

þjónustuborð  
Service desk



Annual report  
2020

Short version



13.03.2020

## Lokað vegna samkomubanns

Samkomubann þar sem fleiri en 100 einstaklingar koma saman hefur verið sett í landinu. Tekur það gildi á miðnætti 16. mars...

+ Sjá nánar

First announcement of Covid-19 on the library website.

Ríkisstjórn Íslands kynnti á blaðamannafundi í morgun samkomubann vegna COVID-19, sem gildir frá og með mánudeginum 16. mars kl. 00:01, og gildir það í fjórar vikur, til og með 13. apríl kl. 00:01. Með samkomubanni er átt við skipulagða viðburði þar sem fleiri en 100 manns koma saman. Við öll minni mannamót þarf auk þess að tryggja að nánd milli manna verði yfir tveimur metrum og að aðgengi að handþvotti og handspritti sé gott ...”

([www.almannavarnir.is](http://www.almannavarnir.is) – Webarchive 13.03.2020 at 12:09).

National and University Library of Iceland.

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# Foreword from the National librarian

The policy of the NATIONAL AND UNIVERSITY LIBRARY OF ICELAND is to be a source of knowledge for everyone. It serves the Icelandic community in all areas of reference and academic discipline and plays a leading role in the collection, preservation, and dissemination of information, thus making a vital contribution to culture, research, and innovation.

The operations of the year 2020 were heavily influenced by the Covid-19 pandemic. The operational balance of the year 2020 was negative, due to an unfavourable rate of the Icelandic króna, and extra expenditures. Vacant positions were filled when necessary but FTE's decreased by one. Travel, training, and conferences were suspended or cancelled. Maintenance of the library building continued as usual, and the storage in Mjódd was redesigned, and compact moveable shelves and pallet racks installed. Foreign paper material in the cellar of the library building, now available in electronic format, was weeded.

The formation of a new strategy for the NULI started in December 2019. It was put aside because of Covid-19 and the process was heavily delayed. A draft on an Open Access Policy was published in the Government consultation portal. Work on Equal Pay Certification continued (compliance to the Equal Pay Standard (ÍST 85:2021), also work on step 2 in Green Steps in Government.

In 2019, the Consortium of Icelandic Libraries that runs the common library system for Icelandic libraries started, after a tender, the implementation of a new library system, Sierra and the Inspire discovery tool from the company Innovative. Another company, ExLibris, acquired Innovative in late 2020 and by the end of the year it was decided that the Landskerfi will implement the library system Alma and the discovery tool Primo VE. The implementation of the Pure system (Current Research Information System) continued, but the process was delayed because of Covid-19. The website *leikminjasafn.is* and an underlying database of theater performances and actors were reconstructed, and a specialist was hired to the Theatre Archives.

The NULI became a member of OpenAIRE AMKE, a European Commission funded service that supports open access and open science in Europe, and the main task will be the establishment of a national Open Access information desk for Iceland.

The Covid-19 pandemic changed the operation of the NULI in many ways. The Library building was closed for the public 16<sup>th</sup> of March - 4<sup>th</sup> of May or 7 weeks, and again 5<sup>th</sup> of October - 11<sup>th</sup> December or nearly 10 weeks. When the building was open, it was usually from 9:00 - 17:00, and closed in the evenings and on weekends. The executive committee discussed the situation in weekly meetings, and a team of key people from all departments was established, to react to changes and spread information to the public. The staff canteen and public cafeteria was closed. Some of the staff took up remote work after consultation with their supervisors and remote meetings became the main communication channel. That will continue in the future. Information services on the Internet, by email and telephone was reinforced and patrons could order paper material and fetch and return it at the library service entrance. Usage of e-material and e-services increased. Daily operations changed according to the Covid-19 situation and restrictions concerning number of guests, masks, hygiene, distance etc. Very few of the staff were infected by Covid-19.

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## Government Policy 2010-22

Operational budget for 2020 was processed according to laws on public finances no. 123/2015 (LOF), in collaboration with the Ministry of Education, as well as policy planning for the next three years. The priority tasks of the library for the next years fall into the category of 18.1 *Museums*, in the Budget, but also categories 7 *Research, innovation, knowledge* and 21 *Universities*. The goals and projects were revised, as the older ones had been achieved, and some became part of the daily operations. The goals for 2020 are:

### *Core Activity:*

1. Registration of cultural property - research and cataloguing,
2. Storage - preservation of cultural heritage,
3. Enhancement of research and cataloguing.

### *Operational Factors:*

1. Implementation of Green Steps in Government,
2. Improvement of records management and quality control.
3. Improvement measures for human resources,

The progress of these goals is accounted for in the next chapter, but the policy spans three years and will be revised annually.



## Core activity

### 1. Registration of cultural property

More and more emphasis is on registration of the diverse collections, other than print, within the NULI. It gives better information about the collections and access becomes easier. Among new goals are more registrations of private documents on the web *einkaskjol.is*, registrations and digitization of manuscripts on the web *handrit.is*, as well as registrations and digitization of old Icelandic books on the web *baekur.is*. At the end of the year there were nearly 1.700 private archives on *einkaskjol.is*, The current system has not been updated, and a search for a new one has already begun. On *handrit.is* there are entries for more than 12.000 manuscripts, and 6.500 belong to the NULI. On *baekur.is* there are 2.000 digitized titles. In the beginning of the year, the minister of Education and Culture signed a declaration of intent about the preservation and registration of Icelandic music recordings from local studios. The NULI participates in the management of the web *einkaskjol.is*, with the National Archives and local archives, and there are now 282 records from the NULI on the web. The website *leikminjasafn.is* and an underlying database of performances and actors were reconstructed.

### 2. Storage – preservation of cultural heritage

The main collections are in the National Library building and if branches and depositories are included, in 12 other places. New shelves were installed in a storeroom on the 1<sup>st</sup> floor. After a TV program about storages of cultural institutions in October, it was decided to improve conditions in the storage in Mjódd. The project was in cooperation with the owner of the premises. A project of weeding foreign serials in storages of the NULI building started, to make space for Icelandic preservation material. The storages in Reykholt are nearly full, and it was emphasized that new storages outside of Reykjavík are needed. It was discussed with the Ministry and a memorandum sent to explain the situation. Cataloging of the material in Reykholt into the library system Gegnir, is also in priority, to gain a comprehensive overview of the whole collection. Preservation and weeding will be easier.

### 3. Enhancement of research and cataloguing

Every year the NULI takes part in several research projects and contributes with data and expertise. A coordinated Icelandic catalogue of Icelandic persons and names for libraries, museums, and archives, has

been discussed for some time. Under the auspices of the Centre of Digital Humanities at the University of Iceland, it was decided that several institutions would apply for a grant in the Innovative Fund at Rannis. A grant was not provided, but a new application will be sent next year.

The NULI leads the implementation of a CRIS system (Current Research Information System) that is aimed to preserve information about Icelandic research and research publications, and the operation of the PURE system acquired by the Ministry of Education last year. The process was delayed because of Covid-19

It can also be mentioned that a policy of preservation of cultural heritage was published by the Cultural Heritage Agency in August, but it was formulated by specialists from the cultural heritage institutions.

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## Operational factors

### Implementation of Green Steps in Government

Work on Step 2 was in focus and at the end of the year 25 actions out of 40 were finished, but institutions must finish at least 36. The process was delayed because of Covid-19. The benefit of Green Accounting was explored. 30 employees get transport subsidy and use environment friendly transportation.

### Improvement of records management and quality control

New cases in the records management system were 150, which is lower than expected. Because of Covid-19, goals for records management were not achieved, but at the end of the year, a draft for a new classification scheme was compiled, and preparations for the purchase of a quality system started. Deposition of the digital database Skemman to the National Archives was finished but required a lot of work. The register of committees counted 55.

### Improvement measures for human resources

The NULI got an *Equal Pay Certification* and the right to use the Equal Pay Certification badge in 2019. In 2020 the system was reviewed on behalf of the company Vottun. New components of the human resources system Orri were activated, such as vacation requests and registrations for education and training. Improvements were made on the working environment, and the aim is to implement Microsoft365 in 2021.

Ingibjörg Steinunn Sverrisdóttir  
National librarian

# Key statistics

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At the end of each year, statistics are processed and published. Several alterations have been made over the years, in line with changed operations. The statistics are presented regarding the standard *International Library Statistics, ISO 2789:2013*. Numbers of the tables match numbers in the standard. Consortium of Icelandic Libraries processes statistics of Library holdings from the library system Gagnir, and more emphasis is on analysis of statistics by gender.

## 1. UNITS AND BRANCHES

The National and University Library of Iceland serves the Icelandic population, counting 364.134 on January 1<sup>st</sup> 2020, but serves all other customers. It is also the library of the University of Iceland with 14.992 enrolled students in autumn 2020.<sup>1</sup> The Library is one administrative unit, but operations and library holdings are on following locations:

The National and University Library, Arngrímshólfur in Reykjavík	1
Branches and reading rooms at the University of Iceland	4
Reserve Library in Reykholt in Borgarfjörður	1
Legal deposit in Amtsbókasafnið in Akureyri	1
Storage in Mjódd in Reykjavík	1
Data storage at Verne Global in Keflavík	1
Data cloud at Endor	1
Data cloud at Advania	1
Amazon Web Services - Glacier	1
<b>Total</b>	<b>12</b>

## 2. SERVICES AND USAGE

Library users include those who visit the Library and those who use services on its websites. Guests using the Manuscript Department and National Department reading room on 1<sup>st</sup> floor are counted; precise counts of other users are not feasible, but surveys are made of users of the open areas on other floors in the first week of each month. On weekdays during the university examination season, the number of users can reach up to 300-350 (see table 2.10). A solution from the company Camlytics, for monitoring the number of people in the building was taken in, for trial.

### 2.2 Registered users

	2017	2018	2019	2020
Students at the University of Iceland <sup>2</sup>	12.795	11.572	13.194	14.992
University and library staff	380	782	786	772
Other students	254	210	112	75
Other borrowers	560	510	364	743
<b>Total</b>	<b>12.795</b>	<b>13.074</b>	<b>14.093</b>	<b>16.582</b>

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<sup>1</sup> Key figures from the University of Iceland <https://www.hi.is/kynningarefni/nemendur>.

<sup>2</sup> Information of enrolled students at the University is automatically loaded into the library system Gagnir from the Student Registration. This saves a lot of work and time, but separation of active and inactive student users is not possible.

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## 2.3 Lending services<sup>3</sup>

	2017	2018	2019	2020
Main Library and reading rooms				
Students at the University of Iceland	21.558	19.218	16.024	11.232
University and library staff	4.401	4.711	3.903	3.572
Other students	962	950	931	826
Other borrowers	4.981	4.491	5.757	4.541
Renewals <sup>4</sup>	49.379	49.410	50.626	43.511
<b>Total</b>	<b>81.281</b>	<b>78.780</b>	<b>77.241</b>	<b>63.682</b>
National collections - Reading Room	3.472	2.855	2.372	1.724
Manuscript collections - Reading Room	2.548	5.602	3.460	2.856
Lögberg – Branch at law department	5.739	4.527	4.200	3.133
Womens Archives – Reading Room	31	47	172	88
Audio-visual collection				
Sound recordings - loans	9	25	13	9
Films and related materials - loans	369	262	305	276
Digital materials - loans	17	9	9	3
Printed music - loans	70	55	67	64
Sound recordings - used on site <sup>5</sup>	26	9	12	501
Films and related materials used on site	120	40	28	24
<b>Total</b>	<b>12.401</b>	<b>13.431</b>	<b>10.638</b>	<b>8.678</b>
<b>Total loans</b>	<b>93.682</b>	<b>92.211</b>	<b>87.879</b>	<b>72.360</b>

## 2.4 Inter-library lending and article services

	2017	2018	2019	2020
<b>To the Library</b>				
Books, films etc.	697	601	572	399
Articles - photocopies	564	502	431	334
<b>From the Library</b>				
Books, films etc.	277	262	223	179
Articles - photocopies	284	244	252	273
<b>Total</b>	<b>1.822</b>	<b>1.609</b>	<b>1.478</b>	<b>1.185</b>
To the Manuscript Collections	0	4	18	5
From the Manuscript Collections	71	17	70	17
<b>Total</b>	<b>71</b>	<b>21</b>	<b>88</b>	<b>22</b>
<b>Total Inter-library loans</b>	<b>1.893</b>	<b>1.630</b>	<b>1.566</b>	<b>1.207</b>

<sup>3</sup> Loan numbers are from the website of Landskerfi bókasafna. Loans dropped in 2020 because of Covid-19..

<sup>4</sup> The number of renewals is higher than number of loans.

<sup>5</sup> Revised counting of sound recordings used on site on 4th floor, in computers etc.

## 2.5 Reference questions – Enquiries handled

	2017	2018	2019	2020
Reference Services				
E-mail at landsbokasafn@landsbokasafn.is <sup>6</sup>	209	293	185	172
E-mail – processed inquiries	384	403	480	547
By phone or in person	111	96	72	67
Extensive reference searches <sup>7</sup>	15	15	0	5
Web chat	51	165	371	668
Quality control in Gegnir	180	168	228	168
Audio-visual Collections	20	15	9	14
The Icelandic Music Collection		15	20	9
National Collections	35	33	40	25
Women´s history archive (visits and enquiries)	310	221	152	131
Centre for Oral History	18	20	19	15
<b>Total</b>	<b>1.333</b>	<b>1.444</b>	<b>1.700</b>	<b>1.821</b>

## 2.6 Printing and photocopying by library users<sup>8</sup>

Number of pages	2017	2018	2019	2020
Printed	89.786	9.493	4.321	29
Photocopied	16.779	24.365	11.534	11.505
Scanned	9.393	16.265	11.987	11.942

## 2.9 Events

	2017	2018	2019	2020
Exhibitions	12	9	9	10
Seminars and lectures	13	28	20	18
<b>Total</b>	<b>25</b>	<b>32</b>	<b>29</b>	<b>28</b>

## 2.10 Reading room for manuscripts and national collections 1<sup>st</sup> floor

Guests	2017	2018	2019	2020
<b>Total</b>	<b>3.475</b>	<b>3.892</b>	<b>3.444</b>	<b>2.002</b>

## 2.10 Rent of reading rooms (months)

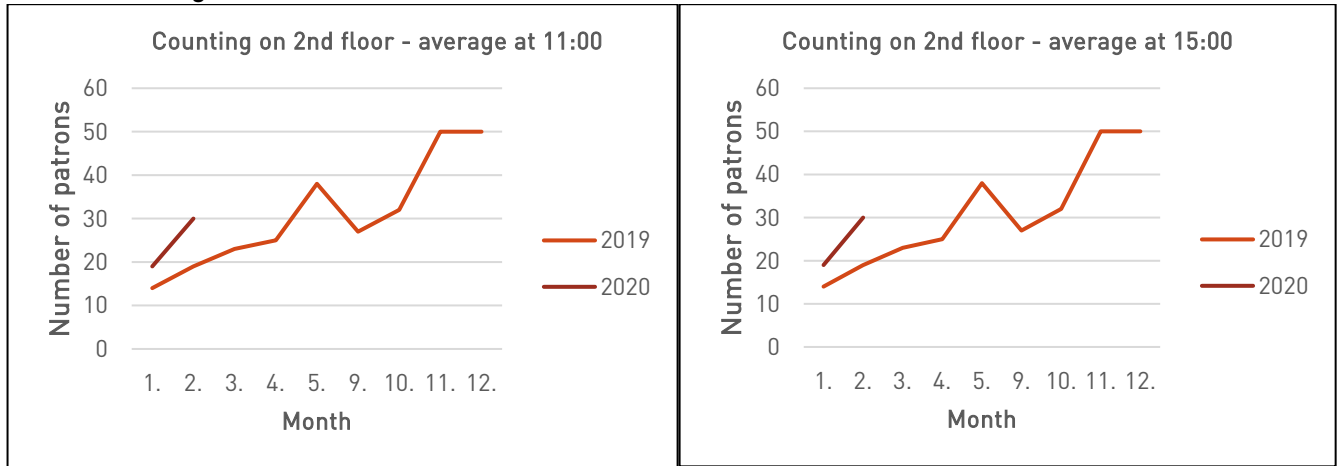
	2017	2018	2019	2020
Number of months	295	287	305	193
Percentage on annual basis		59%	60%	51%

<sup>6</sup> E-mails in the mailbox [landsbokasafn@landsbokasafn.is](mailto:landsbokasafn@landsbokasafn.is) and forwarded for handling.

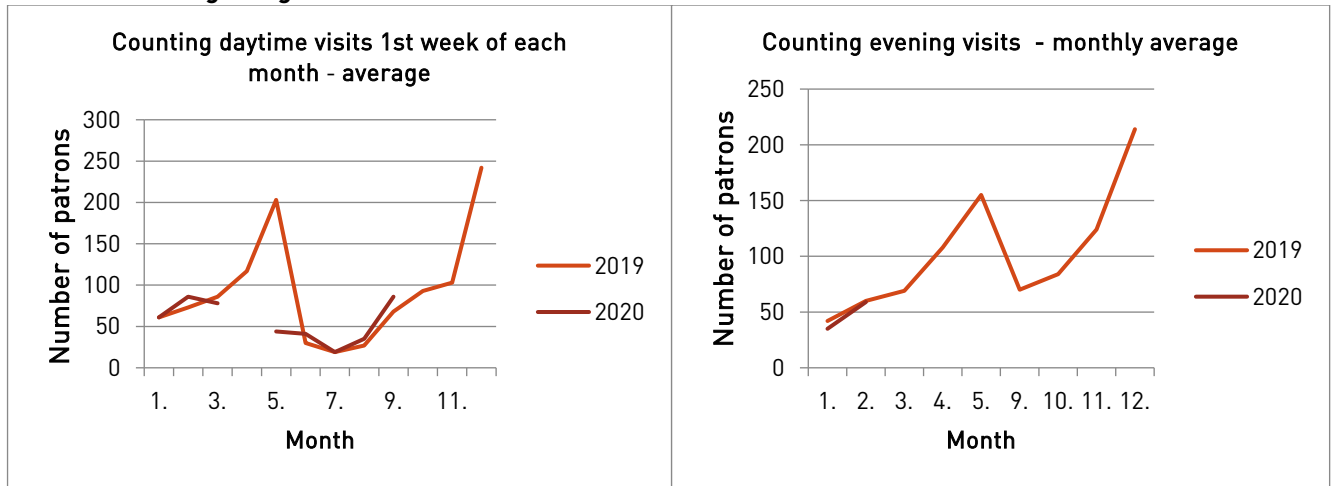
<sup>7</sup> Not counted specifically.

<sup>8</sup> The University of Iceland now services computers for students and therefore the Library does not count their printing and scanning. Photocopying and scanning of other patrons and staff increased.

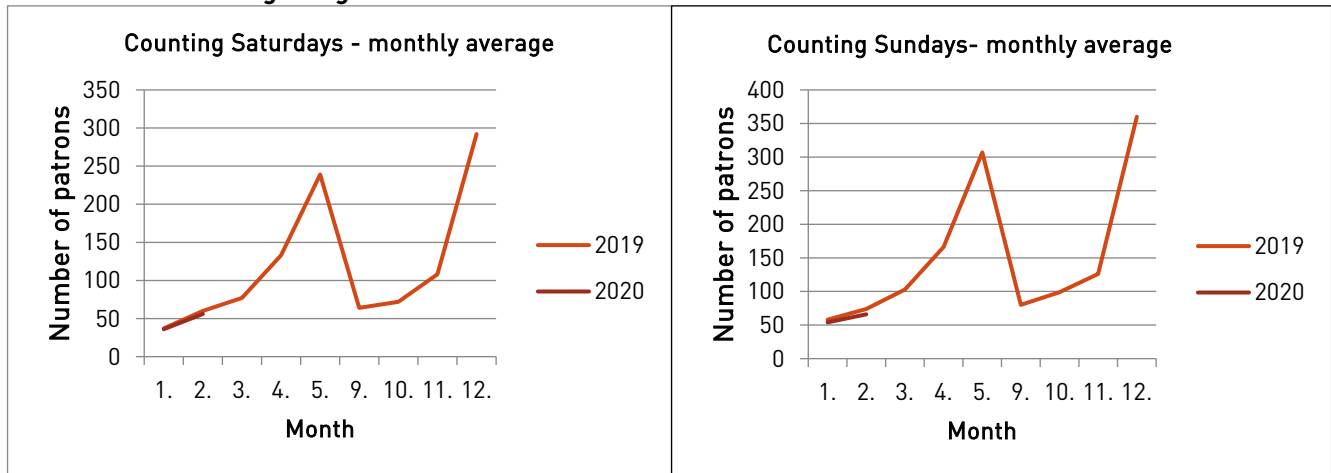
**2.10 Guest using 2<sup>nd</sup> floor 2019 - 2020<sup>9</sup>**



**2.10 Guests using 3<sup>rd</sup> og 4<sup>th</sup> floor 2019 til 2020<sup>10</sup>**



**2.10 2.10 Guests using 3<sup>rd</sup> og 4<sup>th</sup> floor 2019 til 2020**



The Library was closed because of Covid-19 in some parts of the year, but otherwise it was open 9-5, and closed in the evenings and weekends.

<sup>9</sup> To monitor use of seats on 2nd floor, guests are counted in the first week of every month.

<sup>10</sup> To monitor use of seats on 3rd and 4th floor, the number of guests is counted on a regular basis, in the evenings, at weekends and during the day in the first week of the month.



## 2.11 User orientation and training<sup>11</sup>

	2017	2018	2019	2020
<b>UI – General presentations</b>	42	36	45	18
UI – Basic introduction	21	13	22	8
UI - Endnote	16	6	12	6
UI – Project work				1
UI - Theses				4
UI – EndNote introduction – doctoral students <sup>12</sup>			14	1
Center for writing - EndNote		2	4	1
Center for writing – Finding resources		1	2	1
Long Night against Procrastination	1	1	1	0
General introductions and visits	2	8	6	5
<b>Total</b>	<b>82</b>	<b>67</b>	<b>106</b>	<b>45</b>
New resource guides in Áttavitinn	2	2	3	12

## 2.12 Use of electronic resources and services

	2017	2018	2019	2020
Articles and bookchapters via ICES <sup>13</sup>	1.264.936	1.514.517	1.656.084	2.142.257
Articles from Morgunblaðið	1.677.907	2.765.619	2.870.173	3.563.278
Articles via subscriptions of University of Iceland <sup>14</sup>	100.835	118.922	164.334	212.081
Bookchapters via subscriptions of University of Iceland			26.395	55.450
Guides from Áttavitinn <sup>15</sup>		33.194	42.834	52.959
Articles in GOA (gold open access)	17.640	21.185	-	42.438
<b>Total articles and chapters</b>	<b>3.033.678</b>	<b>4.446.061</b>	<b>4.769.525</b>	<b>6.068.463</b>

## 2.12 Scopus

	2017	2018	2019	2020
Regular Searches	30.940	29.598	30.841	29.729
Result Clicks	10.449	22.687	28.445	33.792
Record Views	31.209	42.337	34.418	39.163

## 2.12 Turnitin – Usage of universities and high schools<sup>16</sup>

	2017	2018	2019	2020
Paper Submissions	32.636	58.283	101.937	179.326
Similarity Reports	7.470	17.558	34.652	52.694
Active Instructors	481	913	1.261	2.097

<sup>11</sup> The table was revised in 2020, because of changes in student training. Courses and training were mostly canceled because of Covid-19.

<sup>12</sup> New service 2019.

<sup>13</sup> Further information is available on the use of the national licences in the annual report of ICES on the website *hvar.is*. Numbers have been updated.

<sup>14</sup> It is difficult to get reliable figures on the use of some of the subscriptions of the University of Iceland and the data is unstable. A list of the subscriptions is on page 44 in the Icelandic version of the Annual Report.

<sup>15</sup> Corrected figures.

<sup>16</sup> Numbers from Turnitin Feedback Studio report.

## 2.13 Visits and page views on NULI websites

	Visits		Page views	
	2019	2020	2019	2020
timarit.is (Newspapers and journals)	1.385.992	1.880.393	6.758.024	11.265.608
skemman.is (Dissertations – research papers)	2.867.136	3.560.461	5.227.280	6.187.068
ismus.is	146.125	150.112	438.457	447.794
landsbokasafn.is (Main library website)	103059	92.914	264.772	222.838
hvar.is (Landsaðgangur – ICES)	40.503	38.716	66.869	54.950
inngangur.landsbokasafn.is (Intranet)	41.069	32.425	83.046	73.238
vefsafn.is (Archived web pages)	18.811	16.445	58.505	40.363
handrit.is (Manuscripts)	74.792	88.174	383.244	441.415
baekur.is (Books)	61.281	86.531	254.026	345.936
rafhladan.is (Born digital legal deposit)	42.648	47.220	109.588	140.260
jonashallgrimsson.is (The poet and scholar JH)	24.030	25.714	51.931	60.824
kvennasogusafn.is (Womens history archive)	13.755	14,481	31.185	32.736
islandskort.is (Antique maps of Iceland)	9.637	10.641	36.832	42.612
hask.landsbokasafn.is (Cataloguers ´ handbook)	9.768	8.107	63.842	48.621
einkaskjol.is (Private archives)	8.757	9.457	20.820	21.179
Áttavitinn (Study guides)	14.983	22.484	52.539	65.561
utgafuskra.is (Icelandic national bibliography)	4.121	5.124	6.723	9.015
Opinvisindi.is (Repository for research articles)	14.366	21.263	70.607	123.295
Lykilskra.landsbokasafn.is (Keywords)	6.723	7.438	25.085	29.519
sagas.landsbokasafn.is (Saga translations)	3.935	5.446	16.495	12.279
munlegsaga.is (The Center for Oral History)	1.488	1.686	4.459	4.161
hljodsafn.landsbokasafn.is (Sound archive)	35.478	72.502	109.499	179.820
konurogstjornmal.is (Women and politics)	3.297	4.020	5.565	7.546
doktor.landsbokasafn.is (Icelandic PhDs)	5.842	9.660	11.183	16.726
bokaskra.landsbokasafn.is (Icelandic bibliogr.)	7.24	924	3.207	2.694
jonarnason.is (The librarian and scholar JA)	1.847	1.154	8.469	4.684
hallgrimurpetursson.is (The priest and poet HP)	2.636	3.926	4.795	6.521
openaccess.is	13.28	1.483	2.341	2.460
<b>Total 28 websites</b>	<b>4.944.131</b>	<b>6.221.119</b>	<b>14.169.388</b>	<b>19.899.188</b>

## 2.15 Social media - number of entries and number of followers<sup>17</sup>

	Entries 2019	Entries 2020	Followers 2019	Followers 2020
Facebook - National and University Library	219	64	3.018	3.154
Facebook - Manuscript Collections	72	72	1.571	1.527
Facebook - Music and Film Collections	15	15	917	928
Facebook - Women ´s Archives	74	91	1.924	2.199
Facebook - Women and politics	2	0	354	354
Facebook - Jónas Hallgrímsson	1	0	145	150
Facebook - Music Collection	1	2	1.055	1.042
Facebook - Ismus	8	5	2.190	2.241
Twitter - National and University Library	250	1	239	250
Twitter - Openaccess.is	391	136	242	256
Twitter - Women ´s Archives	0	117	363	495
YouTube - National and University Library	14	3	34	38
YouTube - Music Collection	0	0	93	93
<b>Total</b>	<b>1.047</b>	<b>506</b>	<b>12.145</b>	<b>12.373</b>

<sup>17</sup> The usage of social media has been experimental and requires a lot of work. The number of accounts has been reduced.

### 3. COLLECTIONS

#### 3.2 Number of copies by format 2019 – processed from Gegnir (report E01)

Type of format	Manu- scripts	NULI	National collection	Branch Lögberg	Kvenna sögu	Reserve collection	Research centres	Total 2020	Total 2019
Blu-ray		349	69	1				419	392
Book	2.247	436.761	224.181	10.822		114.858	6.781	795.650	798.031
Datasets		12	8			7		27	30
CD		675	9.094	3		6.749		16.521	16.146
CD-audiobook		565	1.218			807		2.590	2.517
Manuscript	16.662			1	583			17.246	16.939
LP		4	3.843			3.134		6.981	6.190
LP-audio book		2	86			71		159	155
Bound journals	17	8.665	7.332	194		465		16.673	16.143
Maps		47	1.476			24		1.547	1.533
MP3-audio book		16	211			184		411	410
Video		1.170	984	1		15		2.170	2.070
DVD		3.878	1.389			56		5.323	5.249
Sheet music		4.423	2.818			2.170		9.411	9.351
Slides		5	19			7		31	30
Ephemera									587
Cassettes		123	1.214			763		2.100	2.062
Cassette-audio		100	727			549		1.376	1.376
Games		7	54			26		87	75
Journal issues	22	28.391	19.839	965		14.721		63.938	65.898
Devices		3	1					4	4
Computer data		800	425	4		237	2	1.468	1.416
Computer files		1	665			1		667	6
<b>Total</b>	<b>18.948</b>	<b>485.997</b>	<b>275.653</b>	<b>11.991</b>	<b>583</b>	<b>144.844</b>	<b>6.783</b>	<b>944.799</b>	<b>946.610</b>

#### 3.2.1 Stock by Units – processed from Gegnir (report E09)<sup>18</sup>

Total number of titles	2017	2018	2019	2020
Manuscript Collections	2.360	2.386	16.162	16.178
National and University Library	398.392	403.017	374.175	368.507
National Collections	167.192	168.356	175.483	178.999
The Women´s History Archives			51	102
Branch at Lögberg	9.284	9.331	9.368	9.130
Branch at VR II	1.661	16	0	0
Reserve collections	45	104.207	108.296	111.523
Research Centres of UI	5.364	5.372	5.433	5.497
<b>Total</b>	<b>584.298</b>	<b>692.685</b>	<b>688.968</b>	<b>689.936</b>
Total number of copies				
Manuscript Collections	18.846	18.885	18.930	18.948
National and University Library	543.078	498.401	498.626	485.997
The Women´s History Archives	391.746	265.520	270.236	275.653
National Collections			276	583
Branch at Lögberg	12.479	12.463	12.314	11.991
Branch at VR II	1.662	16	0	0
Reserve collections	464	135.741	139.505	144.844
Research Centres of UI	6.713	6.723	6.723	6.783
<b>Total</b>	<b>927.837</b>	<b>937.749</b>	<b>946.610</b>	<b>944.799</b>

<sup>18</sup> Numbers from the website of Landskerfi bókasafna. Considerable weeding took place in foreign books and periodicals on 4th floor and in storages.

### 3.2.2 Acquisitions

Items received under legal deposit <sup>19</sup>	2017	2018	2019	2020
Books (printed works registered as books)	4.696	4.540	4.758	4.529
Periodicals (individual issues)	4.872	3.513	5.248	3.635
Newspapers (individual issues)	6.787	6.144	5.850	5.223
Annual reports	282	361	215	239
Posters	70	64	40	36
Maps	30	8	3	2
Printed ephemera (units)	4.420	5.660	5.023	7.510
Sound recordings <sup>20</sup>	261	339	267	233
Video tapes and DVDs <sup>21</sup>	14	15	4	11
Audio books	68	25	138	306
Audio books on DVDs				55
Sheet music	53	9	238	21
Digital items in Skemman	2.770	2.702	2.572	2625
Digital items in Rafhlaðan	2.372	2.552	1.204	7.637
Digital items in Opin vísindi	316	468	446	893
Digital items in Hljóðsafn	5.047	4.480	4.685	3.161
<b>Web archiving – documents (thousands)</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
The Icelandic web domain	234.226	311.044	291.193	289.352
Weekly selected archiving	92.771	92.723	86.665	63.702
Event-related collections	7.835	24.137	3.042	2.991
Special collection because of Covid-19				58.947
<b>Total documents (thousands)</b>	<b>334.832</b>	<b>427.904</b>	<b>380.900</b>	<b>414.992</b>
<b>Other acquisitions</b>	<b>2017</b>	<b>2018</b>		<b>2020</b>
Books - Services and University relations	507	362	297	180
Books - National Collections	361	384	300	303
Books - University of Iceland	725	790	640	525
Books, donations/exchanges	8.622	6.100	5.206	4.471
Foreign periodicals, paid by NULI	199	277	195	184
Foreign periodicals, paid by UI	382	355	356	347
Foreign periodicals, paid by UI institutions	2	2	2	1
Foreign periodicals, donations/exchanges	184	190	160	140
Periodicals, donations of back-numbers (volumes)	167	183	92	106
Icelandic periodicals, purchased	116	83	99	98
Icelandic periodicals, donated	23	20	25	25
Sound recordings - purchased National Collection	302	201	263	75
Sound recordings, donated	327	331	548	1.083
DVDs - NULI Services and University relations	88	59	19	19
DVDs - NULI National Collections	28	37	46	29
DVDs - University of Iceland	19	15	3	15
DVDs, donations	66	239	135	159
Audio books, donations	24	23	18	42
Sheet music, donations	262	98	22	58
Annual reports, donations	21	21	68	2
Computer data, donations	6	2	32	43
Databases for NULI, UI and others <sup>22</sup>	27	29	27	23
Acquisitions by Manuscript Collection	66	65	94	76
Acquisitions by Women's History Archive	17	21	16	13

<sup>19</sup> Counting of the three copies of books, newspapers, audio discs and multimedia discs preserved in the Library, but two copies of printed ephemera and posters are counted. The figures for ephemera are estimates.

<sup>20</sup> Counting of copies of published sound recordings preserved. Here also titles published by individuals, choirs, and bands.

<sup>21</sup> Titles.

<sup>22</sup> NULI paid for or took part in purchasing 8 databases and schools / faculties of the University of Iceland for 25 databases.

Acquisitions by Centre for Oral History	5	4	10	7
Acquisitions by Sound and Film Collection			11	13
Original tracks of Icelandic music			220 metres	360

### 3.2.3 Withdrawals – processed from Gegnir (report E08)

Total withdrawn copies	2017	2018	2019	2020
Manuscript Collections	78	51	43	0
National and University Library	14.206	12.531	18.465	24.280
National Collections	3.379	2.685	4.005	1.003
Branch at Lögberg	355	490	402	616
Branch at VR II	423	1.644	0	0
Reserve copies	1.988	1.988	2.828	647
Research Centres of UI	5	15	45	14
<b>Total</b>	<b>18.446</b>	<b>19.404</b>	<b>25.788</b>	<b>26.560</b>

## 4. ACCESS AND FACILITIES

Wintertime - opening hours pr. week <sup>23</sup>	80
Summertime - opening hours pr. week	40-44
Exams time - longer opening hours for six weeks pr. year	86
Days open	320
User places - seats	700
Reading rooms for individuals	26
Work rooms for groups or meetings	4
Tables for group work	17
Public access workstations – computers and kiosk services	21
Catalogue records - Gegnir	1.285.496
Number of copies - Gegnir	5.893.002
Number of records in search machine – Leitir (titles and e-material)	2.800.000
Photocopiers, printers and scanners	16
Space in squaremetres	
- National and University Library Building	13.000.00
- Reykholt	851.40
- Storage in Mjódd	428.00

## 5. MANAGEMENT

### 5.3 Publications

	2017	2018	2019	2020
Promotional material				
Re-issued leaflets	8	8	8	8
Guidelines in Áttavitinn	2	16	13	12
Exhibition catalogs	1	1	2	2
Brochures	5	7	3	3
<b>Total</b>	<b>16</b>	<b>32</b>	<b>27</b>	<b>25</b>

<sup>23</sup> Opening hours were limited because of Covid-19



#### 5.4 Conservation and binding services

	2017	2018	2019	2020
Units	39.383	22.586	25.698	16.100

#### 5.5 Digitization

Printed material (pages)	2017	2018	2019	2020
Newspapers and periodicals	101.478	64.277	73.409	115.323
Books	48.546	8.344	36.915	28.941
Manuscripts	25.669	21.014	37.493	31.235
Maps	9	0	0	0
Not published on the Library's websites	356	0	0	0
Albums and covers for the Sound Archive	5.238	5.657	5.926	999
Private Archives	1.482	1.487	0	200
For Rafhlaðan	0	0	0	0
<b>Total pages</b>	<b>182.778</b>	<b>100.770</b>	<b>152.743</b>	<b>176.698</b>
Sound material (sound files)				
Music	5.047	4.480	4.685	3.400
Interviews	0	253	843	0
<b>Total sound files</b>	<b>5.047</b>	<b>4.733</b>	<b>5.528</b>	<b>3.400</b>

#### 5.6 ISSN and ISBN

ISSN (International Standard Serial Number)	2017	2018	2019	2020
ISSNs assigned	132	79	124	202
ISBN (International Standard Book Number)				
Registrant element ranges assigned	55	48	77	74
Individual ISBNs assigned	180	193	173	222
ISMN (International Standard Music Number)				
Registrant element ranges assigned	4	6	1	2
Individual ISMNs assigned	6	3	8	7
DOI – numbers for research articles <sup>24</sup>				
Individual DOIs assigned			230	494

## 6. FUNDING AND EXPENDITURE

#### 6.2 Operating expenses (ISK '000)

	2017	2018	2019	2020
Payroll	602.477	644.286	686.367	708.962
Acquisitions	259.082	274.154	325.259	345.283
Other expenses	292.817	319.619	367.834	376.887
<b>Total</b>	<b>1.154.2</b>	<b>1.238.000</b>	<b>1.379.460</b>	<b>1.431.132</b>
Percentage breakdown %	2017	2018	2019	2020
Payroll	52.2	52.1	49.8	49.6
Acquisitions	22.4	22.1	23.6	24.1
Other expenses	25.4	25.8	25.8	26.3

<sup>24</sup> Assigning DOI numbers (Digital Object Identifier) is a new service, but the NULI is member of Crossref.

## 6.2 Division of expences by departments

Departments	2017	2018	2019	2020
Acquisitions and metadata	20.6%	20.0%	20.0%	15.5%
Administration and IT	35.5%	34.5%	34.5%	33.2%
National collections and digital conversion	14.1%	15.9%	15,2%	16.5%
Information and services	29.8%	29.6%	29.6%	34.8%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100%</b>

### 6.3.3 Income statement (ISK '000)

Income	2017	2018	2019	2020
University of Iceland's allocation for acquisitions	37.700	41.018	36.340	34.969
Icelandic Consortium for Electronic Subscriptions (ICES)	128.617	128.652	123.841	145.644
Other income	74.939	82.997	113.558	141.301
Government appropriation	946.603	1.032.145	1.088.233	1.070.900
<b>Total</b>	<b>1.187.859</b>	<b>1.284.812</b>	<b>1.361.972</b>	<b>1.392.805</b>
Expenses	2017	2018	2019	2020
Payroll	602.477	644.286	686.367	708.962
Operation and maintenance of buildings	161.510	165.009	175.926	182.997
Purchase of acquisitions	70.284	76.916	98.837	103.290
Icelandic Consortium for Electronic Subscriptions (ICES)	188.798	197.238	226.422	241.992
Systems (Consortium of Icelandic Libraries. etc.)	26.030	26.514	27.175	29.500
Operation of computer systems and technical equipment	46.388	40.124	45.640	46.840
Other expenses	58.727	87.972	118.093	117.551
<b>Total</b>	<b>1.154.214</b>	<b>1.238.059</b>	<b>1.379.460</b>	<b>1.431.132</b>
<b>Operating surplus</b>	<b>33.645</b>	<b>46.753</b>	<b>-17.488</b>	<b>-23.294</b>

## 7. LIBRARY STAFF

### 7.2 Average full-time-equivalent staff per unit

Average full-time equivalent staff per unit	2017	2018	2019	2020
Acquisitions and metadata	19.95	21.30	20.75	20.35
Administration and IT	13.00	12.80	13.60	12.80
National collections and digital conversion	18.65	19.43	18.63	18.33
Information and services	18.83	18.60	18.20	18.10
<b>Total FTE's</b>	<b>70.43</b>	<b>72.13</b>	<b>71.18</b>	<b>69.58</b>
Personnel by category FTE 's				
Qualified librarians	30.75	28.25	28.00	26.90
Librarians with university degrees	18.60	22.90	24.15	23.95
Other librarians	10.20	9.00	9.50	9.50
Assistants and office staff	4.08	4,08	3.08	3.08
Other staff	6.80	7.90	6.45	6.15
<b>Total FTE 's</b>	<b>70.43</b>	<b>72.13</b>	<b>71.18</b>	<b>69.58</b>

## Gender analysis

Library staff	2017	2018	2019	2020
Males	32	32	30	28
Females	47	47	48	49
<b>Total</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>77</b>
<b>Library staff – FTE 's</b>				
Males	28.70	29.80	28.65	26.65
Females	41.73	42.33	42.53	42.93
<b>Total</b>	<b>70.43</b>	<b>72.13</b>	<b>71.18</b>	<b>69.58</b>
<b>Library staff – paid courses / conferences</b>				
Males				2
Females				16
<b>Total</b>				<b>18</b>
<b>Registered borrowers</b>				
Males	4.428	4.547	4.785	6.618
Females	8.205	8.394	9.176	13.149
Unspecified, institutions, companies	162	133	122	130
<b>Total</b>	<b>12.872</b>	<b>13.074</b>	<b>14.083</b>	<b>19.897</b>
<b>Interlibrary lending and article services</b>				
Males	649	570	618	512
Females	908	807	697	559
Unspecified, institutions, companies	265	232	163	136
<b>Total</b>	<b>1.822</b>	<b>1.609</b>	<b>1.478</b>	<b>1.207</b>
<b>Guests in reading room on 1<sup>st</sup> floor</b>				
Males	2.495	2.766	2.376	1.473
Females	979	1.126	1.068	529
<b>Total</b>	<b>3.475</b>	<b>3.892</b>	<b>3.444</b>	<b>2.002</b>
<b>Rent of reading rooms (months)</b>				
Males	95	112	115	65
Females	200	175	189	128
<b>Total</b>	<b>295</b>	<b>287</b>	<b>304</b>	<b>193</b>
<b>Topics of exhibitions</b>				
Males	6	1	4	3
Females	4	3	3	4
Unspecified, things, institutions, etc.	2	5	2	2
<b>Total</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Lecturers at seminars</b>				
Males	21	19	8	3
Females	27	22	20	7
<b>Total</b>	<b>48</b>	<b>41</b>	<b>28</b>	<b>10</b>
<b>Highlight of the month on Library website</b>				
Males	5	5	7	7
Females	5	2	2	3
Unspecified, things, institutions, etc.	2	5	3	1
<b>Total</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>11</b>

