

ANNUAL REPORT 2000

THE ROYAL LIBRARY

DENMARK

www.kb.dk

1.

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

Year 2000 was the first full year after the opening of The Black Diamond and the first year to evaluate the services and the functionality of the library within new and renovated buildings.

As part of a long-term plan for the library and for control of its finances, The Royal Library has for the third year been working within the framework of a *performance contract* with the Ministry of Culture covering the years 1998-2001. This plan is entitled *For uddannelse, videnskab og kultur (For education, scholarship and culture)*. It is not a contract in the usual sense of the word but an agreement with the Ministry of Culture on the work and financial framework of the library and its tasks over the four-year period, i.e. a strategic plan.

In 2000 The Royal Library introduced a new management tool, *Balanced Scorecards* is an instrument which puts the institution's main services, main tasks and performance at the very centre: the building up of the collections, service to the public, IT development, staff competence development and economy control – into a balanced whole. One of the ideas behind *Balanced Scorecards* is to create a bigger staff involvement, as *Balanced Scorecards* help to illustrate the connection between the efforts of the individual member of staff and the services, which are to the benefit of the users. Working with *Balanced Scorecards* gives the institution an efficient steering and reporting tool.

2.

Handling of electronic publications and formats, including new legislation

In 2000 ELEKTRA – The Royal Library's collection of its electronic resources – was introduced to the users on The Royal Library's homepage which means it is now an ordinary working tool on a par with the library's online catalogue REX. ELEKTRA has also to been seen within the framework of the national project *Denmark's Electronic Research Library*.

ELEKTRA gives access to the electronic resources, which the library makes available to its users, containing 3,700 e-journals in full text, 2,000 e-journals in abstracts and 200 databases, in all 6,000 e-resources, both those resources to which there is only limited access because of licensing conditions imposed by foreign suppliers, and the resources, which belong to The Royal Library and are therefore free of charge.

ELEKTRA has been developed in a co-operation between the Digitization and Web Department and the University Library Department. As opposed to printed material electronic resources are a very variable material, which constantly changes between title, content and access path. It is therefore tremendously important and also a major task to keep ELEKTRA

up to date. The Royal Library is very anxious to create a better correlation between the great number of e-resources being offered. A marked international development is going on within this sphere which will in the long run link the various electronic resources together, so that one will not have to search in many different resources in order to find an article in full text – just a few will do.

An innovative step was taken this year, i.e. the publication on the net of facsimiles of a number of printed special catalogues for the collections of the Manuscript Department. The first three catalogues made available in this way are N.C.L. Abraham's *Manuscrits francais du moyen âge* from 1844, C. Borchling's *Mittelniederdeutsche Handschriften in Skandinavien* (the part that concerns The Royal Library) from 1900 and Christian Bruun's *Illuminerede Haandskrifter fra Middelalderen*, 1890. These are works impossible to acquire even from antiquarian sources and which are now accessible via the Manuscript Department's homepage.

On the homepage of Danish Department was in 2000 presented a bibliographic tool to all Danish newspapers. The tool combines traditional indices to articles with indices of all newspapers in paper format and in full text databases in one integrated system. This is a hybrid entrance for the readers before they consult the Internet or the 70,000 microfilms on open shelves in Reading Room East.

3.

Funding

When preparing the budget for 2000 it became apparent to everyone involved that the year 2000 would be a financial disaster in all the areas that depend on considerable financial grants for "other operational expenditure", i.e. a very considerable part of the institution including the budget for acquisition and the investment in IT. As a response to that the Ministry of Culture in January 2000 suspended the performance contract following a decision that a budget analysis was to be conducted independent of both The Royal Library and the Ministry of Culture. The analysis was carried out from February to April and was the result of a tremendously concentrated effort in all units of the institution, describing, analysing and explaining to *outsiders* both tasks and functions, organisation and structures, previous practice and future needs in figures as well as financial terms.

The external consultants confirmed in their analysis the view that it is necessary to augment The Royal Library's appropriations in various areas. The institution is totally documented, screened and transparent. The report did not result in immediate supplementary appropriations – that was not expected either – but it did alleviate some of the pressure and probably also helped people to realise just how tight the library's budget is.

In addition to these financial problems, the library was a fortnight before the year 2000 informed about another reduction for the financial year 2000 of the institution's working budget. The reduction was the result of a statement from the Ministry of Finance that purchases by state institutions had to improve its efficiency by outsourcing. As The Royal Library had the year before put all major purchases out to tender, there was no chance of recuperating the frame reduction through tenders for purchases. It therefore became necessary immediately to reduce the institution's other operating budgets.

As the announced reduction in the budget was not to be a one time only saving, but a lasting reduction it was obvious to both management and the liaison committee that the institution could not continue without a change in tasks portfolio. After consultations with the Ministry of Culture in the revision of the performance contract, the management therefore decided that tasks and jobs to the tune of 19 full times equivalent had to end by 1. January 2001. For example, the following tasks: parts of the National Bibliography, the revision of the collections, the paper version of the internal newsletter - it is now on the intranet, the library's own printing office and *Institut danois des échanges internationaux de publications scientifiques et littéraires/The Danish Institute for International Exchange of Publications*. At the very last moment of the national budget negotiations The Royal Library received funding in order to continue the musical activities which are being developed and extended in the library's multifunctional hall "The Queen's Hall" as well as a permanent increase of the institution's other operating budget. The permanent operating budget has been decided to be spent in 2001 on improvements of the working environment, improved facilities for the users, staff development, computer equipment and National Library Division acquisitions.

4.

Legislation

There have been no major changes in legislation, which would affect the library and its missions. A new *Act regarding Library Services* came into force on 1. July 2000. The act determines in particular public library tasks, as well as the research libraries' tasks in relation to research and further education and also their tasks in respect of the entire library service system, which The Royal Library is also part of.

The new act contains major changes and innovations in Danish library legislation, still within the principle, that basic library services are free of charge for everybody. A new common on-line ordering system *bibliotek.dk* has been implemented. The system includes all the Danish public and research libraries so that anyone with web-access is able to order books from his own PC at home. The Royal Library is taking part in *bibliotek.dk*.

The Royal Library's specific tasks are not described in the *Act regarding Library Services* as they form part of the annual Finance Act and in the legislation for legal deposit.

5.

Buildings

A new university library building on Amager is expected to be ready by 2005. It will be an extension of the existing buildings, which consist of a storage area, an office wing and a public area as yet unfinished. The extension is supposed to include a new university library with facilities for the public. The building of the new library has to be coordinated with the extension of the university.

6.

Staffing matters

In 2000 the library's internal training programme has been continued and consolidated. The following areas have been covered: Computer skills, library subjects, English library

terminology and introduction of new employees. Courses in service to the public and personal development have been of offer.

The library decided already in 1998 to make a concerted effort to focus the attention on staff sickness figures. A project was launched entitled: *Can motivation at work help to bring down the absence through sickness figures?* Already in 1999 the figures had improved and they were maintained in 2000.

A working group prepared a number of suggestions in early 2000 as to how to fulfil the wish from the staff for quicker and more up to date information. As a result the internal newsletter went on the Intranet in November 2000.

In 2000 the working environment organisation and the health and safety groups have carried out a survey of the institution's workstations. In the autumn of 2000 this resulted in an action plan consisting of about 50 cases which had to be looked into as well as the explicit intention to work out principles for control and following-up measures by the health and safety committee.

7.

Information technology and networks

After the large IT-investments in 1999 (new network, standardisation and upgrading of hardware, new standard software), new library system the year 2000 seems a more peaceful one for The Royal Library as far as the IT-area is concerned.

Maintaining and developing the library's network continues to be an important task for the Computer Department. Towards the end of 2000 the department tested a new technology – a co-called cache flow component – on the network. The results are impressive – response times for enquiries on the most common sites have been minimal and there has been a 40% saving on the Internet traffic.

Since the introduction of the online catalogue REX The Royal Library has been working on the retro-conversion of all important card catalogues. This task has received financial support from *Denmark's Electronic Research Library*.

8.

The digital library

Making the library's collections and services accessible via its own website is a strategically important aim for The Royal Library. This task is entrusted to the Digitization and Web Department.

In 2000 the Digitization and Web Department have recorded 10 mills. page displays from the library's site. Add to that a further 14 mill. pages displayed in connection with *Culture Net Denmark* institutions as part of the *Culture Net Denmark* server function, which is run by the Digitisation and Web Department as well. Methods and tools for electronic publishing are therefore absolutely essential issues for the department, whether these methods apply to the basic production of material, whether they are connected with the more specialised areas, such as for example watermarking of digital material or whether it has to do with archiving. The

Royal Library participates in the inter-Nordic project *Nordic Web Archive* with financial support from Nordunet2, with a view to developing suitable methods for eventually providing access to archives of the electronic publishing, which takes place on the Internet.

The Digitization and Web Department has in 2000 completed the development of a prototype for invisible watermarking of the library's digital images at the moment of presentation. The prototype is the result of a *Culture Net Denmark* project and is now being introduced on the library's own web servers.

The EU project *DIEPER, Digitised European Periodicals* is very near its completion. The aim of the project was to examine the technical, copyright- related and economic possibilities for creating a common European full text database of older, less easily accessible, periodicals.

9.

Legal deposit of materials

According to the Act on Legal Deposit, works published in Denmark, whatever the medium, must be deposited. The printed medium is still the most common one. Books, periodicals, annuals, newspapers, leaflets, trade circulars, price lists, society journals etc. are despite the challenge from the internet, being published in greater numbers than ever before. What seems to be happening is that a book, a periodical or a brochure is published both in printed form, on the net and sometimes also on CD. All three forms of publication are subject to legal deposit.

Two copies of the publications are kept, one in Copenhagen at The Royal Library, one in Aarhus at The State and University Library. In The Royal Library one copy of each edition is placed in the national collection, which means that duplicates and unaltered editions are discarded. Generally speaking a third of the monographs deposited are discarded, although the library tries to limit the number of duplicates by foresight.

At the beginning of 2000 the library prepared a report for the Ministry of Culture, which was an estimation of the costs in connection with the downloading of net publications. All through the year the library has also worked on a plan for long-time preservation of digital data.

10.

Acquisitions

The appropriation for the purchase of books and other materials had to be cut when the Ministry of Culture, at short notice, demanded that the library itself was to cover the extra costs in connection with the completion of The Black Diamond. The library consequently had to reduce its acquisition budget both for 1999, 2000 and 2001, simply because this was the only area where it was possible to reduce the costs within short notice.

The reduction was carried out according to a balanced scaling between the National Library Division and the University Library Division, according to a close examination of the building costs and their purpose in relation to the two main areas. The University of Copenhagen disagreed with this situation and contacted the Ministry of Culture pointing that The Royal Library could not fulfil its obligations as university library with this reduced budget for acquisition.

This led to the library receiving an extra appropriation for 2000 to balance the acquisition budget for the University Library functions, and in addition a part compensation for the reduction in 1999. The Royal Library, however, was not compensated for the reductions in the appropriation related to the National Library Division. The National Library has thus had to carry more than its appropriate share of the entrenchment.

The unequal compensation has therefore been a special issue in connection with working out the library's budget for 2001. When negotiations on the national budget for 2001 were completed, The Royal Library was given an extra appropriation, which means that also the National Library Division will receive compensation in 2001.

In 1996 one of the greatest Danish composers – perhaps the greatest of the generation following Carl Nielsen – namely Vagn Holmboe (1909-1996) died. The composer left a collection of about 175 manuscripts; nearly all of them known manuscripts, which according to Vagn Holmboe's will from 1966, were not located in The Royal Library's Music Department, which already contained 166. Among those belonging to the estate were a number of the composer's greatest and most important works, going right back to 1929, i.a. a number of symphonies and chamber music works which are considered major works in Danish music history of the 20th century. Some of the works have never been published in printed form and are therefore only available as manuscripts or photocopies. After a long time of negotiations The Cultural Assets Commission under the Ministry of Culture gave a bid in accordance with the Act on Preservation of Cultural Values, which was accepted by the estate as well as the heirs in September 2000. This precious collection of manuscripts was subsequently turned over to The Royal Library's Music Department.

11.

Preservation & Conservation

The preservation plan of The Royal Library *Preservation Plan 2010*, which is expected to be completed in 2001, has been prepared as a part of the long time planning for better financial contribution over a number of years towards the conservation and preservation tasks. In the performance contract it is agreed to prepare this long-term preservation plan, which is to engineer the preservation process over the next 10-15 years. It has become obvious that there is a great need for committing the library wholeheartedly to a radical change of preservation policy, not only in the Preservation Department but also in all collection departments. The library needs to think more in terms of preventive measures and to prioritise extensively in the collection departments as to what must be preserved. Conservation procedures must be reserved for the most valuable material, while various forms of preservation efforts like environmental improvements will benefit the collections as a whole.

12.

Services to readers

Year 2000 was the first full year after the opening of the Diamond. Despite a lot of discussion and critics of the functionality of the Black Diamond the use of the library has reached a new peak and the biggest use ever. The use of the reading rooms has increased considerably, compared with the time in 1995 before the building of the Black Diamond, from 56.000 users to 67.000 users. The increase in loan has been even bigger from 576.00 loans to 854.000 loans. The number of visitors to the library has increased very much as well from 465.000

visitors to 944.000, but at least 300.000 of the visitors are estimated to be tourists in the Black Diamond, which has caused a lot of critics from the researchers.

An analysis of the figures shows that the library has improved the service towards the University of Copenhagen and that electronic use is growing very fast.

The average figure for those attending user education courses in the autumn term 2000 shows a marked increase compared with the corresponding figure for autumn 1999.

One of the most significant tasks in connection with the new buildings was to determine the service profile, which the users were to encounter in the future. With this in mind the library in 1997 launched the *Development project for service to readers* as a project for building an overall service profile to the readers for all the services provided by the library. In May 2000 *The Royal Library's Service declaration* was completed. The Service declaration is supposed to present the quality level and service targets which one can expect from the library and its staff. The publication of the Service declaration marked the end of the project.

In August the library system REX was upgraded to a new version Aleph 12.2 with new functionalities for the benefit of staff as well as readers. Under the function *user status* it is now possible to access more extensive information about material ordered and loans. Here it is also possible to ascertain whether an ordered item from the closed stacks is ready for collection at the circulation desk. *bibliotek.dk*, the new national database, where all citizens may order books from any library in the country, means that it is now both quicker and easier to process reservations from other libraries in Denmark.

The Diamond was subject to in a cross-sectional user survey concerning tourist attractions in Denmark in cooperation with the Tourist Development Centre. The questionnaire was altered so as to incorporate views on the library's services and was sent out during the autumn 2000. The conclusion is that the majority of users of The Royal Library (nearly 80%) felt that their expectations of a visit are fulfilled. The high percentage takes into account both library users and people who experience the library as a tourist attraction. The small percentage (about 10%) of dissatisfied users are particularly unhappy about the tangent surfaces of the two user groups, i.e. that the library users are being disturbed by the tourists, while the library functions on the other hand also place some restrictions on the tourists.

13.

Cultural events, exhibitions and publishing

In the new exhibition areas more than 30.000 visitors have seen the exhibitions produced by the library:

The European Bournonville. Ballet master, artist and intellectual

The exhibition focused on ballet master at The Royal Theatre, August Bournonville's major influence on Danish ballet and the great cultural heritage he left behind. It reflected a genuine European. A number of newly discovered sources were also displayed – dress designs, printed music and paintings, which emphasise Bournonville's central position in Danish and European culture.

P.W. Lund – the man from Lagoa Santa

P.W. Lund (1801-80) is known as the "father of Brazilian palaeontology" and indeed he did carry out the majority of his research and lived for the greater part of his life in Lagoa Santa , Brazil. The exhibition was partly created on the basis of the library's own collections and partly on effects borrowed from various museums, including bones from some of the animals which Lund found in Brazil, and tools from the Stone Age. The exhibition was arranged in conjunction with the Ministry of Foreign Affairs and was shown for the first time in May 1999 in Brazil during the Danish Queen's visit.

J.P.E. Hartmann, the composer

In September His Royal Highness Prince Henrik of Denmark opened the Music Department's large exhibition on the Danish composer I.P.E. Hartmann. The exhibition marked the centennial for I.P. Hartmann's death with the biggest exhibition ever on Hartmann, his family and his time. The exhibition included a number of printed music items, letters and other documents from the library's own collections as well as a wide selection of photographs, paintings and other Hartmann objects borrowed from a number of institutions and not least, from the composer's many existing relatives who have been most positive in their attitude to the library.

At home on this earth. William Heinesen 100 years

A long-nurtured Danish-Faroese dream came true when The Royal Library in May 2000 opened its doors to this exhibition. It was a major joint project for the Faroese National Library and The Royal Library to which the author had left the majority of his manuscripts and other documents.

The National Museum of Photography

The National Museum of Photography, which is part of the Department of Maps, Prints & Photographs, staged a major event with the retrospective exhibition of the German Candida Höfer, who is represented in the collection with four works. The year finished with a repeat of the exhibition of masterworks *Through the Moment of Times* and a small exhibition entitled *The Danish Air* staged by the Danish/French concept artist Colonel.

Museum of Danish Cartoon Art

Her Majesty Queen Margrethe on 7. October attended the opening of a new museum, located in The Royal Library, *Museum of Danish Cartoon Art*. Cartoon art in newspapers is a natural part of the collection of the Department of Maps, Prints & Photographs that includes the photograph in an artistic as well as cultural historical sense, copper plates, caricatures, posters, silhouettes etc. The Department's portrait collection with pictures of more than 68,000 Danish people also includes many cartoons.

Music activities

Music played a major part in 2000 in The Royal Library's cultural activities. A special appropriation in connection with the negotiations on the national budget for 2000 paved the way for the library's multifunctional hall, *The Queen's Hall*, creating the opportunity to house concerts and other musical events. With 70 musical events and with the Department of Cultural Activities being in charge of 55 of them, The Black Diamond has become recognised

as a serious contender in arranging musical events in Copenhagen with chamber music, new composing and jazz.

14.

Library co-operation

The Royal Library is serving the whole library community by producing part of the National Bibliography, especially for periodicals, maps, music and Danish publications printed outside Denmark. The Royal Library is also taking part in the interlibrary loan service.

The Royal Library has made a number of agreements with other libraries which entails that these libraries have their database in The Royal Library and use the Aleph system via the library, but in such a way that the library systems are adapted to the needs of the individual library. In 2000 the agreements included Nordic Institute for Asiatic Research, The Royal Danish Academy of Music, the library of the Academy of Fine Arts and Danish Arctic Centre. The Royal Library enjoys this co-operation, which we feel is to the advantage of all parties. The Royal Library expects to make similar agreements with a number of institutions as well as some institutional libraries at Copenhagen University in the near future.

15.

Major celebrations

A number of conferences have taken place in the Diamond in the year 2000. In a library context the three most important ones were: the Digitization Conference 13.-14. March the 23rd annual meeting of the Association of Danish Research Libraries from 14.-16. June and LIBER's 29th annual meeting 27. June – 1. July. The Royal Library was heavily involved in all three conferences and was responsible for all the practical details in connection with LIBER.

On Monday 21. February the Center for International Studies was officially opened with speeches by director Jorge Ulate-Segura from the UN's Information Office for the Nordic countries and EU Commissioner Viviane Reding. The guests came from those international organizations with which the Centre has repository agreements as well as from the University of Copenhagen.

Throughout the year in which the Center in Reading Room North has been operating, we have been pleased to see that our borrowers have found their way to that part of our book collection, which is now in the reading room. Apart from the Centre's core borrowers, other people have been able to find room and space for working with their own books and portable computers. Most reading desks have plugs available.

16.

Other notable information

There are no other notable informations about The Royal Library Denmark to mention in the annual report 2000.

17.

Organisation

No bigger organizational changes took place during 2000, but it was decided that as per January 2001 the distribution of responsibilities and tasks between the members of the board of directors was to be altered with a view to strengthening the apportioning of responsibility.