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The Royal Library is Denmark's national library and the university library of the University of Copenhagen. The mission of the Library is to promote education, research and information in the present and in the future. The vision of the Royal Library is to be one of Europe's foremost national and university libraries.

The National Library

As a *national library* the institution manages the nation's cultural heritage of both Danish and foreign origin in the form of published works (books, periodicals, newspapers, pamphlets), manuscripts, documents, maps, pictures, photographs and sheet music in analogue or digital form, including the Danish part of the internet in [Netarkivet](http://netarkivet.dk), and documents the intellectual culture of everyday life.

The work and departments of the National Library cover a wide spectrum and incorporate a vast field of competences and tasks. The National Library manages its statutory task of legal deposit, organises concerts, produces critically acclaimed exhibitions, publishes in both its own and external research publications, organises lectures based on the library's collections, and supports resident researchers, who use the library's documents and collections. The Library collects and indexes significant archives in the music and theatre sectors, incorporates entire photo collections and, equally importantly, receives valuable personal archives of great interest, which are vital for future understanding: for example of the life and works of a writer.

The National Library also focuses on the digital collection of materials and documents, since social media, e-books and digital communication are gradually becoming the primary medium. It is vital to be aware of this, if one has any hope of gaining the same insight into Danish society, which is possible on the basis of physical materials.

So, in a way, one could say that the National Library has two parallel departments: the Preservation Department, which takes care of the preservation and management of the physical collections; and the Department of Digital Preservation, which – as the name suggests – is responsible for the digital, long term preservation of digital legal deposit etc. via *Netarkivet*. But there is a bridge between these two departments, since materials, which are considered too fragile and in poor condition in terms of conservation, are substituted digitised, in order to preserve the material digitally for posterity. This work is implemented in close collaboration between the two departments and is also an expression of the fusion of

media, which the National Library has been experiencing in recent years, and which, organisationally, the Library has responded to.

The National Library concluded 2014 with the consolidation of one of its major development projects: [Danish Books 1701-1900 On Demand](#) (DOD). This is a service, which enables users to order a digital copy of a desired title from the period, and to gain access to it at home, without having to sit in the Royal Library's reading room. DOD was also mentioned in the 2013 Annual Report as an example of the National Library's focus on the retro-digitisation of the Library's collections. Starting from 2015, this is now one of the National Library's permanent services. It is also a clear-cut example of the fact that digitisation enables the National Library to make the many invaluable materials accessible to all citizens, no matter where they are in the country or, for that matter, in other countries.

Retro-digitisation or, as it is often referred to in the National Library, cultural heritage digitisation, is a unique opportunity to disseminate several hundred years' worth of legal-deposited material, which provides a wonderful insight into Danish cultural and associational life. After all, the many kilometres of shelves contain not only books, but also community periodicals, association periodicals, illustrations, leaflets, exhibition catalogues, parish booklets and many other publications, which collectively reveal Denmark's political, literary and societal development. The National Library also has its special collections, which represent a wealth of knowledge, and a unique historical production, both written and visual, which deserves to reach a wider audience.

But it is virtually impossible to digitise these materials, and it would require a financial investment, which far exceeds the Royal Library's capacity. This makes it necessary to prioritise in terms of content and finances. This is done every year. The Library, in addition to user-driven digitisation arising out of DOD, selects collections and materials, which are not only considered important in terms of preservation, but are also of interest in terms of research and dissemination. The digitisation of cultural heritage is a significant financial investment, both in terms of the direct cost of scanning and administration, and in terms of the subsequent digital preservation. These funds have to be found from within the regular operating budget. That means that the digitisation of cultural heritage very much depends on financial prioritisation. There are relatively few extra resources for this task; so major digitisation projects are largely dependent on the support and goodwill of foundations.

Digitisation is often referred to as a substitute for other activities, but this is not the case in the National Library. No tasks are neglected. On the contrary! We raised this issue in the Library's previous [Annual Reports](#). It is clear that the transition to a predominantly digital National Library will not happen overnight. Rather, the Library must be capable of collecting, indexing and preserving both physical and digital materials concurrently. Despite the possibility of delivering documents digitally (for example, via the [MyArchive service](#)), the Library continues to receive large physical archives from both private individuals and cultural institutions. This continues to make great demands on the need for physical storage space.

The University Library

As a *university library*, the Royal Library's primary mission is to support research and teaching at the university: on the one hand, by accommodating the need of researchers, students and teachers for information resources; on the other hand, through special services for these three groups, who collectively constitute the university library's main user group.

The University Library provides a comprehensive library service for the University of Copenhagen. Use of the library's knowledge resources has never been higher. In 2014 the Library provided 16,847,300 digital usage units and 615,967 printed usage units. There is still a dramatic shift from printed to digital resources. While the study environments are popular, there was a noticeable decrease in physical visits from 1.52 million in 2013 to 1.44 million in 2014. In addition, there were 1.4 million virtual visits to the libraries' websites.

Use of the personal guidance functions is extremely healthy. 25% of the university's students took part in the faculty libraries' user training course, and in 2014 216,000 contacted the Library personally. In 2014, use of the University Library's digital guides (LibGuides), which include the faculty libraries' websites, subject sites and guides to interdisciplinary topics, amounted to 509,000 page views.

In 2014, the total cost of the Library service for the University of Copenhagen amounted to DKK 308 million: DKK 195.7 million for the University Library under the aegis of the Royal Library; and DKK 112.3 million for the university-owned libraries. Direct costs totalled DKK 141.4 million; indirect expenses, DKK 166.5 million. Of the direct costs, DKK 62.7 million went to the acquisition of knowledge resources in digital and printed form (DKK 55.5 million and DKK 7.2 million respectively).

For 2014-2016 the strategic focus is on the development of "The Digital University Library". One significant service development in the general area is the continued transition to systematic and user-driven acquisition of books in digital format instead of printed format. This strategic effort is also evident in the actual usage patterns. During the year, the use of digital books rose by 32%: from 888,390 in 2013 to 1,171,966 in 2014.

In the special researcher service area, the most important development is the creation of a bibliometric readiness, which enables the University Library to provide annual bibliometrical analyses at both faculty and department levels. In the special student service area, the most important development is the launch of a project for the intelligent study environment, comprehensive data labs and new high-tech study environments for the three faculty libraries. Moreover, in the period December 2014-January 2015, we conducted an experiment, which involved 24-hour opening of the Library of the Faculty of Social Sciences. This did not determine a need for 24-hour opening, but rather a need for longer opening hours during exam periods.

In 2014, for the second year running, a job satisfaction survey for the University of Copenhagen revealed a predominant satisfaction with the library area. 84% of the university's staff responded with "Strongly Agree" or "Agree" to the statement: "I am satisfied with the library services, which I regularly use (incl. e-periodicals, e-reference books, e-books etc.)."

In 2014 the University Library implemented two organisational changes in the University Library areas. Firstly, the organisation of the Pharmaceutical Library was integrated into the Faculty Library of Natural and Health Sciences on Nørre Allé. Secondly, the internal process departments were both organisationally and physically consolidated in the Department of Information Resources, whose mission is to acquire, manage and make accessible the Royal Library's information resources.

Digital Infrastructure and Service

In recent years, the extent of retro-digitisation has experienced rapid growth. This has led to an increasing need for efficient system support for work processes. Therefore, in 2014 we implemented a project to analyse the needs and possible solutions for improved efficiency, quality assurance and transparency of these processes. As part of the project, a group of employees travelled to London, where they visited the Wellcome Trust and the British Library. The objective was to see how these two institutions supported retro-digitisation with, respectively, a commercial product and an open source product (Goobi). On the basis of major investigative work and on the basis of their experiences from the London visit, the project participants suggested the Goobi system as a framework system for the preparation of digital workflows.

To a great extent, work on IT support for the Royal Library and on new digital services takes place through collaboration with others, including other research libraries in the DEFF (Denmark's Electronic Research Library) context, and through participation in open source communities.

Economy and Staff

The legislative framework of the Royal Library is laid down in the National Budget. There is a separate legislative framework for legal deposit, theft protection and research.

In the National Budget and the Additional Appropriation Budget 2014, the Library had a grant of DKK 348 million. In addition, after the presentation of the 2013 accounts, savings to the tune of DKK 0.8 million were transferred. In the course of the financial year, the Library also had additional revenue of DKK 53.6 million. So, overall, in 2014 the Library had a total of DKK 402.4 million at its disposal.

In 2014, the Library's total expenses amounted to DKK 402.3 million. DKK 176.5 million related to wages and DKK 225.9 to other expenses. Of the total expenses of DKK 402.3 million, DKK 120 million (i.e. 31%) could be attributed to the Library's buildings.

As the 2013 Annual Report indicated, the Library had implemented the savings that were necessary leading up to 2015, while there was still significant work involved in making the budget for 2015, in which there has been an even greater drop in funding, and in which we must expect to redistribute the resources, which are contained in the framework agreement. In 2014 we prepared a budget for 2015, in which necessary adjustments of the number of staff were implemented using natural retirement. In 2015 we will implement adjustments for the years 2016-2017. The adjustments will, on one hand, ensure room for the recruitment of expertise, which the Library either does not have or does not have enough of; on the other, they will safeguard the balance between expenses and income.

The staff includes employees appointed for ordinary activities (the National Budget allocation), revenue-funded activities, grantfunded research and other grant-funded activities. Ordinary activities also include other income: for example, income in relation to cultural production and services provided to the University of Copenhagen and reimbursement-funded full-time equivalents (FTE) in relation to staff employed under special conditions.

In 2014, we appointed a total number of employees corresponding to 424.8 FTE, of which only approx. 322 were financed by the National Budget allocation, while the other activity resulted from the Library's sale of services and participation in the employment of staff under special conditions.

Material Acquisitions

Accounts for acquisitions in 2014 (i.e. accounts for the acquisition of books, periodicals and other types of material in physical and electronic form, along with binding) totalled DKK 48.9 million. Of this amount, just under DKK 4.5 million was used for the National Library obligation and DKK 44.5 million for the University Library obligation.

Many of the acquisitions for the National Library obligation are not reflected in the figures, because the majority of the material is acquired through legal deposit and bequests. Particularly, it should be emphasised that legal deposit leads to the acquisition of digital documents in copy form (CD-ROM etc.) and digital works, which are published on the Internet. This is done via web harvesting. Materials with a total value of DKK 1,684,987 were purchased for Danish Collections. DKK 1,591,971 was spent on the acquisition of special types of material – manuscripts, documents, pictures, maps, sheet music, musical manuscripts, intellectual property cultural heritage (Danish Folklore Collection), orientalia and Judaica. The Library purchased text books and reference works to the value of DKK 256,405 for the centres and interdisciplinary acquisitions. The Department of Preservation spent DKK 462,778 for binding materials and better preservation conditions. This was spent in accordance with the agreed quotas. The National Library spent a total of DKK 4,448,376 in the form of material acquisitions.

In terms of printed documents, the accounts for the University Library obligation are divided into subject accounts, which correspond to the subject areas of the University of Copenhagen, which the Royal Library serves. The University Library spent a total of DKK 44,498,045, the greatest part of which was the cost of digital documents: DKK 41,126,993. The cost of digital documents now represents 92.4% of the total expenditure, while the cost of printed documents, incl. the cost of binding, represents 7.6%. The Royal Library will continue its strong focus on the accumulation of digital collections and access to digital information. Out of the total accounts for both the National Library and the University Library, the cost of digital documents now represents 85%, which amounts to an increase of 3 percentage points since 2013.

The Storage Situation

The Library must make sure that the collections are stored in up-to-date, climate-controlled storerooms. In particular, the national collections must be stored in the correct climate for preservation. The Library does not yet have an adequate number of climate-controlled storerooms at its disposal. This is somewhat critical in terms of the preservation of the National Library's collections. 52% of the national collections, which need climate control, is

currently stored in storerooms, in which the climate cannot be controlled. The lack of climate control accelerates the deterioration of the materials: in particular the materials, which were produced on acid paper. Moreover, much of the storage in climate-controlled storerooms is of a purely temporary nature, having been rehoused in the storerooms of the Danish National Archives at Kalvebod Brygge in Copenhagen.

The contract for use with the Danish National Archives expires at the end of 2018, by which time the Library's collections, according to previous plans, should have been moved to a newly constructed, climate-controlled storage facility. The plan is to construct a storage facility for the National Museum of Denmark, the Royal Library and the University of Copenhagen (Natural History Museum of Denmark and Medical Museion), but construction has not yet started. The emerging situation is critical for the Library, which has discussed with the Danish National Archives the possibility of extending the rehousing of materials in the storerooms of the National Archives. It has been agreed that the Royal Library can make use of any capacity that might be available, until the Library can move out into its new storage facility. If, at some time after the end of 2018, the capacity runs out as a result of the growth of the National Archives' accession and/or the transfer of documents from Slotsholmen to Kalvebod Brygge, the Library will have to move out either entirely or partially, but no more than is absolutely necessary.

Key figures, 2014

1.287.755	visitors at the library's locations
4.687.386	visits at the library's website www.kb.dk
35.751.597	page views at the library's website www.kb.dk
8.404.102	bibliographic records in REX catalogue
5.530.020	searches in the library's online bases
1.370.055	stock of electronic documents in total (number of titles)
35.151.090	physical units in total
198.174	shelf metres in total
1.112.513	gross acquisition of conventional material types, physical units in total
11.295.123	loans, excl. renewals
2.429	seats in the Royal Library's reading rooms and centres (total number)
223	seats in The National Library's Reading Room West and in Centre reading rooms and study seats in the collections*
20.479	guests in The National Library's Reading Room West and in Centre reading rooms and study seats in the collections*
19.582.565.544	objects in the Danish Internet Archive, Netarkivet
553.640	gigabytes in the Danish Internet Archive, Netarkivet
	<i>* under security surveillance</i>