74). Investments in depreciable capital assets accounted for € 1,797,534.18 (2012: € 3,031,052.95) and in addition to necessary investments in ongoing maintenance comprised primarily planning costs for the establishment of the Literature Museum at the Grillparzerhaus, expenses for the adaptation of technical security equipment in the Manuscript Depot, and the renovation of interior windows.

Library Services

In 2013 considerable improvements were implemented with regard to digital user services. These include a newly designed *Infodesk* on the ANL website, which allows for a centralised handling of all incoming requests, a *Live Chat*, which offers users general information, and the virtual librarian Hugo Blotius, a service that has now been offered by the newly established chatbot since October 2013. Furthermore there is also an online ticket shop that enables users to conveniently purchase all tickets for the ANL's library facilities and museums from home and to which an English version was added in 2013.

In terms of analogue services, the ANL edited a newly designed series of informative folders.

Digital Library

Digitisation of the holdings

Since 2013 it has been possible to read online the 185,000 printed works that have so far been digitised within the framework of the ABO project conducted in collaboration with Google and to also conduct full-text searches, thanks to a newly developed book viewer.

In 2013 the digital portals *ANNO* (Austrian Newspapers Online) and *ALEX* (Historical Legal Texts Online) were complemented by altogether 1.5 million pages. In addition, a full-text search feature for *ANNO* that works for parts of the digitised newspapers was developed and released. Further major digitisation projects related to the postcards preserved in the Map Department and to historical holdings from the Department of Music.

Web and permanent archiving

The .at-Domain cross-domain crawler, which is the third to date, resulted in a considerable expansion of our Web Archives. Simultaneously, the compilation of a 'Politics Collection' was begun in the 'Super Election Year 2013'. Negotiations with the Federal Chancellery were started concerning an appropriate amendment of the Media Act with regard to legal deposits.

EU projects

The ANL collaborated in 2013 in a total of seven EU projects; again the main emphasis was on the pan-European portal Europeana:

- DM2E (digitised manuscripts to Europeana, <http://dm2e.eu/>)
- Europeana Collections 1914–1918 (www.europeana-collections-1914-1918.eu)
- Europeana Creative (<http://pro.europeana.eu/web/europeana-creative>)
- Europeana Newspapers (www.europeana-newspapers.eu)
- Europeana v2.0 (<http://pro.europeana.eu/web/europeana-v2.0>)
- APARSEN (alliance permanent access to the records of science in Europe network, www.aparsen.eu)
- SCAPE (scalable preservation environments, www.scape-project.eu)

Exhibitions and events

In 2013 the ANL presented altogether four newly opened temporary exhibitions in its museums. With its show at the State Hall, *Night over Austria – The Anschluss of 1938 – Flight and Expulsion*, the ANL commemorated the 75th anniversary of the ‘Anschluss’. A further exhibition was held under the title *Between Königgrätz and Córdoba – News that Moved Austria*; it was followed by the photographic exhibition *Children, How Time Flies! Little Princes and Big Girls in Historical Photographs* in autumn. In 2013 the Papyrus Museum opened an exhibition on the subject of death and afterlife in ancient Egypt, entitled *Ways to Immortality*. The State Hall, the Papyrus Museum, and the Esperanto Museum fortunately saw an increase in attendance. Among the special focal points in 2013 were age-specific cultural educational programmes, such as the programme *Worlds of Knowledge (Wissenswelten)*.