

The Royal Library, Denmark

Report 2007

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

The Royal Library is Denmark's national library 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 conventional or digital form. The institution provides optimal access to the collections on present day conditions for the purpose of research, studies and experiences, while at the same time making sure that the collections are preserved, secured and handed over to posterity. As museum and cultural institution the national library mediates knowledge and experiences derived from its tasks and collections. In its capacity of national library the institution carries out research within the national library's tasks, functions, subjects 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. Moreover the library makes information resources available to the public including the business community and the public sector.

In 2005 a very important decision was made to merge the Danish National Library of Science and Medicine with The Royal Library.

The idea behind the merging of the two libraries was to provide a more complete and comprehensive service to the University of Copenhagen and to make sure that the different services develop concurrently with the increased needs and demands from the university, including the demands to a future research library and also to create a new accommodating organisation that will be able more forcefully to produce the basis for qualitative improvements and thereby greater opportunities for both the university library, the national library and joint areas.

In December the University of Copenhagen and The Royal Library signed an agreement on the establishment of a new cooperation organisation. On 1. January 2008 KUBIS: *Copenhagen University Library- and Information Service* was born, which will handle the collective library service to researchers, teachers and students at the University of Copenhagen. The KUBIS agreement is to run for five years provisionally.

The cooperation will consist of eight faculty libraries with appertaining institute libraries. These eight faculties have already to a great extent been given access to all electronic resources previously only available from the individual institutions. An interdisciplinary cooperation is hereby established in the license area, both organisationally and professionally. The head of KUBIS will answer to the management of both the University of Copenhagen and The Royal Library.

It is important to realise that KUBIS is not a new institution. KUBIS is a partnership organisation between The Royal Library and the University of Copenhagen. The Royal Library and the University of Copenhagen are two different institutions under two different ministries.

The formal purpose of the establishment of KUBIS is partly to create an appropriate organisational framework for library development over the next decades, partly to ensure the optimal exploitation of the total resources involved in library and information service to the University of Copenhagen.

Handling of electronic publications and formats, including new legislation

The objective of The Royal Library's digitisation of its collections is to provide easier access to the national cultural heritage by making available via the net authentic digital editions of important national works to research, education and anyone else interested – both in Denmark and abroad.

The Department of Digital Development and Production is responsible for the digital part of the hybrid library. The tasks include processing, handling, storing and mediation of digital documents and pictures. It is the special responsibility of the department to ensure that mediation which happens via www.kb.dk to the greatest possible extent considers the users' diverse needs and meets the, at any given time, current expectations from web mediation.

The Act on Legal Deposit from 2004 means that The Royal Library and the State and University Library in Aarhus collect and archive the Danish part of the internet via the common virtual organisation *Netarkivet (Net Archive)*, netarkivet.dk. After two and a half years more than 61 Tbyte materials has been harvested at .dk or a foreign domain: 51 Tbyte have been collected through the so-called cross-section harvestings, 5.8 Tbyte come from frequent harvestings from a smaller number of sites and 5.6 Tbyte are harvested in connection with single events, the latest one being the General Election 2007.

From the very beginning there has been considerable international interest in the Danish solution which at the moment is the only one to handle and carry out all three harvesting strategies. It was therefore decided in 2007 to release the developed software *NetarchiveSuite* for the Net Archive, in open source.

The aim is, among other things, that as many institutions as possible apply and contribute to the development of the Danish software, thereby supporting its continued existence. The department was gratified to learn that national libraries and web archives from ten different countries chose to participate in the Net Archive's international workshop in September 2007. The workshop featured technical contributions on installation and configuration of *NetarchiveSuite* as well as more user-oriented contributions on the handling of the harvesting process itself.

The release of the software should be seen as part of the cooperation: *International Internet Preservation Consortium (IIPC)*, www.netpreserve.org, where the Net Archive is placed centrally in Steering Committee as well as Technical Committee. IIPC has during 2007 grown from the original 11 to 36 member institutions which are all very active within the field of web archiving. One of the primary targets in IIPC is

development of a collection of easily accessible open source tools of high quality to handle the great number of subtasks which form part of the work with web archiving. Where *NetarchiveSuite* e.g. controls the harvesting, the corresponding open source uses tools, including *Heritrix*, for the actual harvesting.

In order to establish the necessary network and to acquire the necessary knowledge to work out and carry through preservation plans for the digital area, The Royal Library is a partner in the EU research project *PLANETS*. The project runs from 2006-2010 with a budget of DKK 116 million. The project's other 15 partners are European national libraries, archives, leading research institutions and technology businesses – all with a total commitment to the preservation of digital material. The project's main purpose is to establish a service-based, technical and organisational infrastructure, which supports future access to and interpretation of digital files based on standards for description and storage of objects and programs for the reading of these. The Royal Library's activities are concentrated in that part of the project that deals with *Preservation Action Tools*, cf. <http://www.planets-project.eu/>

During the first 18 of the project's total span of 48 months The Royal Library has focused on understanding and examining the basic concepts of long-term preservation, particularly within the area of migration tools. This has happened through theoretical reflections on existing tools and experiments. The work has resulted in four major deliveries in the work package *Tools for Objects* with The Royal Library in charge of management. In the remaining period focus will be on concrete migration tools, as well as tools for characterization and validation of the content in digital archives.

2007 was the year in which The Royal Library and Department of Computer Science, University of Copenhagen, formalised a multiannual collaboration concerning students' projects. Through this collaboration The Royal Library wishes to make the students aware of the large number of advanced computer-scientific problems associated with the subject 'digital preservation', which is one of The Royal Library's new core competence areas. The Department of Digital Preservation contributes to the collaboration through the formulation of current and realistic tasks where the students to a greater extent than normally will experience a project process such as it happens in the business sector. Hopefully the collaboration with the Department of Computer Science, University of Copenhagen, can be extended to actual research cooperation, so that the research environment at home can be incorporated in the research collaboration which The Royal Library already enjoys with international universities and research institutions within this specific field.

Funding

When the new institution was established – the merging of The Royal Library and The Danish National Library of Science and Medicine – the Ministry decided that fixed economic frames had to be worked out for the National Library's, the University Library's and the shared functions' shares of the total government grant. The total amount in the National Budget was DKK 250 mill.

Like all Government institutions, the library reorganised its accounts from 2005 in accordance with the Government's accounts reform. As per 1. January 2007 grants, budgets and accounts are all set out according to cost principles.

The library has received financial support from a large number of sponsors, foundations, institutions, companies and private citizens during 2007, particularly with a view to publications, exhibitions and research assignments.

The National Budget 2007 gave the library an appropriation of DKK 293.4 million. After presenting the accounts 2006, a carried-over surplus of DKK 8.1 million could be added to the figure.

During 2007 the library has had supplementary incomes of DKK 26.7 million. The library's total income comes to DKK 328.2 million.

Legislation

The legislative framework for The Royal Library is set out in the National Budget. Apart from that there are specific legislative frameworks for legal deposit, for protection of collections against theft and for research.

There have been no changes in 2007 in the legislation on legal deposit or indeed any laws passed that might influence the library's activities.

Buildings

Over the past two years or so, since the minister of culture cut the first sod at the University Campus, Amager, on 8. May 2006, the extension of The Royal Library's new combined faculty and storage building has been the object of the library's special attention.

When the building is completed, it is to accommodate Copenhagen University Library South. As soon as the building is 'handed over' to The Royal Library, the moving-in process will begin. Apart from public and office areas the new building will offer more stack space.

The stack extension facing south contains areas where e.g. photographs from the Department of Maps and Photographs can be stored at just two degrees celsius.

Staffing matters

On 1. January 2007 the library's new competence policy became effective. The overall aim is that "staff must maintain and further develop their competences in order to solve the library's tasks and enjoy personal satisfaction in their work". A competence strategy for the period 2007-2010 has been prepared, describing basic competences as well as strategic action lines. The methods for competence development cover a wide spectrum to make it possible to plan the teaching programme in terms of content so that it counterbalances ways and means. Rotation and reshuffle will be used to a greater extent.

Based on the competence policy, wishes as to courses by members of staff and feedback from library management, the Competence Political Committee outlined the competence content for the year at the beginning of 2007.

In 2007 the library conducted three surveys into management assessment on the basis of the institution's management values, workplace evaluation, and charting of stress.

Thanks to a special grant the readjustment process *Cooperation across – with the user at the core* was launched in 2007.

The purpose of the project is to support the idea of the library also being strengthened across borders and units.

On the basis of a great variety of ideas, put forward by members of staff from all the departments, the project's steering committee formulated proposals for five projects: Preparation of concept for job rotation and exchange scheme with a view to knowledge-sharing, establishment of a competence bank, preparation of common introduction to service to the public, development of new methods of knowledge-sharing and establishment of monitoring groups in connection with exhibitions, theme initiatives etc.

Information technology and networks – the digital library

With a simultaneous focus on building up, mediation and preservation of both conventional and digital collections The Royal Library is a hybrid library. As part of a forward-orientated goal it is absolutely essential that the digital content of the hybrid library is augmented. This must happen by increasing the digital share of the library's collections, the digital accessibility of collections and information and the digital administration of the library. It must improve user access to relevant information and encourage self-service. In this way the library's services and activities will become more effective, use of manpower will be reduced as will wear and tear.

In February 2007 The Royal Library presented its new web site.

After about eight years with the previous web the need for new organisation, new design and a new basic production system had become obvious. Over the years the library's web site had grown quite large; with many underlying pages, access to many different digitised works, access to the library's online catalogue REX and electronic journals, previously known as ELEKTRA, and finally with the individual departments' mediation of the pearls of wisdom from their work efforts.

At the same time The Royal Library had merged with The Danish National Library of Science and Medicine, and there was therefore a further need for creating a uniform and collective solution on the web for all the library's patrons, old as well as new.

The wish was for a web site which took into account the users' needs, instead of being constructed to suit the library's organisation.

Hence the search function became a focal point, just as a more appropriate mediation of entries to 'materials' and 'subjects' became essential, so that these would be available whether the users arrived at the web via the front page, or landed on a sub page, e.g. via a search in Google. Another major innovation is that the library's web has now been given a marked boost in design and visual appearance. The expression is more modern, the construction of the pages has become uniform on the entire site and pictures are featured in abundance. The Royal Library has one of the largest collections of pictures in the country which can now be used in mediation via the web.

Throughout 2007 The Royal Library has participated in a joint European project

together with 13 other libraries. The project is called eBooks on Demand (EOD) and its purpose is to offer the users the possibility of ordering the scanning of an older book, exempt from copyright, for electronic delivery as a searchable PDF-file.

In practice one can order an eBook by searching in The Royal Library's online catalogue. Here works from before 1900 have been given an EOD-icon. By clicking on the icon the user can order a digital copy of the book in question. The book is then digitised by the library, and can be downloaded by the user as a PDF-file. In the PDF the user can read, browse and zoom in the text on his screen, print out the whole file – or just individual pages – search words or sentences in the complete text as well as copy both text and pictures electronically to use in other contexts. Last, but not least, there are no restrictions on the use of the eBook.

If the book has previously been used as an eBook, it is free of charge for subsequent users, as only the first person to order the book will have to pay for the digitisation of the physical book.

Legal deposit of materials

How much space does an election take up? 2.2 Terabytes or 2200 Gigabytes – that is how much space the web pages took up which Netarkivet.dk collected in connection with the general election in 2007. The air was thick with rumours during the summer, and on 24. October a general election for the parliament was called. The staff at Netarkivet had already been busy collecting URLs at web sites which were expected to contain election campaign material, first and foremost the political parties' web sites and debate pages. The URLs were entered into the system; the net harvesting – a so-called event harvesting – could begin already three hours after the prime minister had called the election. The department's job over the following weeks was to find the nominated candidates' web sites. A total of 1178 domains were chosen from which Netarkivet.dk harvested web pages. Something new in this election campaign as opposed to the general election in 2001 and the municipal and regional election in 2005 was the large number of blogs and communities which became part of the campaign. More or less all were successfully harvested.

An event harvesting is one of several methods of collecting as much as possible of the Danish part of the internet before it is removed. The other two methods are cross-section harvesting (of all Danish web sites) and selective harvestings of selected web sites (ca. 80). The archive now contains a total of 61594 GB (as per 31. December 2007).

The volume of printed material has increased by 128 running metres, so that a total of 1715 metres have been submitted. The volume of leaflets has fallen by 22000 units. Altogether 33116 monographs, incl. 3000 municipal publications, were dealt with. The municipal reform and the municipalities' increasing change-over to online publishing play a part in this.

Acquisitions

One of the library's major tasks in 2007 was to reorganise the printed journal subscriptions into electronic accesses and to establish records for the subscriptions that were already being subscribed to electronically via packages. Hence REX has become an even more precise search tool of benefit to the many users of electronic

journals.

In 2006 and in partnership with the State and University Library in Aarhus the library did an outsourcing of deliveries of printed materials, books as well as journals. The idea was partly to obtain larger discounts per bought unit and partly to reduce the number of suppliers. This work was followed up on in 2007, resulting in a change to three new suppliers and a larger discount which will make new purchases possible. Over the past few years the Department of Acquisitions has been concentrating on the development of a system for choosing materials that will mean automating this process as much as possible. In 2006 a number of targets and subsidiary goals for this tool were formulated, and in 2007 the library succeeded in making it function as intended.

For several years The Royal Library has offered its expertise regarding purchase and cataloguing to other libraries as a commercial service. In 2007 this service was extended to also include the It University Library and the Faculty of Life Sciences Library. An agreement has also been made with the Royal School of Library- and Information Science about accepting this service as from 2008.

With the vast use of the internet, i.a. for electronic books and journals, it is essential that the great number of links available in the electronic literature do in fact function. This important work can now be done quicker and with greater precision because the department has succeeded in establishing automatic check of links for the whole of Copenhagen.

It has now become possible to convert between the two data formats MARC21 and danMARC, so that data deliveries in MARC21 can be used for automatic updating in the catalogue. This is i.a. important, because agreements have been made with suppliers of e-material in packages about sending updates of the contents. These updates can now be transferred directly to the catalogue.

The Department of Acquisitions has contributed with input for retrieval of data and establishment of an electronic registration of the works to be digitised in connection with the EOD-service (e-books on demand), which is a European collaboration project with The Royal Library as participant.

Preservation and Conservation

Preservation initiatives are based on The Royal Library's ordinary National Budget grant and on the national heritage grant and can be divided into three major action lines, namely:

- Preventive preservation which includes control and management of the collections' environments in order to prevent disintegration of the objects without handling the object itself.
- Conservation which includes chemical as well as physical procedures in connection with a damaged object with a view to stabilisation or recreation of form.
- Substitution which includes production of a replacement copy of objects in danger of being lost due to disintegration. The information is transferred to microfilm or digital form in order to secure long-time preservation.

In 2007 The Royal Library received the final part of a special four-year grant of DKK 6.3 million from the Ministry of Culture towards the preservation of the cultural heritage. The increased grant has meant a considerable speeding-up of the preservation process and a strengthening of core areas.

The special grant was awarded on the basis of The Ministry of Culture's *Report on the preservation of the cultural heritage*, and the importance of suitable stacks was underlined together with the need for a focused preservation initiative in prioritised collections. Objects of unique national importance were therefore selected by The Royal Library, making a total of 16.8 million units placed in the national collections.

The planned conservation tasks have been carried out in collections selected in cooperation with the collection departments. Focus has been directed at historically important collections and where the conditions demand a special effort if the objects are to be preserved for posterity. A number of maps, manuscripts and printed books have been preserved.

The Department of Preservation has during the year contributed to the staging of The Royal Library's exhibitions in The Black Diamond. The complexity in connection with arranging an exhibition has resulted in the Department of Culture together with the Department of Preservation having prepared an exhibition manual. The manual describes all decision-making processes and work procedures during the preparation of an exhibition.

In connection with – and prior to – the individual exhibitions a number of the library's own works have been preserved and mounted.

In the latter half of the year the Department of Preservation conducted a Lean project which included an optimization of the work flow in connection with packaging in the collections. The department also concentrated on its goals and how to formulate these so that they highlight and support a coherent effort in terms of preservation. At the end of the year the project had not been quite completed, but it has already meant a number of changes in previous practice. Work was going on at the end of the year to compose a four-year plan for the preservation effort, funded by a new special grant.

Services to readers

It is an overall objective for The Royal Library to further the development of the digital library through the exploitation of the possibilities available via information technology. It must facilitate the reader's access to information, encourage the use of the collections and streamline collection management and mediation. The use of the electronic collections makes it possible for the users to gain access to relevant information all round the clock. Thus the library's loans figure has quadrupled over a period of six years.

The Black Diamond is the main address of the National Library, and the library's large collections of older material and valuable treasures will still be used in reading rooms and put on public display in a variety of exhibitions.

Usage of the National Library's collections is for the greater part made electronically. The electronic loans figure is increasing and derives to a great extent from collections

produced by the library itself, such as The National Picture Base, The Portrait Base and Archive of Danish Literature. Apart from these electronic collections the library has digitised a large number of music scores, manuscripts, books etc. which are extremely popular.

The number of visitors in the large reading room for researchers, Reading Room West, has fallen. This is due to a behavioural regulation in the reading room, done in order to maintain the researcher environment. Reading Room West is thereby guaranteed a frame for researchers doing long-term projects. The number of guests in the centre reading rooms is more or less unchanged. At the same time, a division of labour has been carried out in The Black Diamond, so that Reading Room East and Reading Room North are used exclusively as student reading rooms. This has taken the pressure off the researcher-orientated Reading Room West and the centre reading rooms.

A new service, “Book a librarian”, which makes it possible for individual users or smaller groups to book an appointment for individual advice and guidance, has been running on an experimental basis in part of The University Library. The service has been well received by the users. It is possible for the librarians to prepare themselves and thereby be better equipped to deal with the users’ specific needs. In 2008 this service will be extended to all of KUBIS – Copenhagen University’s Library- and Information Service.

That a library is not just a room with books becomes apparent when visiting the It Library. You find not only books and journals in printed and electronic form, but also a *game zone* for the professionally interested, and the library is not only to be found in the physical space, but also in cyberspace.

Cultural events, exhibitions and publishing

The Black Diamond is a cultural institution offering a large number of attractions to the general public, such as exhibitions, concerts, lectures and debates.

The exhibition *Across the border. Connections between Danish and German musical life 1760-1914* demonstrated through 13 different themes how Danish musical life has been under the influence of artistic currents from south of the border. Danish composers tended to choose Germany for their educational travels. And Danish kings called in German masters to lend lustre to court music. The exhibition showed how these exchanges have brought their influence to bear from about 1760 to 1914 – both on the music itself and on a number of institutions and events in the musical culture of the two countries. The exhibition was originally created in collaboration with Niedersächsische Staats- und Universitätsbibliothek in Göttingen where *Wahlverwandschaften* was shown in 2004. The restaging featured a completely new framework, with a few new works and with a somewhat different story about the national Danish musical history.

With the exhibition *Understanding Nature – from fables to systems* the library wanted to describe the curiosity of man. Without this curiosity mankind would not have achieved the scientific results that it has. Seen through historical spectacles biological research has come a long way, but science is inexhaustible. New knowledge always gives rise to new questions. In 2007, when the world celebrated the tercentenary of

the famous Swedish botanist Carl von Linné's birth, The Royal Library brought into focus some of the scientific breakthroughs by staging this exhibition.

The exhibition showed a selection of the works that have advanced biological research further, and also works that have led it astray. A labyrinthine development with many intricate sequences and blind alleys!

The Brazilian Sebastião Salgado's exceptional exhibition *The Workers* is a tribute to manual work in the industrial age. It is a portrait of working man from the Indian peasant family, via miners in the goldmines of Brazil, to steel workers in the French shipping industry. And all the time, Salgado focuses on the role of the individual. For decades Salgado has had considerable influence on Danish photography. He has been a definite role model for many prize-winning press and news photographers. His working method, his respect for the individual and eye for each person's beauty and dignity are all elements to be admired and aspired to.

A large part of The Royal Library's concerts were performed by the library's own ensemble: The DiamantEnsemble. In September 2007 the ten musicians welcomed their audiences to season number four. After three seasons the ensemble's musicians have established an excellent teamwork. Thanks to financial support from a number of Danish foundations, The Royal Library was able in April to send musicians and the Russian piano talent, Alexander Kobrin, on tours to the international music festival Heidelberger Frühling and to the chamber music hall, Wigmore Hall, in London. The tour ended in The Queen's Hall in The Black Diamond. The critic on Musical Opinion wrote about the concert in Wigmore Hall, "it worked out extremely well in performance ... the sheer musicality of the DiamantEnsemble was a constant joy to listen to!"

Other notable information

During 2007 a new research plan for 2008-2011 was prepared for The Royal Library, and the plan has been submitted to the Research Committee of the Ministry of Culture. Like in previous years the main emphasis is on the individual permanently employed researcher's projects, but adds to these a number of projects initiated by institutions and also the domiciled researchers' projects.

Following a trouble-free fusion of the research groups from the Danish National Library of Science and Medicine and The Royal Library, the news emerged in December 2007 that Danish Folklore Archives becomes part of The Royal Library in 2008, which naturally means a major increase in the institution's collective research volume and research environment.

In the spring The Royal Library reached an agreement with the It-University and Department of Computer Science at the University of Copenhagen with a view to running a completely new library. The It-University was in charge of designing a room for this purpose just inside the main entrance, while the actual running of the library was placed in the hands of Copenhagen University Library South.

The It-Library opened on 1. October, although the official inauguration did not take place until a month later on 2. November. The library's target group is professional interested in it in the broadest sense. Because of this, the library is designed rather

differently from other libraries, exemplified by the mounting of game consoles and presence in *Second Life*.

Major celebrations

In connection with a state visit to Denmark by the Brazilian president, Luiz Inácio Lula da Silva The Royal Library showed the photographic art exhibition *The Workers* by Brazilian photographer Sebastião Salgado, and on 13. September the presidential couple visited The Royal Library. The library had prepared a special programme. Among other things Danish specialist Dr. Birgitte Holten spoke about the Danish researcher P.W. Lund (1801-1880) and his scientific journey to Lagoa Santa, Brazil, and about his unique discovery and exploration of caves. The library was also able to show the original drawings from the journey which are placed in the library's collections.

Representatives of The Brazilian Society in Denmark participated in the visit.

Organisation

The main organisation of the Royal Library is organised in 1) The National Library 2) Copenhagen University Library and 3) Shared Functions.

The National Library is organised as a main area and consist of the following departments:

- Department of Legal Deposit
- Department of Manuscripts and Rare Books
- Department of Maps, Prints and Photographs
- Music and Theatre Department
- Oriental and Judaica Collections
- Department of Cultural Activities
- Department of Preservation
- Department of Digital Preservation
- Department of Research

Copenhagen University Library consists of the following units:

- Copenhagen University Library City, Fiolstræde
- Copenhagen University Library North, consisting of three departments, Department of Subject Specialists and Documentation, Process Department and Public Department, Nørre Allé
- Copenhagen University Library, Slotsholmen
- Copenhagen University Library, South, Amager Campus

The Shared Functions are organised within the administrative/technical area Department of Administration, Department of Operation, Department of Security and Department of Buildings and the It area (It-department and Digital Development and Production) established by a merging of those units at the two previous institutions that had been dealing with these tasks.