

The Royal Library, Denmark

Report 2010

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 2009 KUBIS: Copenhagen University Library and Information Service was born, which handles 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.

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 answers 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.

Half-way through the KUBIS-process a steering committee consisting of the university's representatives has in the autumn of 2010 evaluated the KUBIS-collaboration. The university librarian concluded that the KUBIS-construction in an organisational context is altogether rather complicated, and that the managerial competence is in fact very limited. Nonetheless there has been a marked development within the service area, even if there are still some unsolved problems. The optimization of the resources spent has to a great extent happened through cut-backs of resources for library purposes, and rationalisation profits

have only to a very limited degree been turned into improvements in library service and extension of the collection of knowledge resources. Having finished the half-way evaluation the ground has been prepared for starting work on preparing KUBIS-2, i.e. the library construction which as per 1 January 2013 is to succeed the existing one.

Handling of electronic publications and formats, including new legislation

It is part of The Royal Library's vision to extend the digital infrastructure for Danish research and for the nation as a whole. For the performance contract period 2007-2010 the strategy includes a further development of the hybrid library through a continuous extension of the digital part of the library via a targeted increase of the digital part of the library's collections and of the net borne accessibility of collections and information. In the initial phases of the digital age, the main emphasis was on retro-conversion of catalogues and purchase of digital information from external suppliers.

The first mass digitisation project in the Danish cultural sector, defined as a total digitisation of everything from the first to the last shelf, has now been set in motion via an epoch-making international public-private partnership. In 2009 The Royal Library therefore made an agreement with one of the largest publishing concerns in the world, the British concern *ProQuest* on quality-digitising all Danish, Norwegian, Icelandic and Slesvig printed books and pamphlets from the first Danish book, which was printed in 1482, and until 1700. It is, furthermore, the first mass digitisation agreement in the world between a national library and *ProQuest*, and through this extraordinary international agreement The Royal Library – both in terms of content, quality and conditions – lives up to its vision of being among the leading national and university libraries in Europe.

The digitisation does not only include picture scanning of *content* in the shape of texts, illustrations, maps and handwritten notes and additions, but also pictures of all books as *objects*, including binding, cover and face, making it the most extensive reproduction of these works ever made – in all possible respects. The digitised works were made available in 2010 via the ProQuest database *Early European Books*. This is a payment database, but due to a special agreement between ProQuest and The Royal Library, the library has secured the works for everyone in Denmark by making them available without charge for everyone with a Danish IP-address.

A number of the library's digitised collections have in 2010 been disseminated via *Europeana*, which is a common European platform for dissemination of digitised collections and financed by the European Commission.

The work with securing long-term preservation of digital material continues, as in 2010 the library has been involved in setting up the *Open Planets Foundation*, which is to provide the framework for international collaboration on the work with digital long-term preservation. As per 2010 the library has moreover received a grant for the construction of an e-storage/stack for safe preservation of retro-digitised and born-digital collections.

An extensive effort is being made within the area of retro-digitisation, where the library's physical collections are digitised and made available on the internet. The overall objective with the policy of retro-digitisation is that ultimately it should result in the digitisation of the entire national literature and part of the other national collections with a view to increased usage, independent of time and place. At the same time it will also be possible to make the collections available in new ways which will increase their value in terms of research. A large number of projects have either been completed in 2010, are in progress or are under preparation.

Concurrently with *ProQuest* the library is working in prioritized order and project-oriented on preserving and making available parts of the national library's collections via the net. As examples of this work one should mention:

Completed digitisation of chief rabbi David Simonsen's archive of more than 30,000 letters, completed digitisation of all The Royal Library's manuscripts by the Norwegian composer Edvard Grieg, ca. 800 pages. A continued digitisation of The National Museum of Photography's collections of 40,000-45,000 works and continued digitisation of 200,000 drawings in The Museum of Danish Cartoon Art.

In 2010 The Royal Library received a grant of DKK 4,5 mil. from the Ministry of Culture's funds for the purpose of digitisation of ca. 200,000 aerial photographs with motives from the island of Funen. Funen has been chosen, as it is a natural geographical demarcation, which is representative as regards variation in landscape and trades. "Funen – Denmark in a nutshell" is the name of the project. The vision is through topographical pictures to narrate Denmark's cultural-geographical and cultural-historical development in the 20. century.

Materials by the following Danish authors and archives have been digitised: Knud Rasmussen (21 vol. from 5. Thule expedition); Faroese ballads, recorded 1819; August Strindberg (*The Vivisection*, 1894); a farming almanac from 1513 (NKS 901 octave); Karen Blixen (*Out of Africa etc*); Carsten Niebuhr's album; Poul Martin Møller (*The Licentiate etc.*), the Danish national literature up until 1600 (online in *Early European Books, EEB*).

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 336,5 mil.

In the accounts the library's activities within subsidised research and other subsidised activities are neutral in terms of results.

The turnover on the two forms of activity amounted in 2010 to about 14,4 mil. It was a question of costs that were all covered through grants primarily from private benefactors such as foundations, legacies etc.

The library has received financial support from a large number of sponsors, foundations, institutions, companies and private citizens during 2010, particularly with a view to publications, exhibitions and research assignments.

The National Budget 2010 allowed the library an appropriation of 336,5 mil. After submission of the accounts for 2009 a surplus of 7,1 mil. were carried forward. During the financial year the library also had supplementary incomes of 43,5 mil. In 2010 the library therefore had a total disposable amount of 389,0 mil.

The library's total costs during the financial year of 2010 amounted to 381,9 mil. Of this 64,5 mil derived from interests and depreciation and 172,8 mil from salaries. Of the total costs about 30% could be attributed to the management 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 protection of collections against theft and for research.

The Act on Legal Deposit of 2005 was to be revised at the latest during the parliamentary session 2010-11 with a view to offering broader access for the public to the net archive. In order to obtain this, The Royal Library together with the State and University Library have continued work on the report on the technical and legal possibilities that exist of extending access to the net archive for people other than researchers without giving access to sensitive personal data that might appear in the archive.

Buildings

The new building construction, which includes the Faculty Library of Humanities on Amager, was inaugurated in 2008 and thus has only been operating in the building for 2 years. There is still quite a notable interest in visiting the library by Danish and foreign professionals. During 2010 visitors were received from other libraries in Denmark as well as foreign individuals and groups with library associations (librarians, library directors, library architects, library students), e.g. from Norway, Sweden, Finland, Germany, Poland, Portugal, Hungary, USA, and Australia.

Having celebrated its 10 year jubilee for the building and launching of The Black Diamond in 1999, and having established that users as well as builders and entrepreneurs are extremely satisfied with the result of the experiences gained, 2010 was the time to examine and adjust the work. Work on the new roofing on The Fish, as the flat neighbouring building next to The Diamond is called because of its fishlike form as seen from the air, was more or less completed in 2010. By the end of the year only smaller adjustments remained, which unfortunately had to be interrupted at the beginning of December due to the unusually – for Denmark – inclement winter weather. With the new roofing The Fish has got not only a new, but also a much better roof than before.

The Faculty Library of Natural and Health Sciences is situated in Nørre Allé close to the National Hospital of Denmark and covers two of the university's faculties. In February the Info Hall in the faculty library, known as the older silent reading room, was inaugurated. The hall features impressive wall paintings all around the room by Danish painter Andreas Friis (1890-1983), who was influenced by French modernism. The artist is i.a. known for exactly these wall paintings, which show portraits of natural scientists all through the ages right back to Antiquity. Responsible for the new design has been architect Eva Grell Frederiksen (FrederiksensArchitects, i.a. known from the building of the IT University in Ørestaden), who has succeeded in establishing a flexibly furnished hall, so that it may be used as both group reading room and lecture room and also makes it possible for the users to move the furniture around to adapt the arrangement to the actual size of the group.

Like all state institutions The Royal Library has been asked to bring down its energy consumption for reasons both economical and environmental. To this end the building operations department has carried out a number of initiatives, amongst other things an adaptation of technical installations, which means that ventilation systems are cut off when they are not needed, and that heat is distributed as efficiently as possible.

2010 was the first complete year where service for the three centres Centre for Manuscripts and Book History, Centre for Music and Theatre and Centre for Orientalia and Judaica took place via the common entrance from the centre on F floor in The Diamond with an interior staircase down to E floor. It is open 45 hours a week. The visiting figure for manuscript researchers and book historians has fallen marginally as compared to 2009, while usage of the material has risen marginally.

Staffing matters

In 2010 a total of 593 members of staff were employed in the library. This was a slightly lower figure than in 2009 when the figure was 610.

593 employees are the equivalent of 425,5 FTE, which is more or less the same number of FTEs as in 2010.

The 425,5 FTEs are related to the following appropriation forms:

- Ordinary activity 395,1 FTE
- Commercial services 9,2 FTE
- Grant-aided research 13,2 FTE
- Other grant-aided activities 8,0 FTE

Behind these figures you will find a considerable number of departures and intakes, a total of 100 employees have left and 91 employees have joined the library. All newly appointed staff participate in an introductory course for newcomers, held four times a year.

The library's competence policy during the period 2007-2010 has the overall goal that *"the employees must maintain and further develop their competences in order to solve the library's tasks and obtain personal satisfaction in their job"*. Basic competences as well as strategic action lines are stipulated. The methods for competence development encompass a broad spectrum, making it possible to plan the content of the course so as to correspond to objective and means. Rotation and redeployment schemes of brief or longer duration are being used increasingly.

In 2010 the library received part-funding from the Competence Foundation for a member of staff in connection with a long-cycle education. The Competence Foundation furthermore granted part-funding to a course on management of IT projects for 30 members of staff, scheduled for the first quarter of 2011.

A workplace appraisal was conducted in 2010 in the entire institution.

The Health and Safety Committee chose to delegate the study of the physical working environment to the individual working environment group. This resulted in 12 studies which all reflected the special conditions applying to the individual groups. The groups have already solved some of the problems pointed out by members of staff. Those problems that the groups have not been able to solve themselves have been handed over to the Health and Safety Committee with the assistance from i.a. the technical departments that have been dealing with the issue. Some problems have been solved, while others will be dealt with in 2011.

In order to fully examine the psychological working environment the Health and Safety Committee chose to use the job satisfaction meter study, developed by the public employer and employee organisations. The study is electronic and anonymous. The results indicate that The Royal Library is doing well.

Researchers at The Royal Library are spread out geographically, professionally and in relation to which department they belong to. This was the case more than ever after the mergers in 2006 and 2008, and even after the cutting down on research in 2009 it remains a basic condition. The majority of the researchers have to focus on the outside when establishing professional contexts, and this happens without exception. Several researchers participate in established professional networks, and everybody is encouraged to do so.

Information technology and networks – the digital library

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

This means that DIS is responsible for a number of systems, which are necessary in order to ensure that The Royal Library can service its customers within the digital area. DIS is

moreover responsible for digitisation and via its working group strives to ensure user-friendliness in the systems offered.

In 2010 DIS was reorganised so that the structure more directly supports the commercial objectives for which DIS is responsible. The change means that DIS' organisation to a greater degree focuses on the users, internal as well as external and to a lesser degree on the character of the tasks. As part of the process six sections were merged into three sections:

Operation and support is responsible for all systems running smoothly and has as the ideal that IT is just something that is there, and which you do not need to think about.

Digital resources must ensure that analogue material becomes digital and – equally important – that it can be disseminated and that the material can be preserved; and finally

Library service which supports the user's general usage of our material, whether it be digital or analogue. *Library service* in particular is a break-away from the usual approach to solving the task, as the handling of the library system and the web is now seen as two sides of the same objective – support so that the users can find what they want – be it a book, a document or a digitised picture. The section is also responsible for supporting the institution's internal library functions and at the same time must ensure that The Royal Library's interfaces are user-friendly and intuitive. Apart from this the section runs library system solutions for 45 external research libraries. The objective for *library service* is to develop a professional competence centre for data and library systems, to prioritise user inclusion and constantly to keep focus on the users' needs.

Finally, a project office was established as a staff function which is to assist in project formation, project management and the preparation of project applications.

Optimization of the institution's IT infrastructure has been a focus area in 2010, and here server consolidation has played an important part. All servers from the nearby locations – i.a. The Faculty Library of Natural and Health Sciences in Nørre Allé, The Faculty Library of Humanities in Njalsgade and The Faculty Library of Social Sciences in Gothersgade – have been brought together in one large virtual environment.

In 2010 the Digitisation Section was extended to include a development team and changed name to Digital Resources. Via this consolidation the library wishes to increase the focus on digitisation from scanning/photographing to finishing treatment of the pictures so that they are ready for display on The Royal Library's homepage and so that the time from scanning the material to displaying it to the public can be significantly reduced.

One of the big focus areas for the section in 2010 has been the scanning of chief rabbi and Professor David Simonsen's letters. The professor's book collection and archive was acquired by The Royal Library in 1932. David Simonsen was for more than sixty years a central figure in the Jewish community in Copenhagen. The collection contains about 30,000 handwritten or typed letters and among the more well-known correspondents we find the names of Albert Einstein, Niels Bohr and the author Emma Gad.

Primo is the single search system which The Royal Library uses as interface to facilitate user access to catalogue data, as well as other selected resources – internal as well as external. In

2010 The Royal Library's database, REX search interface, was upgraded from Primo version 2 to Primo version 3.

The change of version has meant several improvements for the users, like e.g. the possibility of doing a '*Starter with (title)*'-search, a functionality that has been very much in demand, as the user is also able to scan in title register. And by hitting 'Order' the users will now see all the placements of a given material (technical expression: OPAC via Primo). This is a major improvement as the previous version displayed data from the underlying system.

Placement data will in the new version only be shown in connection with the individual copy; the previous version showed these data in a both incomprehensible and redundant context in terms of the user. It is now also possible to sort on title and type of material.

The Royal Library is determined to give the users an intuitively understandable search interface and has in connection with the change of version i.a. implemented a new order form, which incorporates a number of previously available ordering choices in one, as well as making it simpler for the users to order material which has not been registered, is out on loan or which The Royal Library does not have.

There is now complete bilingualism in the search interface and in the systems which are being linked to, so that i.a. also all the international students at Copenhagen University can benefit. (This does not, however, apply when underlying data are not bilingual – for example in catalogue entries).

The idea has been to create a simple graphic and aesthetic expression on the interface. This means i.a. that the users see several entries on the first page, seamless system change, so that they do not discover that they actually 'jump about' between several different systems during their search in REX. There are also now various kinds of frontpage mediation in the form of text and embedded web parts – e.g. the service 'Ask the library' and a tutorial that explains the ordering flow.

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 crawling". This takes place at regular intervals according to a specific plan. A total of 5,4 milliard objects (173.000 gigabytes) have been net harvested according to the new law. They are kept on special servers in The Royal Library and the State and University Library in Aarhus.

On the first of July 2010 it was five years since the present Act on Legal Deposit came into force, and *Netarkivet.dk* dispatched the first crawler to harvest the Danish internet. This event was celebrated at a gathering at the State and University Library and also provided an occasion for taking a look back over the five years.

In 2010 the department's staff could concentrate on adapting and trimming the crawling programmes, so that as many web pages as possible with information carrying data could be harvested and pages with insignificant information be avoided, (such as "tip a friend", different type sizes, print and other crawler traps). It requires a discerning eye and training by the employee to be able to read log files and interpret interminable URLs as well as a feeling for the net and for the advantages and disadvantages of crawling programmes.

Acquisitions

In terms of physical material The Royal Library's collections have also been enriched by a very sensational find, as the library secured an important piece for the story about the geographical discoverer Carsten Niebuhr: At an auction in New Zealand The Royal Library placed the winning bid on a hitherto unknown album. It is quite sensational that a completely unknown album surfaces, pertaining to a well-known expedition member of the famous *Arabian Journey* 1761-67.

As in previous years the Department of Manuscripts has also acquired a large number of important collections and individual documents, partly by approaches and inquiries from outside, partly by investigative work and systematic perusal of catalogues from auctions and antiquarian bookshops at home and abroad. Of the major collections most are literary and concern major Danish works. Amongst other literary acquisitions we find manuscripts for novels and plays. Finally, there are Carl Rosenbaum's scrapbooks about German theatre performances and the film adaptation of Herman Bang's *The four devils* with numerous original photographs.

Among the music acquisitions one should mention a manuscript by the composer Per Nørgård about his colleague Vagn Holmboe, a scrapbook and other papers and printed matter concerning Else Marie Pade's work as a composer and her epoch-making work with electronic composition, as well as five scrapbooks and manuscripts by the composer Bernhard Christensen and diary entries etc. by the composer Jørgen Jersild. From Erik Wiedemann's estate the library has received – together with his very extensive Duke Ellington archive – a supplement to his papers, including correspondence.

The National Museum of Photography has acquired a number of works by Danish and foreign internationally acknowledged pictorial artists, i.a. Kristleifur Björnsson (Iceland), Liv Carlé Mortensen, Olaf Otto Becker (Germany), Per Morten Abrahamsen, Kurt Rodahl Hoppe, Heather Canrell (USA), Matthew Stone (UK) Tina Enghoff, Eli Ponsaing, Bror Bernild, Hans Jørgen Jensen.

In 2010, and via the New Carlsberg Foundation, the National Museum of Photography received an important collection of works by the Danish photo artist Peter Funch.

The National Museum of Photography and the Department of Maps, Prints and Photographs provide The Royal Library with one of the finest public collections of cultural-historical as well as artistic photography in Northern Europe. Altogether the various collections amount to about 18 mil. pictures, covering a vast number of techniques and genres.

Denmark's oldest male choir, Studentersangforeningen, which was founded in 1839, decided in 2010 to hand over its collection of sheet music manuscripts to The Royal Library. The choir has always been considered to be at the very top of Danish male choral singing, and as all the members have also throughout the years had excellent connections to cultural life as a whole, the society has always enjoyed the attention of leading Danish and Nordic composers. Legendary is the composer J.P.E. Hartmann's close association with the choir, but the newly acquired collection also features sheet music by some other prominent Danish composers from that period, i.a. P.E. Lange-Müller and Otto Malling, and also manuscripts by Edvard Grieg and August Söderman.

In 2010 The Royal Library incorporated a quite unique jazz collection from the 'fireball', jazz musician and organiser Arvid Meyer (1927-2007). This is a very broad collection with about 38,500 phonograms (78s, LPs, singles, CDs and tapes) supplemented by an extensive book and periodicals collection as well as a large archive.

The collection was originally bought by The Royal Library towards the end of the 1990s after the phasing out of The Danish Jazz Centre, but has only now been moved into the library. And there are some very exciting things to be found here.

Preservation and Conservation

To the outsider the preservation endeavour will for the most part be invisible and it can be difficult to imagine what actually happens. This situation was remedied via the performance theatre group Hotel Pro Forma's exhibition UNDERCOVER at The Royal Library. Here the conservators were given a voice in a story about where focus in the preservation work is placed. Not only treasures from the collections found their way to the exhibition, but also the particular deterioration phenomena of paper and photographic negatives were on display together with the many remedies from a profession that is based on a mixture of scientific, humanistic, technical and craftsman like knowledge.

In the Main Collection the conservation work has been focused on works which subsequently were to be digitised, so that conservation could prevent further damage to the works. At the beginning of the year the last books in the ProQuest project were conserved; this incorporated digitisation of printed Danish national literature from the period 1482-1600 as well as a number of astronomy titles. A few months later preparations started for a digitisation of the period 1601-1700, and the Department of Preservation went through the first catalogues and marked up for conservation and boxes. Altogether the process involved over 12,000 items, and from the very beginning the conservation was given highest priority in the department's work, so that all the damaged books can be treated before digitisation. The Department of Preservation works closely together with the Catalogue Department in this project and the conservation workshop is placed in close proximity to this department.

The bookbinder profession is still being practised in the Department of Preservation and two of the department's bookbinders, Hanna Christensen and Inger Mønster Marker were both

represented with a cover each among the five selected covers at the Foreningen for Boghåndværk exhibition of best book binding of the year, which took place at the Danish Museum of Decorative Art in June 2010.

On the occasion of her 70th birthday Her Majesty Queen Margrethe – in connection with her visit to the library on 16. June – was presented with a special edition of John Bergsagel's edition of the Knud Lavard manuscript. The binding for this edition had been designed by Hanna Christensen and featured a white parchment binding with a printed decoration. The Queen also received a new edition of three orchestral works by H.C. Lumbye, these had been bound by Inger Mønster Marker with a green leather spine and decorated coating paper.

“Digital preservation” includes all the challenges that have to make sure that digital material will continue to be readable and understandable for several generations to come, where systems, programs and utility purposes have changed in a direction we are not able to imagine at all and where future users only have the knowledge about the materials available which we have secured survival. At The Royal Library the work with digital preservation is for the fifth year running organised in a small specialist unit within the National Library, which has the responsibility – in close interaction with the Department of Preservation – for the physical material and all the departments which are engaged in building digital collections which must be preserved.

On 19. May nine institutions and organisations, including The Royal Library, met in the Hague in order to set up the *Open Planets Foundation* (OPF). The objective for OPF and its members is to meet the challenges of digital long-term preservation with knowledge of best practice and access to generally well-known and applied solutions. The vision for OPF is to become the organisation to tie together important initiatives within the field.

OPF is established in the wake of the EU project *PLANETS*, where together with the project's other 15 partners The Royal Library has contributed to ensuring a coordinated European initiative in terms of logical preservation of digital material. Over the past four years the project has delivered research and development of methods and tools which will help solving the dual challenge of responsibly preserving digital material and at the same time ensuring coming generations' access to the material. The *PLANETS* project finished with massive international publicity, when on 18. May a time capsule with a Digital Genome was deposited in the top security data centres deep in the Swiss Alps. Inside the time capsule are five digital objects, both in commonly available and widely known dissemination formats and in standard preservation formats, and all the descriptions of how, if necessary, one can recreate the hardware and the software, which one needs in order to access and understand these files, are also available in the capsule.

Both in public and private spheres the volume of digital pictures, sound, film text and other data is growing at an explosive rate. Part of the flow of data arrives at the cultural preservation institutions that have to keep track of the cultural heritage of the present time for future generations. But how to preserve digital collections so that data can be read and understood despite the swift technological development? This as well as many other questions about digital preservation the homepage digitalpreservation.dk now provides the answer to. The target group for the homepage is archives, libraries and museums that are already working with or planning to work with digital preservation. But ordinary citizens

may also produce some good ideas as to what to consider and what one can do to preserve one's digital memories.

Behind the homepage we find The Royal Library, the State and University Library, the National Archives and the Danish Film Institute, and here the partners disseminate the knowledge and the experiences, which they have gained through their many years of work with preservation of the digital cultural heritage. The State Archives have been receiving data and documents from public authorities' IT systems since the early 1970s. The National Libraries have received data since the mid-1980s, when the publishers began to insert e.g. CD-ROMs in printed publications. The Danish Film Institute has restored films digitally since 2001 and has likewise received digital pictures and documentaries.

Services to readers

A good study environment is a question of offering frames that motivate and inspire people to study. This means being responsive to the students when they put forward their suggestions for improving the study environment. But it also means being innovative ourselves. One example is a project called *liT.house* at the Faculty Library of Humanities. The inspiration for *liT.house* comes from the German art and culture concept *Literaturhaus* and its focus on literary events of various kinds. The intention is to produce a cultural forum, a learning space for knowledge, mediation and narrative – all of which enrich the traditional research library and contribute to its development into a knowledge centre. *LiT.house* offers the student a cultural breathing space and provides the pivotal point in the faculty library's efforts to also be “the third place”; the place we need apart from our home and place of work.

Semester literature, rocking chair and an advent calendar on the mobile phone were just three of the service initiatives by the Faculty Library of Social Sciences in 2010. The library services the Faculty of Social Sciences at Copenhagen University. In May 2009 the library opened in Gothersgade 140, having moved from Fiolstræde. Now the library is part of the new campus area for the whole faculty. In 2010 focus was directed at integrating the library as a relevant partner in the social-scientist user's geography and conscience. Internally, efficient procedures and good working routines have been established – not least with close colleagues in the five departmental libraries at the faculty. This year NIAS Linc, the library at Nordic Institute of Asian Studies, joined “the family”, following a binding cooperative agreement. The collection is now searchable in REX and a user manual is under preparation.

“We shower you with rose petals” – so it says in one of the visitors' books placed in the Faculty Library of Natural and Health Sciences in 2010. The visitors' books are used for mutual communication between users and the library, and they have proved to be very popular. There are many positive – and sometimes poetic – remarks, and of course also suggestions for improvements. All remarks and suggestions are answered by the library. Again in 2010 the visiting figure rose astronomically. The figure reached 380,554, the equivalent of a rise of 30,9% as compared to 290,678 in 2009. This is naturally related to the re-establishment of the Info Hall. The visiting figure has risen significantly several years on

the run, but the building's capacity has now been reached; during the exam periods some users have to walk away as there is simply no room for them. A survey in week 49 showed a usage of more than 100% in the group rooms; during that period we noticed people having to sit on the floor between the shelves.

The key figures about the study environment in The Black Diamond show a fall of 7% in the use of the reading rooms from 347,804 in 2009 to 321,993 in 2010, but the place was frequently used by students not only from Copenhagen University, but also from Roskilde University and Copenhagen Business School.

At certain times of the year all seats are occupied, and even the staircases are being used. The Information Hall has also attracted a large number of people, and in order to accommodate the crowds the library had to use not entirely contemporary pieces of furniture.

In 2010, however, it became possible to acquire new furniture which is modern but even so fits in with the old library design and matches the colours both in the old building and in Per Kirkeby's ceiling painting.

As members of The Royal Library's culture club, the Diamond Club, the library's users and other people with an interest in culture are presented with many advantageous offers and easy access to lectures, International Writer's Scene, debates, concerts, exhibitions, private views and exclusive arrangements for members only. 2010 featured several of such arrangements. In order to be able to offer more, and hopefully also more interesting, initiatives in the future, the club wanted in 2010 to get to know its members better: What was their background? What kind of arrangements did they like? A club evening, interviews and a focus group were the first steps in that direction. The library will continue this work for the Diamond Club in 2011.

Cultural events, exhibitions and publishing

Her Majesty Queen Margrethe of Denmark celebrated her 70th birthday on the 16. April.

With the exhibition *The Face of a Queen – one among many* the Museum of Danish Cartoon Art, The Royal Library, put focus on the art of portraiture in Danish cartoon art and its development over more than 100 years. The exhibition showed portrait drawings of a large number of well-known as well as unknown persons, and as a tribute to the Queen on the occasion of her 70-year birthday the same year, a series of portraits of her and the royal family were displayed. The exhibited works were a mixture of more than 250 drawings from the Museum of Cartoon Art's collections and borrowed works, which in the majority of cases have been published everywhere from major national newspapers to local media.

In collaboration with the Danish Defence Museum The Royal Library celebrated the Navy's 500 years jubilee with a large exhibition, based on the golden days of the navy in the 1700s. A collaboration and a celebration that The Royal Library i.a. became part of because the library contains numerous collections of books, handsomely illustrated manuscripts and drawings about the subject from exactly this period. Armed with a map of the library's corridors and an MP3-guide narrating naval officer Peter Schønning's diary, visitors were

taken through the exhibition's four themes: "The Sea Cadet Training", "The Navy and Copenhagen", "Life on board" and "Sea Battles", each of which were illustrated through a large selection of objects; from pictures, maps, manuscripts and books to drawings, canons and weapons. The exhibition was accompanied by a series of lectures with focus on naval history over a period of 500 years.

In 2008-2009 it was the turn of the all-round artist Robert Wilson and in 2010 focus turned onto the experimental theatre and performance group Hotel Pro Forma who create exhibition works as part of The Royal Library's attempt to rethink the dissemination of the cultural heritage and create new and surprising exhibition experiences for the public. The exhibition UNDERCOVER was a thought-provoking depiction of the actual large knowledge organism which constitutes The Royal Library. A peep into the machinery among specialists and myriads of different material. The library's collections as a clear, richly detailed landscape are fascinating, but also inaccessible to a person wandering about on his own. Based partly on individual works and partly on the library's labyrinthine world of rooms, stories and people Hotel Pro Forma created a pleasure trip around The Royal Library, where surprising connections emerged when unknown or overlooked phenomena were placed in focus and in a new light. The daily paper, Berlingske Tidende, ranked the exhibition as number 8 out of all Danish exhibitions that year. In connection with the exhibition a talk was arranged with Kirsten Dehlholm, artistic leader and founder of Hotel Pro Forma, about the work involved with staging the exhibition and about the group's other productions over 25 years.

The Royal Library's DANIDA-financed project entitled *Institutional strengthening and capacity enhancement* in support of the National Library and Archives of Bhutan (NLAB) expired on 31. December 2010 after 15 years of consultancy assistance and knowledge sharing in combination with delivery of IT equipment, cameras for digitisation of the handwritten and block-printed cultural heritage, both stationary on NLAB and in the form of a mobile repro-initiative in collections throughout Bhutan. An Aleph catalogue database has now been established of more than 130,000 out of NLAB's total holdings of 180,000 titles, and courses in Aleph have been completed, partly at NLAB, partly at The Royal Library. At the end of the project the base, which is being hosted by The Royal Library, is the most extensive and detailed Tibetan online database in the world.

In October the Department of Preservation acted as host to an international seminar arranged in collaboration with the working group Graphic Documents under the international museum organisation ICOM's Committee for Conservation. The meeting took place on 6.-8. October and attracted 69 delegates from the international world of conservation. Lectures and posters were presented, and the participants had the opportunity to discuss the many new challenges in the conservation profession.

The National Museum of Photography consists partly of pictures purchased by the museum, partly by pictures taken from the Collection of Pictures. The latter pictures have not been registered until 2008, where a pilot project was set in motion, which resulted in a decision to register pictures in *Kunstindeks Danmark* (Art Index Denmark). At the same time as the registration of a work, a thumb nail of the work is published so that you can "leaf through" the Museum's collections online. In 2010 the number of registrations in *Kunstindeks Danmark* reached the figure of 10,000 pictures, which makes the Museum one of the absolute major contributors to *Kunstindeks Danmark*.

In August research librarians from The Royal Library attended the “Harvest Conference” arranged by the Norwegian ABM-Nettverk for photography held in Vadsø. The Network made an appraisal of the project “Widerøes skråfoto tilbake til folket”, whose purpose is to collect and digitise Widerøes Flyselskap a/s’ flight archive. In this connection Henrik Dupont gave a talk on the history of Danish aerial photo history back to 1890, and spoke about challenges of aerial photography in terms of preservation and mediation. Mette Kia Krabbe Meyer gave a lecture on flying as dream and dystopia as represented by the Danish surrealist painter Vilhelm Bjerke Petersen and in the international avant-garde, and there was then a chance to exchange experiences on the mediation of aerial photographs. Apart from aerial photography the conference dealt with the subject of daguerreotype, and there was an opportunity to meet representatives from Photo Museum Antwerp, who spoke about Daguerreobase, a European Daguerreotype database, which The Royal Library plans to collaborate with in an EU project, as the library has a considerable collection of more than 700 daguerreotypes.

The annual Book Seminar for researchers and particular enthusiasts, number 16 in the series, was held on 29. October 2010, where six researchers presented ongoing or completed relevant projects. The theme of the year was “important book tomes”, where “important” is taken to mean either in terms of content of the work or form – or both.

8. March 2010 was a milestone, namely the celebration of the 100th International Women’s Day. In collaboration between KVINFO, Goethe-Institute Denmark, prominent women from all over the world and The Royal Library an invitation was issued to the conference “Women of the world in The Diamond”. Among the speakers at the conference were Egyptian women’s activist Nawal El-Saadawi, one of the main forces behind more recent American feminism Naomi Wolf, the young Saudi film director Haifaa Al-Mansour and Danish author Suzanne Brøgger. Through panel sessions and papers presented the objective was to debate women’s challenges from a global perspective, celebrate the centenary, take stock and look ahead with a critical mind.

The Royal Library’s student network *Students Only!* arranged a large number of events particularly for students. At the arrangement “When talent is not enough – the quest for virtuosity” ballet master at The Royal Theatre Nikolaj Hübbe and expert on talent development Claus Buhl spoke about what demanding perfectionism entails. At the start of the semester following the summer break the students were invited to a party, and like the previous year it attracted a large crowd. About 2,600 guests got in, while many unfortunately had to walk away disappointed. The music for the celebrating guests was provided by well-known bands and DJs

Organisation

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

- Department of Legal Deposit

- Catalogue Department
- Manuscript Department
- Department of Maps, Prints and Photographs
- Department of Music and Theatre
- Oriental and Judaica Collections
- Danish Folklore Archives
- 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 are organised within:

Digital Infrastructure and Service and The administrative/technical area (Department of Administration, Department of Operations and Department of Security).