

**NATIONAL AND UNIVERSITY LIBRARY
LJUBLJANA, SLOVENIA**

**ANNUAL REPORT TO CENL
2004**

Management of the library

At the end of 2004 National and University Library (NUL) adopted a new strategic plan to cover the 2004-08 period after more than a year long process of preparations, data collecting, analysis and brainstorming. NUL as a national and university library had to adjust its strategy to respond to a changing environment, altered user needs, new technological challenges and the ever-growing level of library materials decay. Education and partnership can be seen as the most important aspects to successful library operation. When it comes to addressing development issues and acquiring resources of all kinds, library co-operation in European projects is increasingly becoming more critical, along with outsourcing and greater efficiency in the use of in-house resources. The SWOT analysis has shown important library strengths and opportunities (skills and expertise to become one of the most significant information services providers), together with some serious weaknesses and threats (insufficient resources and user needs running ahead of the information services offered). Following the portfolio analysis we have identified a set of library services to maintain and develop, and short-listed those which will be given no further investment and eventually discontinued. The development of a modern library toward the so-called hybrid library means that e-library services do not replace the traditional set of library services, thus doubling the library workload - something which library resources can hardly keep pace with. Of course, the strategic plan has determined the library mission, values, goals and strategic results to achieve over the timeline.

The strategic plan has put an emphasis also on provision of quality products and services and on the way the goals to achieve will be controlled. Efficiency and effectiveness will be monitored using a key performance indicators method (i.e. Balanced Score Card), whereby relevant performance indicators incorporate those issued in the National Programme for Culture, passed by the Parliament of the Republic of Slovenia. The efficiency of the library operation will be monitored from the viewpoint of users and inner business processes, financial point of view, and the point of view of the development of library potentials. A light has also been shed on detrimental consequences, caused by any "gap" in the plan, leaving the basic strategic tasks unfulfilled.

In 2004, a new business information system has been introduced in NUK to provide information for a more effective operation and decision-making. The Microsoft Business Solutions – Navision software was chosen after a thorough analysis and consideration of the recent solutions for running and monitoring the organization operation. In order to establish a

new organizational structure of the library and to systematize the posts anew all adequate documents were adopted. A new special collection has been opened for the public – EU, Government and Non-Government Publications Collection.

The majority of the objectives have been achieved or even exceeded in terms of quantity, e.g. the contribution of bibliographic records to the national shared bibliographic system, processing of library material, interlibrary loan, creation of CIP records, distribution of ISBN numbers, international cooperation, projects and circulation, which has significantly increased in comparison with the last years. However, some of the planned objectives have not been achieved (for different reasons): the intake of legal deposit copies (as printers did not fulfill all their obligations), a rise in the number of library staff (due to restrictions on the recruitment of new personnel in public institutions) and investments in maintenance of the building and facilities (due to lack of funds).

The Digital Library

The year 2004 has been especially successful for NUL in the area of planning and developing the digital library. Digitisation of the material on traditional media was carried out in three sections: digitisation, creation and provision of metadata, and planning, implementing and testing the user interfaces. The network access to three complete collections in non-digital forms was provided in 2004 (The Slovene Bibliography, selected old maps of the Slovene territory, old sound recordings), and the application for the retrospective collection of articles for the period 1797-1945 was created. The metadata for 391.705 bibliographic records have been developed for the above mentioned collections. The Open Archives Initiative Protocol for Metadata Harvesting is integrated in all three mentioned databases to ensure the access through the European Library portal (TEL).

Altogether, 5.656 scans of library material were created, i.e. 1.533 scans of music material, 70 scans of map and pictorial material, 499 scans of manuscript material and 3.604 of other material.

The Internet access to the material in non-digital formats is just one of the goals of the strategic document The Digital Library of Slovenia – dLib, in elaboration of which NUL was one of the contributors. Other strategic goals, which are to be implemented by the library, are:

- to ensure regular collection and preservation of Slovene publications in electronic formats, and to provide access to the archive of the Slovene electronic publications;
- to provide the Internet access to information on all types of material;
- to provide the Internet access to information sources.

In the field of collecting and archiving the Slovene electronic publications released on the World Wide Web, NUL has continued with the project of systematic archiving of this material. The result of the project will be a methodical model with the professional guidelines

for the collection and preservation of electronic publications available online, and the development of an operational prototype of the web archive. The model will define general standards, methods and procedures for all types of electronic publications available on the Internet. The focus has been especially on web pages, monographs, serials and cartographic material.

In 2004, NUL has started to test the harvesting robot to harvest automatically the Slovene web domain.

In order to improve the accessibility of information sources NUL successfully facilitated the remote access to information sources for its members. A new reference service "Ask a Librarian" has been established as a common project of NUL, the Institute of Information Science Maribor and some other libraries, and online ordering has been introduced for borrowing books.

The development of the digital library has been supported by the establishment of E-Library Development Office. NUL has also successfully participated in the project TEL (The European Library) and in the elaboration of the project The Digital Library of the University of Ljubljana.

Funding

In 2003, NUL received SIT 1.3 billion (=EUR 5,7 million) from the budget of the Republic of Slovenia, the library income amounted to SIT 203 million (=EUR 847.000), so the overall budget was SIT 1,57 billion (=EUR 6,55 million). The budget funding remained on the same level as in the previous year, but the prices of the information sources increased, the hybrid library required more funds, the labour costs increased without our prejudice etc. The share of own resources in the overall budget shows an increase of 38 % over the previous year.

NUL spent SIT 139 million (= 579.000,00 EUR) on library acquisitions or 9% of the library budget, out of which SIT 26 million (= EUR 108.000,00) was spent for the purchase of or ensuring access to electronic sources. Besides that the members of NUL can also access all basic electronic information sources acquired on the national level (the state provided the funds in the amount of EUR 1,2 million). The largest expenditure were the labour costs which amounted to SIT 804 million in 2004 (=EUR 3,35 million) or 51% of the library budget, an increase of more than 5% over 2003.

In pursuing the programme the library has not achieved all the planned objectives within the framework of library material acquisition and information sources respectively, distribution of legal deposit copies to regional libraries, microfilming of the Slovene periodicals, investments in maintenance and especially in digitisation of material. NUL spent SIT 20 million (=EUR 83.000,00) on digitisation in 2004, which was appreciably insufficient to follow the practice of the modern national libraries in the field of digital library development. The equipping of the conservation and preservation department, the binding department and the

laboratory was finished in 2004. NUL spent SIT 100 million (=EUR 416.000,00 EUR) for the modern laboratory equipment (light chamber, robotic system for chemoanalysis and dryer-sterilizer).

Legislation

In 2004, the Government of the Republic of Slovenia adopted a Resolution on the National Programme for Culture 2004-2007, which provides the priorities for NUL operation. Primarily, it emphasizes the importance of carrying out the tasks required by law, an increase in the range of library material, partnership in the acquisition and delivery of electronic publications, an active role in the development of the citizens' information literacy and encouragement of the life-long learning, and the provision of adequate facilities for library activities and services by building a new library. The resolution underlines that it is necessary to ensure the terms and conditions for the national library to collect and preserve the Slovene web publications and to digitise the printed cultural heritage. NUL should also have an important role in the establishment of the network and professional liaison of regional libraries (10 libraries) which should carry out coordination and advisory services for public libraries in their regions. Among the goals of the National Programme for Culture there is also the building of the new library by 2007.

In 2004, the regulation act Rules on the implementation of library remuneration was adopted with the detailed provisions governing the distribution of budget funds to the authors of library material lent in public libraries. The library remuneration is a sort of state support to authors of library material (monographs, audio and video material) in order to encourage their creativity. On the basis of the annual circulation rate of each library material in public libraries the remuneration is obtained by the authors from the Ministry of Culture and the conditions are laid down in the Rules.

Buildings

In the light of the urgency of the exhibition hall renovation and the amount of the funds received only the most important investment and maintenance works were carried out. However, the complete refurbishment of the exhibition hall has to be pointed out, as with its new air-conditioning, humidity regulation equipment and new lighting system all necessary conditions for the display of the most valuable exhibits are now fulfilled. Also electronic protection and security is now provided in the renovated exhibition hall.

Conservation and Preservation Centre has moved to the new facilities of 360m². It has got the most modern laboratory equipped with the light chamber, automated system for chemical analysis and dryer-sterilizer.

There are still two main problems regarding the library facilities: operation on two separate locations and unfunctional premises, which makes it impossible to offer open access and modern information services for users.

A long-term solution to the lack of space in the Slovene national library is a new library building, the construction of which is delayed for more than ten years. At present there are two main reasons: the whole land is not acquired yet and the state as the investor does not provide the financial resources. Nevertheless, the works on the new building continued in 2004: a new location documentation was prepared and some new parts of the land were purchased, so that now the major part of the land is already acquired.

Staffing matters

At the end of 2004, the staff of NUL numbered 143 employees (140,20 FTE). The Ministry of Culture financed 136 employees and 7 employees were financed by others (2 workers by the European Council and 5 workers by EU projects: Papyrus, InkCor, Reuse and TEL). The number of staff engaged in regular activities has increased for only 1 worker in comparison with 2003. In order to cope with the increased amount of work and to ensure that the opening times stay the same NUL employed outworkers (complementary recruitment) and other workers employed on the contract basis (altogether 60 workers), and also students (15.000 working hours were done). The work of students was reduced for 16% over the previous year because of saving measures.

In 2004, two deputy directors were appointed: Zoran Krstulović, MA, as the Deputy Director of Library Programs, and Melita Ambrožič, PhD, as the Deputy Director of Ljubljana University Library System. For the purposes of introducing the new business information system NUL employed an informatics professional. Amongst the 136 employees financed by the Ministry of Culture 5 employees have got PhD degrees, 14 have got MA or MSc degrees, 61 have got university education, 24 post-secondary education, 15 secondary education and 17 have got less than secondary education.

As regards continuing education, 18 workers were included at different levels of higher education (7 at doctoral level, 4 at MA or MSc level and 7 at graduate level). One worker successfully completed the studies at the doctoral level at the Department of Library and Information Science and Book Studies at the Faculty of Arts; University of Ljubljana. 109 workers participated in non-formal education. Workers attended various forms of continuing education and training especially in the fields of processing the library material, library management, and they also attended presentations to learn about the news in librarianship. 7 workers participated in the computer skills certification programme to receive the international ECDL Certificate.

Information technology and networks

NUL should achieve a greater efficiency and better use of IT equipment with a wise investment in IT infrastructure in the following years. The provision of central monitoring and maintenance will also be necessary in the future because the IT department is still understaffed.

There were only two bigger investments in the hardware: a replacement of the firewall and an upgrade of the disk field (4Tb), which will be partly carried out in 2005. The largest project was definitely the implementation of the modern business information system on the Navision platform. The project for the introduction of the document and work processes management was started simultaneously. However, the implementation is carried out much slower than it was planned due to lack of staff.

The server section was updated with new network switches (Gbit), the connection to Internet was updated (100 Mbit) and a public access wireless connection to NUL services and Internet was provided for NUL users.

In spite of the many new tasks and services available for the users and employees no new workers were employed in IT department.

Legal deposit of materials

In Slovenia, the old Legal Deposit Act of 1972 is still valid. In 2004, NUL submitted a draft proposal to the competent authorities of the Ministry of Culture, however, it was not passed yet. According to the draft proposal of the new Legal Deposit Act the number of the legal deposit copies should decrease, the number of those obliged to deposit the copies should increase (printers and publishers) and legal deposit should be extended to the collection and archiving of electronic publications.

In 2004, there was a significant increase of 29% in material intake received as legal deposit and retained in NUL (76.363 items were received), which was the result of a more flexible organization of work and more effective claiming (the number of claims – 6.685 - increased for 42%, and the number of successful claims for 69%, i.e. 4.187 successful claims). However, again there was a decrease in the material received for the distribution to regional libraries entitled by law to receive legal deposit copies.

Acquisitions

386.824 items were taken in (legal deposit and acquisition), and 100.922 items were added to the collection while 283.853 items were dispatched to other libraries entitled to receive legal

deposit copies. There was an increase in the complete NUL collection of 1,5% over 2003 and at the end of 2004 the library collections amounted to 2.419.790 items of library material. The purchase of material increased for 13% (1.397 items), whereas the purchase of serials decreased for 15% (12.795 items). This is due to the cancellation of those printed serial titles which have been available within the licenses of electronic sources.

The following important legacies were purchased as »slovenica«:

- Samo Hubad (legacy and other old music material, approximately 200 items);
- Dragotin Cvetko (legacy, purchase of 13 books and 2 letters);
- different old material (1 songbook, 506 old postcards of the Slovene places – mostly lithographs, 4 maps of the Slovene territory (17th-19th centuries);
- 13 graphic drawings of the Slovene places from 19th century and 1 poster;
- 310 portrait photographs of renowned Slovenes.

In 2004, NUL acquired access to 43 foreign commercial databases. The acquisition of electronic sources was mainly carried out through the cooperation in the consortium COSEC (Consortium of Slovenian Electronic Collections), which is a member of the international consortium eIFL.net. NUL co-financed through COSEC the purchase of 22 databases and provided access to 14.000 titles of electronic journals in full-text. In cooperation with COSEC, access to the selected collection of e-books has also been provided for the first time. The remote access to 37 databases was available for the members of NUL in the previous year.

Preservation & Conservation

In 2004, microfilming of Slovene periodicals has been continued. Some older titles have still not been included in the microfilming, although they should have been due to their bad condition, inadequate format, heavy use and socio-cultural importance. They should be preserved urgently on microfilm. Microfilming of the immigrant press has not started yet either due to the lack of funds. Altogether 130.912 shots were prepared.

The Conservation and Preservation Department and the binding unit moved to new modern equipped facilities. In the field of book preservation the department cooperated in the development of a non-destructive method to assess the range of the paper degradation (EU project PAPYLUM). In 2004, an instrument prototype has been constructed allowing chemiluminescence measurements without destruction of documents. Thus the conservators will be able to propose the best conservation procedure. The department also cooperated in the development of a non-aqueous conservation method which will enable the stabilization of the documents containing iron gall ink. The new method proved to be much more effective than the procedures known by now for stabilizing the acid paper.

Determination of pH of the paper is of great importance for the preservation of material. In 2004, the department developed a new microelectrode to define the PH value which enables measuring without destruction of original document within the framework of the project Micro analytic methods for PH determination.

The campaign to collect the funds for the restoration of the most seriously endangered, damaged and valuable material was carried out successfully in 2004. Financial support has been obtained for the restoration of the manuscript of Gaiusa Suetoniusa Tranquillusa from the 15th century, two charters from the 18th century, manuscripts from the legacy of the modern Slovene poet Srečko Kosovel and manuscripts from the collection of the poet Jakob Zupan.

Services to readers

The remote access of electronic sources is one of the most essential improvements of user services. Online ordering has been introduced for borrowing books and it is available 24h a day using OPAC. There have been more than 1 million visits of NUL website in the previous year. A new service "Ask a Librarian" has been established as a common project of ten Slovene libraries and the Institute of Information Science Maribor, which provides information support for the operation of the automated library system.

In circulation, there was an increase of 16% (419.151 borrowed items), which is certainly also the result of the modern online ordering system. 12.902 items were lent to other libraries through the interlibrary loan and the efficiency of this service is shown by the fact that 98% enquiries for interlibrary loan were realized.

The number of active members (13.103) increased for 1,5% over 2003 and the share of students was about the same as in the previous year (77%). The library was visited by 207.420 visitors, of which 1.945 visited the library in 94 guided tours. It can be noted that the number of physical visitors is not decreasing in spite of the significantly increased the so-called virtual visits.

The amount of referral information (58.722) retrieved by reference librarians decreased for 5% over 2003. On the one hand, this is a result of the improved and broader provision of and access to electronic sources and services, and on the other hand the users' information literacy is developed by planned and comprehensive users' training, so that users are becoming more aware now of all available information sources and the possible ways of their usage. There is an increase in the use of electronic information sources in information provision, especially in the use of OPAC. Information provision through the electronic information sources is a highly demanding job as it requires a lot of knowledge for the selection, evaluation and promotion of sources.

Cultural events, exhibitions and publishing

NUL organized 11 exhibitions in 2004 with the special emphasis on the promotion of the Slovene written cultural heritage. Mainly the exhibitions were prepared to celebrate important anniversaries of renowned Slovenes with a presentation of their lives and works: a writer, a poet and a politician Edvard Kocbek, a poet Srečko Kosovel, a writer and a film director Žarko Petan etc. The most prominent exhibition was "The Birth Certificate of Slovene Culture" (also called »the exhibition of the century«).

The exhibition was a historic event, because the four oldest original documents in the Slovene language - the Freising (972-1039), Celovec (1362-1390), Stična (1428-1440) and Čedad (1497) manuscripts - were jointly presented to the public for the first time. By displaying these roots of Slovenehood, we wished to call attention to the fact that the Slovene written language has been contributing to creating European culture for over a millennium.

The Republic of Slovenia included the opening of the exhibition "The Birth Certificate of Slovene Culture" in the official list of national celebrations on the occasion of Slovenia's accession to the European Union. The exhibition was opened on Monday, May 17, 2004 by four ceremonial speakers. We were delighted and honored by the presence of both the Bavarian and Slovene Prime Ministers at the opening. The opening ceremony was attended by about 1000 visitors.

The exhibition was accompanied by the International Scientific Colloquium, which focused on different aspects of medieval Slovene literature.

The response of the Slovene and European public to the exhibition was quite exceptional and exceeded even the most optimistic expectations. The exhibition was on view for 35 days or 382 hours and was visited by 26,756 people, of which 10,813 were individual visitors and 15,943 in 679 groups. Our staff conducted 1163 guided views and eight 30-minute public views guided by experts.

The exhibition was visited by a significant number of prominent members from the political, cultural and scientific circles, including the King and Queen of Sweden, the Prime Minister of Moldavia, the Prime Minister of Slovenia, the President of the Slovene Parliament, the first president of the Republic of Slovenia, a considerable number of MPs, a Czech parliamentary delegation, the Mixed Slovenian-Bavarian Commission, the State Council of the Republic of Slovenia, a group of ministries of the Slovene government, members of the Diplomatic Corps, representatives of the religious communities, a delegation of international PEN, the Serbian Academy of Science and Arts, etc.

The following institutions lent the precious originals:

- Bayerische Staatsbibliothek München,
- Kärntner Landesarchiv Klagenfurt,
- Soprintendenza per i Beni A.P.P.S.A.D. del Friuli Venezia Giulia – Archivi e Biblioteca di Cividale del Friuli in

- National and University Library in Ljubljana

The exhibition met a wide response in all printed and electronic mass media.

As regards NUL publishing activities it is worthwhile emphasizing that the information bulletin *Knjižničarske novice* (Library News) started to be published in the electronic form. The bulletin informs the Slovene library workers of the news and current events in librarianship. It is published monthly and the articles cover the current activities in public, school, special and academic libraries, Reading Association of Slovenia and Union of Associations of Slovene Librarians. It also includes the report on the international and national conferences and visits to foreign and domestic libraries. There are also news on various courses and other training possibilities and on a range of projects which take place in the field of library and information science. More than 500 libraries and individuals subscribe to the printed version of the bulletin.

In 2004, four catalogues were published in a book form to highlight respective exhibitions and the following manuals were translated: Guidelines for Authority Records and References, UNIMARC Manual/Authorities Format, UNIMARC Manual (updates 3 and 4), Austrian library instructions of 1778 and 1825 (the first professional standards for the Slovene public scientific libraries). The translation of the manual UDC-Master Reference File was continued. The periodicals *Knjige v tisku* (Slovene Books in Print - CIP production), *Bilten novosti* (List of New Accessions) and *Ave* were published in electronic form. NUL continued with the addition of new subject headings to the online Slovene General List of Subject Headings.

Library co-operation

Nationally, NUL has cooperated with the Institute of Information Science Maribor since the very beginnings of the foundation of the shared bibliographic system in the eighties of the previous century. They worked jointly in the development and operation of the national shared bibliographic system. In the previous year, they collaborated mainly in the implementation of the authority control, training of librarians and users, and introduction of the new reference service "Ask a Librarian". In cooperation with the Institute, NUL converted the bibliographic records from the separate card catalogues for the period 1948-88 and added them to OPAC NUL. Both institutions also collaborated on setting up the rules for releasing the licenses to work in the union catalogue.

Cooperation with the Slovene archives and museums was mainly focused on the development and use of different methods for the conservation, preservation and restoration of material. It also included the common organization of workshops, conferences and exhibitions.

Internationally, NUL has the longest tradition of cooperation with the Czech National Library. Both libraries signed an agreement on staff exchange some years ago and also in 2004 they exchanged their experts. In the previous year, NUL signed an agreement with the National library of Macedonia and sent them a donation of a larger amount of books at that occasion. There is a very close cooperation with the National and University library of Croatia and National Library of Serbia.

NUL cooperates with the foreign national libraries within the international organizations of national libraries, i.e. CENL (Conference of European National Librarians) and CDNL (Conference of Directors of National Libraries). It is also a member of IFLA and participates actively in its standing committees of different sections (bibliography, national libraries, university libraries, library statistics and evaluation etc.). NUL was one of the founders of The European Library (TEL) and is also one of its Governing Board members. NUL collaborates with other foreign libraries in various international projects.

NUL is also a member of other international organizations and associations (e.g. ELAG, FID etc.), and it cooperates in international agencies for ISSN, ISBN, ISMN. Every year the records are sent to the UNESCO international bibliography of translations Index Translationum (1.088 records in 2004) and to the largest worldwide catalogue OCLC (3.462 bibliographic records on the Slovene publications).

In 2004, NUL co-organized many international events, especially in the field of the preservation of library material. The conference ICOM-CC (International Council of Museums - Committee for Conservation) »Restoration/conservation of books, paper and parchment« (11 – 12 March, 2004) and international conference "Durability of Paper and Writing" (16 – 18 November, 2004) should be mentioned. Within the framework of both conferences also two international workshops were held.

Major celebrations (anniversaries and events)

In 2004, NUL celebrated the accession of Slovenia to the European Union by the opening of the EU deposit library and by the exhibition The Birth Certificate of Slovene Culture, where the Slovene middle age manuscripts were presented to the public. By both events NUL on the one hand wanted to mark solemnly the day when Slovenia joined the common European future and on the other hand to show that the Slovene written language has been contributing to creating European culture for over a millennium.

Other notable information

At the end of the year the bibliographic records for the period 1948-88 were contributed to OPAC NUL. Previously they have been only available in a separate computer catalogue. The total input to the local catalogue increased for almost 60%, thus reaching more than 900.000 records on the material kept in NUL.

Organization chart

In 2004, the new library organizational structure has been established and the posts have been systematized anew. The new organization of NUL was projected in order to condense and link the co-dependant work processes within the same working unit. Besides the Senior Management five divisions (Appendix 1) have been established:

- General Administration and Finance Division
- Acquisitions and Cataloguing Division
- User Services Division
- Research and Development Division
- Special Collections Division.

General and Administration Division unites the work of advisory office, accounting services, building and facilities services, IT services and E-Library Development Office. The main purpose of the division is to provide support for the operation of the whole library. Acquisitions and Cataloguing Division unites the departments for the acquisition and processing of material, and User Services Division includes lending, document supply and information and reference services. Research and Development Division unites the centers for library education and training, library research, library system development and conservation and preservation. Special Collections Division includes specialized collections (manuscript, music, map etc.). In the next years, some of the processes will have to be rationalized and some will be eventually discontinued, so that NUL will achieve the planned increase in its efficiency and effectiveness.

Lenart Setinc
Managing Director

Appendix 1: Organizational Chart of National and University Library in Ljubljana

