ANNUAL REPORT TO CENL 2013

Country: **Slovenia**

Library: **National and University Library**

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1 Management of the library

The National and University Library (NUK) 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. NUK performs the functions of the Slovene national library, acting as the University of Ljubljana library as well, is the national library system development centre and the central research library in Slovenia. NUK is also the national depository organization for all publications, deposited under current legal deposit legislation (so-called »slovenica«).

The NUK management system is represented by the Managing Director and three Deputy Directors each of them with specific responsibilities (library programs; university library system; general administration and finance). There are two supervisory bodies, the Administrative Council, supervising the legality of work and operating activities, along with monitoring and evaluating of the functioning of the library, and the Advisory Council, which monitors and evaluates the professional work of the library and implementation of the policy on behalf of the library founder. The NUK operation system is based on six divisions, each of them consisting of several departments, centres or services.

Long-term priorities and principal strategic guidelines are:

- collecting, preservation and sustained conservation of the national written cultural heritage,
- provision of quick and simple access to information resources in diverse forms,
- digitization of library collection, the development of the Digital Library of Slovenia in co-operation with other cultural, scientific and educational institutions,

- developing information support for culture, science and education,
- establishing the strategic partnerships with the NUK's environment and co-operation at building and developing of the European digital library.

Annual priorities of the library were defined in the 2013 Work Programme. Since the library programme objectives and the extent of their accomplishment depend first of all on the amount of resources allocated by the founder, the gap between the needs and their realization is getting deeper each year. The library's policy to build a digital library demands very high investments in technology and education of staff. Due to the limited amount of budgetary resources it is very important for the library to acquire and manage its own earnings, received mainly by participating in European and national projects. The analysis of financial data and performance indicators covering the last decade clearly shows that NUK has been continually increasing the degree of efficiency when it comes to the use of inputs, but the budgetary share is not sufficient for the development of services.

2 Financing and funding

In 2013 NUK received € 7,017,679 as its annual grant from the budget of the Republic of Slovenia (Ministry of Education, Science and Sport) for provision of public service, a decrease of more then 3 % compared to the previous year.

In 2013, the library's own earnings increased to € 611,646, or by 3 %. The total overall library budget was € 7,629,325, which is almost 3 % less that in the previous year. The annual grant had started to fall in real terms since 2004 and is not sufficient to cover some urgent expenses like conservation of old materials on acid paper, investments in IT equipment and maintenance of the Jože Plečnik's building which is a prime national architectural monument.

In 2013 the labour costs amounted to € 4,100,376, or about 53 % of the library budget. € 763,935 (10 %) of the overall expenditure was spent on acquisition of information resources, an increase of 11 % compared to the previous year. Electronic resources represented 63 % of the amount spent on information resources (in 2012: 61 %).

Overall library costs per active library user (member) decreased by 13 % comparing to 2012. Taking into account virtual library members as well, the costs come to € 293. The overall costs per physical visit summed up to € 26. The overall library costs per loaned item was € 45.

3 Legislation

In the field of legislation influencing the status and operation of the library in 2013, no major changes occurred. The activities of the library were influenced by the Government restrictions of public finance; salaries of public employees remained temporarily limited.

4 Buildings and premises

In 2013 the already known problems related to library buildings continued to mar the library performance: operation on two separate locations and hardly

functional premises make it difficult to offer open access to library materials and modern information services to users. A long-term solution to the lack of space in the library is a new library building, the construction of which has not yet begun in 2013. Namely, the Government adopted a decision on a new urban and architecture competition of a new library building, dropping all activities accomplished in the past twenty years. The best architectural solution has been selected in 2012, but no further developments were made.

5 Staffing matters

On December 31, 2013, the NUK staff numbered 132 employees (132 FTE). Another 5 FTE employees were financed from extra budgetary sources (national and European projects). In order to cope with the increased amount of work and to ensure that the opening times stay within the present limits, NUK had to resort to the complementary recruitment (students, volunteers…) and to outsource some activities on the basis of contracts with external service providers, especially for the digitization of library materials.

6 Information technology and networks

In the frames of finances available in 2013, smooth operation of the infrastructure needed to support all electronic services intended for library users was assured.

In 2013 hardware and software needs increased again due to a greater range of electronic services, updating of working processes, the increase in the offer of library-created digital collections and the set up of the digital archive to store electronic publications on a long-term basis. Investments were not realized according to the plans, however the out-dated servers and work stations were replaced, a redundant array of independent disks was installed and network equipment as well as workstations were upgraded. The new IT center enabled good conditions for a safe and reliable functioning of the IT infrastructure, a long-term preservation of digital objects and the digital library development.

7 Digital library

In 2013 NUK continued with developing and updating of the [Digital Library of Slovenia](#) and its collections. At the end of the year the digital library contained 714,948 units of different types of material in full text. The extent of digital contents available through the portal was increased by 7 **%.** Digitized materials from other libraries and institutions are being progressively included in the portal as well: in 2013, 10 libraries contributed their material. The collection of Slovene scientific periodicals was enriched with more than 9,000 new full-text scientific articles and 3,418 issues of scientific periodicals. Due to problems with our digitisation subcontractor (we had to terminate our cooperation mid-year), only half (240,000) of the planned scans were created in 2013, while the other half is still in process.

In 2013, NUK continued with selective harvesting of Slovene websites, adding 223 (24 %) new websites to the archives. The amount of successfully harvested material increased by 26 % and amounted to 2,666 GB in 2013. There were 2,517

captures of web pages. The web archive is publicly accessible at http://arhiv.nuk.uni-lj.si/. The SVAROG portal enables depositors to directly submit their e-publications; in 2013, 126 new publishers registered on the portal (414 total).

There was a big increase of usage of the dLib.si portal. There were 4 million of visits (2012: 3.5 million) by more than 2.4 million single users and 55.3 millions pages were browsed (2012: 52.3 millions).

8 Acquisitions of library materials and other information resources

NUK's intake of library materials included the acquisition of information resources by means of legal deposit, purchase, exchange and gifts. In 2013 we estimated all together 74,000 physical items were added (2012: 75,000). The 2013 total intake amounted to 31,435 volumes and has increased when compared to the previous year. At the end of 2013, the total library collection amounted to 2,718,608 volumes (2012: 2,687,173).

When it comes to acquisition of electronic information resources the library gives priority to purchases through library consortia. Electronic resources were acquired mainly within the framework of the national library consortium COSEC, a member of the international eIFL.net consortium. In 2013 the library provided access to 44 licensed electronic databases. At the end of 2013, figures on use of the remote access service show a rise of use of e-resources by 2 %.

9 Legal deposit of materials

In 2013 the legal deposit intake for NUK has increased by 14 % in comparison with the previous year. All together 57,403 physical items were taken (2012: 50,443). Since in October 2009, Act amending and supplementing the Legal Deposit Act caused a decrease of copies of some publications. Owing to the transfer of legal deposit liability from printers to publishers, the number of depositors has risen to almost 9,000 in 2013 causing a drastic increase in the amount of administrative tasks, such as maintaining registries of depositors, claiming service, notification, delivery notes.

The SVAROG portal enables depositors and others to submit their e-publications, to supply statements on the conditions of use and access to e-material and provide information on new publications or editions. Free accessed web publications are captured and harvested by web crawler.

10 Preservation and conservation of library material

NUK is by law operating as the national conservation and long-term preservation centre for the national written cultural heritage. In 2013 major attention was given to prevention of further decay and damage and physical protection of library material (acid-free book jackets and envelopes, folders and purpose-made boxes; special treatment of archival copies; preservation equipment to store most precious items). The amount of conservation and preservation activities increased in the Manuscripts and Old Prints Collections, as well as in the Map & Pictorial Collection. The Conservation and Preservation Centre continued to systematically review the state of NUK's collections, thus coming up with plans to

preserve specific materials. Activities in developing digital archive and protection of the data referring to the preservation of digital materials continued in 2013.

11 Services to readers

Provision of quality user services can be considered as one of the NUK's essential strategic priorities. Due to inappropriate premises NUK's development is quite limited as to the development of traditional library services; so the library has made considerable efforts in terms of providing to its users as many electronic information resources and services. Remote access to electronic resources was already introduced in 2004, followed by the possibility to place orders for in-home borrowing and interlibrary loan, using OPAC and the nation-wide virtual reference service, called »Ask a Librarian«. »Ask NUK« is another library-based reference service. Digitized copies of older books can be ordered by using the service EoD (E-books on demand).

In 2013 the library was open six days in a week (total of 301 days), reading rooms and Information Centre 65-75 hours per week and circulation desk 50 hours per week. Special collections were opened 29 hours per week. There were 326 seats available in several reading rooms, together with 35 working stations for users allowing access to the Internet. In the premises free and wireless (WiFi) access to internet is offered.

The intensive introduction of new electronic services along with provision of remote access to NUK e-resources and a rich offer of digital material on the digital library portal had an impact on the number of the so called »physical« library members and visits made to the library. Compared to 2012, the number of active members (11,152) increased by 13 %, while the number of virtual visitors (15,792) remained roughly the same. There were 294,358 visitors in 2013. In circulation, counting both in-house use and the number of items issued for home reading, 162,619 volumes were borrowed. The interlibrary loan and document delivery service provided 10,269 documents (2012: 11,390), with efficiency indicator at 94 %.

The library received 50,379 information queries (2012: 50,647). More than 99 % of the queries were successfully dealt with, for which purpose 57,768 complex information searches were carried out. NUK provides a wide range of free-of-charge training courses for its users. 631 users took part in 48 training courses on information literacy (searching and citing of information).

The use of remote access to electronic resources within the University of Ljubljana library system increased substantially again. In 2013 the service was used 165,594 times. The number of active users of this service was 15,792, which is a slight decrease compared to previous year (16,396).

12 Promotional events, exhibitions and publishing

Promotional activities were carried out through advertising in mass media, co-operation with radio and television stations, printed media, along with participation of the staff in a number of expert meetings, conferences and presentations. At the end of 2013 about 2,750 friends were registered to the Facebook profile of NUK

(around 400 posts in 2013) and about 700 followed our Twitter account (700 tweets).

In 2013 NUK's organized 38 exhibitions in its own premises or outside the library in collaboration with other Slovene institutions. The total duration of exhibitions was 1,077 days.

As regards NUK publishing activities, altogether 21 publication titles were published, 8 of them were in electronic format only. An electronic version of the Slovene National Bibliography was updated on the new portal [Slovenska bibliografija](#).

We regularly published journal [Knjižničarske novice](#) (Library News), aimed at professional public, in both printed and electronic forms. Several catalogues and leaflets were also published to shed light on the exhibitions. In co-operation between Slovene Library Association and NUK (as co-publisher) the main Slovene scientific journal in the library and information science field, [Knjižnica](#) (The Library), was published both in printed and electronic (open-access) versions.

13 Library co-operation

Nationally, NUK has been co-operating with libraries and other organizations in the fields of culture, education and science. NUK has been working together with the Institute of Information Science (IZUM) in Maribor: they have been working jointly on the development and operation of the national shared bibliographic system, called [COBISS](#).

Co-operation with the Slovene archives and museums was mainly focused on the development and use of various methods for conservation and searching solutions for long-term preservation of digital contents. Within the framework of NUK'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. The Library was taking care of the remote access service to e-resources, it was a partner in building the [University of Ljubljana Digital Library](#) (DiKUL). The co-operation with other libraries was successful in the field of digitization of material and upgrading of digital collections in the [Digital Library of Slovenia](#) (dLib.si).

Internationally, NUK co-operated with many libraries from abroad and international library associations and organizations. International exchange of professionals has diminished in the last few years due to restrictive financial situation.

NUK co-operates with other national and university libraries also through interlibrary loan and the exchange of material. In 2013, NUK was a member of 15 international associations and organizations, including CENL, IFLA, eIFL, LIBER, IIPC etc. In the project of the construction of the library collection, NUK also cooperated with UNESCO and OECD as a depositary library and also has a representative in the Slovenia National Commission for UNESCO and its National Heritage Committee.

NUK is one of the founding members of The European Library and also participates in the European Digital Library (Europeana), as well as different European projects (EOD-eBooks on Demand, ENUMERATE, Europeana Awareness, Europeana Newspapers).

14 Other library activities

In 2013 NUK cooperated as partner in 7 research and development projects. NUK also performed different activities for the library system on state level. In the frames of continuing professional development, several non-formal courses were carried out, intended for librarians as well as for library users (1,268 participants). It organized professional exams for 66 members of Slovene library staff. Together with the Institute for Information Sciences in Maribor, training of librarians and testing of librarians' competences for participation in the system COBISS were carried out.

In accordance with the Library Act, NUK is also in charge of monitoring the development of Slovene libraries: gathering and analysing statistical data on library performance (using the BibSist-online software tool); analysing actual development level of libraries and library networks; keeping the register of Slovene libraries (e-Razvid).

In April, NUK hosted the 10th IIPC (International Internet Preservation Consortium) General Assembly. More than 80 topmost experts in the field of web preservation from all around the world attended the conference, which was one of the most notable IT events of 2013 in Slovenia.