

## **The Royal Library, Denmark Report 2012**

### **The Royal Library: The National Library and Copenhagen University Library and Information Service**

The Royal Library is Denmark's national and university library for the University of Copenhagen.

As national library the institution administers the national cultural heritage of both Danish and foreign origin in terms of published works (books, periodicals, newspapers, leaflets), manuscripts, documents, maps, pictures, photographs and music in analogue or digital form, including the Danish part of the Internet in *Net Archive*, and documents the immaterial culture of everyday life. The institution provides optimal access to the collections on present day conditions for research, studies and experiences, while at the same time making sure that the collections are preserved, secured and handed on to posterity.

As museum and cultural institution the National Library mediates knowledge and experiences derived from its tasks and collections.

As university library the institution is main library for the University of Copenhagen and delivers professional and scholarly library service at the very highest level in support of education and research. It also makes available information resources to the public, including the corporate world and the public sector.

#### *National Library*

In August 2011 the National Library started a reorganisation project, i.a. on the basis of a charting of the library's future tasks in the light of the challenges in the digital field. After a great deal of work a new organisation for the National Library saw the light on 1. January 2013. Part of the reorganisation is centred on simplifying and rationalising internal processes and consequently the number of departments has been reduced from ten to five:

- National Collection Department
- Department of Culture
- Department of Research
- Department of Preservation
- Department of Digital Preservation.

The National Collection Department includes the six previous collection departments: Department of Legal Deposit, Manuscript Department, Department of Maps, Prints and Photographs, Department of Music and Theatre, Oriental and Judaica Collections as well as the Danish Folklore Archives.

The new organisation also means that the National Library is even better equipped to reach its goal of becoming *the digital library*. The concept 'digital library' entails digital management, control and administration in all vital respects. It means that entrance or access is digital, so that information and person-independent dissemination about the library, its tasks, content and functions happen to a sufficient and/or exhaustive degree digitally. It also means that communication channels both internally and to patrons and authorities are digital and as such legally obligatory and binding. It finally means that essential parts of the content are available digitally.

### *Copenhagen University Library and Information Service*

In 2009 CULIS, Copenhagen University Library and Information Service, was born. The purpose of the establishment of CULIS was partly to create an appropriate organisational framework for the library-related development that is to take place over the coming decades, partly to ensure the optimal exploitation of the resources collectively used for library and information service to Copenhagen University, both in relation to researchers, teachers and students and in relation to Copenhagen University and The Royal Library's general societal obligations.

The amalgamation consists of eight faculty libraries with appertaining institute libraries. These faculty libraries have already to a large extent had access to all the electronic resources that until now have only been accessible in the individual institution. An inter-disciplinary collaboration has thus been established within the license area, organisationally as well as professionally. The leader of CULIS is responsible to both Copenhagen University's and The Royal Library's management.

CULIS is a cooperative organisation between The Royal Library and Copenhagen University. The Royal Library and Copenhagen University are two different institutions under two different ministries.

On 12 September 2011 Rector Ralf Hemmingsen (Copenhagen University) and Director General Erland Kolding Nielsen (The Royal Library) appointed a working group with the portfolio to describe a number of models for CULIS-2 (Copenhagen University Library Service), i.e. the organisation of library service to Copenhagen University (KU), which were to replace the CULIS-1 arrangement, which expired on 31 December 2012. This arrangement did not stipulate which libraries were to belong under Copenhagen University; according to the CULIS-1 agreement the decision was to be made by the respective faculties.

The working group's report was submitted in June 2012. It included four models for CULIS-2, of which the last two are variants of the same basic model:

- a. Transference of KU-owned libraries to The Royal Library
- b. Continuation of the CULIS-1 model
- c. Merging of the KU-owned libraries into *one* KU-library unit in managerial collaboration with Copenhagen University Library (KUB)
- d. Merging of the KU-owned libraries into *one* KU-library unit with separate management in relation to KUB.

The working group's report was in autumn 2012 studied by The Royal Library and Copenhagen University's management groups and liaison committees, who all supported model B, and it is this model which was finally chosen by the rector of Copenhagen University and The Royal Library's director general. The agreement about CULIS-2 was signed in December 2012 and came into force as per 1. January 2013.

In May an international evaluation of CULIS's services was completed. The evaluation panel consisted of the university librarians from Oslo, Stockholm, Vienna, Gent and Karlsruhe as well as the former head of Haas Business Library in Berkeley, San Francisco. Out of these six people, five participated in a similar evaluation at the beginning of the CULIS-1 period. On the whole the evaluation was positive. Prior to the evaluation a user survey had been carried out, which showed

general satisfaction, i.e. that 96% of patrons had estimated the overall satisfaction as *Good/Very Good*. In 2010 the category *Very good* achieved 16% and rose to 38% in 2012.

### **The digital library and current digitisation projects**

With the reorganisation of the National Library the library has taken steps in crucial areas to become the completely *digital library*, while at the same time to a great extent also remaining a physical library with extensive physical collections, of which major parts must be preserved for posterity. Within the areas of digital collection, digital preservation and digital dissemination a major effort has been made in 2012 to move the library into the digital world.

#### *Digital collection*

The collection of digitally born materials presents great challenges. The designation 'digitally born material' indicates material which has been produced digitally and which is only available in digital form. The construction of systems to handle digitally born materials takes place in the *SIFD project (System for the collection and dissemination of digital material)*. The aim is for the library to be able to handle digital files in various technical and professional contexts and for various usages: such as both retrieval and display, management of rights and security in relation to preservation, usage and access to the files, as well as systems that will ensure that the files can be displayed to users in the future.

A special offshoot of this is the project *MyArchive.dk*, which will be launched to the public in 2013. The background is the change in the way modern people communicate. The Royal Library has very large collections of letters from artists, scientists and cultural figures through the centuries. In order to ensure the continued preservation of this part of the cultural heritage the library has now established a system for collection of e-mails from archive creators. The system is expected to be running from mid-2013, and other European cultural institutions have already shown keen interest in the project.

#### *Digital dissemination*

In 2012 the National Library's retro-digitisation was re-defined so that both volume and organisation were changed with a view to augmenting the digitisation capacity to at least 10,000, later 20,000 scanings per working day. A scanning is taken to mean a page in a book, in a periodical, in a piece of sheet music or of a photograph, e.g. an aerial photo. The re-definition includes a number of production lines: a production line for selective digitisation of valuable cultural heritage material with relatively steep digitisation costs, a production line for mass digitisation of periodicals and books organised according to principles for complete digitisation, a production line for mass digitisation of pictures and photographs of different formats and preservation condition and a production line for selective digitisation *on demand* seen from a user perspective.

The Royal Library has three main tasks in terms of its retro-digitisation:

- retro-digitising the largest possible part of the national cultural heritage
- supporting Danish and international research by further developing the infrastructure of research in the digital world, including systematic digitisation of the source basis for and the resources from the physical age
- giving the public the best possible access to the collections for the purpose of research, studying and experience.

The most important strategic priority right now is *digitisation of the Danish literature up until the year 1900*. This way research and the research infrastructure are being massively supported. Together with the English/American firm ProQuest the library will until 2015 be digitising the entire printed Danish literature up until 1700. The first phase, called *ProQuest 16*, containing literature up until the year 1600, was completed in 2012 and contained 560,000 pages, including the remaining 53 unique specimens from the *Karen Brahe Library* apart from The Royal Library's own collections. During the second phase, literature from 1601-1700, called *ProQuest 17*, at least 800,000 pages were digitised in 2012. A minimum of one million pages are expected to be scanned in 2013, and the project is predicted to be completed in 2014, whereupon The Royal Library's foreign incunabula will be digitised.

The volume of literature for the time 1701-1900 is much larger. The library has therefore for the time being chosen another strategy for these two decades, namely *Danish Books 1701-1900 on Demand (DOD)*, which means that the library digitises reading room restricted material when it is asked for. For the users this has the advantage of being able to work at home with material which would normally only be available in a reading room. The service is particularly useful for researchers, but anyone interested is welcome to use it.

Another major project is *Denmark as seen from the air – before Google*, whose aim is to digitise all aerial photographs of the island of Funen. The project is particularly aimed at people interested in local history and is also interesting in that it encourages involvement by users. The portal has created a great deal of interest and has been frequently used since it was announced in September 2012.

The work on digitisation has in 2012 resulted in a dramatic extension of the digitisation capacity at The Royal Library. For the aerial project six *flatbed* scanners were purchased for the scanning of negatives. In 2012 a total of 150,000 negatives were scanned with aerial photos from Funen, of which the first ca. 100,000 were published before the end of 2012 as part of the portal *Denmark as seen from the air – before Google*. In the spring the library acquired three automatic book scanners for the DOD-project. The scanners are operated by two permanent members of staff and five student assistants, who have been scanning altogether 1,240 volumes or 203,730 pages for the DOD-project in 2012.

Finally it should be mentioned that The Royal Library continues to be keenly involved in democratizing access to *The Net Archive*, so that others apart from researchers can gain access to the copies of the Danish Internet, which since 2005 have been collected according to the act on legal deposit. Researchers get the opportunity to use the Net Archive for research purposes, but here the access possibility stops, particularly due to the legislation on personal data.

### **Funding**

When the merging of The Royal Library and The National Library of Science and Medicine was implemented, the Ministry decided that fixed economic frames had to be worked out for the National Library, the University Library and the cross-disciplinary functions' shares of the total government grant.

The library had an appropriation in the National Budget 2012 of DKK 340.9m. After the presentation of accounts 2011, a savings of DKK 9.3m could be carried forward. During the fiscal year the library furthermore had supplementary income amounting to DKK 42.2m. The total disposable amount for the library in 2012 thus came to DKK 392.4m.

The library's total expenses in 2012 amounted to DKK 390.1 mil. Of this amount DKK 177.5m. went on salaries and DKK 232.4m on other costs. Of the total costs of DKK 390.1m. the amount of about DKK 120m. – the equivalent of just over 30% – related to the library's buildings.

The accounts show that the library's activities in relation to grant-aided research and other grant-aided activities were neutral in terms of results. The turnover on the two forms of activities amounted in 2011 to about 11.2m. It was a question of costs that were all covered through contributions primarily from private benefactors such as foundations, grants etc.

The library has received financial support from a large number of sponsors, foundations, institutions, businesses and private citizens in 2012.

### **Legislation**

The legislative framework for The Royal Library is set out in the National Budget. There are specific legislative frameworks for legal deposit, anti-theft protection and for research.

In 2012 the Folketing (Danish Parliament) passed a new National Budget Act. The Act does not take effect until 2014, but the principles of the Act will be tested already in 2013, including new regulations for dispositions and savings. The regulations mean i.a. that the individual institutions are only entitled to dispose of their carried-forward balance after permission from the Department. In practice the regulations mean that all accumulated savings had been 'frozen' by the end of 2012. For The Royal Library this amounts to a total of 2.3 mil., as can be seen above.

### **Buildings**

The Black Diamond has since the very beginning been a success with the public, and the house has been used frequently both by the daily users and the many guests who visit the house on various occasions. The heavy use has taken its toll, and the lavatory facilities in particular have over the years been exposed to wear and tear. The building management department has therefore in 2012 in close collaboration with architects schmidt hammer lassen, who originally designed The Black Diamond, carried out a much needed renovation of the men's lavatories.

The Queen's Hall in The Black Diamond has unfortunately experienced a couple of regrettable falling accidents over the years. The reason would seem to be that the stairs in the hall have been made with different rises in the steps and that the lighting on the steps has not been quite as good as one would wish. For some time it has therefore been on the agenda to improve these conditions, but the task has proved to be a very difficult one, as neither acoustics nor architecture were to be compromised. The task falls within an extremely complicated area between lighting technique, carpentry and architectural discipline, and 2012 has witnessed a remarkably fruitful and close collaboration between architects and workmen about finding the right solutions.

The building operations department has during 2012 carried out an extension of the escape routes in The Black Diamond in close collaboration with architects schmidt hammer lassen. As far as the public is concerned this has resulted in a number of obvious changes, like for example the cloakroom facilities in the Diamond's atrium being closed off with fireproof glass and also more escape route doors in the glass frontage facing the harbour.

Increasing the escape route capacity has also opened up the possibility for another much wanted initiative, namely an increase in the number of study seats in Reading Room East. On the D-floor a large number of shelves have been taken down to make room for 36 new study seats.

### **Staffing matters**

In 2012 a total of 611 members of staff were employed in the library. The number of employees has risen by 20 persons in 2012 in relation to the 2011 level. The increase is entirely due to an increase in the number of student assistants for the purpose of retro-digitisation.

The 430.1 FTEs are distributed on the following appropriation categories:

- Ordinary activity 403.2 FTE
- Commercial services 9.8 FTE
- Grant-aided research 10.8 FTE
- Other grant-aided activities 5.4 FTE

Altogether it has been a stable year in terms of staff. Behind these figures you will however find a considerable number of departures and intakes, a total of 101 employees have left and 133 employees have joined the library staff. A considerable part of these changes has happened within the group of temporary staff, such as students, project staff etc. Departure and intake among permanent staff only account for a smaller part. The library has encountered no problems in handling the replacement process.

### **IT**

Digital Infrastructure and Service is responsible for the running and further development of The Royal Library's digital infrastructure in the broader sense.

This means that Digital Infrastructure and Service (DIS) is responsible for a number of systems that are essential in order to ensure that The Royal Library can service its customers digitally. DIS is moreover responsible for digitisation and via its web group strives to guarantee user-friendliness in the systems available.

Digital infrastructure and Service consists of two departments:

*Operation and Support* is responsible for all systems running in a seamless way. The ideal is that IT should be something that is 'just there'.

*Digital development and dissemination*, which is responsible for the development of infrastructure for the underpinning of structuring, storing and dissemination of digital resources. The section is responsible for the digital dissemination – both in terms of search access (Primo), the website and other digital dissemination channels.

The main tasks for Digital Infrastructure and Service have in 2012 been centred around the establishment of *System for Collection and Dissemination of Digital Material (SIFD)*, the upgrading of *Primo*, which is the search system behind the catalogue in The Royal Library, improved display on mobile user interfaces, digitisation of material as well as user inclusion in connection with enhancement and dissemination of various types of data.

During the late summer the upgrading of *Primo* resulted in a marked improvement in relation to the users' specific requirements. It is two years since the last major upgrading, and the primary focus was on enhancing the quality of search results. The improvements were reflected in 1) increased possibility of clarifying the search result through more parameters, 2) cluster entries that provide collective entrance to different versions of a work and 3) the user being able to indicate subject-specific interest and level whereupon the system weights the relevance of the results against these.

In 2012 focus has also been directed at developing interfaces which give the users good and seamless display on mobile units. This has happened partly by development and implementation of a mobile display of *Ask the Library*, which is The Royal Library's and Copenhagen University Library's interface to the users, partly by development and integration of the new features which the extensive upgrading of *Primo* brought about.

### **Legal deposit**

The task of the Department of Legal Deposit – pursuant to Act no. 1439 of 22 December 2004 on legal deposit of published material – is to ensure a comprehensive legal deposit of the types of material, which The Royal Library is responsible for collecting. This includes printed publications, sheet music, maps, CD-ROMs, discs and other works that are published in physical form. Together with The Royal Library's Department for Digital Preservation and the State and University Library in Aarhus the Department handles the collection (harvesting) of the Danish part of the Internet, thereby forming part of the virtual institution *Netarkivet* (Web Archive), which is responsible for this part of the legal deposit.

The Collection of Pamphlets and Corporate Publications has a large collection of party programmes, action programmes, folders etc. from all the political parties in Denmark from the late 1800s up until today. It is a frequently used and in terms of preservation very fragile collection, which is why since 2005 the library has been working on digitising the material and making it accessible online. The Royal Library has in 2012 digitised 171 political party programmes, the equivalent of 2,005 pages. At this moment a total of over 2,500 publications, the equivalent of more than 40,000 pages, have been digitised.

The Royal Library is preparing a revision of the law on digital deposit which will provide the legal basis for moving from physical to primarily digital legal deposit of books and periodicals from 2015. The technological development and changes in the graphical production processes mean that legal deposit and the entire infrastructure in connection with the production of printed books must be viewed in a completely new way. For quite some time the production method has been digital, but although all books today exist in digital form as pre-print copy, they are submitted in physical form only to the legal deposit libraries and to Danish Library Centre for registration in the National Bibliography. It means that at some point in the future The Royal Library must retro-digitise 200,000-400,000 books of which digital versions have in fact been available. And the problem is augmented with 20-30,000 book units for each year that this digital legal deposit is postponed. The goal is a change of the act on legal deposit taking effect as soon as possible.

### **Acquisitions and donations**

As from 1 January 2012 the Theatre Museum in the Court Theatre at Christiansborg Ridebane at Slotsholmen was reorganised. According to an agreement between the Ministry of Culture and the Theatre Museum the museum's collections were to be examined prior to the change with a view to select the archives, objects and documents, which are of such cultural-historical importance that

they should remain under the museum act and be transferred to a state institution. Numerous manuscripts and other stage archival materials were subsequently transferred to The Royal Library.

During summer and autumn 2012 *Netarkivet* was concentrating specifically on the collection of social media. In the late summer the Archive managed to collect ca. 18,000 Danish-related YouTube videos, and a number of experiments were made with collecting Danish Facebook and Twitter profiles. In 2012 the Archive managed to conduct four annual cross-section harvestings, i.e. complete harvestings of all Danish domains (as opposed to three annual cross-section harvestings). This means that the year's harvestings with a growth of 101 terabytes surpassed the previous record year i.e. 2011 by 37 terabytes. *Netarkivet* has moreover carried out special harvestings, e.g. in connection with a case for the Tax Commission, and has together with other members of International Internet Preservation Consortium (IIPC) collected web material from the Olympic Games in London.

The Manuscript Department has acquired a single parchment sheet with a full-page illumination by the Flemish artist, who in academic literature is known as "The painter of the David scenes in the Grimani Psalter". It is very likely that the four sheets are remains from a separate part of one of The Royal Library finest illuminated Flemish manuscripts, GKS 1603 4to, the so-called Rosenberg Psalter. The connection between the possibly separated parts of the original manuscript will be subjected to closer technical and art-historical scrutiny. Among the manuscripts one should mention architect and critic Poul Henningsen's (1894-1967) typewritten instruction books with annotations for the revues *Nice and Polite* and *Pratfalls*; an instruction copy for the author Sophus Claussen's (1865-1931) drama *The woman worker* performed at *Folketeatret* in 1898 with personal corrections by authors Herman Bang (1857-1912) and Sophus Claussen; a very extensive collection of letters to and from actress Clara Pontoppidan (1883-1971); actress Liva Weel's (1897-1952) diaries; papers by and concerning ballet master August Bourmonville (1805-79), actress Johanne Luise Heiberg and ballet master Harald Lander (1905-71) letters from writer August Strindberg (1849-1912); letters and manuscripts by author H.C. Andersen (1805-75) as well as an exercise book by critic and man of letters Georg Brandes (1842-1927) from 1859 with teacher's comments and marks.

The accession year ended in grand style when from an antiquarian bookseller in Cologne and thanks to a generous donation from the 15. June Foundation the library succeeded in acquiring Georg Brandes' manuscript with numerous additions and corrections for his famous and controversial article in *Tilskueren* (The Spectator) in 1889 about German philosopher Friedrich Nietzsche, "Aristocratic Radicalism". Shortly afterwards it was published in German in the literary journal *Deutsche Rundschau* and brought great influence to bear on people's knowledge of Nietzsche's philosophy.

The National Museum of Photography and the Department of Maps, Prints and Photographs have one of the finest public collections of cultural-historical and artistic photographs in Northern Europe. Altogether the collections contain about 18m photographs. Photographer Mikael Hjuler has donated his collection of 35,000 photographs of individuals, trade and industry in the period 1980-2012 to The Royal Library. The musician Anne Linnet (1953-) has donated 156 photo albums with pictures. The aerial photo collection has via donation been enriched with the firm Blom's aerial photos from the period 1999-2008, about 60,000 units portraying Danish localities. Apart from legally deposited maps and atlases the Map Collection has acquired a number of foreign maps and atlases, among them a hitherto unknown and very interesting wall map of Denmark produced in 1746 by the Dutch firm Covens & Mortier as well as vol. 5 of *Atlas von Europa* with a number of



hitherto unknown maps of Denmark, Iceland, The Faroe Islands and Greenland in very beautiful lithographic prints.

The Music and Theatre Department has in 2012 received extensive archives from the Museum of Stage History as well as material concerning composers Bo Holten's (1948-) opera *The visit of the royal physician*, scrapbooks, cuttings etc. concerning Per Nørgård (1932-) as well as Ivan Hansen's Per Nørgård collection. One of the more recent composers, Klaus Ib Jørgensen (1967-) donated his large manuscript collection to the library. Among the smaller acquisitions we find sheet music manuscripts, photos and libretti for works by composer Paul von Klenau (1883-1946), and the library's collections were also supplemented with manuscripts for several of composer Svend S. Schultz' (1913-98) songs. Organist and composer Tage Højby Nielsen's (1918-81) manuscript collection arrived in the library together with composer Holger Prytz' (1928-2011) posthumous sheet music manuscripts. Finally we should mention manuscripts by composers Finn Høffding (1899-1997), Jens Bjerre (1903-86), Sextus Miskow (1857-1928) and Harald Agersnap (1899-1982).

Danish Folklore Archives is the Danish archive for folklore and an important factor in terms of research into the culture and history of everyday life. The Archives' task is to document ordinary people's way of life, imaginary worlds, myths, stories, songs and music. Those things that are rarely apparent in everyday life, but which on the other hand are extremely meaningful to people when contemplating the context of their lives.

In 2012 Danish Folklore Archives has acquired some smaller collections. Add to these the collection associated with several of the research projects in the form of interviews and records "in the field". Finally, and in connection with the special project area *Faith and magic in everyday life*, a collecting project has been completed, whose purpose has been to document and register people's own accounts of supernatural and paranormal phenomena at the present time in order to get an insight into these people's imaginary worlds.

Among the year's donations to the Museum of Danish Cartoon Art we should specifically mention donations from cartoonists such as Poul Erik Poulsen, Peder Bundgaard, Verner Mynch, Anne Grete Anshelm, Flemming Nyborg, Tove Nørgaard and Claus Seidel, as well as several minor donations.

### **Preservation and conservation**

*The Department of Preservation* is responsible for the preservation of The Royal Library's national collections in physical form in the stacks.

The department's work has focused particularly on works, which are to be digitised within the framework of the ProQuest project. These are Danish prints from the period 1601-1700, where the assessment and conservation started already in 2010, and where the conservators by the end of 2012 only needed to do the last five systematic catalogues in Danish Collections' 1.-2. collection. Add to this an assessment and conservation of the library's incunabula collection ('cradle printing', i.e. books printed in the early years of the art of book printing, before 1500), which likewise are to be digitised in the ProQuest project.

Other tasks in the collections have been the packaging of the collections, i.a. the entire *Pressehusets Billedarkiv* (about 3.5 mil. press photos, portraits, topographical photos etc. taken from 1950 to

2003) has been put into new boxes, where the positives are also put into folders so as not to damage each other. Another task has to do with conservation of music manuscripts and manuscripts which have usually been written in iron gall ink. Iron gall ink may cause serious deterioration of the paper, so that a manuscript cannot be handled without further damage being done. Large parts of the library's manuscript department suffer from ink acid damage. In collaboration with the research institution *Centre de Recherche sur la Conservation des Collections* in Paris the Department of Preservation has therefore been working on the development of an efficient and safe method for conservation of manuscripts with iron gall ink.

*The Department of Digital Preservation* handles a large number of tasks that are essential in order that a digital material can be seen and used in the future, where systems, programmes and objectives will have changed in unpredictable directions, and where the users of the future will only know the material, which we have made sure is accessible. At The Royal Library the work with digital preservation is for the seventh year running organised in a small specialist unit within the National Library, which is responsible – in close collaboration with the Department of Preservation – for the physical materials and all the departments engaged in building digital collections to be preserved for posterity.

What happens to the digital material when the software and hardware by which our files were produced no longer exist, and we as private individuals are unable to read our old files? Will the library be able to preserve it? The answer is a very definite “yes”. Since 2003 part of The Royal Library's strategy has been to develop methods for the collection and preservation of digital material through international partnerships. This enables the library to be at the forefront in relation to the great challenges facing it in this area. Together with the National Archives and the State and University Library The Royal Library has developed *The National Bit Archive*; a software for long-term preservation of cultural heritage material which will also be made available to other cultural institutions in Denmark.

Part of The Royal Library's strategy has been to develop methods for the collection and preservation of digital material through international partnerships. In practice this happens partly by the library becoming part of major international research projects, partly by the library being an active member of international organisations whose main objective is digital preservation. Since 2003 the library has been active in *International Internet Preservation Consortium (IIPC)* and was also a partner in the major EU research project *PLANETS (Preservation and Long-term Access through Networked Services)* from 2006-2010.

Establishing a system for managing the library's digital material is one of the most essential tasks that the department contributes to solving at the present time, and in 2012 focus has been on identifying the best system components for further development. The choice has been a combination of *Hydra* (<<http://projecthydra.org/>>) and the State and University Library's *DOMS* system (<[statsbiblioteket.dk/forskning/institutionsrelateret-forskning/doms](http://statsbiblioteket.dk/forskning/institutionsrelateret-forskning/doms)>).

In 2009 The Royal Library got its first policy for digital preservation, and in 2012 this policy was subjected to its first revision. It happened in connection with the preparation of a strategy for the fulfilment of the policy as well as a plan for secure long-term preservation of the library's increasing digital collections.

Since 2009 The Royal Library – in cooperation with the State and University Library and the National Archives – has been working on the development of an infrastructure for a joint national bit repository. The basis for this project is that over the past few years it has become very clear that the risk of losing bits is too great if the preservation is based solely on backup principles. One solution is to secure more independent copies of data, and here it is an advantage for bit preservation that several institutions are working together.

### User service

Creating a good study environment is an important aspect of a university library's activities. The Royal Library is continuously working on creating and optimizing the physical frames so as to make them conducive and motivating for studying, but at the same time the library endeavours to develop new information services and courses so that the students can exploit the library's resources in the most efficient way.

2012 saw the long desired conversion of Reading Room East in The Black Diamond, which made it possible to add 36 new study seats to the existing 116, making it 461 seats in The Diamond – The Royal Library has a total of 2,038 seats – distributed on 'quiet' seats, group seats and lounge areas. When the conversion was completed the opening hours were extended by one hour daily Monday to Friday, the hours now being 8-21.

On 27 February 2012 *Diamond Information* opened as new meeting place and service centre for The Royal Library's users, guests and staff on the premises of the former bookshop which closed at the end of September 2011.

In 2012 the University Library decided that within the Natural and Health Sciences only systematic purchases in the shape of e-books will be made. Printed books within these fields will also be purchased, even though electronic versions may be available, but only if the borrowers *specifically* want it. But they rarely do. Basically there were two forms of e-book purchases, purchase of packages of e-books from major publishers within the specific subject field, e.g. Elsevier and Springer as well as suppliers such as Ebrary and user-driven acquisitions, i.e. the users themselves activate the purchase of electronic books with catalogue records in REX, but which are only "purchased" when the user presses the button. Meanwhile a third possibility has arrived: evidence-based acquisitions where books are purchased which the readers have actually been using. The collective usage of e-books in 2012 was 373,368, which is an increase of 68% compared to the usage in 2011. Collective usage of printed materials dropped by 2% in 2012 compared to 2011.

In 2012 a joint service was established for the entire Royal Library called *Contact the library*, which replaces about 20 previously separate contact services and which will mean an enhancement of the quality of this form of user contact - and exploit the resources more efficiently.

The new contact service receives about 90 enquiries per day, of which about 60% per mail and 40% by phone. The project is intended to avoid borrowers getting inadequate answers in the first link, enquiries winding their way around the library's large, complex system until they finally find a competent respondent, and are dealt with swiftly. These objectives have already been achieved.

In 2012 the total number of visitors to CULIS amounted to 1,525,345 (1,164,315 at The Royal Library's service points and 361,030 at libraries under Copenhagen University). In 2011 the figure was 1,509,510 (1,153,230 at The Royal Library and 356,272 at the libraries owned by Copenhagen

University). The number of visitors to the National Library's reading rooms, centres and collections was in 2012 23,955 as opposed to 25,657 in 2011. Altogether the number of visits to all the service points, reading rooms, centres and libraries under The Royal Library amounted to 1,666,122 in 2012.

### **Cultural events, exhibitions and publications**

The Royal Library is home to a broad range of cultural arrangements, exhibitions, publications and concerts.

The biggest venture in 2012 in terms of cultural-historical exhibitions was the establishment of a new permanent *Treasure Exhibition* in the Montana Hall. Here the very greatest gems – a total of 50 letters, manuscripts, sheet music, books, diaries – from The Royal Library's rich collections were 'unleashed' in a colourful pop-cultural jungle created by Russian pop artist Andrey Bartenev.

In a more muted style, yet still colourful in its own way, are the many stories about scientific frauds presented in the exhibition *Unbelievable – Scientific fraud and forgeries*. Here it became apparent that even researchers and journalists from time to time will do and write anything at all to promote their case.

*International Authors' Stage* continues to be one of the flagships of the Department of Cultural Activities. The Stage attracts a large number of people and among the many authors, who were introduced in 2012, were Linn Ullmann, Orhan Pamuk, Jan Guillou, Isabel Allende, Hans Magnus Enzenberger, Richard Ford, Jennifer Egan, Tom Rachman as well as a number of lesser known, but important authors who had caused a stir in international literature during 2012. Once again the Stage attracted a large public, which meant full houses and big crowds in the Diamond Information when the authors were signing their books.

On the concert front two of Danish musical life's great contemporary artists: composers Per Nørgård and Pelle Gudmundsen-Holmgreen both celebrated their 80th birthday, each having his portrait concert with *Diamond Ensemble* and *London Sinfonietta & Theatre of Voices* respectively, memorable evenings in the Queen's Hall. Three 'After Work concerts' with *Trio con Brio* were likewise sold out. After Work concerts have come to stay.

*The National Museum of Photography* presented a number of very different exhibitions in 2012. One of them featured one of the early frontrunners of photography, the famous photographer Edward Steichen (1879-1973), who has been of enormous importance to later generations of photographers, but also exhibitions of Adam Jeppesen's (1978- ) melancholic landscapes, John R. Johnsen's (1945- ) ballet photographs and American Lee Friedlander's (1934- ) evocative portrait of modern USA as viewed from inside a car, drew many visitors to The Royal Library.

*Museum of Danish Cartoon Art* showed drawings by Ellen Gabriel (1910-1990), Hans Lollesgaard (1923-93), Otto Nielsen (1916-2000) and Anne Grete Anshelm (1921-81) and well as the exhibition *Nazism – portrayed by cartoonists*.

The culture network *Students Only!*, which has about 7,500 members, offers exclusive events for students in higher education in Copenhagen. The most highly profiled event without doubt was when the American foreign minister, Hilary Clinton, on 31. May 2012 generously shared her knowledge, experiences and views with a packed-out audience in the Queen's Hall.

## **Research**

September 2012 saw the publication of *Werner Best's correspondence with Auswärtiges Amt and other German documents concerning the occupation of Denmark 1942-1945*, which the department's staff under the guidance of director of research, John T. Lauridsen, Dr. Phil. have been working on for ten years. This is a source edition in ten volumes of just over 5,000 pages, containing 2,900 documents which have been collected from archives all over Europe.

When the previous research plan expired by the end of 2011, work immediately started in 2012 on a revised research plan for the period 2012-15; a plan that lists no less than 104 research projects within the institution's action lines, which are:

*The humanistic subject areas with specific emphasis on research related to:*

- Book-, library-, literature- and learning history
- History of music and stage science
- Danish history, with special focus on biography and annotated source editions
- Danish photographic history and historical cartography
- Cultural studies.

And

*Preservation of physical and digital collections with specific emphasis on research related to preservation of paper, photographs, book bindings and bit streams, including the necessary processes for securing and mediating the collections.*

## **Organisation**

The National Library's area includes the following departments:

- Department of Legal Deposit (until 31. December 2012)
- Catalogue Department (until 31. December 2012)
- Manuscript Department (until 31. December 2012)
- Department of Maps, Prints and Photographs (until 31. December 2012)
- Department of Music and Theatre (until 31. December 2012)
- Oriental and Judaica Collections (until 31. December 2012)
- Danish Folklore Archives (until 31. December 2012)
- Department of Cultural Activities
- Department of Preservation
- Department of Digital Preservation
- Department of Research

Copenhagen University Library includes the following units:

- Copenhagen University Library City
- Copenhagen University Library North, four departments: Stack Department, Joint function for library systems, Process Department and Public Department/Nørre Allé
- Copenhagen University Library South

The shared functions are organised within:

- Digital Infrastructure and Service
- Department of Administration
- Technical Department
- Department of Security