



200 ára

2018

# Annual report 2018

Short version

Landsbókasafn Íslands  
Háskólabókasafn

Landsbókasafn Íslands  
Háskólabókasafn

Landsbókasafn Íslands  
Háskólabókasafn



Guðni Th. Jóhannesson president of Iceland starts the lecture series *Tímanna safn* and the 200<sup>th</sup> year's anniversary.

**„Documentation makes  
a nation. The National  
Library and formation of  
memories in two  
centuries.”**

**Tímanna safn,  
11. January 2018.**

National and University Library of Iceland.

ANNUAL REPORT 2018.

ISSN 2298-8785.

Editor: Ingibjörg Steinunn Sverrisdóttir.

Layout: Íslenska auglýsingastofan.

Cover photo: Ingibjörg Steinunn Sverrisdóttir.

Photos: Helgi Braga and Ólafur J. Engilbertsson.



# Foreword from the National librarian

The aim 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 operational balance of the year 2018 ended in surplus, due to a favourable rate of the Icelandic króna, and some extra funding for the new unit, Tónlistarsafn Íslands (The Icelandic Music Museum). Vacant positions were filled when necessary, which increased staffing positions (FTE's) by 1,7. Travel, training and conferences were kept to a minimum. Maintenance of the library building continued, the air condition system was repaired and safety glass installed in the library entrance, and interiors and equipment in the staff canteen were renewed.

The Library's policy on equal pay was reviewed with regards to the Equal Pay Certification and various procedures documented accordingly. A policy on records management was accepted and the Library encouraged the government to develop a policy on Open Access and Open Science for Iceland.

A new budgeting system, Akra, for all governmental institutions was installed on behalf of the Financial Management Authority. The account / payroll system Orri was also updated. Experts from the Library participated in the preparation of an invitation to tender for a new library system for Iceland and also a tender for a new current research information system (CRIS) The project Green Steps in Government started.

The Library celebrated its 200<sup>th</sup> anniversary in 2018 with various events and projects (see page 5). Furthermore the Library participated in the celebration of the centenary of Icelandic independence and sovereignty, with the project R1918 in collaboration with The Icelandic National Broadcasting Service RÚV and Reykjavík Arts Festival. The Library Tweeted 100 years old news from Icelandic newspapers using the hashtag #Fyriröld, and on December 1<sup>st</sup>, new versions of the websites *bækur.is* (Icelandic books) and *hljodsafn.is* (Icelandic Sound Archive) were released. Guests at the Library can listen on-site to copyrighted sound recordings unabbreviated, but on-line they can listen to 20-25 seconds of digital sound excerpts.

Users can also view photographs of album covers, CD brochures, graphics and accompanying material.

On January 11<sup>th</sup> Guðni Th. Jóhannesson, president of Iceland, started a lecture series *Tímannanna safn* with the lecture *Documentation makes a nation*. The Library hosted the *2018 Conference of European National Librarians (CENL)* in June 3.– 5., with a tour to Thingvellir and Gljúfrasteinn the home of the Nobel prize author Halldór Laxness. And in cooperation with the Fiske Icelandic Collection in Cornell University, a seminar in honour of the Icelandic librarian and bibliographer Halldór Hermannsson was held 11. – 12. October in the Library.

## Government Policy

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The operational budget for 2018 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*. Extra effort was made in planning projects within the current Library policy, *Knowledge Source for Everyone*, that were directly in line with the new policy. The goals for 2018 were in line with last years goals:

### Core Activity:

1. Improve access to the the Library websites,
2. Increase digital historical material on the websites of the Library,
3. Improvements in buildings and security measures, especially for legal deposit reserves.

### Operational Factors:

1. Improvement measures for human resources,
2. Implementation of Green Steps in government,
3. Improvement of Records management.

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

## Core activity

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### Improve access to Library websites

The number of web services grew from 26 to 28. Visits increased by 23.8% and page views by 13.3%. New online services on main website are, reservations for rooms and reservations of manuscripts. Eleven websites have interfaces for smart devices. Revision of the main web of the Library continued. Also preparations for a new library system for Iceland.

### Increase digital historical material on websites

Increase of digitized images of manuscripts and paper was just over 100.000, and about 6 million images are accessible on the Library websites. The main focus was on *bækur.is*, *handrit.is* and *hljodsafn.is* (books, manuscripts and sound). The number of titles on *bækur.is* increased from 1.600 to 1.705 (6.6%) and the number of manuscript titles increased from 1.980 to 2.450 (20.5%). The number of digital sound files increased from 32.000 to 37.857 (18.3%), digital files with covers and lyrics counted 10.200 at the end of the year. Other historical sources on the websites are bibliography of Saga translations, *einkaskjol.is*, a repository of archival records, *ismus.is*, a repository for Icelandic music and *Lykilskrá* with coordinated subject headings and names, plus historical webs s.a. Women and politics and about the poets Hallgrímur Pétursson and Jónas Hallgrímsson.

### Improved security measures

The main collections are located in the National Library building and if branches and depositories are included, in 9 other places. The main storage facilities are in the Library building, in Reykholt and in Mjódd. A considerable effort has been made in weeding and streamlining the collections, improving metadata, plus new rules for reception of gifts.

Safety glass was installed in the library entrance and devices for emergency exits renewed. More security cameras were installed for the entrance and parking zone. All websites of the Library now have https protocol for secure communication.

## Operational factors

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### Improvements for human resources

Completion of the Equal Pay Certification program, and an audit was planned in 2018, but was delayed. The

aim is for 2019. Some statistics with gender analysis is provided for in the Annual Report. The results of the survey *Institution of the Year*, dropped a few points and a working group was formed to review the findings.

### Implementation of Green Steps

Participation in the Green Steps program started 2017. The goal was to finish actions for step one in 2018 and it was nearly completed.

### Improvement of records management

A records management policy was accepted in August. A copy of the digital database Skemman, has been deposited to the National Archives and is a work in progress. The register of committees counted 55. The number of registered cases in the records management system GoPro dropped.

## Knowledge source for everyone

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The policy *Knowledge Source for everyone* was planned for the years 2013-2017. The policy outlined 61 strategic items, divided into eight categories. To accomplish this, 213 projects, were defined. It was decided to prolong the policy for the year 2018, because some of the projects were still in progress and could be used in the new government policy (LOF). At the end of the year the project status was:

|                               |           |              |
|-------------------------------|-----------|--------------|
| Finished                      | 143       | 67.10%       |
| In progress                   | 38        | 17.85%       |
| Cancelled                     | 15        | 7.05%        |
| <u>Not started / outdated</u> | <u>17</u> | <u>8.00%</u> |
| Total                         | 213       | 100.00%      |

### 200 YEARS ANNIVERSARY

Preparations for the 200 years anniversary started in October 2016, with two brainstorming staff meetings. A plan with 20 projects was approved and put into operation. All employees participated in the process.

This report gives an account of the main projects in 2018, with statistics reflecting performance, and the main figures from the financial statements.

Ingibjörg Steinunn Sverrisdóttir  
National librarian

# 200 Years Anniversary – 1818-2018

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## 200 Years Anniversary of the National and University Library of Iceland

### Exhibitions:

Jón Leifs, exhibition on the occasion of the premiere of Edda II. Cooperation: Iceland Symphony Orchestra.  
The Colic leaf, exhibition in the Culture House. Cooperation: National Museum.  
Artists' books, exhibition in the Culture House. Cooperation: Reykjavík Arts Festival and National Museum.  
Tímannanna safn, exhibition about the 200 year history of the Library. Cooperation: National Archives, National Museum, Reykjavík Museum of Photography and the Archive of the University of Iceland.

### Publications:

Visual material related to the anniversary, footage and sources. Published on the Library's YouTube channel.  
Sarf with the Colic leaf print. Cooperation: Hrönn Vilhelmsdóttir designer.  
Treasures, a book about treasures in the Library. (In progress).  
New brochure for the Library. (In progress).  
A stamp with a picture of the Library building Þjóðarþókhlaða. Cooperation: Tryggvi Tryggvason and Iceland Post.

### Meetings and lectures:

Tímannanna safn, a year long lecture series on issues related to the Library.  
Conference of European National Librarians 2018. Cooperation: CENL and the British Library.  
Seminar about Halldór Hermannsson librarian in Cornell. Cooperation: Fiske Icelandic Collection at Cornell University, Árni Magnússon Institute for Icelandic Studies and the Embassy of the United States.

### Events:

Staff trip to storages in Mjódd and Reykholt, and also the Borgarfjörður area. Cooperation: Snorrastofa.  
Bicentennial party in connection with the national convention of Upplýsing in Reykjavík. Cooperation: Reykjavík City Library and Upplýsing, the Icelandic Library and Information Science Association.  
New website for the Library. (In progress). Cooperation: Íslenska auglýsingastofan.

### Branding and public relations:

Design of a new logo for the Library. Cooperation: Íslenska auglýsingastofan.  
Design standard for various publications and documents. Cooperation: Íslenska auglýsingastofan.  
Media coverage. Cooperation: Various media.  
Environment of the Library. The Library building was painted, special effort was put into the Library garden, extra benches installed, new flags printed and some new signs were made.  
Timarit.is, a marketing project. (In progress).

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## Centenary of Icelandic independence and sovereignty

### Projects:

R1918: short radio inputs, with reading from letters and other sources from 1918. Cooperation: The Icelandic National Broadcasting Service RÚV and Reykjavík Arts Festival.  
#Fyrir öld: news from 1918 on *timarit.is* tweeted on Twitter. Cooperation: Centenary committee.  
Exhibition about Guðrún Lárusdóttir member of Parliament. Cooperation: Málfríður Finnbogadóttir and the family.  
Exhibition about Jón Leifs tónskáld. Cooperation: Árni Heimir Ingólfsson and Iceland Symphony Orchestra.  
Exhibition Lífsblómið, loan of manuscripts and recordings from R1918. Cooperation: National Gallery of Iceland.  
*Bækur.is* – new design.  
*Hljóðsafn.is* – new design.

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# 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 in regard to the standard *International Library Statistics, ISO 2789:2013*, and the work will continue in the years to come. Numbers of 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 people, counting 348.450 on January 1<sup>st</sup> 2018, but serves also other customers. It is also the library of the University of Iceland with 12.470 enrolled students in autumn 2018.<sup>1</sup> The Library is one administrative unit, but operations and library holdings are on following locations:

|  |           |
|--|-----------|
| The National and University Library, Arngrímsgata 3 in Reykjavík | 1         |
| 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         |
| Branches and reading rooms in the University of Iceland          | 5         |
| <b>Total</b>   | <b>10</b> |

## 2. SERVICES

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 are counted; precise counts of other users are not feasible, but surveys are made of users of the open areas on the 3<sup>rd</sup> and 4<sup>th</sup> floors in the first week of each month. On weekdays during the university examination season, their number can reach up to 275-300.

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### 2.2 Registered users

|  | 2015          | 2016          | 2017          | 2018          |
|--|---------------|---------------|---------------|---------------|
| Students at the University of Iceland <sup>2</sup> | 12.707        | 12.474        | 12.795        | 11.572        |
| University and library staff                       | 373           | 400           | 380           | 782           |
| Other students                                     | 304           | 271           | 254           | 210           |
| Other borrowers                                    | 771           | 672           | 560           | 510           |
| <b>Total</b>                                       | <b>14.155</b> | <b>13.817</b> | <b>12.795</b> | <b>13.074</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

|  | 2015          | 2016          | 2017          | 2018          |
|--|---------------|---------------|---------------|---------------|
| Main Library and reading rooms           |               |               |               |               |
| Students at the University of Iceland    | 27.001        | 23.331        | 21.558        | 19.218        |
| University and library staff             | 6.010         | 4.621         | 4.401         | 4.711         |
| Other students                           | 1.711         | 1.168         | 962           | 950           |
| Other borrowers                          | 5.434         | 5.192         | 4.981         | 4.491         |
| Renewals <sup>3</sup>                    | 57.098        | 50.791        | 49.379        | 49.410        |
| <b>Total</b>                             | <b>90.098</b> | <b>85.103</b> | <b>81.281</b> | <b>78.780</b> |
| National collections - Reading Room      | 4.346         | 3.369         | 3.472         | 2.855         |
| Manuscript collections - Reading Room    | 2.102         | 2.795         | 2.548         | 5.602         |
| Womens Archives – Reading Room           |               |               |               | 47            |
| Audio-visual collection                  |               |               |               |               |
| Sound recordings - loans                 | 64            | 31            | 9             | 25            |
| Films and related materials - loans      | 621           | 397           | 369           | 262           |
| Digital materials - loans                | 16            | 12            | 17            | 9             |
| Printed music - loans                    | 90            | 70            | 70            | 55            |
| Sound recordings used on site            | 112           | 107           | 26            | 9             |
| Films and related materials used on site | 186           | 196           | 120           | 40            |
| <b>Total</b>                             | <b>7.537</b>  | <b>6.977</b>  | <b>6.631</b>  | <b>8.904</b>  |
| <b>Total loans</b>                       | <b>97.635</b> | <b>92.080</b> | <b>87.912</b> | <b>87.684</b> |

## 2.4 Inter-library lending and article services

|                                  | 2015         | 2016         | 2017         | 2018         |
|----------------------------------|--------------|--------------|--------------|--------------|
| <b>To the Library</b>            |              |              |              |              |
| Books, films etc.                | 1.013        | 738          | 697          | 601          |
| Photocopies                      | 803          | 669          | 564          | 502          |
| <b>From the Library</b>          |              |              |              |              |
| Books, films etc.                | 295          | 314          | 277          | 262          |
| Photocopies                      | 352          | 369          | 284          | 244          |
| <b>Total</b>                     | <b>2.463</b> | <b>2.090</b> | <b>1.822</b> | <b>1.609</b> |
| To the Manuscript Collections    | 3            | 2            | 0            | 4            |
| From the Manuscript Collections  | 62           | 36           | 71           | 17           |
| <b>Total</b>                     | <b>65</b>    | <b>38</b>    | <b>71</b>    | <b>21</b>    |
| <b>Total Inter-library loans</b> | <b>2.593</b> | <b>2.128</b> | <b>1.893</b> | <b>1.630</b> |

<sup>3</sup> The number of renewals is higher than number of loans.

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## 2.5 Reference questions – Enquiries handled

|   | 2015         | 2016         | 2017         | 2018         |
|---|--------------|--------------|--------------|--------------|
| Reference Services                                    |              |              |              |              |
| E-mail at landsbokasafn@landsbokasafn.is <sup>4</sup> |              |              | 209          | 293          |
| By e-mail   | 544          | 480          | 384          | 403          |
| By phone or in person                                 | 162          | 142          | 111          | 96           |
| Extensive reference searches                          | 40           | 20           | 15           | 15           |
| Web chat  |              |              | 51           | 165          |
| Quality control in Gegnir                             |              | 276          | 180          | 168          |
| Audio-visual Collections                              | 31           | 25           | 20           | 15           |
| The Icelandic Music Collection                        |              |              |              | 15           |
| National Collections                                  | 32           | 32           | 35           | 33           |
| Women's history archive (visits and enquiries)        | 465          | 237          | 310          | 221          |
| Centre for Oral History                               | 23           | 28           | 18           | 20           |
| <b>Total</b>  | <b>1.297</b> | <b>1.240</b> | <b>1.333</b> | <b>1.444</b> |

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## 2.6 Printing and photocopying by library users<sup>5</sup>

| Number of pages | 2015    | 2016    | 2017   | 2018   |
|-----------------|---------|---------|--------|--------|
| Printed         | 127.670 | 117.347 | 89.786 | 9.493  |
| Photocopied     | 73.575  | 41.936  | 16.779 | 24.365 |
| Scanned         |         |         | 9.393  | 16.265 |

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## 2.9 Events

|                       | 2015      | 2016      | 2017      | 2018      |
|-----------------------|-----------|-----------|-----------|-----------|
| Exhibitions           | 13        | 12        | 12        | 9         |
| Seminars and lectures | 18        | 18        | 13        | 28        |
| <b>Total</b>          | <b>31</b> | <b>30</b> | <b>25</b> | <b>32</b> |

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

| Guests       | 2015         | 2016         | 2017         | 2018         |
|--------------|--------------|--------------|--------------|--------------|
| <b>Total</b> | <b>3.580</b> | <b>3.422</b> | <b>3.475</b> | <b>3.892</b> |

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## 2.10 Rent of reading rooms (months)

|                            | 2015 | 2016 | 2017 | 2018 |
|----------------------------|------|------|------|------|
| Number of months           | 312  | 312  | 295  | 287  |
| Percentage on annual basis |      |      |      | 59%  |

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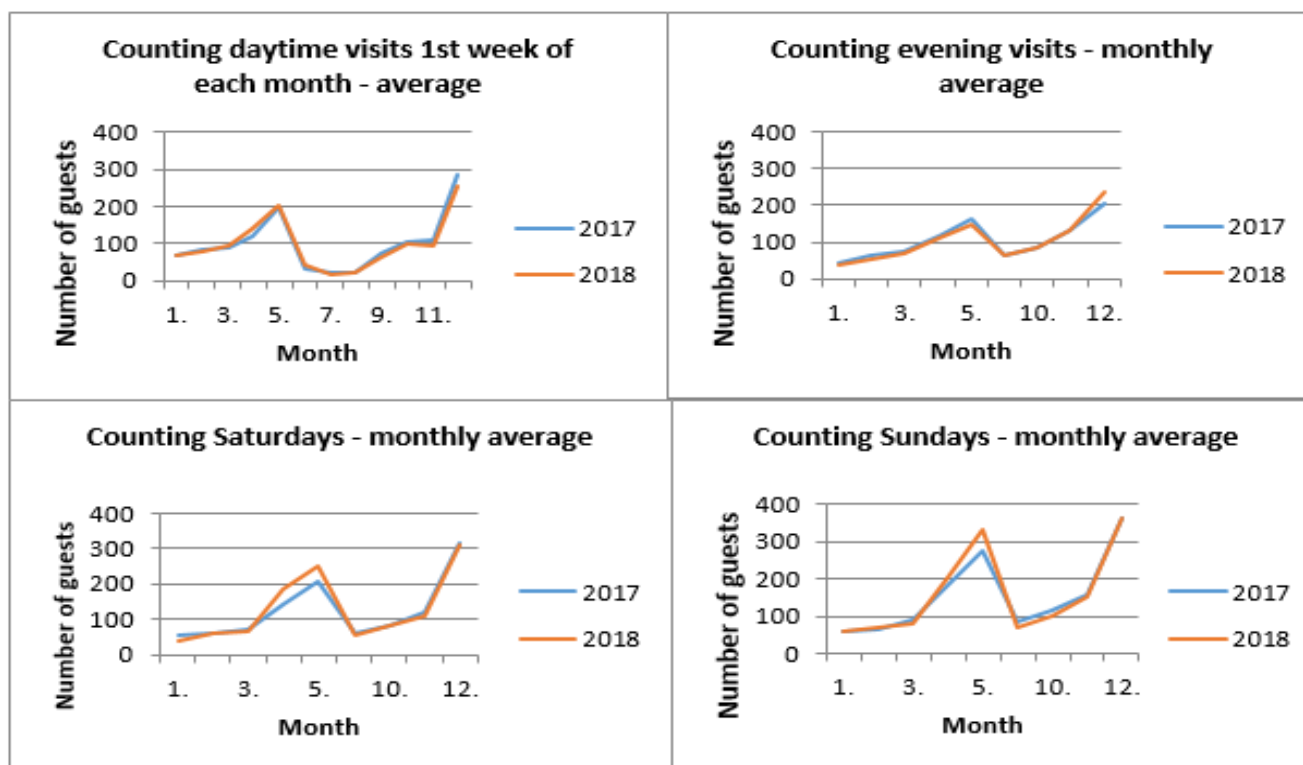
<sup>4</sup> E-mails forwarded for handling.

<sup>5</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 patrons and staff increased.

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## 2.10 Guests using 3<sup>rd</sup> and 4<sup>th</sup> floors, 2017-2018<sup>6</sup>



## 2.11 User orientation and training

|   | 2015         | 2016         | 2017         | 2018         |
|---|--------------|--------------|--------------|--------------|
| <b>Number of users attending training courses</b> |              |              |              |              |
| Introductory courses for UI staff/students        | 1.634        | 1.630        | 1.422        | 1.725        |
| Advanced courses for UI staff/students            | 864          | 460          | 466          | 308          |
| Others – f.x. Endnote                             | 389          | 227          | 374          | 427          |
| <b>Total</b>                                      | <b>2.887</b> | <b>2.317</b> | <b>2.262</b> | <b>2.460</b> |

|  |           |           |           |            |
|--|-----------|-----------|-----------|------------|
| <b>Number of training courses</b>          |           |           |           |            |
| Introductory courses for UI staff/students | 45        | 54        | 42        | 51         |
| Advanced courses for UI staff/students     | 28        | 23        | 21        | 15         |
| Others – f.x. Endnote                      | 18        | 9         | 16        | 17         |
| Instructions in information searches       |           |           |           | 52         |
| <b>Total</b>                               | <b>91</b> | <b>86</b> | <b>79</b> | <b>135</b> |
| Number of new resource guides              | 19        | 22        | 2         | 2          |

## 2.12 Use of electronic resources and services

|   | 2015             | 2016             | 2017             | 2018             |
|---|------------------|------------------|------------------|------------------|
| Via ICES <sup>7</sup>                                   | 1.134.048        | 1.136.173        | 1.264.936        | 1.231.983        |
| From Morgunblaðið                                       | 1.610.026        | 1.688.948        | 1.677.907        | 2.765.619        |
| Via subscriptions of University of Iceland <sup>8</sup> | 96.822           | 99.182           | 100.835          | 118.922          |
| Guides from Áttavitinn                                  |                  |                  |                  | 43.903           |
| <b>Total</b>  | <b>2.840.896</b> | <b>2.952.550</b> | <b>3.010.725</b> | <b>4.160.427</b> |

<sup>6</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.

<sup>7</sup> Further information on the use of the national licences are available in the annual report of ICES on the website *hvar.is*.

<sup>8</sup> It is difficult to get reliable figures on the use of some of the University's subscriptions and the data is unstable. A list of the subscriptions is on page 44 in the Icelandic version of the Annual Report.

## 2.12 Scopus

|                  | 2015 | 2016 | 2017   | 2018   |
|------------------|------|------|--------|--------|
| Regular Searches |      |      | 30.940 | 29.598 |
| Result Clicks    |      |      | 10.449 | 22.687 |
| Record Views     |      |      | 31.209 | 42.337 |

## 2.12 Turnitin – Usage of universities and high schools<sup>9</sup>

|                    | 2015 | 2016   | 2017   | 2018   |
|--------------------|------|--------|--------|--------|
| Paper Submissions  |      | 27.605 | 32.636 | 58.283 |
| Similarity Reports |      | 5.968  | 7.470  | 17.558 |
| Active Instructors |      | 441    | 481    | 913    |

## 2.13 Visits and page views on websites<sup>10</sup>

|   | Visits           |                  | Page views        |                   |
|---|------------------|------------------|-------------------|-------------------|
|   | 2017             | 2018             | 2017              | 2018              |
| timarit.is (Newspapers and journals)              | 1.166.446        | 1.257.185        | 5.918.822         | 6.416.794         |
| skemman.is (Dissertations – research papers)      | 820.973          | 1.977.157        | 2.395.457         | 5.255.282         |
| ismus.is  | 104.433          | 130.662          | 371.862           | 416.756           |
| landsbokasafn.is (Main library website)           | 101.654          | 105.975          | 228.727           | 267.394           |
| hvar.is (Landsaðgangur – ICES)                    | 44.661           | 44.584           | 77.898            | 71.404            |
| inngangur.landsbokasafn.is (Intranet)             | 45.934           | 44.698           | 113.660           | 113.080           |
| vefsafn.is (Archived web pages)                   | 62.949           | 28.330           | 265.764           | 121.007           |
| handrit.is (Manuscripts)                          | 89.342           | 85.041           | 357.768           | 389.184           |
| baekur.is (Books)                                 | 36.330           | 37.253           | 443.148           | 421.264           |
| rafhladan.is (Born digital legal deposit)         | 26.990           | 33.126           | 78.638            | 97.049            |
| jonashallgrimsson.is (The poet and scholar JH)    | 24.137           | 28.452           | 56.660            | 68.643            |
| kvennasogusafn.is (Women’s history archive)       | 11.443           | 15.915           | 11.033            | 34.712            |
| islandskort.is (Antique maps of Iceland)          | 12.909           | 12.221           | 46.872            | 46.056            |
| hask.landsbokasafn.is (Cataloguers’ handbook)     | 10.079           | 9.135            | 68.337            | 56.762            |
| einkaskjol.is (Private archives)                  | 5.596            | 7.303            | 24.489            | 23.754            |
| Áttavitinn (Study guides)                         | 12.576           | 10.201           | 60.839            | 43.903            |
| utgafuskra.is (Icelandic national bibliography)   | 3.114            | 3.895            | 8.475             | 8.835             |
| Opinvisindi.is (Repository for research articles) | 9.665            | 11.339           | 47.320            | 52.031            |
| Lykilskra.landsbokasafn.is (Keywords)             | 5.880            | 6.082            | 22.838            | 20.520            |
| sagas.landsbokasafn.is (Saga translations)        | 3.299            | 4.138            | 20.962            | 21.443            |
| munlegsaga.is (The Center for Oral History)       | 1.147            | 1.699            | 3.757             | 4.367             |
| hljodsafn.landsbokasafn.is (Sound archive)        | 30.063           | 26.670           | 58.179            | 62.398            |
| konurogstjornmal.is (Women and politics)          | 3.230            | 3.796            | 7.511             | 7.612             |
| doktor.landsbokasafn.is (Icelandic PhD’s)         | 1.689            | 2.569            | 9.556             | 7.315             |
| bokaskra.landsbokasafn.is (Icelandic bibliogr.)   | 956              | 1.176            | 3.757             | 3.089             |
| jonarnason.is (The librarian and scholar JA)      | 554              | 1.424            | 1.289             | 5.080             |
| hallgrimurpetursson.is (The priest and poet HP)   | N/A              | 1.859            | N/A               | 3.305             |
| Openaccess.is                                     | N/A              | 1.282            | N/A               | 1.811             |
| <b>Total 28 websites</b>                          | <b>2.636.049</b> | <b>3.893.167</b> | <b>10.703.627</b> | <b>14.040.850</b> |

<sup>9</sup> Numbers from Turnitin Feedback Studio report.

<sup>10</sup> Numbers of visits and page views have been revised for the year 2017.

## 2.15 Social media - number of entries and number of followers<sup>11</sup> f

|  | Entries 2017 | Entries 2018 | Followers 2017 | Followers 2018 |
|--|--------------|--------------|----------------|----------------|
| Facebook - National and University Library | 171          | 162          | 2.628          | 2.752          |
| Facebook - Manuscript Collections          | 76           | 66           | 1.462          | 1.503          |
| Facebook - Music and Film Collections      | 14           | 66           | 905            | 906            |
| Facebook - Women´s Archives                | 87           | 107          | 1.496          | 1.717          |
| Facebook - Women and politics              | 543          | 9            | 339            | 348            |
| Facebook - Jónas Hallgrímsson              | 18           | 17           | 87             | 104            |
| Facebook - Music Collection                | 4            | 1            | 902            | 1.068          |
| Facebook - Ismus                           | 8            | 4            | 1.958          | 2.053          |
| Twitter - National and University Library  | 513          | 947          | 200            | 231            |
| Twitter - Openaccess.is                    | 39           | 229          | 70             | 162            |
| Twitter - Women´s Archives                 | 202          | 278          | 250            | 364            |
| YouTube - National and University Library  | 3            | 40           | 14             | 23             |
| YouTube - Music Collection                 | 128          | 0            | 85             | 89             |
| <b>Total</b>                               | <b>2.650</b> | <b>1.926</b> | <b>10.396</b>  | <b>11.320</b>  |

## 3. COLLECTIONS

### 3.2 Number of copies by format 2018 – processed from Gegnir (report E01)<sup>12</sup>

| Type of format | Manu-<br>scripts | NULI           | National<br>collection | Branch<br>Lögberg | Branch<br>VR II | Reserve<br>collection | Research<br>centres | Total<br>2018  | Total<br>2017  |
|----------------|------------------|----------------|------------------------|-------------------|-----------------|-----------------------|---------------------|----------------|----------------|
| Blu-ray        |                  | 332            | 55                     | 1                 |                 |                       |                     | 388            | 340            |
| Book           | 2.187            | 450.521        | 217.223                | 11.185            | 16              | 108.778               | 6.721               | 796.631        | 789.015        |
| Datasets       |                  | 16             | 8                      |                   |                 | 9                     |                     | 33             | 35             |
| CD             |                  | 635            | 8.538                  | 3                 |                 | 6.373                 |                     | 15.549         | 14.907         |
| CD-audiobook   |                  | 548            | 1.160                  |                   |                 | 758                   |                     | 2.466          | 2.407          |
| Manuscript     | 16.662           |                |                        | 1                 |                 |                       |                     | 16.663         | 16.650         |
| LP             |                  | 5              | 3.429                  |                   |                 | 2.354                 |                     | 5.788          | 5.519          |
| LP-audio book  |                  | 2              | 83                     |                   |                 | 69                    |                     | 154            | 152            |
| Bound journals | 17               | 3.606          | 7.268                  | 147               |                 | 452                   |                     | 11.490         | 11.176         |
| Maps           |                  | 47             | 1.445                  |                   |                 | 22                    |                     | 1.514          | 1.509          |
| MP3-audio book |                  | 16             | 210                    |                   |                 | 163                   |                     | 389            | 387            |
| Video          |                  | 1.598          | 801                    | 1                 |                 | 14                    |                     | 2.414          | 2.328          |
| DVD            |                  | 3.727          | 1.281                  |                   |                 | 52                    |                     | 5.060          | 4.790          |
| Sheet music    |                  | 4.308          | 2.634                  |                   |                 | 2.023                 |                     | 8.965          | 8.891          |
| Slides         |                  | 7              | 8                      |                   |                 | 2                     |                     | 17             | 15             |
| Ephemera       |                  |                | 587                    |                   |                 |                       |                     | 587            | 500            |
| Cassettes      |                  | 240            | 1.152                  |                   |                 | 729                   |                     | 2.121          | 2.130          |
| Cassette-audio |                  | 177            | 694                    |                   |                 | 535                   |                     | 1.406          | 1.357          |
| Games          |                  | 3              | 21                     |                   |                 | 7                     |                     | 31             | 30             |
| Journal issues | 19               | 31.771         | 18.528                 | 1.118             |                 | 13.204                |                     | 64.640         | 64.215         |
| Devices        |                  | 3              | 1                      |                   |                 |                       |                     | 4              | 4              |
| Computer data  |                  | 837            | 391                    | 7                 |                 | 195                   | 2                   | 1.432          | 1.325          |
| Computer files |                  |                | 3                      |                   |                 | 1                     |                     | 4              | 103            |
| <b>Total</b>   | <b>18.885</b>    | <b>498.401</b> | <b>265.520</b>         | <b>12.463</b>     | <b>16</b>       | <b>135.741</b>        | <b>6.723</b>        | <b>937.749</b> | <b>927.787</b> |

<sup>11</sup> Usage of social media has been experimental and requires a lot of work. The number of accounts has been reduced.

<sup>12</sup> Reserve Collections and Research Centres now have their own column instead of being part of National Collections.

### 3.2.1 Stock by Units – processed from Gegnir (report E09)<sup>13</sup>

| Total number of titles          | 2015           | 2016           | 2017           | 2018           |
|---------------------------------|----------------|----------------|----------------|----------------|
| Manuscript Collections          | 2.412          | 2.350          | 2.360          | 2.386          |
| National and University Library | 386.119        | 391.688        | 398.392        | 403.017        |
| National Collections            | 161.254        | 164.012        | 167.192        | 168.356        |
| Branch at Lögberg               | 9.222          | 9.227          | 9.284          | 9.331          |
| Branch at VR II                 | 2.068          | 2.062          | 1.661          | 16             |
| Reserve collections             |                |                | 45             | 104.207        |
| Research Centres of UI          | 5.367          | 5.363          | 5.364          | 5.372          |
| <b>Total</b>                    | <b>566.442</b> | <b>574.702</b> | <b>584.298</b> | <b>692.685</b> |
| <b>Total number of copies</b>   |                |                |                |                |
| Manuscript Collections          | 18.792         | 18.803         | 18.846         | 18.885         |
| National and University Library | 532.449        | 540.831        | 543.078        | 498.401        |
| National Collections            | 372.156        | 382.454        | 391.746        | 265.520        |
| Branch at Lögberg               | 12.360         | 12.445         | 12.479         | 12.463         |
| Branch at VR II                 | 2.113          | 2.107          | 1.662          | 16             |
| Reserve collections             |                |                | 464            | 135.741        |
| Research Centres of UI          | 6.718          | 6.714          | 6.713          | 6.723          |
| <b>Total</b>                    | <b>944.588</b> | <b>963.354</b> | <b>927.837</b> | <b>937.749</b> |

### 3.2.2 Acquisitions

| Items received under legal deposit <sup>14</sup> | 2015           | 2016           | 2017           | 2018           |
|--|----------------|----------------|----------------|----------------|
| Books (printed works registered as books)        | 5.863          | 4.934          | 4.696          | 4.540          |
| Periodicals (individual issues)                  | 5.582          | 4.864          | 4.872          | 3.513          |
| Newspapers (individual issues)                   | 6.172          | 6.917          | 6.787          | 6.144          |
| Annual reports                                   | 325            | 300            | 282            | 361            |
| Posters  | 177            | 142            | 70             | 64             |
| Maps   | 24             | 16             | 30             | 8              |
| Printed ephemera (units)                         | 8.666          | 10.342         | 4.420          | 5.660          |
| Sound recordings <sup>15</sup>                   | 543            | 286            | 261            | 339            |
| Video tapes and DVDs <sup>16</sup>               | 41             | 60             | 14             | 15             |
| Audio books                                      | 66             | 71             | 68             | 25             |
| Sheet music                                      |                | 11             | 53             | 9              |
| Digital items in Skemman                         | 3.156          | 3.028          | 2.770          | 2.702          |
| Digital items in Rafhlaðan                       | 1.923          | 1.869          | 2.372          | 2.552          |
| Digital items in Opin vísindi                    |                | 51             | 316            | 468            |
| Digital items in Hljóðsafn                       | 7.869          | 10.273         | 5.047          | 4.480          |
| <b>Web archiving – documents (thousands)</b>     | <b>2015</b>    | <b>2016</b>    | <b>2017</b>    | <b>2018</b>    |
| The Icelandic web domain                         | 284.525        | 226.907        | 234.226        | 311.044        |
| Weekly selected archiving                        | 102.371        | 105.164        | 92.771         | 92.723         |
| Event-related collections                        | 2.258          | 3.816          | 7.835          | 24.137         |
| <b>Total documents (thousands)</b>               | <b>389.154</b> | <b>335.887</b> | <b>334.832</b> | <b>427.904</b> |

<sup>13</sup> Revised numbers from Landskerfi bókasafna. Numbers from Reserve collections were added.

<sup>14</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>15</sup> Counting of copies of published sound recordings preserved. Here also titles published by individuals, choirs and bands.

<sup>16</sup> Titles.

| <b>Other acquisitions</b>                        | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |
|--|-------------|-------------|-------------|-------------|
| Books - Services and University relations        | 640         | 406         | 507         | 362         |
| Books - National Collections                     | 288         | 355         | 361         | 384         |
| Books - University of Iceland                    | 993         | 1.037       | 725         | 790         |
| Books, donations/exchanges                       | 3.467       | 4.430       | 8.622       | 6.100       |
| Foreign periodicals, paid by NULI and UI         | 590         |             |             |             |
| Foreign periodicals, paid by NULI                |             | 331         | 199         | 277         |
| Foreign periodicals, paid by UI                  |             | 255         | 382         | 355         |
| Foreign periodicals, paid by UI institutions     | 7           | 2           | 2           | 2           |
| Foreign periodicals, donations/exchanges         | 170         | 185         | 184         | 190         |
| Periodicals, donations of back-numbers (volumes) | 207         | 137         | 167         | 183         |
| Icelandic periodicals, purchased                 | 113         | 115         | 116         | 83          |
| Icelandic periodicals, donated                   | 25          | 23          | 23          | 20          |
| Sound recordings - purchased National Collection | 80          | 169         | 302         | 201         |
| Sound recordings, donated                        | 143         | 47          | 327         | 331         |
| DVDs - NULI Services and University relations    | 48          | 55          | 88          | 59          |
| DVDs - NULI National Collections                 | 18          | 27          | 28          | 37          |
| DVDs - University of Iceland                     | 40          | 33          | 19          | 15          |
| Video tapes and DVDs, donations                  | 275         | 164         | 66          | 239         |
| Audio books, donations                           | 7           | 7           | 24          | 23          |
| Sheet music, donations                           |             | 128         | 262         | 98          |
| Annual reports, donations                        |             | 9           | 21          | 21          |
| Computer data, donations                         |             |             | 6           | 2           |
| Databases for NULI, UI and others <sup>17</sup>  | 28          | 27          | 27          | 29          |
| Acquisitions by Manuscript Collection            | 81          | 72          | 66          | 65          |
| Acquisitions by Women's history archive          | 22          | 16          | 17          | 21          |
| Acquisitions by Centre for Oral History          | 11          | 8           | 5           | 4           |

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

| <b>Total withdrawn copies</b>   | <b>2015</b>   | <b>2016</b>   | <b>2017</b>   | <b>2018</b>   |
|---------------------------------|---------------|---------------|---------------|---------------|
| Manuscript Collections          | 25            | 168           | 78            | 51            |
| National and University Library | 9.301         | 9.630         | 14.206        | 12.531        |
| National Collections            | 2.077         | 2.328         | 3.379         | 2.685         |
| Branch at Lögberg               | 193           | 397           | 355           | 490           |
| Branch at VR II                 | 3             | 2             | 423           | 1.644         |
| Reserve copies                  |               |               | 1.988         | 1.988         |
| Research Centres of UI          | 13            | 7             | 5             | 15            |
| <b>Total</b>                    | <b>11.599</b> | <b>12.532</b> | <b>18.446</b> | <b>19.404</b> |

<sup>17</sup> NULI paid for or took part in purchasing 8 databases and schools / faculties of the University of Iceland for 25 databases.

## 4. ACCESS AND FACILITIES

|   |           |
|---|-----------|
| Wintertime - opening hours pr. week                       | 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 | 20        |
| Catalogue records - Gegnir                                | 1.255.868 |
| Number of copies - Gegnir                                 | 5.956.964 |
| 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

|                          | 2015      | 2016      | 2017      | 2018      |
|--------------------------|-----------|-----------|-----------|-----------|
| Promotional material     |           |           |           |           |
| New leaflets             | 0         | 0         | 0         | 0         |
| Re-issued leaflets       | 7         | 3         | 8         | 8         |
| Guidelines in Áttavitinn | 19        | 22        | 2         | 16        |
| Exhibition catalogs      | 4         | 3         | 1         | 1         |
| Brochures                | 2         | 4         | 5         | 7         |
| Reports                  | 1         | 1         | 0         | 0         |
| <b>Total</b>             | <b>35</b> | <b>33</b> | <b>16</b> | <b>32</b> |

### 5.4 Conservation and binding services

|       | 2015   | 2016   | 2017   | 2018   |
|-------|--------|--------|--------|--------|
| Units | 44.315 | 45.497 | 39.383 | 22.586 |

## 5.5 Digitization

| Printed material (pages)                | 2015           | 2016           | 2017           | 2018           |
|---|----------------|----------------|----------------|----------------|
| Newspapers and periodicals              | 104.002        | 139.775        | 101.478        | 64.277         |
| Books                                   | 67.731         | 43.929         | 48.546         | 8.344          |
| Manuscripts                             | 38.240         | 17.824         | 25.669         | 21.014         |
| Maps                                    | 0              | 0              | 9              | 0              |
| Not published on the Library's websites | 0              | 0              | 356            | 0              |
| Albums and covers for the Sound Archive | 4.631          | 3.687          | 5.238          | 5.657          |
| Private Archives                        | 198            | 268            | 1.482          | 1.487          |
| For Rafhlaðan                           | 95             | 326            | 0              | 0              |
| <b>Total pages</b>                      | <b>214.897</b> | <b>205.861</b> | <b>182.778</b> | <b>100.770</b> |
| Sound material (sound files)            |                |                |                |                |
| Music                                   | 17.491         | 10.262         | 5.047          | 4.480          |
| Interviews                              | 378            | 11             | 0              | 253            |
| <b>Total sound files</b>                | <b>17.869</b>  | <b>10.273</b>  | <b>5.047</b>   | <b>4.733</b>   |

## 5.6 ISSN and ISBN

| ISSN (International Standard Serial Number) | 2015 | 2016 | 2017 | 2018 |
|---|------|------|------|------|
| ISSNs assigned                              | 112  | 116  | 132  | 79   |
| ISBN (International Standard Book Number)   |      |      |      |      |
| Registrant element ranges assigned          | 70   | 70   | 55   | 48   |
| Individual ISBNs assigned                   | 207  | 204  | 180  | 193  |
| ISMN (International Standard Music Number)  |      |      |      |      |
| Registrant element ranges assigned          | 3    | 2    | 4    | 6    |
| Individual ISMNs assigned                   | 3    | 3    | 6    | 3    |

## 6. FUNDING AND EXPENDITURE

### 6.2 Operating expenses (ISK '000)

|                        | 2015             | 2016             | 2017           | 2018           |
|------------------------|------------------|------------------|----------------|----------------|
| Payroll                | 528.066          | 567.205          | 602.477        | 644.286        |
| Acquisitions           | 302.841          | 292.046          | 259.082        | 274.154        |
| Other expenses         | 271.666          | 274.867          | 292.817        | 319.619        |
| <b>Total</b>           | <b>1.102.573</b> | <b>1.134.118</b> | <b>1.154.2</b> | <b>1.238.0</b> |
| Percentage breakdown % | 2015             | 2016             | 2017           | 2018           |
| Payroll                | 47.9             | 50.0             | 52.2           | 52.1           |
| Acquisitions           | 27.5             | 25.8             | 22.4           | 22.1           |
| Other expenses         | 24.6             | 24.2             | 25.4           | 25.8           |

## 6.2 Division of expenses by departments

| Departments                                 | 2015 | 2016          | 2017          | 2018          |
|---|------|---------------|---------------|---------------|
| Acquisitions and metadata                   |      | 21.2%         | 20.6%         | 20.0%         |
| Administration and IT                       |      | 33.2%         | 35.5%         | 34.5%         |
| National collections and digital conversion |      | 13.6%         | 14.1%         | 15.9%         |
| Information and services                    |      | 32.0%         | 29.8%         | 29.6%         |
| <b>Total</b>                                |      | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b> |

## 6.3 3 Income statement (ISK '000)

| Income   | 2015             | 2016             | 2017             | 2018             |
|--|------------------|------------------|------------------|------------------|
| University of Iceland's allocation for acquisitions      | 40.349           | 40.223           | 37.700           | 41.018           |
| Icelandic Consortium for Electronic Subscriptions (ICES) | 122.114          | 125.069          | 128.617          | 128.652          |
| Other income   | 71.227           | 72.318           | 74.939           | 82.997           |
| Government appropriation                                 | 860.600          | 900.200          | 946.603          | 1.032.145        |
| <b>Total</b>   | <b>1.094.290</b> | <b>1.137.810</b> | <b>1.187.859</b> | <b>1.284.812</b> |
| Expenses   | 2015             | 2016             | 2017             | 2018             |
| Payroll  | 528.066          | 567.205          | 602.477          | 644.286          |
| Operation and maintenance of buildings                   | 144.705          | 144.106          | 161.510          | 165.009          |
| Purchase of acquisitions                                 | 72.379           | 71.320           | 70.284           | 76.916           |
| Icelandic Consortium for Electronic Subscriptions (ICES) | 230.462          | 220.726          | 188.798          | 197.238          |
| Systems (Consortium of Icelandic Libraries. etc.)        | 28.181           | 27.216           | 26.030           | 26.514           |
| Operation of computer systems and technical equipment    | 34.189           | 38.741           | 46.388           | 40.124           |
| Other expenses   | 64.591           | 64.804           | 58.727           | 87.972           |
| <b>Total</b>   | <b>1.102.573</b> | <b>1.134.118</b> | <b>1.154.214</b> | <b>1.238.059</b> |
| <b>Operating surplus</b>                                 | <b>- 8.283</b>   | <b>3.692</b>     | <b>33.645</b>    | <b>46.753</b>    |

## 7. LIBRARY STAFF

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

| Average full-time equivalent staff per unit | 2015         | 2016         | 2017         | 2018         |
|---|--------------|--------------|--------------|--------------|
| Acquisitions and metadata                   | 21.25        | 20.50        | 19.95        | 21.30        |
| Administration and IT                       | 13.25        | 13.25        | 13.00        | 12.80        |
| National collections and digital conversion | 17.55        | 17.60        | 18.65        | 19.43        |
| Information and services                    | 18.11        | 18.70        | 18.83        | 18.60        |
| <b>Total FTE's</b>                          | <b>70.16</b> | <b>70.05</b> | <b>70.43</b> | <b>72.13</b> |
| Personnel by category FTE's                 |              |              |              |              |
| Qualified librarians                        | 27.10        | 27.30        | 30.75        | 28.25        |
| Librarians with university degrees          | 17.30        | 18.80        | 18.60        | 22.90        |
| Other librarians                            | 12.61        | 12.35        | 10.20        | 9.00         |
| Assistants and office staff                 | 3.25         | 2.25         | 4.08         | 4.08         |
| Other staff                                 | 9.90         | 9.35         | 6.80         | 7.90         |
| <b>Total FTE's</b>                          | <b>70.16</b> | <b>70.05</b> | <b>70.43</b> | <b>72.13</b> |



## Gender analysis

| Library staff   | 2015          | 2016          | 2017          | 2018          |
|---|---------------|---------------|---------------|---------------|
| Males   | 31            | 32            | 32            | 32            |
| Females   | 47            | 46            | 47            | 47            |
| <b>Total</b>  | <b>78</b>     | <b>78</b>     | <b>79</b>     | <b>79</b>     |
| <b>Library staff – FTE´s</b>                          |               |               |               |               |
| Males   |               | 28.00         | 28.70         | 29.80         |
| Females   |               | 42.05         | 41.73         | 42.33         |
| <b>Total</b>  |               | <b>70.05</b>  | <b>70.43</b>  | <b>72.13</b>  |
| <b>Registered borrowers</b>                           |               |               |               |               |
| Males   | 4.893         | 4.707         | 4.428         | 4.547         |
| Females   | 9.121         | 8.940         | 8.205         | 8.394         |
| Unspecified, institutions, companies                  | 138           | 170           | 162           | 133           |
| <b>Total</b>  | <b>14.152</b> | <b>13.817</b> | <b>12.872</b> | <b>13.074</b> |
| <b>Interlibrary lending and article services</b>      |               |               |               |               |
| Males   | 986           | 863           | 649           | 570           |
| Females   | 1.129         | 989           | 908           | 807           |
| Unspecified, institutions, companies                  | 348           | 238           | 265           | 232           |
| <b>Total</b>  | <b>2.463</b>  | <b>2.340</b>  | <b>1.822</b>  | <b>1.609</b>  |
| <b>Guests in reading room on 1<sup>st</sup> floor</b> |               |               |               |               |
| Males   | 2.444         | 2.338         | 2.495         | 2.766         |
| Females   | 1.136         | 1.084         | 979           | 1.126         |
| <b>Total</b>  | <b>3.580</b>  | <b>3.422</b>  | <b>3.475</b>  | <b>3.892</b>  |
| <b>Rent of reading rooms (months)</b>                 |               |               |               |               |
| Males   | 94            | 69            | 95            | 112           |
| Females   | 218           | 243           | 200           | 175           |
| <b>Total</b>  | <b>312</b>    | <b>312</b>    | <b>295</b>    | <b>287</b>    |
| <b>Topics of exhibitions</b>                          |               |               |               |               |
| Males   | 5             | 5             | 6             | 1             |
| Females   | 2             | 1             | 4             | 3             |
| Unspecified, things, institutions, etc.               | 6             | 6             | 2             | 5             |
| <b>Total</b>  | <b>13</b>     | <b>12</b>     | <b>12</b>     | <b>9</b>      |
| <b>Lecturers at seminars</b>                          |               |               |               |               |
| Males   | 17            | 20            | 21            | 19            |
| Females   | 10            | 23            | 27            | 22            |
| <b>Total</b>  | <b>27</b>     | <b>43</b>     | <b>48</b>     | <b>41</b>     |
| <b>Highlight of the month on Library website</b>      |               |               |               |               |
| Males   | 7             | 4             | 5             | 5             |
| Females   | 5             | 5             | 5             | 2             |
| Unspecified, things, institutions, etc.               | 0             | 3             | 2             | 5             |
| <b>Total</b>  | <b>12</b>     | <b>12</b>     | <b>12</b>     | <b>12</b>     |

