

Koninklijke Bibliotheek, National Library of the Netherlands
Annual report June 2006 - June 2007 to the Foundation CENL

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The complete annual report 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 research 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 2006 - 2009

In 2006 a new four year strategic plan came into effect. It defines the course for the annual departmental plans and specifies the framework within which the KB publicly accounts for its actions via performance indicators and its annual report. The goals for the strategy period are:

- Repositioning the (digital) library
- Enhancing the national scientific information infrastructure
- Enhancing the KB's international position.

<http://www.kb.nl/bst/beleid/bp/2006/2006-en.html>

Management structure

The current management structure was created in 2006. With the implementation of a structure consisting of three columns, each under the leadership of one director, the various pillars of the KB organization have been strongly anchored: library tasks, (inter)national programmes & projects and corporate services. Perry Moree, previously chief financial officer, has been appointed Director of Corporate Services. Hans Jansen has been appointed Director of Research & Development. Until that date he had been head of the R&D department. The expansion of the Directorate is directly related to the exceptional expansion of the national programmes and the strengthening of the national and international position of the KB.

Performance indicators

Since 2003 the performance indicators have been a permanent part of the annual report of the KB. The advantage of these figures is that they meet hard quality requirements such as validity, reliability and accuracy. The disadvantage is that they sketch only a partial picture of the organization. National and international cooperation projects and research & development activities cannot, however, be expressed in figures. In consultation with the Ministry, the KB wishes in 2007 to evaluate the current performance indicators and adapt them in order to ensure that the results are reflected as completely as possible. See the annex for an overview of the performance indicators 2006.

2. Funding

In 2007 the government grant amounted to €41.8 million. 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.

At the beginning of 2004 the financing of the national conservation programme Metamorfoze and the research programme Digital Preservation became permanent. From 2007 €8 million per year will be available for these programmes. For the digitization programme The Memory of the Netherlands funding was arranged for the period 2005-2008. In 2006 the KB received funding for the important digitization project Databank Digital Daily Newspapers, which involves an amount of €12.5 million.

3. Human Resources

As of 31 December 2006 the KB's workforce in permanent employment totalled 239.6 ftes (including temporary staff with prospects of a permanent position), as compared to 261 ftes available positions. The number of temporary staff members was 42.5 ftes. The KB had 349 staff members in permanent and temporary employment (excluding 34 from temporary employment agencies, interns and staff hired on the basis of special job subsidies).

4. Building

In 2006 large construction projects, which had been prepared and initiated in previous years, reached their culmination. The new warehouse, which towers above the tram tracks bordering the KB building, was completed. The renovation and refurbishing of the reading rooms, which has also been completed in the meantime, gave rise throughout the whole year to the logistical and organizational puzzle of finding ways to nevertheless serve our visitors well. In addition to all this, at the end of 2006 the large public exhibition Magazine! was opened on site, in the recently finished new warehouse. This too was a logistical and staffing challenge.

5. Information Technology and Networks

The KB data architecture has been renewed. The aim of this major project was to modernize and restructure the technology supporting the various information services which the KB offers via internet. This was done by introducing more coherence in processes and data streams which support the internet services. The key word is standardization, of both data models and hardware and software. Standardization creates a solid basis for further application developments, resulting in an architecture which is service-oriented, adaptable and which can meet the demands of the future. The final goal is to make all the KB's public databases part of this architecture and to adapt the websites to the new infrastructure.

In 2006 special attention was paid to the technical infrastructure of the e-Depot, jointly developed by the KB and IBM. Work was carried out on improvements to this Digital Information Archiving System (DIAS), with respect to digital preservation, improving processing capacity and monitoring of the work processes. Premature replacement and upgrading of existing hardware and software of the e-Depot was successfully achieved.

Preparations have been made for the development of an 'Information Plan'. This outlines the digital service offered in the period 2007 - 2009, including the IT efforts related to the total IT support requirements within the KB.

6. Content Strategy

The repositioning of the KB is focused both on content and form, both on the 'physical' library and the digital one. The collection profile, consisting of the Netherlands Collection, Special Collections and the Reference Collection, has been established in the 2006-2009 Collection Development Plan and is focused even more strongly on Dutch history, culture and society, within a clearly defined international context. In this way, the KB profiles itself distinctly as a national library. In addition to the realization of this collection profile, the KB will naturally continue to carefully manage, make accessible and available the humanities and other collections which it has acquired in its over two-hundred-year existence.

7. E-Depot and Digital Preservation

The KB has for years fulfilled a pioneering role in the field of perpetual access to digital academic research information in an international context. The KB carefully developed this role by expanding its electronic deposit library, which enables perpetual accessibility to national digital publications (e-Depot), into an international e-Depot system. In addition, the KB opted for a strategy of concluding archiving agreements with large international publishers. In 2006 steady progress was achieved on enhancing the international e-Depot by establishing new contacts with publishers which will lead to new archiving contracts. This resulted in the beginning of 2007 in the signing of a contract with IOS Press, a medium-sized Dutch academic publisher. At present, approx. 60% of the total global production of research articles in science, technical and medical periodicals (STM publications) are stored in the international e-Depot. The aim is to have an 80% coverage of STM publications in 2008. At the end of 2007 the e-Depot will contain 10 million digital objects.

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

In 2006 a start was made with a project on web archiving on an experimental basis. The specifications for the technical environment were drawn up and the first websites were harvested. In addition, research was started into the optimal way in which websites could be stored in the e-Depot.

Scientists are increasingly archiving and publishing their intellectual output themselves in institutional repositories (Open Archiving). To support this development, the Digital Archiving Repositories (DARE) programme has been set up within the framework of SURF (Dutch universities). The objective is to digitally store and make accessible all research findings, using a network of institutional repositories. The KB takes care of the link between the institutional repositories and the e-Depot of the KB.

http://www.kb.nl/hrd/dd/dd_projecten/projecten_dare-en.html

The KB took the initiative to establish a National Coalition for Digital Preservation (NCDD). Collaborations have been sought with Digital Archiving and Networked Services (DANS), SURF and other stakeholders. The Coalition will focus on the distribution of knowledge concerning digital preservation, aimed at the permanent access of the records of science and digital objects from the heritage sector in the Netherlands, both in the form of raw data and in the form of published research findings. The Coalition can ensure the profiling of the Netherlands as a Centre of Expertise in the field of digital preservation, and stimulate international collaboration in this field.

Together with the British Library, the KB was the initiator for the founding of an Alliance for Permanent Access to the Records of Science. The alliance consists of, among others, representatives of large European research laboratories (among them, the European organisation for nuclear research CERN and the European Space Agency), national libraries (among them, the BL, KB and DNB), academic publishers (the International Association of STM Publishers) and researchers (the European Science Foundation). The official incorporation of the Alliance is expected in the beginning of 2008.

The KB is a partner in the large European PLANETS project. In early 2006 the European Commission allocated a subsidy of €9 million from the Sixth EU Framework Programme to this project. PLANETS will develop instruments and models for the long-term storage and permanent access of digital objects in libraries and archives. Within this project, in which sixteen European partners cooperate, the KB acts as project leader of one of the five main modules. The project entails a total amount of €14 million and will run for four years (June 2006 - June 2010). It is acknowledged worldwide as the most important impetus for research and development with respect to perpetual storage and accessibility of digital material.

8. User Services / Digital Library

After the growth in the number of visits in recent years, the expected drop followed in 2006, albeit only of 5%. This was the result of the renovations, the (temporary) closure of the reading room and the (temporary) closure of a part of the Information Centre. As a result of the renovation there are three reading rooms, each designed with a character of its own: the new Reading Room of the Netherlands, the Special Collections Reading Room and the General Reading Room. The Reading Room of the Netherlands is the realization of a new concept. Here a large number of titles about the Netherlands may be found in open stacks. The heart of the reading room is designed around thematic pavilions. These pavilions are devoted to subjects on which the KB owns a particularly rich collection, such as The Netherlands and the House of Orange, Colonial Past, Newcomers, The Netherlands Land of Water, Religion, The Netherlands Now, and Magazines. More information can be found about these subjects by means of specially configured pcs. Along the walls runs a time-line

with four quadrants: The Netherlands in General, The Netherlands until 1800, The Netherlands 1800-1945 and The Netherlands after 1945. The content is supported by the special furnishing, such as furniture from each era, light panels and illustrations in bookcases.

An earlier initiative with the aim of intensifying the link with contemporary research - the KB fellowship - has got off to an excellent start. In this initiative, the KB collaborates with the Netherlands Institute for Advanced Study in the Humanities and Social Sciences (NIAS). In 2006 and 2007 three internationally renowned scholars joined the library as KB fellows: Emmanuel Le Roy Ladurie, Robert Darnton and Jonathan Israel.

Despite the drop in the number of visitors on site, the number of KB annual library pass holders rose slightly from 11,814 to 12,310. It is expected that in 2007 visits will again increase and that the growth in number of annual pass holders will continue due to the completion of the large-scale renovations and due to promotion activities surrounding the Reading Room of the Netherlands.

The number of online visits to the KB website and the services supporting them rose strongly in 2006 by 28% to 4.9 million. This rise can be explained in part by the autonomous growth of the use of the Internet. The KB profits from that growth, partly thanks to its high Google ranking. This external factor is not easily influenced by the KB, which makes an estimate for 2007 difficult to make. If the ranking stays as high, then another rise in the number of online visits may be expected in 2007.

Given the renovation activities, the aim in 2006 was to keep customer satisfaction at the existing level. The KB was more than successful in this as customer satisfaction rose from 7.8 to 7.9. This is a good achievement, certainly in view of the inconvenience caused by the large-scale renovation. Visitors were highly appreciative of the fact that services continued and that temporary consultation and study spaces were created. Their appreciation of the friendliness and expertise of the staff was high: an average of 93% is (very) satisfactory.

9. National Programmes for Preservation & Digitisation

The programmes Metamorfoze (preservation) and The Memory of the Netherlands (digitization) are seen to be moving closer together. In the coming years it is expected that digitization will eventually come to replace microfilming as the preservation method for Metamorfoze (preservation scanning). The more digitization as preservation method for Metamorfoze increases, the more collections will be made available through the website <http://www.geheugenvannederland.nl>

Based on current and planned digitization activities, the KB has taken the initiative to formulate and execute a national programme for the mass digitization of sources for research in the humanities. Already two major projects in this field were started: microfilming and digitizing the Dutch parliamentary papers 1814 - 1995 (€10.5 million) and the Databank for Digital Daily Newspapers project. Eight million pages of Dutch newspapers from 1618 onwards will be digitized and made available online (€12.5 million). The project will result in a file of between 20-30 billion words, which will offer linguists and information scientists a wealth of research opportunities too.

<http://www.kb.nl/hrd/digi/ddd-en.html>

<http://www.kb.nl/hrd/digi/staten-generaal-en.html>

10. Events and exhibitions

The KB organised several events and exhibitions, but the most eye-catching event was a glossy exhibition on general interest magazines from the nineteenth century to the present and their influence on society. This exhibition 'Magazine!' took place from 10 November 2006 to 4 March 2007. The spectacular opening was performed by the Minister of Finance, Gerrit Zalm, in the presence of a number of other Dutch celebrities.

11. Library co-operation

A selection of partners, cooperative bodies and projects in the Netherlands

- UKB is the cooperative partnership of the thirteen Dutch university libraries and the KB. The KB supplies policy support for the Board and a number of committees. The KB also provides facilities for benchmarking research.

- NCDD. The KB took the initiative to set up the National Coalition for Digital Preservation (see section 7).
- STITCH. The KB, the Free University (Amsterdam) and the Max Planck Institute cooperate in the STITCH project: Semantic Interoperability To Access Cultural Heritage. This is a part of the programme Continuous Access to Cultural Heritage (CATCH) of the Netherlands Organisation for Scientific Research. The aim is the development of theory, methods and programmes to link thesauri and classification systems that are used at the various cultural heritage institutions in order to improve access.
- Library Facilities of the Humanities project. As from 1998 the KB has worked together with six university libraries to prevent the diminishment of collections in the field of the humanities. The Netherlands Organisation for Scientific Research provided financial support (€3.5 million for 2005 - 2006). In 2006 the last stage was completed. According to the agreement, the participants will themselves invest more in the literature facilities for the humanities in 2007-2008. The KB provides the project secretary and will continue to monitor the situation in 2007.
- Joint Subject Indexing. The KB shares with the university libraries and a number of other libraries the national system for Joint Subject Indexing. The KB provides the national coordinator and the secretary of the national Steering Group and manages, at the request of the Steering Group, the shared keyword thesaurus.
- Advisory Council National Information Infrastructure. The Director-General of the KB is chairman of this national Council. In the Council university libraries, public libraries and special libraries confer with OCLC PICA, which manages the Joint Automated Cataloguing System and the Netherlands Union Catalogue.
- FOBID. The KB plays an active part in the Federation of Organizations in the field of Libraries, Information, and Documentation (FOBID). It is represented on the Board, the Legal Committee, the Indexing Committee and the Netherlands IFLA Committee.
- Blue Shield. The KB represents IFLA within the Board of the cultural protection organization Blue Shield Netherlands. The KB provides the secretariat and is also responsible for hosting the website.
- Netherlands National Commission for UNESCO. The KB is represented in the working group on Culture, Communication and Information.
- SURFfoundation (Higher education and research partnership organization for network services and information and communication technology). The KB participates in SURFfoundation as a member of the General Board and adviser to the Platform ICT and Research.
- Tiele Foundation. The KB offers substantive and practical support to the Board of the Dr. P.A. Tiele Foundation, the foundation for the promotion of book studies and the art of printing and affiliated techniques.
- The Netherlands Bibliographical Centrum (NBC) was established to promote cooperation in the field of the Netherlands Bibliography. It is an alliance of libraries, publishers and the book trade. The KB is vice-chairman of the Board and offers strategic and secretarial support.
- Museum Meermanno. The KB is represented on the Advisory Council of this museum and cooperates regularly with it on exhibitions and other academic and cultural activities.
- Anno. Proceeding from the idea that knowledge of the past fosters a better understanding of the present, Anno wishes to increase historical awareness in the Netherlands. For that purpose Anno organizes annually, among other things, the History Week, the National Archives Day and the History Night. The KB contributes to these activities. In addition, it participates in the Board and is chairman of the Council of Partners (KB, National Archives, Literature Museum, Netherlands Institute for Art History, Central Bureau for Genealogy and the Netherlands Institute for Image and Sound).
- Zeeland library. From the beginning of 2007 the KB has established a cooperation agreement with the Zeeland library. Members of this library can obtain a KB pass for a reduced price and then make use of all KB facilities. In addition, the two libraries work together on digitization projects and providing access to old and special collections. Also exchange of staff takes place.

International cooperation - Europe

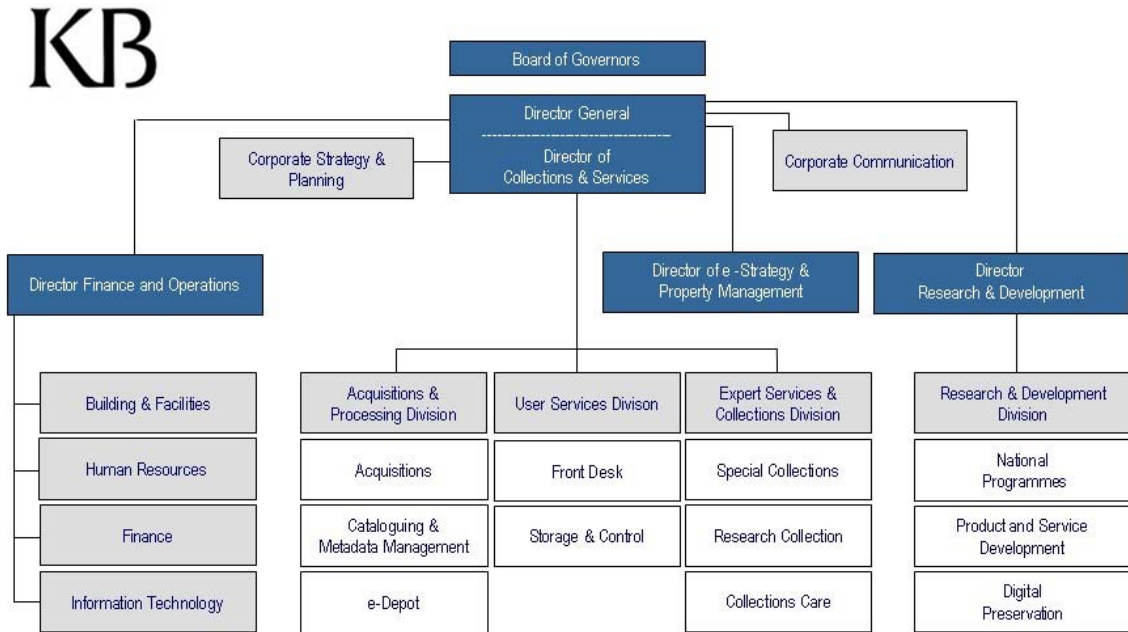
- CENL. The Conference of European National Librarians is the alliance of national libraries in Europe. The KB has a seat on the Board of CENL and represents the organization on the Board of the International DOI (Digital Object Identifier) Foundation (IDF).
- TEL. The European Library was developed at the initiative of CENL as an operational service by the KB in 2004. At the request of CENL, the KB has since then been host and executor of TEL. In the meantime, TEL has grown into a service that supports the European national libraries in their efforts to make their own digital and printed collections completely accessible and searchable via a central portal and to make use of technical standards.
- TEL-ME-MOR. Within TEL a number of projects are being developed and carried out. In the framework of the EU project TEL-ME-MOR the collections of the (then) ten new EU member states were added to TEL in 2006. This project has been successfully completed, resulting in a considerable growth of TEL.
- EDL project. Thanks to the success of TEL-ME-MOR, the European Committee approved this project, which is part of TEL. The project was started in September 2006 and has as its aim to accelerate the inclusion of the remaining nine EU and two EFTA countries in TEL. It is expected that at the end of 2007 32 of the 47 national libraries will be represented with their collections in TEL.
- TELplus. This project was developed in the framework of the eContentPlus programme and has a range of aims, among which delivering more digital content by the promotion of OCR-ring of already scanned collections and the use of web services in a Web 2.0 environment. In addition, within this project the collections of the newest two members of the EU, Bulgaria and Rumania, will be added.
- EDLnet. The KB is project coordinator of the EDLnet project, which started in 2007 with subsidy from the European Commission (eContent Plus programme). It is the first step in the realization of the vision to make accessible digital collections from the various heritage sectors in Europe (libraries, archives, audiovisual archives and museums), in multiple languages. Within the EDLnet project, the organizational, technical and financial conditions will be determined, which should eventually pave the way for an operational service. EDLnet will facilitate workshops and meetings to achieve the aim of a multi-institutional cultural network.
- Michael+. The KB participates in this alliance between fourteen partners to make catalogue entries of digital collections available on centrally European and centrally national level. The project organization for the contribution of the Netherlands takes place at the KB.
- Alliance for Permanent Access to the Records of Science and the PLANETS project: see section 7.
- Sabido. The KB participates as a member in Sabido, the Flemish-Dutch Alliance for archive, library and documentation, that was created at the initiative of the Nederlandse Taalunie (Dutch Language Union).
- LIBER. The KB is an active member of the Ligue des Bibliothèques Européennes de Recherche, the European association of large research libraries.
- In addition, the KB has a number of special cooperation agreements with libraries in Europe, among which the British Library, KB Brussels and the Herzog August Bibliothek Wolfenbüttel.

International cooperation - worldwide

- CDNL - Conference of Directors of National Libraries. As the National Library of the Netherlands, the KB participates on directorate level in the global alliance of national libraries.
- IFLA. The KB plays an active role in the worldwide umbrella organization for libraries, the International Federation of Library Associations and Institutions. IFLA headquarters is housed in the KB building. In addition, the KB is amply represented in the various standing committees (National Libraries, Management and Marketing, Preservation and Conservation, Rare Books and Manuscripts).

- ICABS. The KB is a partner in ICABS, the alliance of the national libraries of Australia, Germany, Portugal, Great Britain, the United States and the Netherlands, under the flag of IFLA and the CDNL. The goal of this alliance is harmonizing activities in the field of the development and coordination of international bibliographical standards, among which those for permanent access to electronic sources.
- Iran. The KB concluded in 2006 a declaration of intent for cooperation with the National Library of Iran. The goal is exchange of information in the fields of access to collections and catalogues, and of preservation of the printed and digitized national cultural heritage.
- In addition, the KB has cooperation agreements with Perpustakaan Nasional Republik Indonesia and The National Diet Library in Japan.

12. Organisation chart



Organization chart Koninklijke Bibliotheek - June 2007

Performance indicators 2006

Type 1 indicators Projected for 2006 Realization 2006 Realization 2005

Services

1. Visits to the library	89,000	84,536	89,430
2. Visits to the website	4,100,000	4,861,679	3,781,720
3. Delivery information sources (incl. IBL mediation elsewhere)	242,050	269,375	225,250
4. Information requests	49,200	42,887	45,480
5. Contribution to exhibitions (domestic & foreign)	50	48	45
6. Customer satisfaction (scale 1-10)	-	7,9	7,8

Collection

7. Increase in number of books	55,200	54,235	53,180
8. Increase in issues of periodicals	95,000	92,971	96,560
9. Increase in electronic publications (Periodicals, CD-roms and DVDs)	3,501,010	3,349,625	2,022,500
10. Catalogue entries	144,000	138,203	117,900
11. Percentage of cover publishers	-	97%	97%

National tasks and projects

12. National projects			
Metamorfoze: printed publications • Books	10,000	4,465	4,060
Metamorfoze: printed publications • Periodicals	-	-	0
Metamorfoze: collections • Literary	13	20	4
Metamorfoze: collections • Cultural-historical	-	-	0
Metamorfoze: collections • International	-	-	0
Metamorfoze: collections • Archive collections	8	8	4
The Memory of the Netherlands • Digitized collections		5	9
The Memory of the Netherlands • Educational applications	1	9	2
13. Staff publications and presentations	-	77	90

Type 2 indicators

14. Absenteeism	-	3.9%	6.8%
15. Permanent staff	-	261	258
16. Temporary staff	-	42.52	31.1
17. Size of staff component in government grant per staff member (in €)	-	45,796	46,357
18. Average cost per staff member (in €)	-	46,282	45,672