

Koninklijke Bibliotheek, National Library of the Netherlands Annual report June 2005 – June 2006 to the Foundation CENL

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The complete annual report 2005 in English is available at www.kb.nl (Organisation & Policy).

1. Management of the Library

Mission statement

The KB is the National Library of the Netherlands.

- We give researchers and students access to scientific information
- We enable everyone to share in the riches of our cultural heritage
- We foster the national infrastructure for scientific information
- We further permanent access to digital information within an international context.

Strategy

The strategic objectives have been formulated as follows in the Strategic Plan 2002-2005:

- encourage use and enhance services, so that the abundance of the KB's sources becomes more visible in society;
- guarantee long-term digital storage, so that the vulnerable digital heritage remains available also in the long term for study, research and the enjoyment of culture;
- build digital knowledge domains and files, so that structure and content are added to the mass of information that is accessible through the KB.

Strategic Plan 2006-2009

In 2005 the go-ahead was given for the development of the new Strategic Plan 2006-2009. An orientation clarified the strategic choices which the KB will face in the coming period. Input memoranda from the divisions explored the strategic themes and influenced the final choices, which were subsequently submitted for comment to organizations in the field. The final text was approved in the beginning of 2006.

Performance indicators

In 2002 the KB entered into an agreement with the Ministry of Education, Culture and Science to start working with a standard set of performance indicators. Type 1 indicators relate to the execution of the KB's tasks; type 2 indicators provide insight into the institution's corporate management. See the annex for the 2005 indicators.

2. External evaluation

In August 2005 an international committee of independent experts visited the KB as to carry out a (legally required) evaluation of its activities. The committee was chaired by Dr Brian Lang,

Principal and Vice-Chancellor of the University of St. Andrews and former director of the British Library. The other members were Dr Dale Flecker (Associate Director Planning & Systems of Harvard University Library), Dr Martin van der Mandele (President of Rand Europe) and Professor Ludo Simons (Emeritus Professor of Book, Library and Information Studies at the University of Antwerp and the Catholic University of Leuven, and former director of the University Library of Antwerp).

The committee brought together various kinds of expertise: managerial experience and expertise in the area of academic research, information technology and services.

Prior to the committee's visit, the KB had compiled a self-evaluation document, on the basis of which the committee could formulate questions to be directed to director and staff during its three-day visit. The committee examined how the KB fulfilled its legal obligation as national library and the extent to which it had succeeded in realising the strategic goals contained in its strategic plans 1998-2005.

The committee's conclusions were highly positive. It characterised the KB as an efficient, imaginative and well-run organization the existence of which is both a benefit and a credit to the Netherlands. In the committee's view, the influence of the KB is larger than could have been expected in view of its size, which is relatively small in comparison with the other organizations with which the KB collaborates on a regular basis. The committee greatly admired what it termed the courage exhibited in the approach to the long-term preservation of digital publications in the e-Depot and to the digitization of existing collections. According to the committee, this approach reflects an ambitious and entrepreneurial management style, which does not avoid risks. Naturally, the committee also made a number of suggestions. It requested in particular that more attention be paid to risk-management in relation to large-scale initiatives such as the e-Depot.

The recommendations have been incorporated in the preparations for the new strategic plan 2006-2009 and some recommendations have already been implemented.

<http://www.kb.nl/bst/evaluatie/evaluatie2005-en.html>

3. Funding

In 2005 the government grant amounted to €33.1m. 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 permanent contribution of the Ministry of Education to the KB for the preservation of and access to scientific and cultural collections was doubled in 2005 to €2m. This amount will increase in 2006 to €3m and in 2007 to €8m. The funds are being used for the national preservation programme Metamorfoze, for research in the area of long-term preservation and the Memory of The Netherlands program. A portion of the amount of €2m was used in 2005 to finance the human resources costs of the national programmes for which the KB is responsible, whereas the largest part was used to cover project costs.

4. Human resources

As of 31 December 2005 the KB's workforce in permanent employment totalled 253.3 ftes (including temporary staff with prospects of a permanent position), as compared to 261 ftes available positions. The number of temporary staff members was 31.1 ftes. The KB had 329 staff members in permanent and temporary employment (excluding 38 from temporary employment agencies, interns and staff hired on the basis of special job subsidies).

In 2006 an employee satisfaction survey was held for the second time. 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 higher than in 2004 (72% compared to 67% in 2004), and also the general satisfaction rate improved (from 7.6 to 7.7).

5. Building

The KB building was dominated by major construction activities. In 2005, the extensive renovation of the reading rooms of the KB commenced, which was a great inconvenience for both the general public and the staff. A new Reading Room of the Netherlands has been created. At the same time, thirty years after the inauguration of the building, all technical installations (climate control systems, lighting, sprinklers and elevators) are being completely modernised.

The most eye-catching project was undoubtedly the construction of the new warehouse of the KB, the elephant-grey building with golden letters that arose above the tramlines. The 5,000 m² of the warehouse will offer space to approximately fifty kilometres of books, newspaper and periodicals. The construction was completed in September 2005. In the still empty warehouse a large exhibition on magazines will be held: more than 1,800 m² of the warehouse will temporarily become exhibition space. The exhibition 'Magazine!' will be opened in November 2006.

6. Information technology and networks

The KB has become aware of the fact that its infrastructure had, from a technical point, become too fragmented to enable it to continue to offer and develop good information services. Consequently, the KB decided to renew its data architecture and to adapt its internal organization. In the beginning of 2005 a project started with the aim of setting up a data architecture in which the existing services could be housed and new services could be implemented. The new architecture should be stable, robust, scaleable, fast, open and flexible, and requires minimal effort to manage. Its guiding principles are:

- all KB information must be searchable in one fast and efficient action and must be able to be presented without restriction;
- all KB data must in principle be able to be used in online services of third parties without technical restriction or knowledge of the internal organization of that data, in the same way that, conversely, KB services must be able to make use seamlessly of information which is made available by third parties. This means that a conscious effort is being made to comply with international standards.

The project will run to the middle of 2006. Not only will the approximately five million own metadata records be included in the project, but also an in principle infinite number of records of

others. In addition to metadata, increasingly other types of data are also being included, such as full-text, images, etc.

7. Content strategy and acquisitions

In 2005 the Collection Development Programme 2006-2009 was finalised. In a pre-study a global comparison has been made with other research collections, and the views and expectations of other colleague-libraries and related institutions were gauged. The strategy with respect to collection development was, for the first time, guided by the concept of a hybrid library, with collections and connections (also to digital collections elsewhere). In the plan the KB outlines an acquisition profile that is strongly focussed on expanding the collection in the field of Dutch history, culture and society, as this is where the strength of the KB indisputably lies. The new main sections of the collections are: the Netherlands Collection, Special Collections, the Reference Collection and the International e-Depot. Naturally, foreign publications which deal with developments and influences affecting the Netherlands are included in the KB collections; they constitute the context. In addition, the KB will continue to carefully manage, make accessible and make available the humanities and other collections which it has acquired in the course of its more than two-hundred year existence.

In 2005 a pilot with approval plans as a method of acquisition in the fields of law and the arts was executed. The use of approval plans results in savings in the acquisition process because titles no longer need to be ordered individually. The first experiences of the KB with this system were so positive that it will be expanded to more subject areas.

8. Deposit Library of Dutch Publications and National Bibliography

In 2005, almost 39,000 new books were added to the Deposit Library of publications printed in the Netherlands. The selection criteria for the Deposit collection were updated after extensive internal discussion and some aspects were refined. The Netherlands does not have a legal deposit law. Consequently, the KB concludes voluntary agreements with publishers. Agreements have been made with the Dutch Publishers Association (NUV) about the deposit of books, periodicals, newspapers and electronic publications, respectively. In 2005 the regulation from 1999 for deposit of electronic publications was revised. An overall regulation covering all types of publications is being drafted.

The new Act regulating a set book price appeared to have unexpected and undesirable consequences for the conditions for the deposit of publications, as laid down in the agreements between the KB and the Dutch Publishers Association. The organizations involved have brought these and other problems inherent in the implementation of the law to the attention of the Ministry of Education.

In 2005 the percentage of cover of the deposit collection was again reviewed. Yet again, this review made apparent that the publishers are cooperating on a wide scale with the deposit library. With the exception of a few categories of university publications, the results have remained quite constant in relation to the review that was carried out ten years ago: 95% of the publications from mainstream publishers are included in the deposit collection.

Publications which are collected in the deposit library are included in the Netherlands Bibliography. The latter is published by KG Saur Verlag on cd-rom under the title Brinkman's Cumulative Catalogue of Dutch Publications. In addition new publications are presented as quickly as possible by means of the web service NetUit. Everyone can make use of this up-to-date alerting service free of charge. In 2005 the online lists of acquisitions were consulted 123,000 times.

The KB commences a project to complete the 'Short Title Catalogue, Netherlands (STCN)' within four years. This will bring the majority of books and periodicals printed in the Netherlands before 1800 together in one reliable online database.

9. E-Depot and research digital preservation

The international e-Depot developed naturally from the traditional deposit function of the KB. Thanks to deposit agreements with Elsevier and Kluwer, the e-Depot, set up in first instance for electronic publications of Dutch publishers, had a strongly international dimension from the outset and immediately contained an important part of the international scientific, technical and medical journals. This international dimension has been consciously expanded in the previous years by the conclusion of archiving agreements with other international publishers. In 2005 the KB concluded archiving agreements with Springer, Sage and Brill Academic Publishers. There are contracts in place with six of the ten largest STM publishers. Almost 7 million articles are stored in the e-Depot.

<http://www.kb.nl/dnp/e-depot/e-depot-en.html>

In the DARE (Digital Academic Repositories) project the SURF Foundation and the university libraries are developing an infrastructure of institutional repositories to collect and make accessible scientific publications and other research results of universities. The KB is expanding the functionality of the e-Depot to function as a permanent archive for all publications which are stored in the DARE repositories.

The KB wishes to bring the safe places model in the coming years actively to the attention of publishers and libraries, and to look for international partners who can and want to meet the necessary requirements. Certification of the e-Depot is an important aspect in this respect. At the initiative of the American Research Libraries Group (RLG) and the National Archives and Records Administration (NARA), an international working group has drawn up a checklist which can function as an audit instrument. The Center for Research Libraries (CRL) is carrying out, with financing from the Mellon Foundation, a number of test audits. An audit of the KB e-Depot has been executed in the beginning of 2006. This first step towards certification will enable the KB to ascertain how well prepared its organizational and technical infrastructure is to offer permanent access to digital information.

In a number of projects the KB is testing various strategies and instruments which guarantee permanent access. Keeping pace with international developments and cooperation with strong partners are priorities in these projects. The two most promising strategies are emulation and migration. The KB is cooperating with the Dutch National Archives on a project in the field of emulation, and in 2006 migration will also become the subject of research. The KB has its own R&D- programme for the further development of the e-Depot. However, the KB is also actively contributing to international collaboration. An important step forward is the European project Planets, which is coordinated by the British Library within the 6th Framework Programme of the European Commission. The result of the project will be a distributed preservation framework for

the development and application of instruments for preservation planning, preservation tools and content characterisation. It will also include a decision support system, which will help institutions to decide which preservation strategy suits their situation best.

In addition, the KB this year started a web archiving pilot project. The Dutch web has not yet been structurally archived, although information on the web is becoming an increasingly important source for all types of research. Following the example of many other national libraries, the KB will begin with a selection of domains from the .nl-domain. In the first phase, technical specifications will be drawn up and the websites will be harvested. From 2007 inclusion of the websites is to become standard procedure in processing of electronic publications in the e-Depot.

In August 2005 an agreement was concluded with the National Diet Library in Japan. The KB and the NDL will co-operate in various areas, such as the digitisation, storage of and permanent access to digital publications.

Following the conference 'Permanent Access to the Records of Science' (2004) the KB, together with the British Library, took the initiative to set up a European Task Force Permanent Access. This Task Force brings together representatives of the most important stakeholders: large research institutions, international publishers, and the library and archives sector. In 2005 the Task Force developed a proposal for a long-term research and development programme in the area of digital preservation. An application for financing for this programme as part of the seventh Framework Programme was presented to the European Commission. In addition, the Task Force compiled the Strategic Action Programme 2006-2010: a strong alliance needs to be formed, consisting of parties from the scientific, library and publishing world. This alliance is intended to become the driving force behind the realisation of a European organizational infrastructure for the preservation of digital scientific information. Finally, the alliance should develop and carry out a programme of action in which the activities are defined which are necessary to realise that European infrastructure.

<http://tfpa.kb.nl>

10. Services to readers / Digital Library

In September 2005 most of the reading rooms were shut because of a major renovation. Nevertheless, the number of visitors rose slightly in comparison with last year to almost 90,000. This meant that 2005 was the seventh year in a row in which the number of visitors increased. The number of registered customers with a KB library pass also increased and totalled almost 12,000.

The number of online visitors increased this year again, to 3.8 million. The relatively high ranking of the KB with Google, the Netherlands, brings many visitors to the KB. In an online survey users gave the website a reasonably good score of 7.2. The users were enthusiastic about the varied and up-to-date nature of the site. In addition, the user-friendliness was tested. The results of both surveys will be used in 2006 to improve the website further.

At the end of 2004 the Digital Library in its current form came into use. It is now possible to search many different files (catalogues, electronic bibliographies, also outside the KB) simultaneously and to connect directly to the source files. The customers appeared to have some difficulty using this complex facility, which meant that the possibilities it offers were not fully exploited. The KB will continue to try to improve the presentation and user-friendliness of the Digital Library.

Yet more files became available for home access by customers with a KB annual library pass. New for passholders and visitors on site was also the availability in Google Scholar of references to fulltext journal articles at the KB.

11. National programmes for preservation & digitisation

Metamorfoze

The national preservation programme for scientific and cultural heritage (Metamorfoze) started in 1997. The programme for the coming four years contains four conservation sectors: literary collections (conservation and digitization), archive collections (micro-filming, deacidification), regional newspapers (microfilming and digitization), and Dutch book production (microfilming). It is expected that more than 30 Dutch heritage institutions will participate in the programme in the coming years. In 2005 fifteen literary projects were completed and seven new projects for microfilming and/or digitization were initiated. A hybrid approach is already being adopted in relation to conservation (microfilm plus a digital version), and it is expected that digitization will in the coming years finally replace microfilming as a method of conservation. The digitized collections are made available through The Memory of the Netherlands.

www.metamorfoze.nl

Memory of the Netherlands

In The Memory of the Netherlands more than fifty digital collections of Dutch heritage institutions have been collected since 2001. As a national digitization programme, the Memory offers integrated access to almost 400,000 digital objects from libraries, archives and museums. The website and the collections of The Memory offer user facilities for a wide audience, but also for educational purposes and research.

In 2005 the first phase of The Memory (2001-2004) was completed. In this period the primary aims were the initiating and subsidizing of a large number of digitization projects, creating teaching applications for secondary schools and building and disseminating knowledge and expertise in the area of digitization. For the second phase, 2005-2008, new guiding principles have been formulated. The Memory will constitute an explicit part of a national infrastructure for permanent access to and availability of digitized and yet to be digitized collections of Dutch heritage institutions.

The programmes Metamorfoze and The Memory of the Netherlands are growing closer together. As digitization is increasingly applied as method of conservation in Metamorfoze, more collections will be offered through The Memory.

www.geheugenvannederland.nl

States General Digital 1814-1995

The KB is carrying out at the request of and in cooperation with the Second Chamber of the States General the Microfilming and Digitization of the Debates and Parliamentary Papers of the States General 1814-1995 project. These are the printed reports and the appendices of the meetings of the First and Second Chamber. The collection is an important source for research into the parliamentary history of the Netherlands and the history of Dutch society as a whole. It covers 2.5 million pages and is thus one of the largest digitization projects in the Netherlands. Completion of the project is planned for 2010.

Digital Newspapers Database

In coming years, the KB wishes to digitise 8 million pages from national, regional and colonial newspapers from the seventeenth century to the present and make them available on the internet for researchers and to the general public. The Netherlands Organisation for Scientific Research will finance the project (€12.5m) within the framework of the Investment Programme Large-Scale Research Facilities.

Tiff archives for image material

The KB investigated in 2004-2005 the possibility of and need for a long-term storage facility for master-files from digitization projects. It is assumed that the facility could build on the functional possibilities and technical infrastructure of the e-Depot and would be part of the service of The Memory of the Netherlands. Together with five other heritage institutions the KB drew up specifications, devised a test environment and at the end of 2005 carried out successful users' tests. In addition a business plan was drawn up to clarify the costs and benefits of such a national service. On the basis of the various results the KB will decide how to move forward from pilot system to operational service.

Portal for medieval manuscripts

The aim of 'Parchment to Portal' is to build a Dutch union catalogue containing records of all approximately 8000 medieval manuscripts owned by Dutch libraries and other institutions. All manuscripts will be catalogued in a uniform manner and the records will subsequently be made available through a portal. The project will be completed in 2007.

Cultural Heritage Incidents Registration Database

In October 2005 the Cultural Heritage Incidents Registration Database (DICE) project began. In DICE all incidents, such as theft, fire or water damage, are to be registered at the heritage institutions (museums, libraries, archives, monuments). This data can be used to identify new trends so that colleague institutions can take measures more quickly. The KB developed in 2005 a website which offers protected access to the national database.

12. Events and exhibitions

'The Legacy of the Netherlands', a joint exhibition of the KB and the National Archives tells the story of a thousand years of Dutch history, language and culture by means of written and printed documents from the treasure houses of both institutions. Every quarter, The Legacy presents forty new highlights. A video wall offers visitors information about the collections, responsibilities and activities of the KB and the National Archives. Since the official opening in March 2005 the general public and the press have been full of praise. Kossmann de Jong has been nominated for the Landsvelt Interieurprijs 2005 (Interior Design Prize) for the design of the space.

In 2005 the first KB Fellow, the renowned cultural historian Peter Burke, presented the results of his research on the KB collections. The KB fellowship is a joint initiative of the KB and the Netherlands Institute for Advanced Study in the Humanities and Social Sciences (NIAS), which also published the English version of the lecture. In 2006 the KB fellowship was awarded to Professors Emmanuel Le Roy Ladurie and Robert Darnton.

In November 2005, the KB organised in cooperation with the National Commission for UNESCO an international conference on the preservation of digital cultural heritage. By organising this conference the KB continued the active role it performed in the creation of the UNESCO 'Charter on the Preservation of the Digital Heritage'.

13. Library co-operation

National co-operation

UKB is the national consortium of the thirteen Dutch university libraries and the KB. The KB is responsible for general policy support for the board and a number of committees. The KB also provides facilities for benchmarking research.

The UKB Joint Subject Indexing commission published a progress report on the period 2001-2005; further to this report, the UKB meeting decided to leave responsibility for the coordination and management of joint indexing activities with the KB for the coming four years also.

www.ukb.nl

The Director-General of the KB is the chairman of the Advisory Council National Information Infrastructure. In the Council university libraries, company libraries and public libraries consult with OCLC PICA, which manages the national system for shared cataloguing and interlibrary loan. The KB supplies the national ILL co-ordinator and the yearly report.

The KB plays an active role in the Federation of Organizations in the Library, Information and Documentation Sector. It is represented in the board, the Legal Commission, the Commission on Cataloguing and Access, and the Netherlands IFLA Commission.

The KB represents the IFLA group within the board of the cultural protection organization Blue Shield Netherlands. The KB provides the secretariat and also hosts the website.

International co-operation

The KB has a place on the board of CENL and represents this organization on the board of the International DOI (Digital Object Identifier) Foundation (IDF). The KB participated in preparing a joint declaration of CENL and the Federation of European Publishers (FEP) on 'the development and establishment of agreements for the voluntary deposit of electronic publications'.

The KB functions as a host institution for The European Library. In March 2005 a second version of the portal was launched which gives access to the collections of nine national libraries. From the end of 2005, more than one million digitized items from the collections of fifteen participating libraries can be accessed. At the end of 2006, it is expected that seven national libraries will be added to the portal. In the meantime, a proposal has been submitted to the European Commission to add another ten national libraries to the European Library. This would bring the total number of participating libraries in 2007 to at least 32 of the 45 CENL libraries. The European Commission has decided to use the technical and organisational infrastructure of TEL for the development of the European Digital Library, including libraries, archives and museums.

www.theeuropeanlibrary.org

The KB maintains a close relationship with the International Federation of Library Associations and Institutions (IFLA), which resides in the KB building. The KB participates actively in the international activities of IFLA.

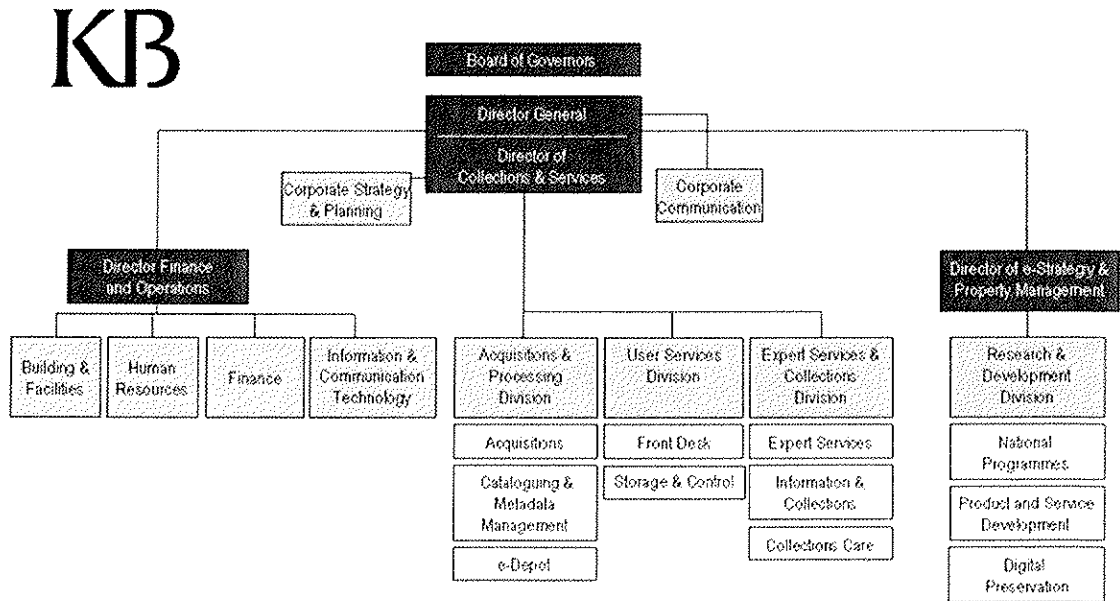
ICABS is a consortium consisting of IFLA, the Conference of Directors of National Libraries (CDNL) and the national libraries of Australia, Germany, Portugal, Great Britain, the United States and the Netherlands. ICABS aims to make an inventory of and exchange knowledge in the area of bibliographical and other standards to improve the accessibility of digital information. The KB's focus within ICABS is (the use of standards for) digital preservation. In this capacity the KB carried out research in 2005 into the state of affairs in national libraries in the area of e-depots, strategies such as migration and emulation, and other projects in the area of digital preservation. The report *Networking for Digital Preservation. Current Practice in 15 National Libraries* was published in 2006.

www.ifla.org/VI/7/icabs.htm

www.saur.de

Sabido, the Flemish-Dutch consortium of archival, library and documentation services, was set up at the initiative of the Nederlandse Taalunie (Dutch Language Union). In 2004-2005, a re-evaluation of the tasks of Sabido took place. The KB will continue to participate in Sabido, but transferred the secretariat at the end of 2005 to the Netherlands Public Library Association.

14. Organisation chart



Organization chart Koninklijke Bibliotheek - May 2006

Performance indicators 2005

In 2002 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 2005	Realisation 2005	Realisation 2004
Services			
1. Visits to the library	85,000	89,430	88,800
2. Visits to the website	3,600,000	3,781,720	3,398,800
3. Delivery of collection materials	229,800	225,250	234,700
4. Information requests	52,100	45,480	53,600
5. Contribution to exhibitions	60	45	49
6. Customer satisfaction (scale 1-10)	-	7.8	7.9
Collection			
7. Increase in number of books	52,500	53,180	53,470
8. Increase in issues of periodicals	98,500	96,560	113,630
9. Increase in electronic publications	2,000,000	2,022,500	1,170,320
10. Catalogue entries	106,920	117,900	208,860
11. Publishers' percentage of cover (deposit collection)	-	97%	98%
National tasks and projects			
12. National projects			
Metamorfoze: printed publications			
Books	4,600	4,060	3,273
Periodicals	0	0	466
Metamorfoze: collections			
Literary	13	4	18
Cultural-historical	0	0	24
International	0	0	3
The Memory of the Netherlands			
Digitized collections	9	9	23
Educational applications	2	2	16
13. Staff publications and presentations		-	90 64
Type 2 indicators			
14. Absenteeism (average annual percentage)	-	6.8%	5.7%
15. Permanent staff	-	253.3	253.5
16. Temporary staff	-	31.1	25.1
17. Size of personnel component in government grant per staff member (in €)	-	46,357	45,660

18. Average cost per staff member (in €)	-	45,672	46,091
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