The Royal Library Annual Report 2013
The Royal Library: The National Library and Copenhagen University Library and Information Service

The Royal Library is Denmark's national and university library for the University of Copenhagen.

As a national library, the institution administers the national cultural heritage of both Danish and foreign origin in terms of published works (books, periodicals, newspapers, ephemera, computer games), manuscripts, documents, maps, pictures, photographs and music in physical or digital form, including the Danish part of the Internet in the *Netarchive.dk*, also documenting the immaterial culture of everyday life. The institution provides optimal access to the collections for research, studies and cultural events, while at the same time making sure that the collections are preserved, secured and handed on to posterity. As a national library, the institution carries out research within the tasks, functions, subjects and collections of the national library. As a museum and cultural institution, the national library disseminates knowledge and experience derived from its tasks and collections.

As a university library, the institution is the main library for the University of Copenhagen, providing professional and scholarly library services at the very highest level to support education and research. It also makes information resources available to the public, including the corporate world and the public sector.

The National Library
On 1 January 2013, a new organisational structure for the National Library came into force. It represented the largest, individual organisational change since 1780. It has been a major organisational change, merging six collection areas into a National Collection Department with three cross-disciplinary units, which guarantee a more coherent solution of tasks. The National Library also consists of 3 activity departments: the departments of Preservation, Culture and Digital preservation. In 2013 the Research Department was incorporated into this area. 2013 also involved a change of leader for the National Library. Pernille Drost, MA (Library and Information Science), took up the appointment as Director of the National Library after Steen Bille Larsen retired from this post and became consultant to the chief executive.

Two important objectives of the re-organisation were to create interdisciplinary collaborations in relation to acquisition, registration, research and dissemination across the physical collections, while at the same time directing increasing focus onto the digital area. One of the objectives is to get an ever-increasing part of the national cultural heritage digitised, thereby giving the public increased digital access to the collections for research, studies and experience, while at the same time making sure that the physical collections are preserved, secured and handed on to future generations.

Copenhagen University Library and Information Service
The designation KUBIS is an abbreviation of *Københavns Universitets Biblioteksservice* and represents a collaboration between the University of Copenhagen and The Royal Library. A year ago, the KUBIS organisation was made permanent. This had been preceded by a five-year period with an experimental construction based on the KUBIS1 agreement from 2007. During this period, it became obvious that a joint service organisation across two institu-

tions is not without problems. The institutional duality, each with its own structure, economy, staff management, not to mention culture, makes it impossible to solve all these problems completely. But the parties in the collaboration have had no doubts regarding the advantages of a joint organisation of the library service for the university, and believe that they outweigh any disadvantages.

The most important innovation in relation to the KUBIS1 agreement was the establishment of KUBIS' *Library Committee*. The university director is the chairman, and the committee consists of management representatives from the faculties, student and staff representatives, and the university librarian.

The general purpose of the committee is two-fold: on the one hand, the KUBIS construction necessitates that the University of Copenhagen's focus on the library as a vital service institution is maintained to a reasonable extent. The prerequisite for this is that the stakeholders are allowed considerable influence on the development of KUBIS, including how the resources are spent.

On the other hand, the two institutional parties keep their decision-making authority as far as their own financial resources are concerned. However, following the two meetings in 2013, it is clear that the committee wants to serve a function at the strategic and service-political level and to be an active part of idea development and the decision-making processes. The Royal Library is satisfied with that.

Another important innovation in the KUBIS2 agreement is the establishment of Personaleforum (Staff Forum) as a permanent body. The Staff Forum consists of representatives of the KUBIS management

and KUBIS staff (across the University of Copenhagen and The Royal Library). In terms of staff-political issues, its competence is largely confined to competence development with a concrete aim, as staff policy and management still belong under The Royal Library and the relevant faculties and institutes, respectively. However, the Staff Forum's primary task is also a different one: to be a "mouthpiece" for the KUBIS management's dialogue with members of staff concerning library-professional issues. In practice, this has turned out to work well. Discussion of these questions in the Staff Forum provides a concrete, useful and, at times, unexpected, angle for further discussion of these matters in KUBIS' management group.

The KUBIS strategy is revised every third year. This is also necessary, because currently so much changes so quickly. For example, e-books did not appear in the latest strategy for the period 2010-2013! But they are certainly included in the new strategy for 2014-2016.

The other new theme in the strategy concerns the enhanced study environment. During the previous period, the physical study environment at the KUBIS libraries was stretched to maximum capacity within the framework of the buildings. However, it only accommodates a few of those group study rooms, which are so popular with the students. During the next period, KUBIS will concentrate on the enhancement of the study environments. They will be somewhat similar to the *learning commons* or *information commons* familiar in other countries, with state-of-the art-technology and "smart" facilities in the study areas to support learning in study groups. The KUBIS strategy must, of course, be consistent with The Royal Library's strategy as well as that of the Uni-

versity of Copenhagen, and the new strategy explicitly explains how.

The introduction to the strategy now states that KUBIS' strategic focus over the coming years will be the development of the Digital University Library. Of course, this development must be flexible and take into account the different needs and conditions of the individual areas. Nevertheless, the course is set!

The service profile, too, has been revised. A new element is the introduction of a copyright service for the University of Copenhagen, which KUBIS is launching as a preparatory project from 1 January. Another elementary provision involves establishing a quality requirement, which states that it is only acceptable for a maximum of 1% of the books be wrongly placed in the open collections.

Retro-digitisation, digitally born and physical materials

The strategic priority concerning the National Library has brought about an increased focus on interdisciplinary collaborations between the National Collections, research and dissemination. At the same time, digital production, particularly in relation to retro-digitisation, has been increasingly intensified and planned in cooperation between the departments. The volume of the National Library's retro-digitisation has also increased, based on *Danish Books 1701-1900 on Demand (DOD)*, subject and period digitisations from the collections, and the digitisation of valuable and fragile cultural heritage material.

Along with the digitisation of printed materials and cultural heritage, it is also crucial for the National Library to guarantee the digital preservation of our future cultural

heritage, while also collecting digitally generated materials. In addition to the Net Archive, which since 2005 has benefited greatly from the internet under the Legal Deposit Libraries Act, in late 2013 we implemented *MyArchive*, the future digital system for the collection of private archives, including emails. This attracted a great deal of media attention. The Royal Library is one of the first-ever libraries to have created a system for the storage of the digital counterpart of the written letter collections from artists, cultural figures and researchers, which the Library has acquired over the centuries. The aim is to be able to preserve and protect the digital correspondence of the present for the benefit of future generations.

MyArchive is a good example of the National Library's great challenge. The Royal Library continues to receive large physical personal archives, which have to be registered and preserved, while *MyArchive* requires editorial control and resources. The dual tasks can also be clearly perceived in the rest of the National Library, which experiences an increasing growth of *both* physical and digital materials, contradicting the public opinion about the imminent "death" of the physical material.

Whereas a traditional research library experiences a fall in acquisitions and use of physical materials concurrently with the transition to e-resources, this is *not* the case of the National Library. In 2013 there was no decline in the increase of legally deposited physical monographs. Likewise, in 2013 there was a small increase in document delivery to the National Library's reading rooms. This is quite clearly a major challenge. The National Library must still handle a large physical collection with acquisitions, while *at the same time* keeping a close focus on digital development.

Another definite challenge for the National Library is the copyright conditions associated with retro-digitisation. Apart from the expense of actual digitisation, there is an increasing outlay for licence agreements and copyright organisations, when the recently retro-digitised cultural heritage must be made available to the public. This is due to the legal provision in the act on legal deposit, which stipulates that a work must be protected for 70 years *after* the death of the rights holder. This increasing expense has not been incorporated in the National Library's government grants. 2013 produced several impediments to the availability of retro-digitised materials due to delays in negotiations about giving access to retro-digitised material.

There is no doubt that digitisation and subsequent dissemination of the Royal Library's physical cultural heritage is of interest to a very wide audience, a fact that the National Collection Department had very much in mind in their activities in 2013, which proved a great success. The project *Denmark Seen from the Air – before Google*, was launched with Funen and neighbouring islands as the first region in 2012. Digitisation of aerial photos of the localities on Funen, which helps the users place these correctly via crowdsourcing, resulted in amazing user activity. In 2013 the island of Bornholm became the next part of the project.

Digitisation on Demand of Danish books from the period 1701-1900 is another major project, which was consolidated in earnest in 2013. If a user orders a Danish book from the Royal Library's national collection from this period, which is not allowed out on loan, s/he is offered the alternative of a digital file of the book for use in the reading room, and the work is then freely available

in digital form. In 2013, about 3,500 books were digitised via this model. Meanwhile, the project is linked to the collaboration with the firm ProQuest for digitisation of all Danish, Norwegian, Icelandic and Schleswig-Holstein books up to 1700. In 2013, about 6,200 retro-digitised works became available.

In addition, several other collections were digitised in 2013. The Royal Library has participated in the European project *Europeana Collections 1914-1918* about the First World War, where the National Collection Department has digitised a number of Danish collections of books, pamphlets, maps and pictures from the First World War, as well as supplying materials about the Reunification period (1918-1920). These materials are currently being made available digitally and are part of the Royal Library's commemoration of the centenary year of the outbreak of World War I, which includes a conference and exhibitions. The Library is also commemorating the 150th year of the outbreak of the German–Danish War in 1864. The National Collection Department has digitised an extensive collection of contemporary photos from the Royal Library, the State Archives and a few other institutions. These were available in March 2014.

Funding
With the merger of the Royal Library and the National Library of Science and Medicine, the Ministry decided that fixed economic frames should be worked out for the National Library, the University Library and the cross–disciplinary functions' shares of the total government grant.

In the 2013 National Budget the library had an appropriation of DKK 336.1 million After the presentation of the 2012 accounts, a saving of DKK 2.3 million was carried

forward. During the fiscal year, the library also had supplementary income amounting to DKK 50.6 million. Therefore, in 2013, the total disposable amount for the library came to DKK 389.0 million.

The library's total expenses in 2013 amounted to DKK 388.2 million. Of this amount DKK 181.7 million went on salaries and DKK 206.5 million on other costs. Of the total costs of DKK 388.2 million, the amount of about DKK 115 million- the equivalent of 30% - related to the library's buildings, covering interests and repayments of loans, payment of property tax and current operational expenditure and maintenance.

The accounts show that the library's activities in relation to grant-aided research and other grant-aided activities were neutral in terms of results.

The turnover on the two forms of activities amounted in 2013 to about 12.6 million. It was a question of costs that were all covered through contributions primarily from private benefactors such as sponsors, foundations, grants etc.

In 2013 the library received financial support from a large number of sponsors, foundations, institutions, businesses and private citizens.

Legislation
The legislative framework for The Royal Library is set out in the National Budget. There are specific legislative frameworks for legal deposit, anti-theft protection and for research.

In 2012, the Folketing (Danish Parliament) passed a National Budget Act, coming into force from 2014. The Treasury decided that

the principles of the act, including the new regulations for dispositions and savings, should be applied already from 2013. One of the implications of the regulations is that the individual institution is only allowed to dispose of their carried-forward balance after having obtained permission from the Department. All state institutions' accumulated means were, therefore, "frozen" by the end of 2012. As far as The Royal Library is concerned, this meant a total of DKK 2.3 million being "frozen".

During the year, the library got permission from the Department to spend DKK 1.3 million of these frozen means, and the library subsequently calculated with a saving of DKK 1.0 million. The accounts at the end showed a saving of DKK 0.8 million, which the Department has already released for spending in 2014. The library lived up to the new demands in 2013 concerning financial management, and the result of the accounts is by and large as planned. Nevertheless, it is worrying that institutions such as the library are forced by the scheme to spend so closely to the limit of their grants. The possibility of being able to cover unforeseen extra expenses (e.g. repairing storm damage etc.) will disappear along with the introduction of the tighter budgeting regulations.

Buildings and disasters
2013 was characterised by a number of tasks in relation to the future joint stack, many renovation cases and active contingency work in connection with the storms Allan and Bodil and the subsequent floods. It was altogether a diverse year, in which both planning competence and crisis management capability were put to the test.

The storm Allan reached Denmark on 28th October with gusts of 53 m/s, which is the strongest wind velocity ever recorded

in Denmark. Part of the frontage of the Diamond (built 1999) towards the waterfront was dislodged. The following day the glass section was refitted and secured against similar incidents. At the Holm building (1906), the fierce wind dislodged a considerable number of tiles. The most critical parts of the roof were very quickly fixed. However, at Nørre Allé (1938) the situation was far more serious. Here about 200 square metres of the copper roof were ripped off by the storm and over the following weeks with very unstable weather, a great deal of water damage occurred in the main building. Consequently, restoration of about 1/3 of the roof surface of the main building is now taking place.

The storm Allan was followed by the storm Bodil on 5th December. When the storm abated on 6 December, the water was forced backwards, resulting in a storm surge. The water level in Copenhagen reached 165 centimetres above ordinary level, which is about 20 cm below the quayside at the Diamond, but nowhere did the harbour water rise above the quayside. However, by midday on 6 December, groundwater started seeping into the older and lower parts of the building. The Building Operation Department and the Department of Security's emergency measures worked perfectly, and the water was pumped out as soon as it penetrated. The groundwater seepage abated as the water level in the harbour decreased, and the extent of damage was very limited.

Staffing matters
In 2013 a total number of 656 members of staff were employed in the library. The number of employees rose by 45 in 2013 in relation to the 2012 level. The increase is predominantly due to an increase in the number of student assistants for the purpose of retro-digitisation under commercial services, but also an increase in the number of employees, who deliver services to the University of Copenhagen. Compliance with the act on acute jobs also contributes to the increase.

Converted into person-years, the 656 appointments correspond to 437.5 full-time jobs, representing an increase of 8.5 FTE, when compared to 2012.

The 437.5 FTEs are distributed on the following appropriation categories:

Ordinary activity	395.2 FTE*)
Commercial services	23.2 FTE
Grant-aided research	12.0 FTE
Other grant-aided activities	7.1 FTE

*) Incl. FTEs for the production of services in libraries owned by the University of Copenhagen and staff employed in flex jobs and job training.

All in all 101 employees left and 151 employees joined the library in 2013. A considerable part of these changes has happened within the group of temporary staff, such as students, project staff etc. Add to this a number of people leaving or arriving among the permanent members of staff. The library has encountered no problems in handling the replacement process.

IT Digital Infrastructure and Service
Digital Infrastructure and Service is responsible for the running and further development of the Royal Library's digital infrastructure in the broader sense.

This means that Digital Infrastructure and Service (DIS) is responsible for a number of systems necessary to ensure that the Royal Library can serve its customers digitally. DIS is also responsible for digitisation and, via its

web group, strives to guarantee user-friend-liness in the systems available.

In 2013 the department had five main tasks: increased focus on technological sustain-ability and green energy; users' IT security; improved display on mobile user interfaces; mass digitisation; and digital dissemination of the Royal Library's many collections in close collaboration with external partners, including *Danish Broadcasting Corporation* and *Google Cultural Institute.*

2013 witnessed completion of the replace-ment of the wireless network. It covers all public areas. The number of wireless access points increased to 88, compared to 40 in the old installation. This provides larger cov-erage areas and higher coverage density. The wireless network is a great success with the users and has been highly praised, both by students in reading rooms and by organisers of events in the Black Diamond.

In 2013, the Royal Library continued to fo-cus strongly on mass digitisation. Apart from basic digitisation, which includes selected parts of the National Library's collections, the two previously mentioned projects *Digitisation on Demand* and *Denmark Seen from the Air – before Google* were instrumental in stimulating this development. At the same time, the department extended its commer-cial services activities. The result is that the capacity was developed in all fields in rela-tion to general flatbed scanning, book scan-ning and photo digitisation. This meant that the turnover from revenue-funded activities exceeded DKK 10 million for the first time.

Today a modern library does not only consist of physical books, but also of digital works and data. Therefore, over the past few years, the Royal Library has worked intensively on building an infrastructure

for the digital library, which includes the basic functions for management and dis-semination, together with the preservation of digital materials, both digitally born and retro-digitised.

In 2013, technical development progressed in earnest. Functions were established that make it possible to input and subsequently administer various types of files manually. The files can be grouped in works, described with metadata and searched for in the administration interface for the use of the digital curators.

The system is under current development, and towards the end of 2013 another corner stone was laid. It is now possible to send digital objects for long-term preservation in the National Bit stack. The basic system for bit preservation is fully developed, but at the time of writing not yet released for use.

In years to come, the infrastructure, which the project is developing, will be the pivotal point for further development of collection-based services in the library, whether it be digital legal deposit, new dissemination- or preservation solutions.

Preservation and conservation
The Department of Preservation is responsible for the preservation of The Royal Library's national collections placed in the stacks.

Each year The Royal Library completes a number of digitisation projects in order to give the library's patrons access to digital editions of books, documents, maps and photographs etc. from the library's unique collections. Apart from facilitating users' ac-cess to the collections, digitisation also helps to protect the physical collections against wear and tear, just as in some cases digitisa-tion may be the last resort in order to secure

the information: i.e. substitute, physical works threatened by deterioration.

Support of the digitisation of books and other materials through consultancy, condition assessment and conservation has been concentrated particularly on the incunabula collection and Danish prints from the period 1601-1700. Users can order Danish prints from 1701-1900 as e-books, and a condition assessment of these books helps to make sure that the scanning takes place without any damage to the material. This might happen, either by taking special precautions during the scanning or by deploying a conservation process to stabilise the material. In the case of both collections, the books are currently being boxed up.

The Department of Preservation was also involved in the library's exhibition activities, particularly the exhibition *Nordic Book Covers 2013*, where the department presented a live book bindery and demonstrated the strong Nordic artisan tradition.

In connection with the Ministry of Culture's decision to build a new remote stack for the national collections, it is necessary to get an overview of the registration needs in terms of the collections. Here the Department of Preservation plays a central role in gathering all the available information, which describes the collections, thereby gaining an overview of the collective need for preparatory activities.

Cultural events and exhibitions

The Royal Library is home to a broad range of cultural events, exhibitions, publications and concerts. January brought rather new sounds to the public space in the Black Diamond's 12-channel loudspeaker system in the Atrium. When the Danish Association of Composers celebrated the centenary of its birth in 2013, it seemed obvious to let some of the youngest members of the Association create some new works – 12 in all – for the Atrium. The Association's 100th birthday also occasioned *The Great Journey of Sound*. The library and the Association of Composers offered the public nine hours of Danish music on probable – and improbable – stages in the Diamond and in the old part of the library at Slotsholmen.

2013 was also devoted to Søren Kierkegaard, since it was the bicentennial of the philosopher's birth. The Royal Library houses the Søren Kierkegaard Archive: the unique collection of his letters, diaries, manuscripts and books, which gives an extraordinary insight into his works. Based on the original material and an extremely spectacular presentation, the exhibition, *The Original Kierkegaard* became an absolutely central part of the National Library's Kierkegaard celebrations. Another important, related event took place on 5 May. The leading interviewer from New York Public Library, Paul Holdengräber, who is also a knowledgeable Kierkegaard reader, took to the stage in the Queen's Hall. Based on the concepts of Love, Faith and Choice, three conversations based on Kierkegaard followed, with the philosopher Pascal Bruckner, the author Siri Hustvedt and the chef and co-owner of the two-Michelin star restaurant *Noma* in Copenhagen René Redzepi as participants.

International Authors Stage contributed with a number of truly heavyweight international profiles such as Kofi Annan, P.O. Enquist, Michael Palin, Siri Hustvedt, Göran Rosenberg, Pascal Bruckner, Philip Djian, Caitlin Moran and Milton Hatoum. There was also a major and ambitious exchange project between Danish and Palestinian authors from all over the world: Nathalie Handal (US), Kamal Boulatta (D), Yahya

Hassan (DK), and Najwan Darwish (PL), who met with Hanne-Vibeke Holst, Martin Glaz Serup, and Janne Teller in the Diamond for a 3-day residency. Their conversations and readings – private and on stage – continue in 2014, when they all meet again in Ramallah.

The Royal Library's cultural network for students in higher education *Students Only!* passed the figure of 8,000 members in 2013 after the semester's opening event, which featured dialogues – and two well-known names from the world of philosophy: Jan Werner-Müller and Jacques Rancière. Not to mention, the UN secretary general Ban Ki-Moon, who wished to meet a young live audience in connection with his official visit.

There were also the usual, excellent traditions and events: a lecture series – in 2013 on *Controversial politicians in the 20th century, The German Occupation 1940-45* and *Thirst for knowledge;* going-home concerts; the café stage *The Young and the Heavy*; *Press photo of the year* in the National Museum of Photography; and *Culture Night*, which in 2013 included the guests' own shouting chorus in the old reading room.

Towards the end of the year, the National Museum of Photography opened its first solo exhibition in Denmark of works by the German photographer, Barbara Probst, who in her thought-provoking way challenged the relationship between photography and reality.

Research

During the reorganisation of the National Library, research at the Royal Library was divided into two, so that the permanently employed researchers, who according to their job description have a mandatory 25% research, were transferred to the newly established *Research & Dissemination Unit* under the new large *National Collection Department*.

The *Research Department* is now exclusively organising the *resident* researchers and major externally financed research projects, but is still in charge of the strategic management of the library's research via the *research director* and a small attached staff, who deal with the central research administration (also in terms of the permanently employed researchers) and, not least, research dissemination. Thus, the Department produces exhibitions as well as scientific and promotional publications.

In 2013, there was only a modest change among the researchers resident in the library, since they have either kept their residence via a new project or have obtained an extension of an already existing project. The number of resident researchers continued to be substantial in 2013, which means that the office capacity is practically fully exploited. The number of resident researchers financed by the foundation grants has for some years by far exceeded the number of permanently employed researchers, and this group will probably continue to be in the majority.

Organisation

The National Library includes the following departments:

- The National Collection Department
- Department of Cultural Activities
- Department of Preservation
- Digital Preservation
- Department of Research

Copenhagen University Library includes the following units:

- Copenhagen University Library City/ Faculty Library of Social Sciences

SUMMARY

- Copenhagen University Library North, comprising the Faculty Library of Natural and Health Sciences, and the two interdisciplinary departments: Stack Department and Department of Information Resources
- Copenhagen University Library South, comprising the Faculty Library for Humanities, the Faculty of Law Library and the IT Library

- Copenhagen University Library The Diamond

The shared functions are organised within:

- Digital Infrastructure and Service
- Department of Administration
- Technical Department
- Department of Security