

Koninklijke Bibliotheek, National Library of the Netherlands Annual report June 2004 – June 2005 to the Foundation CENL

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The complete annual report 2004 in English is available at www.kb.nl (Organisation & Policy).

1. Management of the Library: Mission, Strategy and Performance indicators

Mission statement

The Koninklijke Bibliotheek, the National Library of the Netherlands, provides everyone access to the knowledge and culture of the past and the present by providing high-quality services for research, study and cultural enrichment.

Strategy

The KB's strategy and objectives are set forth in the Strategic Plan 2002-2005. The main features of the policy in terms of the three objectives are:

- increasing use and services
- guaranteeing permanent digital storage
- constructing digital knowledge domains and files.

In 2005 preparations started for the new strategic plan 2006 – 2009 and a revision of the mission statement.

Performance indicators

In 2002, the Ministry of Education, Culture and Science and the KB concluded an agreement to work with the VBTB system ('Van Beleidsbegroting tot Beleidsverantwoording'). This agreement comprises a list of eighteen indicators that represent the KB's core activities. The type 1 indicators relate to the execution of KB tasks; the type 2 indicators provide insights into the operational management. See the annex for the 2004 indicators.

2. Funding

In 2004 the government grant amounted to €31.6m. The grant is a lump sum of which most part is earmarked, especially the amounts for rent and maintenance of the KB-building and for new acquisitions. The Ministry of Education, Culture and Science awarded an amount of €1m for long-term preservation in addition to the existing project resources. In 2005 €2m will be available for this purpose as a permanent part of the annual grant. A further increase of the funds for long-term preservation has been scheduled for the years 2006 and 2007. The funding for 2004 was spent in consultation with the National Archives and the Netherlands Institute for Cultural Heritage. The subsidy for the Memory of the Netherlands 2001 – 2004 is €1,7m per annum. As from 2005 the subsidy is included in the annual grant.

3. Human resources

As of 31 December 2004 the KB's workforce totalled 253.5 FTEs in permanent employment (including temporary personnel with prospects of a permanent position), as compared to 263.2 FTEs available positions. The number of temporary staff members amounted to 25.1 FTEs. The KB had 322 staff members in permanent and temporary employment (excluding 20 from temporary employment agencies, interns and staff hired on the basis of special job subsidies).

In 2004 an employee satisfaction survey was held. The purpose was to obtain an overall picture of the level of satisfaction or dissatisfaction among the staff, to bring any existing problems to the fore and to deal with them wherever possible. The survey should also be seen as a way to support the changes that are desired within the organisation. The response to the survey was good (67%), and the general satisfaction scored 7.6, higher than the national index in this area. The satisfaction scores in the various sub-areas (i.e. position, working conditions, management, salaries and possibilities for development) varied from 6.2 to 7.6. This is a good score compared with the national index, although there were differences from one organisational unit to the next. On the basis of the results, the management and staff of each division have formulated action plans.

4. Building

Steady progress was made with preparations for a large-scale renovation and refurnishing of the reading rooms. On the second floor a Reading Room of the Netherlands will be established, and on the first floor the general reading room will be refurnished. Prior to these changes, a new microform room was opened up with modern microform reader-printers and a separate room in which all the copying facilities are concentrated. The Information Centre on the first floor was equipped with new furniture and new computers.

Early 2005, after many years of preparation, H.R.H. Crown Prince Willem-Alexander opened the new exhibition room 'The Legacy of the Netherlands' (shared with the National Archives). The opening was broadcasted by national television and therefore the exhibition attracted many visitors right from the start.

The first pile was driven for the first phase of the expansion of the KB's storage facilities. In November 2004 the highest point of the new building was reached. It stands on legs above the tram line, which has also been raised, and will provide roughly 5,000 m² of floor area distributed over four storeys. The KB expects to be able to store new acquisitions here for the next fifteen years.

5. Information technology and networks

The ICT services supplied to the KB and the other institutions in the KB building have been formalized in recent years with the drawing up of service-level agreements. Further professionalisation of the ICT organisation was facilitated by evaluating and redesigning maintenance processes and a new help desk system was acquired to support these processes.

In 2004 a few far-reaching decisions were made in the area of standardisation. The first results of these decisions are already apparent. For example, in the autumn over four hundred work stations switched from Novell/Windows NT to Windows 2003/XP. The KB has many kinds of databases that initially were developed independent of each other. Because of its size, such diversity is

difficult to manage. For this reason, an extensive project has been started, entitled 'Renewal of the data architecture'. The goal of this project is to create more standardisation and integration among the different systems.

In the digital world, security is becoming an increasingly important issue. On the one hand, the organisation demands guaranteed availability and integrity of data. On the other hand, data and the corresponding systems also should be secured against illicit access or use. The KB employs appropriate measures in this regard including the installation of firewalls, log-in procedures and virus scanners.

A substantial number of the recommendations made in response to a zero measurement study on the basis of the Code for Data Security have been carried out. In addition to virus protection, extra attention has been paid to illicit system access, spam prevention and PC work stations that are more manageable and less vulnerable.

6. Acquisitions and Cataloguing

In 2004 the total acquisition of books and periodicals dropped slightly in anticipation of purchases to be made in 2005 as part of the plans for the Reading Room of the Netherlands (see section 4). The number of catalogue entries lagged behind the projected figures. This is partly due to the gratifying fact that the digitising of the card catalogue is now almost complete. On the other hand, a reorganisation of the Acquisitions & Processing Division took its temporary toll on production.

The KB made preparations to begin working with approval plans: automatic delivery by bookshops on the basis of a collection profile instead of individual orders per title. After exploratory research inside and outside the organisation, a pilot has started in the fields of law and the arts.

7. Deposit Library of Dutch Publications

The KB collects material on the basis of voluntary deposit. The increase in publications for the Deposit Library of Dutch Publications held steady. Because of its outstanding working relationship with Dutch publishers, no less than 98% of all regular publishers deposited their publications with the KB. The new law on fixed book prices and the termination of the trade regulation have made it necessary to coordinate activities with the Royal Netherlands Booktrade Association.

The KB uses the deposit library collection as the basis for the current Dutch Bibliography, which is published by K.G. Saur on CD ROM under the title *Brinkman's Cumulatieve Catalogus van Nederlandse Publicaties*. The titles supplied to the deposit library by Dutch publishers are being published via the NetUit web service, an up-to-date bibliographic service that is available to everyone at no cost. NetUit received 663,700 hits in 2004.

www.netuit.nl

8. E-Depot

Archiving agreements were drawn up with a number of major international publishers – Taylor & Francis, Blackwell Publishing Ltd, Oxford University Press, Springer and Brill Academic

Publishers. The other partners are Elsevier Science, Springer, BioMed Central, the Nederlands Tijdschrift voor Geneeskunde and the International Union of Crystallography.

Proposals for new national arrangements on the voluntary deposit of electronic publications were discussed with representatives of the Dutch Publishers Association and the Royal Netherlands Booktrade Association. In 2005 the 1999 arrangement with the Dutch Publishers Association was updated.

System functionality was significantly improved with the introduction of a generic loader, by which the file formats of different publishers can be entered automatically. The loader offers enough flexibility to allow for the entering of monographs, technical reports, serial works or even websites in addition to periodical articles.

Two projects have been completed as supplements to the existing system: the development of the Preservation Manager and the construction of a prototype of the Universal Virtual Computer (UVC). The Preservation Manager makes it possible to register the features of file formats in order to analyse both the consequences of aging and new developments. The UVC is a method for retrieving file formats independent of any specific – and therefore temporary – technical environment. Both projects are being carried out with IBM.

9. Services to Readers / Digital Library

The number of visitors to the KB increased for the sixth consecutive year. At the end of December 2004 the number of KB pass holders exceeded the 11,000 mark for the first time.

As the year drew to a close, over 98% of the old paper catalogue had become electronically available. All that remain are a number of complicated records that require special manual handling. These will be gradually entered in the coming years.

The website has been given a facelift. Both the design of the site and the structure have been changed. The new website is more in keeping with the needs of the KB user groups and the objectives of the organisation. The new site has a more straightforward structure, with three paths: 'Library', 'Exhibitions and Collections' and 'About the KB'.

After an experimental phase in 2003, the portal became a permanent feature of the KB website in November 2004. This programme makes it possible to search many different data bases (catalogues and electronic bibliographies, including those outside the KB) in a single action. With the introduction of the portal, the digital library is moving more closely towards the intended goal of simple, straightforward (Google-like) access to a wealth of sources. Users with a KB library pass can now access a greater number of files at home. Previously these files could only be accessed in the KB itself.

Almost 50 heritage institutions in the Netherlands are participating in the national digitisation project Memory of the Netherlands, which started in 2000. Also The British Library and the Library of Congress provide collections that are related to Dutch history. As from 1 January 2005 the funding of the Memory of the Netherlands programme is part of the annual government grant. www.hetgeheugenvannederland.nl

10. Preservation & Conservation

Metamorfoze is the national programme for the preservation of the national heritage on paper for the period 1840-1950. The programme was launched in 1997 and is being financed by the Ministry of Education, Culture and Science. The first phase was completed in 2000, the second in 2004.

At the moment the programme comprises four tracks for preservation: literary collections (preservation and digitisation), cultural history collections, collections of international value and periodicals. Thirty Dutch heritage institutions are participating in the programme.

In Metamorfoze 2 funds were reserved for subsidizing preservation projects for collections of great importance for cultural history. The programme gave priority to 53 leading collections selected from Dutch heritage institutions. In 2004, 23 projects for the preservation of these collections were started.

In 2004 the government provided additional funds for co-operation between the KB, the National Archives and the Netherlands Institute for Cultural Heritage (Instituut Collecties Nederland – ICN) in the field of preservation as well as for research into permanent access to digital documents. As from 1 January 2005 the funding of Metamorfoze is part of the annual government grant. www.metamorfoze.nl

11. Events and Exhibitions

In 2004 a symposium was held in conjunction with the presentation of the Broadside Ballads website in The Memory of the Netherlands. More than 15,000 songs from the KB collections and the Meertens Institute in Amsterdam have been made digitally available and accessible via this website. In the context of History Week the KB organised a variety of activities related to the theme 'typically Dutch'. In November, on the eve of the American presidential election, the KB paid attention to the special relationship between the Netherlands and the United States by organising a seminar inspired by the newly acquired Edelman collection.

In cooperation with others the KB organised the election of the new Dutch poet laureate. On the 'Poet on screen' website, contemporary and past poets were introduced to the public by means of a biography, a bibliography and a description of the writer's work, including quotes from his or her work and press reviews. 'Poet on screen' welcomed 300,000 hits in the build-up to the election.

The section 'In the spotlight' featured special acquisitions and smaller exhibitions. The KB also put together a new web exhibition on the wonderful world of the children's book. A selection of the most well-known, funniest, most exciting and most attractive children's books from the past four hundred years has been placed in a virtual timeline, making it possible to step into any random period and to click from one children's book to another.

In order to improve its services, the KB has decided to intensify its relations with academia. One of the initiatives in this regard is the establishment of the KB Fellowship, by which well-established foreign academics are invited to do research in the collections of the KB. To provide the KB fellow with an international and interdisciplinary academic environment, he/she will be included in the community of the Netherlands Institute for Advanced Study in the Humanities and Social Sciences (NIAS). To this end, the KB and NIAS signed an agreement in June 2004. The

first researcher that received this prestigious fellowship was Professor Peter Burke of Cambridge University.

On 1 November 2004 the EU conference 'Permanent Access to the Records of Science' was held as part of the Netherlands' EU chairmanship. The goal of the conference was twofold: drawing attention to the importance of research into and development of an infrastructure for permanent access to electronic scientific publications within the European context, and developing a European vision of the goal and contents of that infrastructure. The conference concluded that immediate action is needed to avoid the loss of digital expertise. To this end, a European infrastructure should be developed that keeps pace with advancing innovation. The KB was asked to take charge of setting up a European Task Force, which will publish its recommendations by the end of 2005.

12. Library Co-operation

National co-operation

UKB is the national consortium of the thirteen Dutch university libraries, the KB and the library of NIWI-KNAW (Netherlands Institute for Academic Information Services/Royal Netherlands Academy of Arts and Science). The goal of the organisation is to promote academic information services in the Netherlands. The KB is responsible for general policy support within the consortium, for which it receives compensation. The KB also provides facilities for benchmarking research and offers policy and secretarial support for the UKB's Collection Management and Joint Subject Indexing (GOO) committees. The KB coordinates the use of joint subject indexing by participating institutions and manages the joint thesaurus.

www.ukb.nl

The Director General of the KB chairs the National Information Infrastructure Advisory Board (LIIS), in which consultations are held between university libraries, special libraries and public libraries and OCLC PICA, which manages the central library system. The LIIS Advisory Board was consulted as part of an investigation to determine the possibilities for a comprehensive national lending system among public libraries. As a result of this advice, it was decided that no doubling will take place but that a lending system for public libraries (National Lending – Local Delivery) will be linked to the existing NCC/IBL system for Interlibrary Loan and Document Supply.

In 1998 the KB and six major university libraries set out to complement their humanities collections. The Netherlands Organisation for Scientific Research (NWO) provided generous financial support for the project: €2,5m for the period 2001-2004. The libraries themselves contributed €700,000. The KB is the project secretary and manager of the NWO contribution. The second stage of the project was completed in 2004. A request was submitted to the NWO to contribute to a third and last stage. After the institutions had agreed to a doubling of their own contributions for the first two years after the close of the project, the NWO made extra funding available at the end of January 2005 for the period 2005-2006.

International co-operation

In September 2004 the CENL secretariat was passed on to the National Library of Switzerland, but the KB continued to be responsible for the financial administration of the Foundation CENL. Because of the importance that national libraries attach to the unique identification of electronic publications, CENL has been a member of the Digital Object Identifier (DOI) Foundation since 2003. In 2004 the KB's Director of e-Strategy & Housing Policy became a member of the board of the DOI Foundation on behalf of CENL. By participating in a joint commission of CENL and the Federation of European Publishers, the KB is contributing to the establishment of guidelines for the depositing of electronic publications in all the countries of Europe.

www.cenl.org

The European Library is a web service under the auspices of CENL, that offers integrated access to the major digital and paper collections of European national libraries. The European Library is the continuation of the TEL project, which studied the feasibility of such a service from 2001 to 2003 and was financed by the European Commission. On the basis of the positive results of this study and the readiness of an initial group of national libraries to finance further development, CENL has asked the KB to function as host institution for this service. The KB willingly accepted this role, and set up a project bureau in May 2004. The beta version of the service was launched in March 2005.

www.theeuropeanlibrary.org

After serving for two four-year terms, the Director General of the KB stepped down as the first vice-chairman of the Conference of Directors of National Libraries (CDNL), the worldwide consortium of national libraries. This has brought to an end the KB's (shared) responsibility for the CDNL secretariat, which had also lasted eight years.

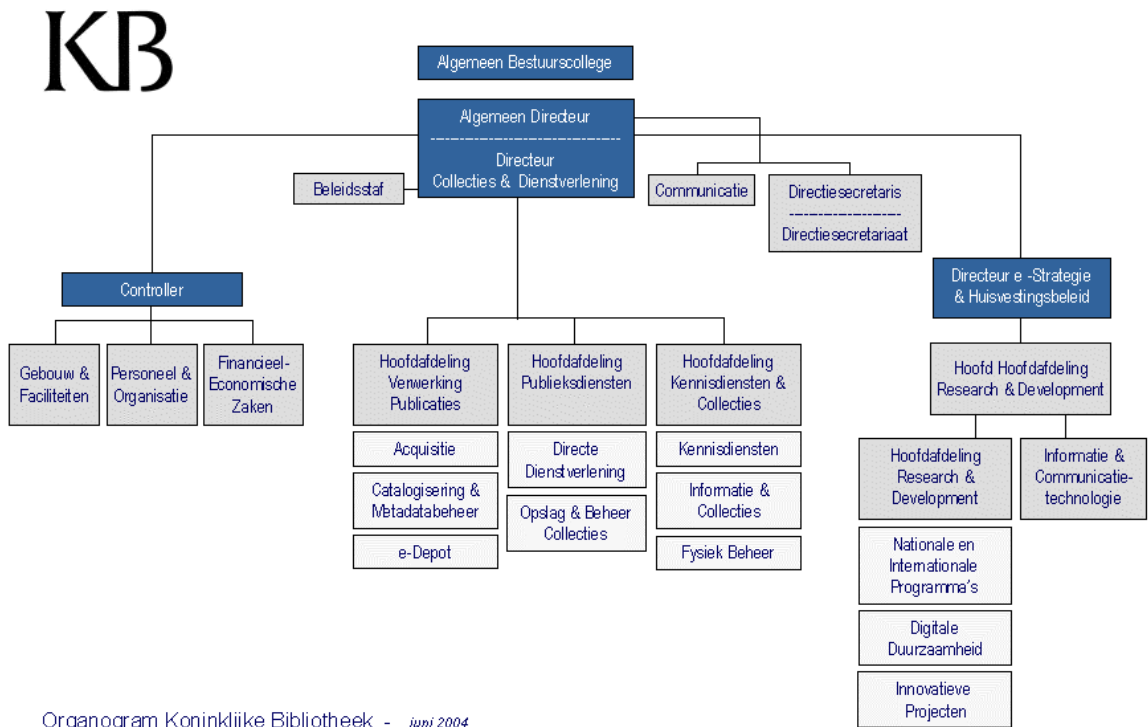
<http://consorcio.bn.br/cdnl/index.htm>

The KB maintains a close relationship with the International Federation of Library Associations and Institutions (IFLA), which is housed in the KB building. The KB actively participates in IFLA's international activities. It is represented on the following standing committees: University Libraries and other General Research Libraries, Management and Marketing, Reference and Information Services, Cataloguing, Preservation and Conservation, and Rare Books and Manuscripts.

www.ifla.org

In 2004 an international standard was established for the unique identification of organisations that are active in the field of bibliographic information (libraries and related organisations). This standard (ISIL – the International Standard Identifier for Libraries) may play a role in interlibrary loan traffic and in the use of RFID (Radio Frequency Identification Technology) in libraries, among other applications. The KB has accepted responsibility for the organisation and management of this system in the Netherlands, the actual work having been delegated to the Netherlands Public Library Association and OCLC Pica.

13. Organisation chart



Performance indicators 2004

In 2003 the KB entered into an agreement with the Ministry of Education, Culture and Science, to start working with a standard set of performance indicators, the 'VBTB system' ('Van Beleidsbegroting tot Beleidsverantwoording'). This agreement includes a list of performance indicators that cover the KB's core activities. Type 1 indicators relate to the execution of the KB's tasks; type 2 indicators provide insight into the institution's corporate management.

Type 1 indicators	Projection for 2004	Realization 2004	Realization 2003
Services			
1. Visits to the library	78,000	88,800	86,120
2. Visits to the website	12,000,000	13.243,000	11,625,300
3. Delivery of collection materials	215,250	234,700	236,270
4. Information requests	63,000	53,600	61,090
5. Contributions to exhibitions (domestic/foreign)	-	49/7	42/10
6. Customer satisfaction (scale 1-10)	-	7.9	7.9
Collection			
7. Increase in number of books	51,450	53,470	54,840
8. Increase in issues of periodicals	105,000	113,630	116,560
9. Increase in electronic publications	2,000,000	1,170,320	1,531,630
10. Catalogue entries	244,900	208,860	215,620

11. Publishers' percentage of cover (deposit collection)	-	98%	98%
National tasks and projects			
12. National projects			
Metamorfoze: printed publications			
1. Books	2,200	3,273	10,000
2. Periodicals	303	466	500
Metamorfoze: collections			
1. Literary	30	18	4
2. Cultural-historical	7	24	8
3. International	6	3	3
The Memory of the Netherlands			
1. Digitised collections	31	23	19
2. Educational applications	17	16	11
13. Staff publications and presentations	-	64	197
Type 2 indicators	Projection for 2004	Realization 2004	Realization 2003
14. Absenteeism (average annual percentage)	-	5,7 %	5,4 %
15. Permanent staff	-	253.5	263.2

16. Temporary staff	-	25.1	20.3
17. Size of personnel component in government grant per staff member (in €)	-	45,660	44,871
18. Average cost per staff member (in €)	-	46,091	45,295

17: Total personnel component in the government grant from the Ministry of Education, Culture and Science divided by the total number of permanent and temporary staff.

18: Total costs of permanent and temporary personnel of the year under review divided by the total number of permanent and temporary staff.