

ANNUAL REPORT TO CDNL/CENL 2011-2012

Name of country: ESTONIA

Name of library: National Library of Estonia (NLE)

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Key facts and figures (at 1 January 2012)

Items on hard copy	3 416 978
Electronic items online	86 230
Databases compiled by the NLE	13
Licensed databases	40
Registered users	41 454
Library visits	138 886
Usage of e-services	1 111 451
Seats for users	555

The budget for 2012 consists of EUR 4,9 million of state allocations plus the estimated own revenue of about 10%. As of 1 January 2012 the staff is 354 employees.

General overview

In its Strategic Development Plan for 2009-2013, the National Library of Estonia has set its main goal for this period – to develop the electronic National Library to the same level as the traditional library in all the relevant functions – collecting and long-term preservation of digital information, and providing access to it.

Building and managing collections. Long-term preservation

The NLE **digital archive** presently consists of data collections in different formats and different environments. The preservation of the digital material constantly expanding in range and extent sets new challenges for the library. At the end of 2011 the NLE completed the strategic document *The National Library of Estonia Digital Archive. Development Plan for 2011-2016*.

The main task in developing the digital archive is to create a long-term preservation environment which would accommodate and enable to use, according to the conditions agreed with the publisher, different types of digital materials: print files, online publications, audio books, electronic publications and materials digitised in Estonian memory institutions. For the best achievement of these goals, the library established the **Digital Archive Department** in March 2012 with a task to offer a comprehensive set of services – technology, work process and user support.

Financial support from the Ministry of Culture enabled to complete the building of a new server room whose modern technical equipment provides for the digital archive an improved storage capacity and better security.

Since 2005 the NLE has been using the digital archive **DIGAR** environment to preserve and manage its digital collections. In 2011 the archive was supplemented with 3951 digital publications. The interest of publishers to archive print files has notably increased as it saves them from keeping their own archives. The increasing proportion of e-books induced to start preparations for archiving the deposit copies of books in ePub format. DIGAR collections are also accessible via the e-catalogue ESTER, the NLE databases and the Federated Search Portal.

The NLE also manages the **Estonian Web Archive** in order to collect, preserve and provide access to the Estonian cultural heritage published on the web. In 2011, specialists of other Estonian memory institutions joined in to prepare the *Search Criteria for the Estonian Web Archive* which lays out the priorities for archiving web material. According to current plans the Web Archive will be opened for the wide public in 2013.

A large amount of the library's electronic resources are assembled in the **Federated Search Portal** which offers the composite list of the databases both alphabetically and by subject, as well as the catalogue of e-journals. Registered users can create their own information and research environment when they have logged in. Alongside with the library's e-resources the search portal offers access to nearly all electronic catalogues of Estonian public libraries, major Estonian bookstores selling e-books and various digital collections which have been created by different organisations and are of cultural value. Via the Internet our registered users have access to licensed databases always and everywhere. By the end of 2012 the portal will get a new user environment which facilitates information search and makes the portal more convenient to use.

User satisfaction

In order to learn the users' opinion of the collections and access to them, the NLE conducted a **service quality survey** in autumn 2011 under the motto *Let's Make the Library Better!*. It continued to follow the issues covered by the previous study from 2006 which was also based on the SERVQUAL methodology. The new survey produced representative results from all NLE target groups with responses from 956 users. An exhaustive overview of the survey results will be available in autumn 2012.

According to the service quality survey our users highly appreciate the developments of the e-library, both in terms of collection building and access. A particular favourite is the possibility to use the personal identification card (ID-card) – 10% of them have registered as users online with the ID-card. The ID-card works as a regular library card enabling to enter both the traditional and electronic library. By logging in, the e-library user can take advantage of the personalised services offered by the e-library – to create a personal research environment, use licensed databases, save search results and ask for the advice of a librarian. Without the ID-card one can register via the web as a distant user for those NLE e-services which allow free access.

Our e-services and e-products are actively introduced to the users, in 2011 we offered 52 corresponding training sessions.

Collaboration

12 member libraries of the ELNET (Estonian Libraries Network) Consortium, including the NLE, jointly develop the **shared e-catalogue ESTER**. In 2011 a new and succinct design of record display was introduced. Another innovation is the Open Stack Guide which facilitates the finding of items from the open shelves.

Another shared service developed by the Consortium is the **database of Estonian articles ISE** (INDEX SCRIPTORUM ESTONIAE). The NLE contributed by adding links to those records of the catalogue which are represented with a full text in the digital archive DIGAR, thus linking the catalogue record with the corresponding newspaper article stored in the archive.

The NLE continued as partner in the Estonian Literary Museum **project *Digitisation of the Red Book of Estonian Publications and Handwritten Source Texts of Estonian Culture***. Out of the 1343 titles that have been digitised, 1253 are available in the digital archive DIGAR; 145 items needed conservation.

The **scanning of microfilms of old newspapers** continued in cooperation with the Archival Library of the Estonian Literary Museum and the Academic Library of the Tallinn University. This material can be browsed in the database Digitised Estonian Newspapers (DEA).

The most extensive international cooperation in developing data collections and e-services was carried out under the European Commission projects EoD and *EuropeanaTravel*. In 2011 the NLE joined the shared catalogue of the **EoD** (*eBooks on Demand*) Consortium member libraries which enabled to offer the NLE users a joint search possibility in the records of the EoD network libraries. This new service brought us numerous subscriptions from other countries (mostly from Russia, Germany and Japan). The NLE acted as the Activity Leader of this project. *EuropeanaTravel* (2009-2011) was a project carried out under the EC *eContentplus* programme, aiming at enlarging the content of the European digital library Europeana with travel and tourism materials from the collections of 19 national and university libraries in Europe. The total number of items digitised in the NLE under this project amounted to 7002 postcards and 42 travel books with 4593 pages.

In cooperation with the U.S. Library of Congress and the Educopia Institute the NLE hosted an international **conference *Aligning National Approaches to Digital Preservation*** which brought together digital preservation experts and top managers worldwide, discussing also the related areas and prospective developments at institutional, national and global level.

On the national level, a landmark for the NLE was participation in the cultural programme of **Tallinn – European Capital of Culture 2011**. Our main contribution, the outdoor exhibition *Greetings from Tallinn* showed city maps and postcards from the NLE collections dating from mid-19th century until the present day. The exhibition was displayed in three different outdoor locations in Tallinn.