

**NATIONAL AND UNIVERSITY LIBRARY
LJUBLJANA, SLOVENIA**

**ANNUAL REPORT TO THE CONFERENCE OF EUROPEAN
NATIONAL LIBRARIANS (CENL)
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Management of the library

The National and University Library (NUL) is a public institution. Its founder is the Republic of Slovenia, the founding rights and obligations are performed by the Government of the Republic of Slovenia. As evident from the name of the library, it performs the functions of the Slovenian national library, acting as the University of Ljubljana library as well, the national library system development centre, and according to the IFLA definition the central research library in Slovenia. In 2005 the NUL operation system was based on five divisions, each of them consisting of several departments. Senior management is represented by the Managing Director and three Deputy Directors with specific responsibilities (library programmes; university library system; general administration and finance). There are two supervisory bodies, the *Administrative Council*, supervising the legality of operation, along with monitoring, analysing and evaluating the operation of the library, and the *Advisory Council*, which monitors and evaluates the work of the library on behalf of the library's founder.

Priorities in terms of programming guidelines have been specified by the *Resolution on the National Programme for Culture 2004-2007*, passed by the Parliament of the Republic of Slovenia, whereas library's strategic goals have been determined by the *2004-2008 Strategic Plan* which defines the following priority strategic tasks:

- Conservation and preservation of the national written cultural heritage,
- Provision of free access to information and publications,
- Development of hybrid and creation of a digital library and
- Strategic partnerships with NUL's environment.

The strategic plan has determined the library vision and mission, along with values, goals, objectives and strategic results to achieve over the timeline. An emphasis has been put on the provision of quality products and services and on the

way the planned goals and objectives would be controlled and library performance evaluated. Effectiveness, efficiency and quality will be monitored first by using a set of performance indicators and the BSC methodology – Balanced Score Card, and second, by using a set of performance indicators issued in the National Programme for Culture. A set of quantitative performance indicators, calculated by the library statistics data, are also used to monitor the library activities.

NUL has had to adjust its new strategy to respond to a changing environment, altered user needs, new technological challenges and the ever-growing level of library materials decay. 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 development of a modern library toward the so-called hybrid library means that e-library services and the development of digital library do not replace the traditional set of library services, thus doubling the library workload – something which the same amount of library resources can hardly keep pace with, thus calling for organizational changes and alterations of the human resources plan to be able to face new library services and products.

The analysis of data, covering the last decade, clearly shows that NUL has been continually increasing the degree of efficiency when it comes to the use of inputs, it has carefully planned the improvement of various working processes, along with an increase in the range and quality of services and products, in spite of the finance remaining more or less the same in real terms and the number of library staff which has essentially remained unchanged over the decade. Thus the amount of work drastically increased again in 2005, together with a steady growth in the number of library users, visits made to NUL, loaned items and information queries that were dealt with. In the digital library field new digital collections have been added and a new portal created. The library also co-operated in a number of national and international projects, along with involvement in the building of the European virtual library (TEL).

The majority of the 2005 programme objectives were achieved or even exceeded the planned targets in terms of quantity. However, some of the planned objectives were not thoroughly accomplished, in particular in the field of investments (renovation of the building and equipment); the intake and distribution of legal deposit copies (as printers do not fulfil their obligations, due to an out-of-date and inappropriate legal deposit act); a rise in the number of library staff (due to restrictions on the recruitment of new personnel in public institutions).

Finance and funding

In 2005, NUL received SIT 1,4 billion (= € 5,86 million) as its annual grant from the budget of the Republic of Slovenia (Ministry of Culture, Ministry of Higher Education and Science). The library's own earnings (sales of goods and services) amounted to SIT 222 million (= € 926,390), 13,6 % of the gross expenditure, so the overall library

budget was SIT 1,62 billion (= € 6,79 million). In 2005 the labour costs amounted to 52 % of the library budget (SIT 852 million = € 3,5 million), SIT 125 million (= € 521,616), 13 % of the budget, were spent on acquisition of information resources. SIT 96 million (= € 400,600) were spent on investments and maintenance of the building; NUL spent SIT 462 million (= € 1,9 million) on operational expenditure (general costs, programme and project costs).

Overall library costs per active library member amounted to SIT 119,259 (= € 470), but taking into account virtual library members, then the costs come to SIT 107,590 (= € 449) per member. The overall costs per physical visit amounted to SIT 7,415 (= € 31) and SIT 1,140 (= € 4,76) with virtual visits included. The overall library costs per lent item amounted to SIT 3,070 (= € 12,81).

In pursuing the programme the library has not achieved all planned objectives within the framework of library material acquisition and information resources (compared to 2004, a decrease of 1,4 %), microfilming and digitisation of material and investments and maintenance. NUL spent SIT 30 million (= € 125,188) on digitisation, which was appreciably insufficient to follow the practice of the European national libraries in the field of digital library development.

Legislation

No noticeable developments in the legislation field. NUK has been nevertheless deeply involved in the preparation of the new Legal Deposit Act which has already been passed on to the parliamentary procedure. The new Act will severely cut the number of copies to be deposited (for instance, NUL will be losing two copies, the one intended for international exchange of publications, and the other for loan purposes. On the other hand, the Act will ensure collection of electronic and web publications which will make it possible for the library to legally start building the national digital archive of publications.

Buildings and plant

In 2005 the Serials Collection stacks were completely renovated and air-conditioned and quality equipment to store microfilm copies was purchased as well. The porter's lodge was re-arranged into a library shop, new premises were opened to host the reproduction services. Additional metallic chest-of-drawers were purchased to improve storage conditions of cartographic and pictorial items, installations to control microclimate conditions in all book stacks were renovated, thus ensuring permanent electronic control of library material storage conditions.

There are still two main problems regarding the library facilities: operation on two separate locations and unfunctional premises, which makes it difficult to offer open access and modern information services for users. A long-term solution to the lack of space in the Slovenian national library can be seen in a new library building, the construction of which has been delayed for more than ten years with no

significant developments in 2005 (the land has not been acquired yet in whole and the Government as investor refused to provide the necessary financial support in 2005 as well). The main efforts in 2005 can be seen in further acquisition of the land, but finance available was inadequate even to complete the preparatory phase of the construction process.

Staffing matters

At the end of the year the staff of NUL numbered 145 employees (143 FTE), both full-time and part-time. The Ministry of Culture financed 136 FTE employees, another 7 FTE employees were financed from other sources (2 Council of Europe, 5 European projects). In comparison with 2004 the number of full-time staff remained the same. In order to cope with the increased amount of work and to ensure that the opening times stay within present limits NUL had to resort to outsourcing (complementary recruitment) and other collaborators were hired on contractual basis, along with students (10,000 working hours performed by students). The amount of student work was reduced for 33% over the previous year because of saving measures.

Amongst the 136 employees, financed by the Ministry of Culture, 5 employees held PhD degrees, 14 MA or MSc degrees, 63 university degrees, there were 22 staff members with post-secondary education, 16 with secondary education and 18 with less than secondary education. As to further formal education, 26 employees were active at different levels of higher education (5 at doctoral level, 12 at MA or MSc level, 7 at graduate level and 2 at secondary level).

The library staff regularly attended various forms of continuing education and training (courses, seminars, lectures, meetings, presentations etc.), altogether 562 participations. 5 employees took the initial exam to enter the profession, another 9 librarians were successful in achieving higher professional degrees in LIS as a part of their career development and promotion, while another one obtained professional title in the conservation and preservation field.

Information technology and networks

In the light of finance available the most important objective in 2005 was nevertheless achieved and that can be seen in smooth operation of the infrastructure needed to support all services intended for library users, especially the development and maintenance of the network and servers which support the business information system and the digital library. A 100 Mb connection to the Internet was finally provided, a must for NUL to compete as information provider on the national market. Closely related to that, the router had to be changed and additional network switches acquired. Namely any attempt to store web content had blocked access to the Internet. To make full use of the connection it was necessary to replace a ten-year old router with a new one.

Major attention (and finance) was given to updating of the infrastructure. Some key servers had to be partly changed, partly upgraded, especially the firewall and mail server. Due to constant growth of the data volume it was necessary to upgrade the storage array with additional 4Tb.

In the years to come NUL will have to give some serious thought as far as investment in the IT infrastructure is concerned in order to achieve greater efficiency and use of IT facilities. By the same token, major attention will have to be paid to upgrading hardware, software and communication equipment because of the digital library development. The complexity and extent of tasks to be carried out will call for competent experts in the field of computing sciences. In spite of the many new tasks and services available for the users and employees no new staff were employed in IT department in 2005.

The digital library

Within the NUL 2004-2008 Strategic Plan the creation and building of a highly efficient digital library is singled out, along with four key strategic objectives which define the library's direction in the digital environment:

1. *To ensure regular collection and archiving of Slovenian publications in electronic formats and to provide access to the archive of Slovenian electronic publications for library users.*
2. *To provide access to library materials, published on classic information carriers, via the Internet.*
3. *To provide Internet access to information about all library materials.*
4. *To provide access to information services of the library via the Internet.*

Within the context of the first strategic objective and in co-operation with the Josef Stefan Institute, in 2005 NUL started testing the harvesting robot to harvest automatically the Slovenian web pages and publications. Software support to create and manage the web archive was also completed. Software intended to support the creation of a digital archive for long-term preservation of digital items was completed in its testing version at the end of 2005 only. Thus NUL was not in a position to fully develop a system to archive digital materials.

Three sets of actions were going on under the second strategic objective: digitisation, provision of metadata and planning, design and testing of user interfaces to access digital contents. 183,771 pages of most diverse library materials were digitised, together with creation of digital collections and provision of metadata (187,076 records), e.g. *Slovenska bibliografija (The Slovenian Bibliography)*, *Slovenska retrospektivna bibliografija člankov*, meta podatki za Ljubljanski zvon (*The Slovenian Retrospective Bibliography of Articles*, metadata for the journal »The Bell of Ljubljana«); *Stari zvočni posnetki (Older Sound Recordings)*, *Portreti znanih Slovencev (Portraits of the most famous Slovenians)*, *Zbirka člankov slovenskih avtorjev v celotnem besedilu (Full-text collection of articles by Slovenian*

authors) and *Zbirka zemljevidov slovenskega ozemlja (Maps of the Slovenian territory)*.

In co-operation with the Department of Translation Studies at the Faculty of Arts at the University of Ljubljana (project, entitled: Projekt Deutsch-Slowenisch/Kroatische Übersetzungen 1848-1918) NUK has taken on the digitisation of 220 monographs, embracing translations from German into Slovenian and covering the 1848-1918 period.

The Slovenian Retrospective Bibliography of Articles (<http://nukweb.nuk.uni-lj.si:8010/Alex>) in 2005 received a new platform, thus the complete metadata database was transferred (300,000 bibliographic records about articles), 13,995 newly prepared bibliographic records for the »Bell of Ljubljana« journal were added, together with 45,266 scans. Bibliographic information on the articles from the »Bell of Ljubljana« journal was supplied through digitisation of the bibliographic index of the journal (scanning, OCR and structuring). Links to scans were added to newly created records. Internet access to the database was provided via NUL's web page and the *dLib.si* portal, along with access via The European Library portal.

As to the *The Slovenian Bibliography* database, system improvements of the information search and sort process were made, as well as necessary changes related to The Open Archives Initiative Protocol for Metadata Harvesting (OAI), which enables access to the database via the TEL and *dLib.si* portals.

The *Full-text collection of articles by Slovenian authors* collection was created in co-operation with an external partner who in 2005 developed an interesting application, which makes it possible to visualise scans of individual pages from the journal and the scanned article as a whole, furthermore it provides OCR transformation of the text, automated indexing based on pre-defined subject headings, incorporation of the Slovenian General Subject Headings, new headings and coded data into the database, bibliographic information and full-text search, access via a user-friendly interface, along with bibliographic data transfer to other formats and metadata schemes (COMARC, Dublin Core).

In the field of planning and building the digital library a www.dlib.si national library portal was created, which in 2005 was offering search facilities to search NUL's online catalogues and digital collections (based on digitisation of the materials held by NUL). However, inclusion of digital collections prepared by other libraries and institutions of cultural heritage is planned for 2006. A new office has been created to deal with co-ordination, maintenance and development of e-services (E-Library Development Office), which is in charge of the electronic database acquisition and provision. At the end of 2005 NUL also set about the draft version of the Digital Library of Slovenia Strategic Plan to cover the 2007-2010 period.

The accomplishment of the previously mentioned third objective can be seen in retrospective conversion of library card catalogues into machine-readable form. In 2005 a revision of the database, created on the basis of the converted 1948-88 card catalogue, took place. After revision, 325,713 bibliographic records were added to

the NUL local database within the COBISS system. Records were systematically edited and saved at the union catalogue level with duplicates eliminated. 3,090 duplicate records were deleted in 2005.

The fourth objective was carried out by providing access to electronic resources and information services, co-operation in the »Ask a Librarian« reference service, and by providing remote access to information resources to the University of Ljubljana users without having to become library members.

Legal deposit of materials

The Slovenian Legal Deposit Act dates from 1972 and after more than three decades it has become, by and large, obsolete in all its stipulations, due to huge changes in the library environment (socio-political changes, rapid growth in the amount of electronic publications). The Act requires deposit of 16 copies directly to NUL: due to this number infringements of the Act by printers have been growing more acute, particularly when it comes to legal deposit of publications, intended for re-distribution to other libraries. Over the last ten years NUK has been indeed successful in obtaining legal deposit copies to complete its own collection (intake increase of 22 %), whereas the share of copies intended to be distributed among other libraries within the system dropped by 32,5 %.

In 2005 the Ministry of Culture, responsible for librarianship in Slovenia, prepared a draft version of the new legal deposit act for publications. Although the new act will ensure that NUL start collecting electronic publications and web pages, its regulations do not follow the IFLA international recommendations, according to which the purpose of legal deposit could be seen in long-term preservation of publications and bibliographic control. In this way the act will continue to support equal opportunities in providing access to information to all Slovenian citizens (legal deposit copies distributed to 10 most important regional public libraries, together with 2 Slovenian minority central libraries in Trieste and Klagenfurt). In principle, the act reduces the number of legal deposit copies from the present 16 to 4, unless a given publication is financially supported by public funds (representing the majority of the national publishing output): these publications will continue to be deposited in 16 copies. The obligation to deposit will pass from printers on to publishers.

NUK maintains that the new legislation in the field (to be enforced in the second half of 2006) will cause a drastic rise in the amount of work; electronic publications collection and archiving will call for considerable investment in terms of both software and hardware equipment, along with adequate human resources support.

Acquisitions

NUL's intake of library materials includes acquisition of information resources via legal deposit, purchase, exchange and gifts. In 2005 126,626 items were taken in, thus legal deposit copies represent 89,574 items (71 %), purchase 16,999 (13 %), exchange 4,587 (4 %), and gifts 15,465 (12 %). At the end of 2005 the library

collections amounted to 2,458,556 volumes, an increase of 1,6 % compared to 2004 (2005 total intake: 38,766 volumes). Monographs represent 48,4 % of the total library collection. Exchange of publications included 157 libraries and other organisations from all over the world.

In the past year NUL substantially increased the amount of electronic information resources, acquired through purchase via library consortia and curtailed the number of electronic periodicals, purchased by the library itself. Electronic resources were acquired mainly via the COSEC national library consortium, a member of the international eIFL.net consortium. Altogether the library purchased 37 licensed electronic information resources, 22 of which via consortia (15 with national and 7 with university licence). NUL co-financed the purchase of 30 databases, but it had access to all 37 databases. Within the COSEC framework, in 2005 NUL doubled the amount of purchased electronic books (1,854 volumes), and it provided access to some 14,000 licensed full-text electronic journals.

Preservation and Conservation

NUL is by law required to operate as the national conservation and preservation centre for library materials. Activities in the field of library material preservation are carried out and co-ordinated by the Conservation and Preservation Centre, consisting of a restoration centre and a binding service, and it also employs researchers who participate in a number of international projects within the area (for instance, PaperTreat, SurveNIR). In 2005 major attention was given to prevention of further decay and damage. The Centre set about systematic inspection of NUL's special collections, thus preparing several reports about the condition of materials held in the Map and Pictorial Collection, Music Collection, Manuscript Collection (early printed books and medieval manuscripts) and, arising from that, they drafted plans to preserve these items. The Centre introduced special measures to improve physical protection of materials. In the Map and Pictorial Collection polyester bags were used to protect 10,000 postcards representing the Slovenian territory, along with acid-free jackets for the collection of portraits of famous Slovenians. In the Manuscript Collection 127 codices and other manuscripts were placed into special boxes, made of acid-free cardboard. Preservation conditions were considerably enhanced with the renovation and air-conditioning of the serial publications stacks, together with launching remote access to the automated control system which monitors the temperature and humidity levels in the main storage premises.

Despite intensive care and concern about the preservation of library materials, some 85 % of holdings can be considered endangered because of the use of acid paper, therefore migration to other information carriers is imperative, using microfilming and digitisation. In 2005 151,370 microfilm shots of serial publications (newspapers and magazines) were prepared, and 148,771 shots were transferred to electronic media. Due to lack of finance some older titles were not included into microfilming process, but they should receive major attention in the nearest future

(transfer to another medium) owing to bad condition, format, frequent use and socio-cultural dimension. The amount of digitised material was far too modest to be able to talk about a systematic approach to prevention of decay.

Services to readers

Provision of quality user services can be considered as one of the NUL's essential strategic priorities. According to public sector regulations, valid for librarianship as well, basic library services are free of charge. Over the last years the library has made considerable efforts in terms of providing to its users as many electronic information resources and services as possible to compensate for the lack of modern premises and facilities. Remote access to electronic resources was already introduced in 2004, along with the possibility to place an order for the books to borrow using OPAC and the virtual reference service, called »Ask a Librarian«. In 2005 access to a number of electronic resources was provided to library users and some of them could even be accessed without registering with NUL. In the Main Reading Room wireless access to the Internet was introduced, raising awareness about the newly acquired information resources was improved, as well as user education and training to use them, and the interlibrary loan service also boasts some new services in terms of electronic document supply. The Library was opened six days in a week, reading rooms 65 hours per week and circulation desk 50 hours per week. There were 244 seats available in several reading rooms, together with 51 working stations (38 allowing access to the Internet).

Despite speculations that due to the introduction of electronic resources and services the number of the so-called »physical« library members and visitors would gradually start to decline, 2005 statistics shows the exact opposite. The number of active members (13,646) increased for 4 %, and 1,480 so-called »virtual« library members joined them. The share of students was about the same as in the previous year (76 %). The library was visited by 219,244 visitors, an increase of 7 %, and the library web pages were accessed more than 1,2 million times (increase of 25 %, compared to 2004). Visits to the Main Reading Room show an increase of 14 %. In circulation (530,080 volumes) there was an increase of 26 %, the number of items issued for home reading increased even for 35 %. The availability indicator for library materials was 97,6 %. The library dealt with 61,413 information queries (increase of 12 %), 95 % of which were successfully answered. The efficiency of the interlibrary loan service was just about the same as in the previous year (98 %).

476 users took part in the education and training programmes and 3,227 visitors visited the library in 173 guided tours and other presentations, an increase of 66 % in comparison with 2004. In 2005, during summer opening times, NUL introduced for the first time library tours intended for tourists (1,350 visitors) who are mainly interested to visit the building, a masterpiece by the architect Jožef Plečnik.

Cultural events, exhibitions and publishing

The main goal of library exhibitions in 2005 was again promotion of the national written cultural heritage, together with presentations of milestones in the national cultural history. Altogether there were 14 exhibitions, 11 of which were prepared by NUL. The exhibitions were mainly prepared to celebrate important anniversaries of renowned Slovenians with presentations of their lives and works: writer Bratko Kreft, publisher Rudolf Trofenik, poet Ciril Zlobec, writer and globe-trotter Alma Karlin, alpine climber and philosopher Klement Jug etc. The most prominent exhibition was entitled »*Patres – The Church Fathers*«, accompanied by an extensive catalogue as well. Exhibitions were open for 240 days and 3 guest exhibitions for another 104 days. The response of the public was really favourable, since the exhibitions were visited by several thousand people.

Promotional activities of the library were carried out through advertising in mass media, co-operation with television, radio and printed media, along with participation of the staff in a number of expert meetings, conferences, presentations, fairs etc.

As regards NUL publishing activities, the library continues to publish the national bibliography, translations of the professional literature and international standards, manuals, monographs, periodical publications, catalogues etc. In 2005 47 publication titles were published altogether, 7 of which in electronic form only. The Slovenian National Bibliography which has been published without interruption since 1945, periodically and in a number of series, was published both in printed and electronic version. The translation of the ISBD(CR) standard, *Mednarodni standardni bibliografski opis serijskih publikacij in drugih kontinuiranih virov (ISBD(CR))* was prepared, together with the basic manual in the field of subject cataloguing (UDC Manual). The following periodicals were regularly published: *Knjižničarske novice* (Library News), *Signalne informacije* (current awareness bulletin) and the bi-lingual *Novice NUK/Newsletter NUL*. Several catalogues and leaflets were also published to shed light on the exhibitions. An all-embracing monograph about the library was being prepared, due for publication in 2006.

A selective 2005 bibliography of professional and scientific contributions of the library staff counts 102 bibliographic units.

Library co-operation

Nationally, NUL has been co-operating with libraries and other organisations in the fields of culture, education and science. NUL has been working together with the Institute of Information Science (IZUM) in Maribor from the eighties onwards: they have been working jointly on the development and operation of the national shared bibliographic system, called COBISS. In 2005 the co-operation mainly consisted of monitoring the competence of library professionals to actively participate in the data input to the union catalogue (procedures to obtain the COBISS licence), focus was also on education and training of both librarians and users, testing of newly

introduced modules and other programming solutions, along with co-operation in the nation-wide »Ask A Librarian« reference service.

Co-operation with the Slovenian archives and museums was mainly focused on the development and use of various methods for conservation, preservation and restoration of material, but it also included the common organisation of exhibitions. Within the framework of NUL's university function the library co-operated with the University of Ljubljana, its libraries and also contributed to the work of the University Library Council.

Internationally, NUL co-operates with a great many libraries from abroad, international associations and organisations. NUL has the longest tradition of co-operation with the Czech National Library with continuing and fruitful exchange of library professionals, then with the National and University Library in Zagreb (Croatia) and the National Library of Macedonia. In 2005 a special agreement on co-operation was signed with the National Library of Serbia, including exchange of library staff.

NUL co-operates with international libraries (especially national ones) within international associations and organisations, e.g. CENL (Conference of European National Librarians), CDNL (Conference of Directors of National Libraries) and IFLA (International Federation of Library Associations and Organisations) where NUL participates actively in the work of a number of standing committees (bibliography, national libraries, university libraries). NUL is a founding member of *The European Library (TEL)* and in 2005 actively participated in the work of its Governing Board. NUL also collaborates with other libraries on several international projects.

NUK is a member of many other international organisations and associations (for example, ELAG, LIBER, Aslib, IASA, NAPLE etc.), and it co-operates in the work of international agencies for bibliographic control (ISSN, ISBN, ISMN). The library regularly contributes bibliographic information to the international UNESCO-based bibliography of translations, *Index Translationum* (1,133 records in 2005) and to the world's largest catalogue, OCLC (4,831 bibliographic records about the Slovenian publications sent in 2005).

Other notable information

The Library Research Centre operates within NUL and is responsible for co-ordination of research activities in the field of librarianship. In 2005 NUL co-operated, either as leader or partner, in 14 research projects mainly financed from the EU funds (for instance, CALIMERA, Digitization on Demand, reUSE, TEL-ME-MOR, WEB Cultural Heritage, InkCor, PaperTreat, SurveNIR).

By tradition, NUK takes on responsibilities for the development of the national library and information system. It offers a wide range of continuing education and training programmes intended for both library professionals and users, and in 2005 1,360 librarians and users participated in the courses. The library also takes care of the process of acquiring beginner and advanced library degrees, together with the

system of promotion in obtaining higher degrees in terms of career development. In co-operation with the Institute of Information Science, Maribor, NUL shares the responsibility of developing the national bibliographic system, and at the same time monitors and promotes the development of the Slovenian libraries (collection of data on the national library statistics, analysis on the degree of development of libraries and library networks, preparation of the national library registry, embracing institutions which perform public service in the field of librarianship, co-ordination of activities in the field of central regional libraries, along with advisory activities).

Organisation chart

In 2005 NUL developed and adopted a new organisational structure. Beside the Senior Management, the library operation system was based on five divisions (cf. Appendix): General Administration and Finance; Acquisitions and Cataloguing; User Services; Research and Development; Special Collections. A sixth division, Digital Library Development and Strategy, was devised in 2005 to become fully operational in 2006.

The General Administration and Finance Division brings under the same roof various working areas (Advisory Services Office, Accounting Services, Building and Facilities), together with IT Services and E-library Development Office. The purpose of the Division is to offer support to the library as a whole. The Acquisitions and Cataloguing Division encompasses departments working on acquisition and bibliographic data processing; the User Services Division embraces lending services, interlibrary loan and document supply services, and provision of information services. The Research and Development Division covers activities related to library professionals and user education and training, and also includes the development of libraries at the national level, conservation and preservation of library holdings, along with research in the field. As the name itself suggests, the Special Collections Division comprise all specialised collections (Manuscript Collection, Music Collection, Map Collection, etc.). The Digital Library Development and Strategy Division includes the following three departments: E-library creation, management and maintenance; Digital information infrastructure and preservation; Centre for co-ordination of the digitisation of library materials.

Appendix: Organisation Chart of the National and University Library

