

Koninklijke Bibliotheek, National Library of the Netherlands
Annual report 2003 to the Foundation CENL

Koninklijke Bibliotheek
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1. 1. Management of the library: performance indicators, planning, decision-making, evaluation, mission statement

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

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

The KB is reinforcing its image as the national library by concentrating on Dutch history, language and culture. National and international cooperation, communication and marketing, via the website and other channels, play an important role in strategic orientation.

In 2002 the Ministry of Education, Culture and Science (OCW) and the KB entered into an agreement to work with performance indicators. This agreement comprises a list of eighteen indicators that represent the KB's core activities.

2. 2. Handling of electronic publications and formats, including new legislation

As the national library, the KB has the responsibility of preserving Dutch publications for the future, which also increasingly applies to digital material. At the end of 2002 the KB launched the e-Deposit system, a digital archive for the long-term preservation of digital publications. With a storage capacity of 12 terabytes (1 terabyte is 1,000 gigabytes), which can be increased to at least 500 terabytes, the KB is equipped with adequate archiving capacity for the coming period. The deposit system is technologically durable and adjustable, and satisfies the ISO OAIS standard.

In December 2003 the e-Depot contained one and a half million scholarly articles, a number that is expected to increase to four million in 2004. After drawing up an archiving agreement with Elsevier, the KB concluded similar agreements with Kluwer Academic Publishers and BioMed Central. The e-Deposit system's international mission is now a fact, since BioMed Central is not of Dutch origin. With BioMed, the e-Depot has entered the world of commercial 'Open Access' periodicals. By drawing up agreements with other publishers, the international dimension will soon become even more prominent.

3. 3. Funding

The 2003 fiscal year was closed with a positive operating balance of K €170. K €116 of this was a result of unspent monies from the building maintenance budget, so it is being credited to the designated fund for housing. A remaining positive balance of K €45 from the normal operational management budget was being added to the general reserves. Unfortunately and against expectations, the fourth and last portion of the housing monies for maintenance of the

KB building had not yet been granted in 2003. The matter is still being discussed with the Ministry of Education, Culture and Science. This also applies to compensation for the rental indexing, which the KB has not received since 2002.

In 2004 the subsidies for the two national programmes - Metamorfoze 2 and Memory of the Netherlands - will terminate. In the multi-year budget of the Ministry of Education, Culture and Science, however, funds have been included for the continuation of both programmes beginning in 2005, although the granting of the funds has been made expressly dependent on the decision of the government and Parliament. In closing, one point that continues to be a matter of concern is the structural deficiency in the annual salary increase, with a steady reduction in the permanent workforce and a reshuffling of resources as the unavoidable result.

4. Legislation

Since 1993 the KB has been an autonomous administrative body financed by the Ministry of Education, Culture and Science. The administrative body of the KB is the Board of Governors, which consists of four members appointed by Our Minister. The Board of Governors has authority over the KB's regulations and management. In 2003, the composition of the board remained unchanged.

Within the framework of the policy laid down by the Board of Governors, the leadership of the KB is in the hands of the Director General. The Director General, the Deputy Director General and the Director of Information Technology and Facility Management make up the directorate. The Director General is responsible to the Board of Governors, and the other members of the directorate are co-responsible for the entire organization. The composition of the directorate remained unchanged.

5. Buildings

Preparations for three major building projects in and around the KB building were intensified in 2003. Final designs have been completed for the expansion of the KB book repository and the rehousing of the Netherlands Institute for Art History. Various parts of the new repository project have already been contracted out. A beginning has been made on the adaptation of the exhibition area and the connecting hall between the KB and the National Archives, and a partnership agreement has been signed. Not only will the two buildings be better connected in the future, but the neighbouring outside area will also be more attractive for the public. In addition to these building projects, preparations are also underway for a radical, large-scale renovation of the reading rooms, to be carried out in the coming year.

6. Staffing matters

On the reference date 31 December 2003 the actual amount of manpower in permanent employment was 253.3 FTEs (including temporary personnel with prospects of a permanent position), with a total permanent staff of 263.2. The number of temporary staff members amounted to 20.3 FTEs (not including people in a government employment scheme, temps and interns).

The KB is a knowledge-intensive organization. This requires the permanent development of personnel, especially of management. In 2003 the new Personnel Talks regulation took effect, which provides for a fixed cycle of two personnel talks per calendar year. The KB spent 2.26% of the total earnings on staff development, with the costs of seminars, symposiums and work conferences not included.

7. Information technology and networks

The KB is highly dependent on the ICT department, not only in terms of keeping systems accessible but also in supporting the development of new systems. The increased demand has led to a 10% expansion in the capacity of the department. But quantitative increase alone is not enough. Service level agreements have been made based on the standard IT Infrastructure Libraries.

In 2003 the KB has played an important role in the development of the Search and Retrieve protocol for URLs (SRU), an international network protocol for searching out and exchanging metadata. Several KB internet services already make use of it behind the scenes. Thanks to this protocol we can now exchange KB files with other institutions, both foreign and domestic, in the so-called Dublin Core format, the international standard for metadata on the internet.

To make it easier to find pre-computer-age publications in the KB collection, a project to digitize the card catalogue was begun in 2002 and will continue until 2005, for which the KB has signed a contract with the Online Computer Library Center (OCLC PICA).

8. The digital library

After the introduction of licensed online files in 2002, remote access was expanded during the year under review to make information on CD ROM or DVD available via the internet. A whole scale of resources related to Dutch history, language and culture has thereby been made available to holders of library cards and can be accessed at home or elsewhere. The number of included electronic periodicals has been increased for the first time with titles from the KB's own collection.

In November 2003 OCW Minister Maria van der Hoeven opened the website of Memory of the Netherlands, This is the national digitization programme that was started in 2000 with financing from the Ministry of Education, Culture and Science (OCW) taken from the Fund for Economic Structural Reinforcement. By the end of the year, 19 collections were available on the internet and 31 projects were in their last stages of completion. The digitization projects are being carried out with a large number of cultural institutions within the Netherlands and abroad. The programme has also been charged with the task of making the digitized collections accessible to secondary school students.

9. Legal deposit of materials

The KB collects material on the basis of voluntary deposit. Because of its good working relationship with publishers, the KB has succeeded in acquiring the majority of all regular publications appearing in the Netherlands each year. At least 98% of all regular publishers deposited their publications with the KB in 2003. The KB uses the deposit library collection as the basis for the current Dutch bibliography, which is published on CD ROM under the title Brinkman's Cumulatieve Catalogus van Nederlandse Publicaties. The titles supplied to the deposit library by Dutch publishers are quickly publicized via the NetUit web service, an up-to-the-minute publicity service that is available to everyone at no cost.

10. Acquisitions

The total acquisition of books and periodicals in the KB dropped slightly. The budget remained unchanged, but because of price increases the number of purchased items declined. Further progress was made this year in the effort to concentrate more closely on Dutch history, language and culture that was started in 2002.

11. Preservation & Conservation

Metamorfoze is the national programme for the preservation of the national paper heritage for the period 1840-1950. The paper that was used in the printed or written sources from this period is threatened by acidity, which causes it to deteriorate. The programme is being financed by the Ministry of Education, Culture and Science (OCW). The first phase ran from 1997 to 2000. For the years 2001-2004 (Metamorfoze 2), the Ministry of OCW has made more than 10 million euros available. The programme comprises five preservation channels: literary collections, cultural history collections, collections of international value, periodicals and books. Thirty Dutch heritage institutions participate in Metamorfoze. The programme is coordinated by the Metamorfoze Bureau in the KB

With the reorganization of the Expert Services and Collections Division, the responsibilities for managing, preserving and restoring the special collections and making them available were combined in one department: Collection Care. Included in this department is Optical Techniques, with digitization playing an increasingly important role. In collaboration with the National Archives and the Netherlands Collection Institute, the KB published guidelines for insect control.

12. Services to readers

The KB's services and products are aimed at enabling as wide a range of visitors as possible to engage in research, study and cultural enrichment. Admission to the KB is free. Printed books and periodicals from the KB collection may be borrowed or consulted when feasible. Digital publications are available on the public PCs in the reading rooms and via the website. For some licensed files a KB library card is necessary. The KB also provides information from other library collections inside and outside the Netherlands. Requests for information concerning Dutch history, language and culture, as well as general information, can be made in a number of ways (at the reference desk, by telephone and via the website).

The upward trend in the number of visitors has continued once again, which means that the aim contained in the strategic plan of a 10% increase in number of visitors per year has been attained. Although the number of visitors is rising each year, we are not seeing more books cross the circulation desk. The KB gauges the use of resources in the various subject areas in the collection and gears the acquisition and lending policy to these figures.

There has also been spectacular growth in the number of visits to the website, especially to the Digital Library. The marked improvement in access to information via online sources is reflected in the number of resources that the KB makes available. The development of the internet has had an even greater impact on the ordering of copies of books and periodicals from the library collection. In line with the international trend this service has undergone a strong decline, which is expected to continue in the coming years.

13. Cultural events, exhibitions and publishing

In 2003 the green light was given for the thorough renovation of the KB's former exhibition area. The new exhibition area will be the joint creation of the KB and the National Archives, to which end a joint venture agreement was signed. The collections of the KB and the

National Archives complement each other at many points; together they will offer the exhibition visitor a unique presentation of the high points of Dutch history. The exhibition area is expected to open in early 2005, and admission will be free. By releasing items from its collection on loan, the KB participated in 52 exhibitions in 2003.

14. Library co-operation

The KB is a member of UKB, the national consortium of Dutch University libraries, the KB and the Netherlands Institute for Academic Information Services. In 2003 the KB was closely involved in various developments in interlibrary cooperation. The KB actively participates in the Aladin project, the virtual information service for Dutch public libraries that was started in March 2003.

The KB has a close relationship with the International Federation of Library Associations and Institutions (IFLA), which is housed in the KB building. The KB actively participates in IFLA's international activities by participating in various Standing Committees, and it promotes the participation of others via the Dutch IFLA commission. The KB provides the professional secretary for the Conference of European National Librarians Foundation (CENL), the consortium of national libraries in Europe. Projects are carried out under the auspices of CENL and are partly subsidized by the European Commission. The most important project is The European Library, whose aim is to offer integrated access to the extensive digital collections of the participating libraries. In 2004 a separate office will be set up at the KB, financed by all the national libraries, to further develop and maintain this search service.