

The Royal Library, Denmark

Report 2009

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.

In 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 goal is 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.

The cooperation consists 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.

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.

In previous generations it was not organisational development that characterized The Royal Library – on the contrary. The most important parts of the National Bibliography went to the State Agency of Public Libraries (1940) and the National Museum (1943), significant national library tasks were assigned to the new State and University Library in Århus, the Danish Folklore Collection was separated from the library (1917) and the

Office of the National Librarian, established with dual function at management level in 1943, was separated from the management of The Royal Library (1986).

In the latest generation this situation has been followed by growth for the institution as a whole. First of all the University Library's two departments have been merged with The Royal Library, and thus Copenhagen University Library has been recreated as an entity. Secondly, the Danish Folklore Collection has returned to the library. Thirdly, together with the State and University Library, The Royal Library has been entrusted with new national tasks within the area of digitisation. Fourthly, the library has taken over it-related and service-related operational tasks for a large number of external libraries. Fifthly, the buildings have been extended, first of all with The Black Diamond (1999), which in an all-important sense has changed the library's possibilities for dialogue with the public, just as also the completion of the Faculty Library for the Humanities on Amager (2008) constitutes an important structural extension. Finally, together with Copenhagen University The Royal Library established the large joint library organisation, KUBIS, which is responsible for the overall library service to the university.

In this connection it might be emphasized that the financial basis for The Royal Library's collective function on the other hand has not experienced any growth, quite the opposite: the institutional and organisational growth rests on a financial foundation suffering continuous retrenchment.

Handling of electronic publications and formats, including new legislation

It is part of The Royal Library's vision to develop the digital infrastructure for Danish research and for the nation as a whole. For the strategic plan spanning the period 2007-10 the strategy includes further development of the digital aspect of the activities through a targeted increase of the digital part of the library's collections and of the net-borne accessibility of collections and information. In the first phases of the digital age the main emphasis was on retro-conversion of catalogues and purchase of digital information from external suppliers. Over the past few years The Royal Library has been launching an extensive digitisation programme, which as far as the National Library is concerned, will result in digitisation of the entire national literature and extensive parts of the remaining national collections with a view to increased use independent of time and place.

The first mass-digitisation project in the cultural sector in Denmark, defined as a total digitisation of everything from the first to the last shelf, has now been set into motion through a ground-breaking international public-private partnership.

In May 2009 The Royal Library therefore entered into an agreement with one of the major publishing companies in the world, the British *ProQuest*, to quality-digitise all Danish, Norwegian, Icelandic and Schleswig printed books and pamphlets from the first Danish book, printed in 1482, and until 1700, including also all books printed abroad which had associations to Denmark. The project is estimated as including 16,200 units and about 2,8 mil. pages. It is furthermore the first mass-digitisation *agreement* in the world between a national library and *ProQuest*, and through the epoch-making international agreement The Royal Library, both in content, quality and conditions, lives up to its vision of being among the leading national and university libraries in Europe.

The digitised versions of the printed books will be of high quality in all respects. The digitisation included not only picture scanning of the *content* in the form of texts, illustrations, maps, handwritten notes and additions, but also pictures of all books as *objects*, which include binding, cover and face, so that it becomes the most extensive reproduction of these works from any point of view that has been undertaken ever.

There will be free access for all in Denmark and via license for foreign countries.

Along with the *ProQuest* project the library works in prioritised order and project-orientated on preserving and making available parts of the national library's collections via the net. Examples of this are:

In 2008 The Royal Library received a large donation which made it possible to digitise part of Chief Rabbi and professor David Simonsen's collections, in the Oriental and Judaica Department acquired by the library in 1932. About 160 manuscripts and ca. 100,000 letter pages. On 30. September 2009 the first part of this project, the digital facsimile editions of David Simonsen's manuscript collection, was published.

The *Greenland Portal*, established last year, has been extended considerably by the digitisation of 44 and 17 diaries respectively, by Greenland explorers Knud Rasmussen and Ejnar Mikkelsen.

Just under 600 older detailed overviews of the content of private archives have been digitised and established with links from the relevant records in REX. In connection with the loan of the manuscript for the exhibition, of the Norwegian-Danish author Knud Hamsun's *Mysteries*, the manuscript has been digitised and placed on the net.

It is now possible to show both the bibliographic descriptions and the digital versions of the maps in *Frederik V's Atlas*, a tome from the 1700s in 55 volumes with 3,535 maps of the entire world. An inclusive digitised edition of this atlas has for six years been available on the net to the great benefit of the users, but until now it has only been possible to show the maps of Danish areas together with a bibliographic record.

After the completion of a pilot project concerning registration of the National Museum of Photography's works in *Art Index Denmark* in 2008, the registration has moved into the operational phase from February 2009, financed by a foundation grant, and by the end of the year more than 3,700 of the museum's works had been registered in the first two years via *Regin*, the Heritage Agency of Denmark's registration tool. All registrations can be seen in *Art Index Denmark* <http://www.kulturarv.dk/kid/Forside.do>, where the descriptive data are accompanied by a digital thumbnail of the work. The number of unregistered works is estimated at 34,000, and it is the responsibility of the Department of Maps, Prints and Photographs to make sure that the collection is registered.

Also in 2009 the library focused on digital dissemination of the 'Danish song treasure'. The initiative started with *Year of the song* in 2008 and has continued with songs by Carl Nielsen as the theme. The chosen songs are as far as possible introduced with the story of their making, publication and usage.

The Danish Library of Digitised Sheet Music – the collection of digitised reproductions of a number of the library's sheet music collections – is particularly favoured by flautists.

And there is indeed lots of material for this instrument. In 2009 the Music and Theatre Department placed the focus on the Danish composer, Fr. Kuhlau (1786-1832), whose sheet music is still being used frequently in international musical life. By the end of the year 63 works from the composer's production were available on the net – ready to print out and place on the music stand.

The Museum of Danish Cartoon Art has been placed under the auspices of The Royal Library since 1998. The history of the museum offers an account of the collection of about 200,000 cartoons from the 19. and 20. century and following that - of the future project concerning sorting, registration, digitisation and dissemination. The budget is DKK five million over four years and organised as a special project under the Department of Maps, Prints and Photographs in collaboration with The Independent Institution for the promotion of the Museum of Danish Cartoon Art. The project is launched on the basis of two large donations from private foundations.

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 340,6 million.

In the accounts the library's activities within the area of grant-aided research and other grant-aided activities are neutral in terms of results.

The turnover for the two forms of activity was in 2009 about DKK 18.2 million. It was a question of costs which were all covered by funding from mostly private donors such as foundations, grants etc.

The library has received financial support from a large number of sponsors, foundations, institutions, companies and private citizens during 2009, particularly with a view to publications, exhibitions and research assignments.

The National Budget in 2009 provided a grant of DKK 340,6 million for the library. Following the submission of the accounts for 2008, another DKK 6,0 mil. could be added to that amount. During the fiscal year the library, moreover, got a supplementary revenue of DKK 47,0 million. The library therefore had a total of DKK 391,0 million at its disposal for 2009.

The library's total expenses in the fiscal year 2009 amounted to DKK 385,9 million. DKK 64,8 million concerned interests and depreciation, DKK 173,1 million salaries and DKK 148,0 million other expenses. Of the total costs of DKK 385,9 million ca. DKK 112 million, corresponding to almost 30%, could be attributed to the running of the library's buildings.

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 the protection of collections against theft and for research.

Buildings

2009 was in The Faculty Library for the Humanities *the* year after two major changes: the move to a restored building in Gothersgade and the establishment of the KUBIS collaboration.

In spring 2009 the University Library in Fiolstræde closed, and in May 2009 the Faculty Library of Social Sciences opened in Gothersgade. Like the library in Fiolstræde the house is also designed by the architect J.D. Herholdt, but is of a slightly later date. It was built in 1888-90, originally as the Botanical Laboratory, with accommodation for the professors and an auditorium. It has now been totally renovated and on the basis of a colour-archaeological as well as a building-historical investigation brought back to a more authentic and original state. It turned out that the building, which at the beginning of the project seemed like a major challenge i.a. because of the large number of small rooms, could be utilized to establish a modern library and study environment, in which various types of study areas, lounge areas and differentiated functions could be created, so that the house could fulfil a variety of wishes from the users. It has, in fact, also been well received.

Staffing matters

In 2009 a total of 610 members of staff were employed in the library. This was a slightly lower figure than in 2008.

610 employees is the equivalent of 429,5 FTE, which is more or less the same number of FTEs as in 2008.

On 1 January the library's competence policy came into force. The overall objective is that "employees must maintain and further develop their competences in order to solve the library's tasks and gain personal satisfaction in their work". The competence strategy applies during the period 2007-2010. Basic competences as well as strategic action lines have been determined.

Methods for competence development cover a wide field, making it possible to organize the content of the instruction so that it corresponds to objectives and means. Rotation and reshuffling of longer as well as shorter duration have become more and more popular.

Electronic news are currently dispatched about competence offers to all employees, based on the library's competence policy, on the competence strategy for the period 2007-2010, as well as on requests for courses picked up in appraisal interviews and feedback from library management.

A number of introductions to the library's centres, reading rooms etc., requisitioned courses concerning security, fire and evacuation are permanently on offer.

Special courses for members of staff serving the public and those who work with dissemination via the library's web are also on offer.

A number of courses are arranged as a result of the introduction of new administrative systems and upgrading of these.

A management assessment was carried out in September 2009 at the library. The purpose of this was to assess whether individual leaders live up to the values aimed for.

The younger leaders have established a management network consisting of about 25 new leaders. The criterion for invitation to the network is that you have attended the government's management course within the past few years or are going to do so soon. In 2009 the network has met outside the institution twice to attend talks by external speakers. The network has i.a. had delegating and management assessment on the agenda.

Information technology and networks – the digital library

In 2009 the IT Department and Digital Development and Production at The Royal Library merged into a new department – Digital Infrastructure and Service (DIS) – for the purpose of streamlining and focusing the initiatives in relation to The Royal Library's technological infrastructure. The new organisation endeavours to ensure a stable running of all the institution's IT-based services, a well-functioning dissemination platform and that DIS will contribute to developing new forms of services which can safeguard the library's continued relevance in relation to its users.

The most easily recognizable part of the restructuring is the establishment of an independent support function and a segregation of the development function. The aim of the support section is to place the focus on dialogue with the rest of the house and to establish a "single point of contact". The developers are now gathered together in *one* section in order to stimulate cooperation among these and to work towards common methods.

In terms of structuring DIS's efforts the department has been working with "concrete goals" and with so-called "beacons". As opposed to the concrete goals the beacons have a long-term aspect and are reached via a number of activities, the content and order of which are adjusted currently. In connection with own activities seven beacons will be used when working out prioritisations. What they have in common is that they are broad and cover a number of activities.

In 2009 the Digitisation Section has apart from the basic digitisation – i.e. digitisation of material from the special departments in The Royal Library which makes up 25% of the overall digital production - been focusing on two new major digitisation projects: Chief rabbi David Simonsen's manuscripts and drawings from the Museum of Danish Cartoon Art. Apart from that registration cards for The National Museum have been digitised and digital copies of both the Constitution and the Administration of Justice Act have been submitted to The Administrative Library. In the digitisation process we try constantly to organize the production in such a way that it is possible to exploit both labour and scanner-capacity to the full. Work is also going on with the optimisation of the institution's work flows so that they become both easier to use and to understand – all the way to either publishing and/or long-term preservation.

In 2009 The Royal Library developed a module for the publishing of digital objects. Cumulus Object Publishing (COP), as the publishing platform is called, is our own development of a service-oriented tool, which simplifies the entire process of making available The Royal Library's digitised works and collections. For the library's patrons

the result is an extensive, but manageable, web interface which supports facilities like zoom, browsing and hierarchical exploration of the resources.

The Royal Library's Photographic Studio is all the time exploring new ways within the area of dissemination and presentation in order to offer customers the best possible service. The most recent example of this is that Photographic Studio is now able to offer a video-recording and editing service with a view to web presentation. An example of this service is the video produced in connection with the Department of Preservation's restoration of Willem Janszoon Blaeu's celestial globe. The video documents the working process in connection with the restoration work and gives an impression of the globe before and after the extensive work.

The Royal Library participates in an EU co-financed project, EuropeanaConnect (<http://www.europeanaconnect.eu/>), where DIS is in charge of a work package, which primarily deals with user involvement. The elements in the work package are "deep log analysis", mobile access to material, geographical access and structuring of user involvement. The project is a support project for *Europeana* (see: www.europeana.eu), which is an integrated access to online European cultural heritage from museums and archives. The overall purpose is to contribute to the realisation of *Europeana* as a multi-lingual and user-oriented service to all European citizens. 30 partners from 14 different countries participate in the project, which started in May and will be completed in 2011, under the management of the Austrian National Library.

The WEB-section, which provides by far the major part of The Royal Library's initiatives in connection with the project, has in 2009 held an international workshop that delivered input to a catalogue of so-called *Europeana Personas*. Personas are not actual people, but a kind of model user created on the basis of research results concerning search and behaviour patterns among the users. Of the seven personas, which were developed for the catalogue, four have been chosen to guide the further development of services and marketing in connection with *Europeana*. One of The Royal Library's objectives in participating in the project is also to collect and organise own knowledge about user involvement in a way that will benefit the entire library. A catalogue was started in 2009 with guidelines for how to conduct user surveys – when in the process it becomes relevant to include the users, and which methods are appropriate to use in order to get certain types of input for the development of new or test of already existing services. The catalogue must be completed by the end of 2010 and will give not only the project, but also The Royal Library, a more focused and hands-on approach to user inclusion.

Legal deposit of materials

The Danish Collections contain the legal deposit books, periodicals, cd-roms and av-materials. The Royal Library receives as legal deposit all works published in Denmark, pursuant to Act no. 1439 of 22. December 2004. The legal deposit forms the nucleus of the library's national collections and contains works in physical form as well as works published on the internet. Legal deposit of the Danish part of the internet is collected through so-called "net harvesting". This takes place at regular intervals according to a specific plan. A total of one milliard objects (22,933 gigabytes) have been net harvested. They are kept on special servers in The Royal Library and the State and University Library in Århus.

Archiving of the Danish part of the internet is part of a specific task, which is solved in collaboration with the State and University Library under the auspices of the Net Archive. The department cooperates primarily with other institutions under the Ministry of Culture as well as with colleagues from sister institutions abroad.

One very big challenge in connection with legal deposit of the Danish Internet is that conditions up till now only allow researchers access to the collected material because of copyright legislation and personal data legislation. The politicians have wanted to find a solution that makes it possible – within the framework of the law – to gain access for the public to larger or smaller parts of the archive. It was hoped that a solution would be forthcoming in 2008, but a planned revision of the act has now been postponed to 2010. When the Danish parliament postponed the decision on increased access until 2010, the reason was the desire for The Royal Library and the State and University Library to carry out a review which would further elucidate i.a. the accessibility of data on the one hand and the protection of sensitive personal data on the other.

The EU-election, held on 7 June, the municipal election, held on 17 November, and the climate summit meeting COP15 in December were predictable events, where the harvesting of web pages could be planned in advance. From earlier elections harvested by the Net Archive, the library has got lists of web pages for parties, associations and organizations, and web pages published by the public sector that all have or are expected to have information concerning an election. This list is currently being extended with the nominated candidates' web pages and other relevant web pages that members of staff become aware of, and the URLs on the list are incorporated in the harvester programme.

The EU-election also marked the beginning of an international cooperation, when seven national libraries came together for the process of harvesting the election. The aim was to exchange experiences about harvesting of events with the emphasis on content, i.e. according to which guidelines the harvesting took place, how often it was done, and how agreements on collection, copyright and access were handled. Each country harvested web pages related to the election that were relevant to themselves and then shared the experiences with the other countries in a common forum. This collaboration was a manifestation of the fact that although the purpose of web archiving is to collect, preserve and disseminate each country's online cultural heritage, it is a task that due to its complexity must be solved together, which i.a. happens through IIPC (International Internet Preservation Consortium), which The Royal Library and the State and University Library helped establish in 2003. It was agreed with colleagues in IIPC to assist in the autumn 2009 when the climate summit meeting was approaching, and as a result very useful lists of URLs were sent to the French National Library.

Acquisitions

In 2009 The Manuscript Department acquired a large number of important materials. Not least papers left by Danish authors are abundantly represented. Of major collections, containing letters, diaries, manuscripts and drafts etc., we should mention Peer Hultberg's posthumous papers and part of Suzanne Brøgger's archive.

Letters, and not least authors' letters, form a large part of the year's acquisitions. Apart from the major letter collections, which are part of the above-mentioned author archives,

we should point out Martin A. Hansen's and Ole Wivel's correspondence with the painter Sven Havsteen-Mikkelsen, Piet Hein's letters to Ebbe Sadolin, Holger Drachmann's letters to his friends Kristian and Olga Dahl, and Ole Sarvig's letters to publisher Hans Jørgen Brøndum.

It is not a primary task for the Manuscript Department to collect visual art, but even so the department holds considerable collections of graphic art, partly consisting of sketches and sketchbooks, partly of illustrated entries in albums. In 2009 the department acquired a number of albums from the 1700s and 1800s, but also some of more recent date, including an album produced on the occasion of ballet master Hans Beck's leaving The Royal Theatre on 29 May 1915 with contributions in the shape of drawings, water colours, poems and sheet music, entered by a large number of Danish artists, authors and composers.

The Department of Maps, Prints and Photographs has during the year acquired some very large collections on special topics, e.g. *Insurance Plan of Kjöbenhavn*, from 1908, a tome of maps in 38 parts in the scale 1:600, produced by the British/Canadian insurance company Goude, which in great detail describes the individual land registers in Copenhagen, and Scankort /LLO archive, a private aerial photo firm, which systematically has produced very detailed exposures since 1963. The archive consists of about 25 tons with over 1,2 millio exposures.

Moreover, the daily paper *Jyllandsposten*'s negative archive from six photographers with at least 400,000 exposures mainly from the 1980s, and the archive from fashion photographer Jørn Freddie consisting of almost 50,000 exposures from a period in Jørn Freddie's photographic career.

The National Museum of Photography has acquired internationally acclaimed photographic art with works by i.a. Mark Ruwedel (USA), Vibeke Tandberg (Norway) and Henrik Saxgren (Denmark).

The renowned Danish cartoonist Bo Bojesen's archive was donated to the Museum of Danish Cartoon Art, which is housed in The Royal Library. The donation marked the inauguration of a systematic campaign for collecting cartoons, as it was estimated by the experts that it was now high time to do so in order to save important cultural values, especially because experience shows that in connection with moves, pensioning or deaths, often neither originators nor heirs have been sufficiently aware of the value of the drawings in terms of cultural heritage.

Also hitherto unknown, historical collections have emerged, i.e. 4,000 from the famous cartoonist Alfred Schmidt (1858-1938), an altogether surprising and in a European context quite unique result.

Among the many major acquisitions in the music and theatre collections one should mention several manuscripts provided by the composer Per Nørgård. It is particularly a question of chamber music and songs which the library only had copies of before. In summer 2009 the library acquired the manuscript for Knudåge Riisager's *Bold Overture*, which was composed on the occasion of him receiving an honorary doctorate from Seattle University in 1972. An exciting mixture of archival and sheet music material from the composer Bernhard Christensen was also among the new arrivals of the year – a

collection which showed traces from his compositional as well as his pedagogical contributions.

Preservation and Conservation

Half of The Royal Library's nitrate negatives, about 880,000, have now been placed in a permanent cold stack in Store Dyrehave, run by The Danish Film Institute. The climate is -5°C and 30% RH, and this means that the cellulose nitrate is protected against self-ignition, and the lifespan has at the same time improved considerably.

Good storage conditions are a fundamental prerequisite for preserving The Royal Library's collections for posterity. Also after the establishment of new climate-controlled book and photo stacks in Njalsgade in 2008, good and safe conditions must be upheld in the other stack buildings. An open eye is still being kept on the cleaning in those stacks that require a special effort. The climate in the stacks is assessed in relation to the materials that are kept there, and here the quality of air plays a part, too. Measuring of the level of air pollution is therefore being taken into consideration when determining how the stacks should be run.

The Department of Preservation has participated in the work on the mounting of objects in the library's exhibitions. The objects have been mounted, external loans examined upon receipt, and during the exhibition the climate has been checked currently in the exhibition rooms. The Department of Preservation also contributes through loan of the library's objects to other institutions' exhibitions, where condition reports are prepared, and in certain cases specific standard requirements stipulated for very fragile objects.

As opposed to the library's printed materials much electronic material has a very limited lifespan. Data on a disc or a CD perish within a very short time – between 10 and 20 years, which in terms of preservation is just a brief moment. The oldest games in the library's collections have just turned eleven, so both the age of the games and the volume indicate that it is high time for the library to step up the active preservation effort. The Department of Legal Deposit and the Department of Digital Preservation have therefore placed extra focus on the task of ensuring that this essential part of the cultural production of the present continues to be made available to future generations.

Services to readers

One of the most important tasks is to offer a well-functioning study environment to the users. Towards the end of 2008 a survey was conducted into user satisfaction at Njalsgade 112 on Amager in relation to the new building's study facilities. The responses confirmed some of the things that were already well known, namely that the building was still suffering from teething troubles such as unsatisfactory temperature and ventilation conditions, but they also showed that there was a need for more "privacy". As a consequence some furniture was moved around and rearranged. Two firms were asked to put up screening between some of the study seats in order to provide this desired privacy. Finally, a couple of group rooms were made available on the 1. floor, thus increasing the total number of study seats. Dissatisfaction with the noise level was taken into account by establishing special rooms as no-typing zones, but also by making it clearer that it was in fact allowed to discuss relevant topics when sitting on the 1. Floor, whereas 2. floor is a quiet area. It turned out that several users approved the screening. Screening does,

however, also present an aesthetic challenge, which has not yet been satisfactorily dealt with.

In *Bogstafetten (The Book Relay)* lecturers from Copenhagen University take it in turns to select their favourite books from KB/KUBIS' collections. To inspire the users the books are arranged in a special book tower in the lounge area on the ground floor with the 'relay runner's comments on each book. The exhibition can also be seen on the library's web pages, and can furthermore be kept in this form, also after the physical exhibition has been replaced by another exhibition. In connection with the opening of the exhibitions, the baton is given to the next runner who can then proceed to make his personal choices.

Studenternes Galleri (The Students' Galley) is a cooperation between the faculty library and Department of Arts and Cultural Studies. Three students are the main contributors in the project, as their task is to handle requisitioning, selecting, hanging and taking down – or in short – curating – works produced by students at Copenhagen University. The inspiration stems from Malmö Högskola.

A programme and semester literature collection has now been established in the Faculty Library of Social Sciences. That means that students are guaranteed free and quick access to essential materials at any time. They borrow and return within the same day. In the first semester of this scheme, there have been more than 7,000 loans, and many do not borrow the books to take away, but copy the material and read it in the library.

The two reading rooms North and East in The Diamond have registered yet another increase in usage, and at certain times the seats are occupied right from the early morning. Reading Room East has in 2009 been manned all through opening hours, while Reading Room North has been unmanned. That Reading Room East is manned is i.a. due to the fact that the reading room houses the large collection of Danish micro film. In Reading Room East several sections on the first floor have been taken down in connection with a number of periodicals being discarded because they are now available electronically. It would be obvious to then establish more of the requested study seats, but due to escape routes from the reading room, there is a limit to how many persons are allowed to be in the reading room at the same time.

We have therefore provided a few sofas and armchairs to serve as places for studying. Also, current editions of newspapers that the library subscribes to, have been moved to this area. The KUBIS Diamond has in 2009 been given the responsibility for the study seats in the Information Hall, which is the reason why the statistics show an increase in the number of study seats made available by the department.

'Visit by an information specialist' is a common project for the entire Copenhagen University Information and Library Service, where recently appointed researchers and PhDs at Copenhagen University are offered a visit by an info-specialist to their own office. Here the library's member of staff can explain about the many offers the library provides, and also make sure that the PC is correctly installed in relation to the use of electronic resources.

Administration and coordination of course activities for KUBIS is anchored at the Faculty Library of Natural and Health Sciences. All faculty libraries examine the possibilities for extending the collaboration with Copenhagen University Library. There

has been a major increase in the number of courses (up to 61% in 2009). The responses to the evaluation forms handed out show a satisfaction percentage of 98%. Within the area of the Faculty Library of Natural and Health Sciences there have been 5 going-home meetings for researchers at the Panum Institute, and increased collaboration with the faculty library's study administration has been initiated, so that the faculty library in future participates in the introductions to the bachelor and postgraduate studies.

Cultural events, exhibitions and publishing

Department of Cultural Activities is responsible for The Royal Library's cultural activities, including content, idea development, information and marketing of such activities. It concerns the following areas: Concerts, exhibitions, travelling exhibitions, cultural arrangements, visits and conducted tours, scientific and popular lectures, lecture series, debates etc. The department is also responsible for marketing of the cultural activities, supervision and help in connection with design programs. Add to this, running and renting of the Queen's Hall and the library's meeting rooms for concerts, meetings and conferences as well as the running of the Reception in The Black Diamond. The department is responsible for the managing and development of the Diamond Club, Students Only!, The National Museum of Photography and the Museum of Danish Cartoon Art.

The idea of getting well-known artists to get to grips with the cultural heritage in an exhibition context underlines The Royal Library's desire to bring cultural heritage into the future in a way that is interesting to the public.

Apart from its subject, the exhibition *Maps, Myths and Narratives. Cartography of the Far North* was special in relation to the use of The Royal Library's public areas as exhibition area. Armed with your personal map, you could explore the library's corridors and via the meeting with flying birds, an awesome polar bear, a wolf and other stuffed arctic animals you could get an inkling of what the first explorers encountered when reaching the North Pole. The exhibition had five main themes, which i.a. dealt with the pioneer expeditions and the earliest charting of Greenland. With a mixture of unique maps, aerial photographs, texts and objects, the exhibition explained about the last coastal area being drawn, about the first airplanes in Greenland, about one of the pioneers of geology, about the attempt to find "pots of gold at the end of the rainbow" and much, much more.

The exhibition was made possible through a donation from A.P. Møller and wife Chastine Mc-Kinney Møller's Foundation for General Purposes.

One of The Royal Library's visions is also to bring some vitality to the large Søren Kierkegaards Plads. This vision really came true during the last week in July 2009, when the offbeat and imaginative temporary village *One Love City* attracted thousands of curious guests from all over the world to the Square – and further into The Black Diamond. The occasion was one of the biggest sports and cultural event in Copenhagen ever: *World Outgames 2009*, which on the basis of the homo-, bi- and transsexual milieu offered sport, an international human rights conference as well as a multitude of art and culture throughout the city.

Diamantbladet (The Diamond Magazine) is The Royal Library's cultural magazine, published four times a year. Based on the library's collections and the Department of Cultural Activities' arrangements, *Diamantbladet* represents the Danish cultural heritage at work. The magazine covers a wide range of subjects.

The target group is The Royal Library's consumers of culture, as well as the large group of students and teachers from educational institutions in the Copenhagen area. In connection with *Diamanten* a culture-calendar is printed in 16,000 copies and distributed free of charge. In 2009 work started on reorganizing and modernising *Diamanten*. The work finishes in April 2010, where the first issue with the new layout is published.

Mermaids are no rarity, neither in our imagination nor in art. Because of Hans Christian Andersen's fairytale and the famous little mermaid at Langelinie in Copenhagen, the mermaid has become a national symbol in Denmark.

In 2009 Copenhagen got yet another mermaid, namely Anne Marie Carl Nielsen's bronze sculpture 'Mermaid'. A donation from Carl Nielsen and Anne Marie Carl Nielsen's Legacy has made it possible for The Royal Library to place Mermaid at the wharf outside The Black Diamond. Sculptor Anne Marie Carl Nielsen, who was married to the composer Carl Nielsen, is the artist behind several sculptures in Copenhagen, i.a. the equestrian statue at Christiansborg Castle's riding ground and the memorial to Carl Nielsen at the Chapel, which shows a young, flute-playing boy on a wild horse.

Other notable information

On 11 September Martin Erik Andersen's work of art for The Faculty Library of the Humanities was unveiled. The work, which is financed by the Danish Arts Foundation and The Royal Library, is a panel relief in dyed silicone based on the Ardabil carpet, a classical Persian carpet, the oldest in the world, from 1540, hanging in the Victoria and Albert Museum in London. Violet neon tubes both outside and inside contribute to the work. The neon tubes at the basement level, which are visible through the glass panes in the ceiling, are formed like a Persian rewriting of a text that is woven into the Arabil carpet. It is a quotation by – or paraphrasing over – the Sufi poet Hafez: "I have no refuge in the world other than thy threshold. There is no protection for my head other than this door."

Major celebrations

In September 2009 The Royal Library celebrated its decennium for the inauguration of the extension on the harbour front, which has become known as The Black Diamond. The Diamond has been extremely important in branding The Royal Library outside Denmark and many visitors, both library people, architects and others interested in art and tourists in general have made their way to Slotsholmen to see The Diamond and enjoy its position and surroundings in the centre of Copenhagen and in fact go exploring in the architecture. Large parts of The Diamond are directly open to the public and at the A-level of the building you will find excellent facilities, such as a variety of exhibitions, restaurant and bookshop and finally a chamber music concert and conference hall seating 400-500

guests which has long since cemented its reputation as having the most wonderful acoustics.

The birthday was celebrated in true Danish style with open house for the Danish population with layer cakes and entertainment. One of the reading rooms had been turned into a live exhibition and workshop for computer games: here children and adults could amuse themselves with the very first games to the latest most advanced computer games on machines of equally great variety in terms of age. The computer game has come of age and arrived in the library and is moreover a natural part of the legal deposit. The Department of Legal Deposit and the Department of Digital Preservation have therefore placed intensified focus on the task of ensuring that this crucial part of the cultural production of the present will continue to become available to future generations.

Organisation

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

- Department of Legal Deposit
- Catalogue Department
- Department of Manuscripts and Rare Books
- Department of Maps, Prints and Photographs
- Music and Theatre Department
- Oriental and Judaica Collections
- Danish Folklore Archive
- 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
- 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

The shared functions consist of the following units:

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