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Annual Report 2007

Koninklijke Bibliotheek
National Library of the Netherlands

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Reader's Guide

By means of this Annual Report, the Koninklijke Bibliotheek (KB) gives account of the policy followed in 2007 and the results thereof. The Annual Report is written first and foremost for the government of the Netherlands, in particular the Ministry of Education, Culture and Science (www.minocw.nl). It makes clear how the KB has realised its strategic objectives, and has made use of the means made available to it.

In addition, the KB wishes to inform both its customers and a wide circle of colleague institutions, among which libraries, archives and universities, about the activities of the National Library of the Netherlands.

The Annual Report consists of three chapters. In Chapter 1 a report is given of the second year of the current strategic period, based on the strategic themes from the *2006-2009 Strategic Plan* (www.kb.nl/strategicplan2006). Chapter 2 contains a report in figures, in the form of performance indicators that reflect a number of the core activities of the KB. Chapter 3 contains the financial report, with the complete financial statements and the Auditor's Report.

A printed summary of the 2007 Annual Report, including a USB wristband containing the complete version of the Annual Report, may be requested from the Communications Division of the KB. This summary is also available in English.

The 2007 Annual Report is available digitally (Dutch and English) from the KB website:
www.kb.nl/annualreport2007

For security and privacy reasons, the Annual Report does not contain any digital signatures. Copies of the original report are stored in the KB archive.

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Board of Governors

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H.J. Jansen, Director e-Strategy

Dr. P.J. Moree, Director Finance and Corporate Services

J. F. Steenbakkens, Director e-Strategy & Property Management (till 1 November 2007)

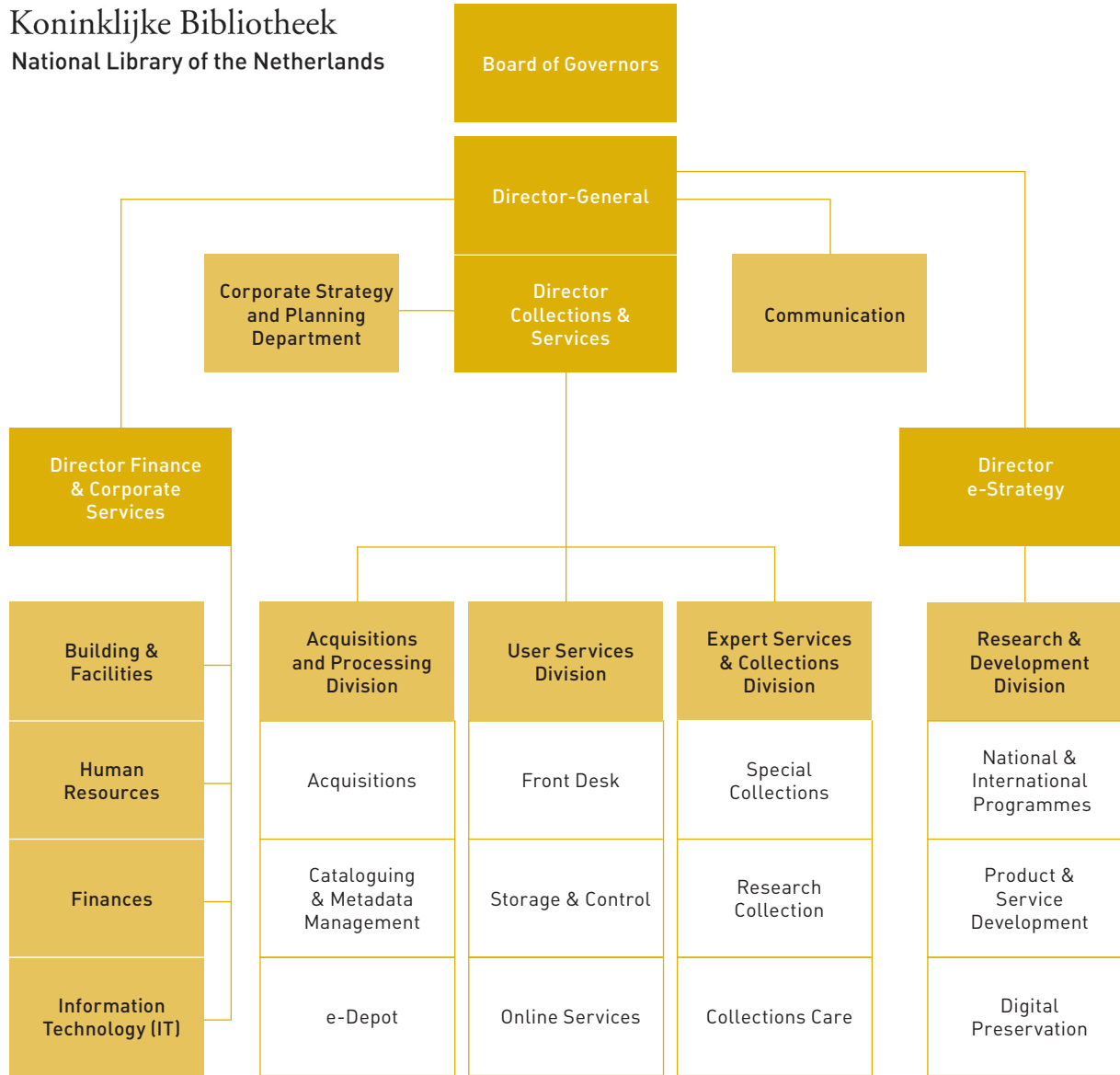
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Organisation chart

December 2007



Koninklijke Bibliotheek
National Library of the Netherlands



The year in brief



January

IOS Press and the KB conclude an agreement for the deposit and archiving of all electronic publications of IOS Press in the international e-Depot of the KB.

www.kb.nl/e-depot-en



February

The KB acquires the *Gruuthuse* manuscript, the undisputed highlight of Dutch cultural history. The *Gruuthuse* manuscript is one of the most important sources for Middle Dutch literature and for Dutch cultural history of the Middle Ages.

www.kb.nl/gruuthuse

The KB collection is extended further with the *Bout-Psalter-Getijdenboek* (Bout Psalter Book of Hours). This fifteenth century manuscript is special both because of its text and its illustrations. It contains magnificent, page-filling miniatures, painted initials and delicate, often humorous penmanship.

www.kb.nl/bout-en

The KB concludes an agreement with the Zeeland Library. This agreement enables members of the Zeeland Library to purchase a KB annual library pass for a reduced price. This allows them not only to borrow publications, but also to make use of the various digital services of the KB.



March

Farewell of Dr. Anne Korteweg, who had been the KB's head of medieval manuscripts since December 1973. On the occasion of her departure an international conference is organised in the KB. In December 2007 she is made a *Chevalier des Arts et des Lettres*. She receives this decoration from the French ambassador to the Netherlands.

Metamorfoze celebrates its tenth year. On 20 March 2007 Bureau Metamorfoze organises a festive symposium in the KB on the occasion of the 10th anniversary of this conservation programme. In the course of the afternoon the achievements of the past ten years are reviewed and new plans are presented. Professor of Modern Dutch Literature, Marita Mathijssen and scriptwriter Gerard Soeteman stress the importance of Dutch paper heritage for their work.

www.metamorfoze.nl

End of the exhibition *Magazine!* on the theme of 150 years of popular magazines. The exhibition could be viewed for four months (from November 2006 to March 2007) on site. The new warehouse functioned as exhibition space.

www.kb.nl/magazine



In addition to the purchase of publications the KB invests in the management and preservation of its collections. The KB has its own restoration workshop and KB staff are actively involved in research into collection preservation. In November 2007 the KB organised, in cooperation with the *Nationaal Archief* (National Archives), a symposium *wat?er*, about paper conservation and water. The symposium focused on the diverse, sometimes contradictory role of water in the different 'life stages' of paper heritage. At times that role is useful and indispensable, as in the case of paper preparation, at others it is harmful or even disastrous, as in the case of various forms of water damage. In 2007 a start was made with drawing up a collection preservation plan. As part of this plan an inventory was made of the existing collections, and procedures and guidelines for the management and preservation of the collections were established. In the collection preservation plan the conservation priorities for the coming years have also been established.

A highlight of 2007 was the official opening of the new Reading Room of the Netherlands in April. The Reading Room of the Netherlands is a direct result of the Dutch profile of the KB, and is the realisation of a new concept. The heart of the reading room is designed around thematic pavilions. These pavilions are devoted to subjects that generate a great deal of interest, such as The Netherlands and the House of Orange, Colonial Past and The Netherlands, Land of Water. Along the walls of the Reading Room of the Netherlands runs a time-line with four quadrants: The Netherlands in General, The Netherlands till 1800, The Netherlands 1800-1945 and The Netherlands after 1945. The books in both the pavilions and the time-line are in open stacks. The content of the quadrants is supplemented by the special design of the Reading Room, which includes furniture and accessories from the historic periods in question.

Customer and market

The KB wishes to meet the needs of its customers as much as possible, among whom researchers, students and the general public with a broad cultural interest. In 2007 a number of improvements were implemented as a result of the customer satisfaction survey carried out by TNS/Nipo. The delivery time of books has been cut and the clarity of the KB website has been improved. In addition, a customer panel has been set up, consisting of fifty persons who represent all the different types of web visitors. In order to continue to serve customers on site quickly and efficiently, and to store the growing collection optimally, the Warehouse Masterplan was drawn up in 2007. The Warehouse Masterplan is part of the larger project *Gang van het Boek* (Path of the Book). This project will run for a number of years and entails, among other things, improving efficiency by streamlining the processing of the stream of books, the transfer of collections to a new warehouse and the renovation of the existing warehouses.

The academic and cultural programme offer scope for a more systematic approach to our target groups. By means of these programmes the KB wishes to promote awareness and use of its collections.

The academic programme is aimed primarily at researchers and students, and aims at strengthening the ties with academic research. In order to promote the interchange between the KB collections and academic research, the KB created the KB fellowship in 2004. Here, it works together intensively with the Netherlands Institute for Advanced Study in the Humanities and Social Sciences (NIAS, Wassenaar). In 2007, a renowned scholar, Jonathan Israel (Institute for Advanced Study, Princeton, United States) held the fellowship. At the conclusion of his fellowship Jonathan Israel gave a lecture in June on the patriotic movement, which generated overwhelming interest. In the coming years three new fellows will be affiliated with the KB: the British historian Lisa Jardine (autumn 2008), publisher and typographer Robin Kinross (spring 2009) and the Leuven cultural historian Jo Tollebeek (autumn 2010). The close ties with scholarship are further safeguarded by the KB's involvement in two special chairs. These have been established in cooperation with the universities of Amsterdam and Leiden.

At the UvA Dr. J.A.A.M. Biemans has held the *Wetenschap van het manuscript* (Manuscript Studies) Chair since 2005, in Leiden Gerard Unger has been special professor of Typographical Design since 2006. In 2007 the KB again facilitated a number of lectures for the Masters Programme Book & Byte at the University of Leiden.

The cultural programme is aimed at another important target group of the KB, namely the general public with a broad interest in culture. By far the largest event that took place in this regard was the exhibition *Magazine!* on the theme: 150 years of popular magazines. The exhibition could be viewed from November 2006 to March 2007 on site (www.kb.nl/magazine). The new warehouse functioned as an exhibition space. During four months approximately 10,000 visitors visited the *Magazine!* exhibition. This number was lower than expected. Yet the exhibition may in many respects be termed a success. In terms of publicity *Magazine!* was a great success, receiving ample attention in the media. The cooperation with the magazine publishers was also positive and resulted in many group visits from the publishing world. In addition, three publications were published within the framework of the exhibition. The Legacy of the Netherlands, the permanent exhibition of treasures of the KB and the *Nationaal Archief* (National Archives), drew more than 23,000 visitors in 2007. Three temporary exhibitions were organised of which in particular the temporary exhibition 'Op vakantie' (On holiday) resulted in much publicity (www.deverdiepingvannederland.nl). As part of the cultural programme the KB created web exhibitions and web files linked to current affairs (www.kb.nl/webexhibitions and www.kb.nl/dossiers).

Digital services

The digital services of the KB grew strongly in the past years, both in number and size, and especially in use. The KB is carrying out a number of large-scale digitisation projects, among which the Dutch Parliamentary Papers (www.statengeneraaldigitaal.nl) and the Databank Digital Daily Newspapers (www.kb.nl/ddd-en). These projects will be explored further under Theme II. In order to maintain coherence in the package of services and to develop further initiatives with respect to the digital library a new department has been set up under the name Online Services (OLS). In May 2007 the new KB library pass was introduced. This new pass allows visitors to register themselves and to change their details. With an eye to the future expansion of services the library pass has been equipped with an RFID chip (*Radio Frequency Identification*). Within the working group *Gang van het Boek* (Path of the Book) an exploratory review was held into the general application possibilities of rfid technology in the library, for instance in the storage and availability of books.

In 2007 the KB worked further on the project Renewal Data Architecture (VGA). The aim of the project is to standardize the technology behind the various digital services that the KB offers. VGA will be concluded at the beginning of 2008. In June the *2007-2008 Information Plan* was presented. This plan outlines which facilities will be necessary for the KB's renewed package of digital services.

In the renewal of its digital services the KB tries, where possible, to make use of new technologies and current developments on the web. A subject that in the previous year and also in the coming period received attention is the application of innovative forms of language technology in the cataloguing of publications. The KB works together closely in this regard with other Dutch research libraries united in UKB, with whom the KB shares the national system for Joint Subject Indexing (GOO). In 2007 the discussion about the future of GOO was continued.

In addition, the KB is involved in the STITCH project: Semantic Interoperability To access Cultural Heritage (www.cs.vu.nl/stitch/). STITCH is part of the NWO programme Continuous Access To Cultural Heritage (CATCH, www.nwo.nl/catch). Within stitch research is carried out into the semantic relationships between different subject heading systems, among which thesauri. For libraries it is interesting to know how existing systems can be linked without necessitating a drastic change of the systems themselves.

Enhancing the national scientific information infrastructure

For the provision of scientific information the Dutch university libraries and the KB make use of a shared infrastructure. An example of this is the Shared Cataloguing System (GGC), and linked to it the Netherlands Central Catalogue (NCC). The current developments in the field of the provision of information also have consequences for the future design of this shared infrastructure. As a National Library the KB seeks to ensure that this shared infrastructure meets the demands of the future. The KB does this by promoting coherence in facilities and the spread of knowledge. Moreover, the KB contributes to the expansion of the available content by digitising large amounts of sources for academic research. In addition, the KB encourages other institutions in the sector to participate in conservation and digitisation projects.

Coherence in facilities and the spread of knowledge

A concrete step towards the promotion of coherence was taken by the creation of a Netherlands Coalition for Digital Preservation (NCDD, www.ncdd.nl). The NCDD began formally in 2007 with a number of organisations that are responsible for the permanent/perpetual access of large amounts of scientific data: NWO, KNAW, KB, DANS, CBS, *Nationaal Archief*, Image and Sound, SURF, the 3TU Federation, and the Ministry of the Interior and Kingdom Relations (BZK). The office of the NCDD Foundation is housed in the KB. The aim of the ncdd is to realise a stable organisational and technical infrastructure in the Netherlands, which can guarantee permanent access to digital data that are of crucial importance for science, culture and government. The NCDD wishes to achieve this goal in the coming five years. As a first step on the road to this infrastructure a broad national review will be carried out to map out the risks of loss of digital material in the public sector. The core question in this regard is: who stores what in the Netherlands and how is this done? This review should yield an objective picture of the current state of affairs in the Netherlands in the area of digital preservation. On the basis of this picture a strategy can then be developed for the design of a national infrastructure. In addition, the review will play an important part in 'awareness raising' with respect to digital preservation. To carry out this review the KB has received funds from the Ministry of OCW.

The scientific infrastructure is also enhanced by DARE, a project that commenced in 2003 at the initiative of the SURF foundation. DARE stands for Digital Academic Repositories and is a cooperative alliance of all the Dutch universities and the KB. The aim of dare is to modernize the storage and dissemination of academic output in the Netherlands. This is achieved by means of a shared infrastructure that makes it possible to include, store and make accessible academic publications digitally. The KB links the institutional repositories of the dare partners to the e-Depot, so that the material is also safeguarded for the long term. In 2007 the automatic processing of DARE publications in the e-Depot was initiated. www.darenet.nl

Another project that contributes to the national scientific infrastructure is the Library Facilities for the Humanities project (BGW). In this project the KB works together with six university libraries to enhance the collections for the humanities nationally. The third stage of this project, which is funded primarily by NWO, was finalized at the end of 2006. In 2007 the evaluation and financial conclusion of the project took place. www.kb.nl/bgw

Digitising sources for academic research

The availability of digitised sources for research in the humanities is of great importance. Digitised texts improve the accessibility of the material, as the researcher can study the sources online at any given moment and not only on site. In the case of mass digitisation, the amount of information a researcher has at his disposal has increased enormously, moreover. He can, for instance, form a detailed picture of all the forms of a grammatical development in Dutch, and can, moreover, follow that development over time. Finally, clever technology can help the researcher with searching through sources. Thus, new research questions can be tackled, which had previously been impossible to pursue for practical reasons. Digitisation is therefore changing both the nature and the scale of humanities research. The KB wishes to contribute to this development by digitising the research sources and making them available. It is important in this process that the digitised sources are searchable in an efficient manner. In order to achieve this the KB maintains good contacts with the research field. In this way the search interface can be adapted as much as possible to the needs of the researchers. A number of (large-scale) digitisation projects are described in more detail below.

Databank Digital Daily Newspapers The aim of the Databank Digital Daily Newspapers project is to digitise eight million pages from Dutch newspapers from the beginning of the seventeenth up till and including the twentieth century, and to make them available on the Internet. The project started at the end of 2006 and will run for a period of five years. The project is financed (budget € 12.5 million) from the 'Nationaal Programme for Investments in Large-scale Research Facilities' of NWO.

www.kb.nl/ddd-en

In 2007 a project team was put together, material was selected by an academic advisory committee, agreements were made with publishers, the material was analysed and a European tender for the digitisation of the newspapers was issued. A start was also made with putting together an inventory of user requirements. In addition, a number of pilot projects were set up to look at different possibilities for making text accessible.

The Dutch Parliamentary Papers On 8 June 2007 the website of Staten-Generaal Digitaal (Dutch Parliamentary Papers project) was officially launched by the chairman of the Lower Chamber. On this website researchers and other interested parties can perform a highly detailed search through the acts and papers of the Upper and Lower Chamber from the period 1814-1995. These documents constitute an important source for Dutch general and parliamentary history. From the day of the launch, the 1990-1995 volumes have been online. The rest of the material will be added in the coming years. Since its launch the website has been consulted widely (18,000 visitors, as of December 2007), primarily by lawyers. As more material becomes available online, it is expected that historians and journalists will also start to make a lot of use of the website.

www.statengeneraaldigitaal.nl

The Dutch Parliamentary Papers project is a joint venture of the Lower Chamber and the Koninklijke Bibliotheek and will run from 2004 to 2010. A budget of € 10.5 million will enable 2.5 million pages of historical material to be prepared, microfilmed, digitised and made accessible by means of the Internet in this period. Characteristic for the project are the high quality of the filming and digitisation, and the extensive search interface with which the historical material is made accessible.

Parchment to Portal The Parchment to Portal project was finalized in 2007. Parchment to Portal is a project in which information is collected about all the medieval manuscripts that may be found in the Netherlands. Due to the construction of a Central Catalogue of Medieval Manuscripts (CCMM) with uniform entries and digital illustrations possibilities for innovative research have been created.

In a joint presentation, the KB and CERL (Consortium of European Research Libraries) exhibited at the International Medieval Congress (IMC) in Leeds two new search instruments for (medieval) manuscripts. www.mmdc.nl

Digital Anp news bulletins 1937-1989 In 1993 the Koninklijke Bibliotheek acquired the typescripts of the bulletins of the ANP (Netherlands National News Agency) from the period 1937-1989. This material was stored at the time in the cellars of a building situated in the Mediapark in Hilversum and was in danger of becoming lost. In the ANP project, which started in 2007, these typed ANP radio bulletins (1.5 million pages), will be digitised and made available through a website. The project is expected to be completed in May 2008.

www.kb.nl/anp

Digitisation Special Collections Within the Digitisation Special Collections project the university libraries of Amsterdam and Leiden work together with the KB on the digitisation of approx. 5,000 titles from the period 1781-1800. At the end of 2007 an extensive project plan was drawn up and the project organisation was set up. The preparation for the selection of the material is in full progress. The project will run from 2007-2009.

Promoting participation in conservation and digitisation projects

The KB promotes the participation of cultural heritage institutions in projects in the area of conservation and digitisation. The KB is the coordinator of two national programmes: Metamorfoze (conservation) and The Memory of the Netherlands (digitisation). Within these programmes the KB supplies guidance to projects, and offers its experience and expertise in the formulation of guidelines for quality and uniformity. Both programmes have been continued in 2007, in accordance with the project plans.

Metamorfoze Metamorfoze is the national programme for the preservation of paper heritage. In 2007 the budget for Metamorfoze was € 6 million for the library and archive collections. This is a threefold increase in relation to the budget for 2006. The programme has been extended considerably and now also includes the archive sector. In order to be able to guide the much larger number of projects the Metamorfoze team has been expanded to include two coordinators, a quality controller and a project assistant. In the second half of 2007 work was carried out on, among other things, support of heritage institutions in drawing up project proposals for the November session of the Assessment Committee. Twenty proposals were submitted and approved by the committee. In addition, Metamorfoze prepared itself for the implementation of digitisation as method of conversion in 2008. In the second half of 2007 more work was done on the *Guidelines for Preservation Imaging*, by among other things international peer reviews. A final version of the guidelines will appear in January 2008. A new version of *Metamorfoze Handbook* has also been drawn up, aimed specifically at digitisation projects.

www.metamorfoze.nl

The Memory of the Netherlands The Memory of the Netherlands is the national programme for the digitisation of Dutch cultural heritage. In 2007 thirteen new digitisation programmes were initiated. In the acquisition of new collections subjects not yet included in the Memory collection are sought in particular. In 2007 four projects were selected for publication in The Memory of the Netherlands via the SenterNovem regulation 'Digitisation with care'. The two Senter projects from the 2006 subsidy round are in an execution phase.

The advantage of this method is that the files themselves do not need to be changed. In July 2007 the emulator Dioscuri was finalized and made available as an open source application. The emulator is the result of a joint project of the KB and the *Nationaal Archief* (National Archives). In 2008 the phase of implementing the emulator in the infrastructure of the e-Depot will start.

<http://dioscuri.sourceforge.net>

In relation to digital preservation the KB also carried out research into the archiving of websites. In June 2007 the first phase of the Web archiving project was concluded. A selection of websites was made and the storage in the e-Depot was tested. Research was also done into the legal aspects of web archiving. Phase two of the Web archiving project will focus on the operationalization of the process and embedding it in the existing organisation. This phase will be concluded at the end of 2008.

Alliance for Permanent Access

The KB took, together with the British Library (BL), the initiative to establish the European Alliance for Permanent Access to the Records of Science. The Alliance began formally in 2007 with ten prominent members: CERN, the European Space Agency, the European Science Foundation, the Science and Technology Facilities Council, the Max Planck Gesellschaft, the International Association of STM Publishers, the British Library, the Koninklijke Bibliotheek, the Deutsche Nationalbibliothek and JISC. Three national coalitions for digital preservation (DPC, NESTOR and the NCDD) also take part in the Alliance. The aim is to create a European organisational infrastructure that offers permanent access to research data. The Alliance will become a foundation under Dutch law. The members pay a membership fee, which will fund the set up of an office for the Alliance. The two most important achievements of the Alliance in 2007 were the acceptance by the European Commission of the parse Insight proposal and the organisation of a strategic conference in Brussels.

The parse Insight proposal was submitted by a number of the members of the Alliance, among whom the KB. Within this proposal a number of activities from the Alliance's programme of work will be carried out. The conference, which took place in November 2007 in Brussels, constituted the formal start of the Alliance. The Alliance presented its strategy and plans at this conference.

www.alliancepermanentaccess.eu

International cooperation

The fourth policy resolution within the theme 'enhancing the international position' is the consolidation and expansion of international cooperation. At the European level the KB develops and maintains the European Library (TEL). TEL was developed by the KB in 2004 as an operational service at the initiative of the Conference of European National Librarians (CENL). TEL has since then grown into a service which supports the national libraries in Europe in their efforts to make their own collections completely searchable via a central portal. At the end of 2007, 33 of the 47 members of cenl participated as full members of TEL. During 2007-2008 two projects will be ongoing to encourage more national libraries to join. It is expected that by the end of 2008 44 libraries will take part. At the beginning of 2007 the TEL-ME-MOR project was successfully concluded. Within this project the collections of the (then) ten new member states of the EU were added to TEL. TELPLUS and the EDL project also started in 2007. TELPLUS aims, among other things, at making twenty million pages of already digitised text machine-readable by means of automatic optical character recognition (OCR). Within the EDL project work is carried out on multilingual search facilities.

www.theeuropeanlibrary.org

and www.edlproject.eu

Communication

In 2007 the KB generated a great deal of attention in the national press (See annex KB in the press), especially in relation to the *Gruuthuse* manuscript, the exhibition *Magazine!* and the plans for 'book destruction' in aid of mass digitisation. This latter subject gave rise to a great deal of emotion. But the conclusion of the discussion in the press was rightly: 'The KB is and remains the safest place for all our books'. The autumn of 2007 was characterised by an anniversary: the KB building was twenty-five years old. This festive occasion too was used to generate publicity for the KB. The building was literally placed in the limelight by means of the work of art 'falling letters'. Within the organisation a further step was taken to professionalise the internal communication further. Following the renovation of the KB intranet in 2006, an internal communication survey was held among all members of staff in the second half of 2007. The results will be processed in the internal communication policy.

Information technology

A reliable and flexible IT infrastructure is of great importance for an information focused organisation such as the KB. In 2007 the reorganisation of the IT department was implemented. In the new structure, the activities are clustered in a different way than previously. The department now consists of four product groups and two staff groups. As part of the reorganisation an investment was made in the professionalization of the IT staff. In addition to the development of new projects and digital services, the IT department has placed even more priority than before on the maintenance of existing services. The KB also worked further on the Renewal of Data Architecture project (VGA). The aim of this project is to harmonise the technology behind the various digital services the KB offers. VGA will be concluded at the beginning of 2008. Finally, the *2007-2008 Information Plan* was drawn up. This plan outlines which IT facilities are necessary for the KB's renewed package of digital services. The plan promotes coherence between development and maintenance, and strengthens the link with the strategic choices.

Safety & security management

The KB attaches great value to an overall safety and security policy. Once every quarter the safety and security meeting (VO) takes place under the chairmanship of the Director-General. In this meeting attention is paid to the security of people, collections and building. In addition to implementing concrete preventive measures based on a risk inventory, the KB strives to increase the security awareness of its own staff. In December 2007 a Week of Security was organised in order to draw attention to the many aspects of the theme of security.

In February 2007 the KB presented the final report of the Database for the Registration of Incidents in Heritage Institutions (DICE) pilot project to the Ministry of Education, Culture and Science (OCW). On the basis of the report OCW decided to continue DICE as a national project. In addition, in May 2007 the KB received a request from the Cultural Heritage Directorate of OCW to set up an expertise centre, focused especially on the security aspects that play a part in the heritage field. The task of this Expertise Centre on the Protection of Cultural Heritage is to collect existing knowledge and to promote national cooperation on this subject. The successor project to DICE has been housed in this centre.

Housing

The KB building covers approximately 85,000 m² of public spaces, warehouses, offices and meeting rooms. More than two-thirds of this surface is used by the KB itself, the other part is used by resident institutions. In addition, the Netherlands Institute for Art History (RKD) and the Dutch Literature Museum (LM) are housed in the KB building, but these institutions have their own rent agreement with the Ministry of Housing and Construction. The KB is, however, responsible for the general facilities in the building and the overall maintenance and management. In the past period there have been many architectural operations in and around the KB building. The reading rooms were renovated and redesigned. This project also entailed major maintenance of the technical installations.

In 2007 the first steps to draw up a programme of requirements to redesign the area behind the KB, and for the renovation of the Dutch Literature Museum were also taken. Finally, activities resulting from the *Gang van het Boek* (Path of the Book) project will receive attention in the coming period. As part of this project a section of the collection will be transferred to the new warehouse, and the existing warehouses will be renovated.



Performance indicators



Introduction

Performance indicators give insight into the results of an organisation. In 2002, the Ministry of Education, Culture and Science and the KB entered into an agreement known as *Van Beleidsbegroting tot Beleidsverantwoording* ('From Budget to Balance Sheet') (VBTB), which established the KB indicators. The agreement contains a list of indicators which reflect the core activities of the KB. The type 1 indicators refer to the execution of the tasks of the KB; the type 2 indicators give insight into operational management.

The performance indicators have been a part of the Annual Report since 2003. The advantage of these figures is that they are based on objective criteria. The disadvantage is that they do not give a full picture of the KB since much of the investment and the results achieved simply cannot be expressed in concrete figures. The KB wants to evaluate the definition of the current performance indicators in 2008 in consultation with the Ministry of Education, Culture and Science.

The indicators are listed below followed by a brief commentary on each one (Evaluation and Outlook). This explains how the indicator is measured, developments that have taken place in relation to the budget and previous years, and expectations for the future.

Performance indicators 2007

Type 1-indicators	Budget 2007	Actual 2007	Actual 2006
Services			
1. Visits to the library	89,000	83,250	84,536
2. Visits to the website	5.500,000	4.219,541	4,861,679
3. Delivery of information sources (incl. ILL mediation elsewhere)	265,900	281,791	258,986
4. Information requests	48,000	38,389	42,887
5. Contributions to exhibitions (domestic & foreign)	45	48	48
6. Customer satisfaction (scale 1-10)	-	8.0	7.9
Collection			
7. Increase in number of books	52,600	47,238	54,235
8. Increase in issues of periodicals	91,000	92,700	92,971
9. Increase in electronic publications (periodicals, CD-ROMs and DVDs)	3,500,000	2,072,298	3,348,473
10. Catalogue entries	115,000	120,801	138,203
11. Publishers: percentage of cover	-	97%	97%
National tasks and projects			
12. National projects			
Metamorfoze: printed publications			
1. Books	525,000	(2718) ¹	4,465
2. Periodicals	-	-	-
3. Newspapers	500,000	500,000 (12)	55
Metamorfoze: collections			
1. Literary	485,000	318,450 (8)	20
2. Cultural-historical	770,000	47,005 (11)	-
3. International	71,000	71,177 (2)	-
4. Archive collections	120,000	(12)	8
Memory of the Netherlands			
1. Digitized collections	12	5	5
2. Educational applications	2	1	9
13. Staff publications and presentations	-	91	77
Type 2-indicators			
	Budget 2007	Actual 2007	Actual 2006
14. Absenteeism	-	3.8%	3.9%
15. Permanent staff ²	-	271	261
16. Temporary staff ³	-	31,39	22,00
17. Size of staff component in government grant per staff member (in euros)	-	50,785	49,117
18. Average cost per staff member (in euros)	-	51,840	50,964

¹ Please see note 12 on the VBTB for an explanation of the figures in parentheses.

² Including staff with prospects of permanent employment.

³ Excluding staff from temporary employment agencies, interns, job poolers/ staff hired on the basis of special job subsidies, and project staff.

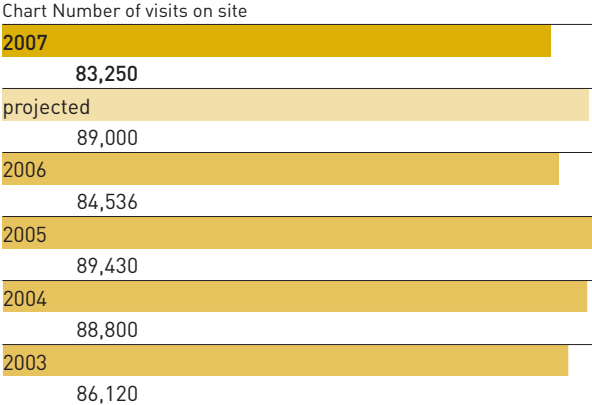
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Evaluation and outlook

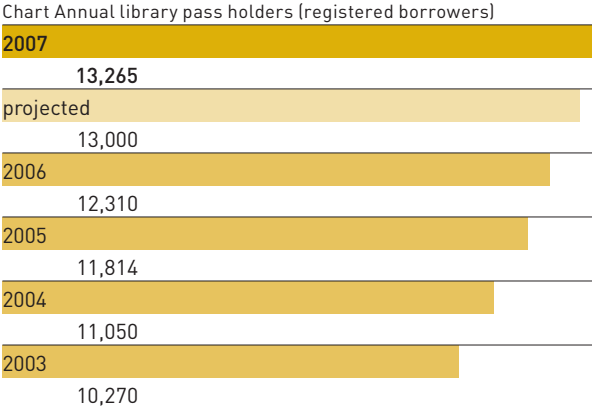
Type 1-indicators

1. Visits to the library

The number of visits on site is measured by the number of clicks of the turnstile at the entrance per year, corrected for double-counting and staff.



The number of visits on site has fallen compared with 2006. The growth expected as a result of the new Reading Room of the Netherlands did not come about and so promotional activities for the Reading Room of the Netherlands will be intensified during 2008. Nevertheless, our customers still enjoy coming to the KB building. Academics and students use the reading rooms as places to study and they visit the KB building to consult the collections. As well as consulting the Deposit Collection and Special Collections, it is possible to study sources on Dutch history, culture and society in the open stacks in the Reading Room of the Netherlands.

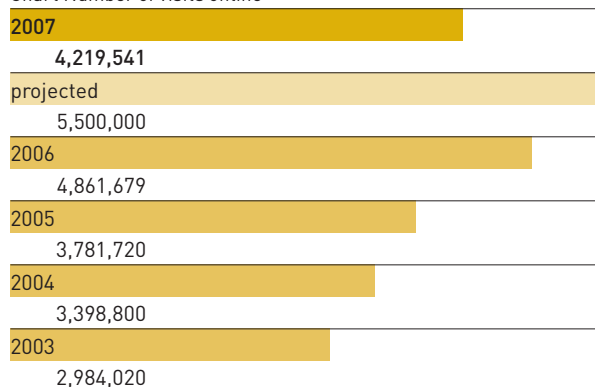


The number of KB annual library pass holders rose from 12,310 to 13,265 in 2007 thus actually exceeding the number that was originally projected. It is expected that the increase in the number of annual library pass holders will continue in 2008, partly as a result of the start of a customer loyalty programme. The agreement that the KB entered into with the Zeeuwse Bibliotheek (Library of Zeeland) in 2007 that allows members of the Zeeuwse Bibliotheek to purchase a KB annual library pass at a reduced price also contributed to the increase in the number of annual library pass holders.

2. Visits to the website

The number of visits to the website is measured by the number of search sessions on the KB websites and KB information services per year. A visit is defined as a request for one or more pages or other actions within a website or information service without an interruption to the sequence of more than an hour. The historical figures have been restated.

Chart Number of visits online

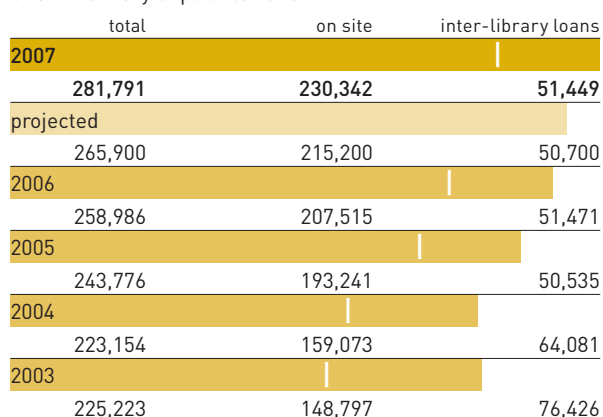


The number of online visits to the KB website and support services fell in 2007 as a result of an event beyond the KB's control: the KB's lower Google ranking (from sixth to thirtieth place). Research has shown that 40% of our web visits come through Google. The reduction in website visits does not indicate less interest in the KB, given that the number of library pass holders continues to grow. Pass holders made greater use of licensed files (+130%) than in 2006 and more publications were requested from the stacks than in 2006.

3. Delivery of information sources (incl. ILL mediation elsewhere)

The number of printed and electronic information sources delivered consists of deliveries to KB customers on site of publications from the Netherlands Collection, the Reference Collection, the e-Depot, micro-film material and publications from other libraries. The use of material in the open stacks is not included as it cannot be quantified. The figure includes inter-library loan services (ILL) for non-KB customers in which the KB mediates.

Chart Delivery of publications



There was an increase compared with 2006 as a result of more consultations of electronic publications. An even stronger rise in the use of electronic publications is expected in 2008. Despite the lower visitor numbers, there were more requests for printed publications.

4. Information requests

The provision of information is measured by the number of requests from visitors on site to the Reception, Reading Room, and Loans and Information desks and the Special Collections Desk. The number of remote requests, that is by telephone, internet, letter and fax, is also counted.

Chart Provision of information General information requests

	total	at the desk	remote access
2007	38,389	19,795	18,594
projected	48,000	27,500	20,500
2006	42,887	24,482	18,405
2005	44,300	25,400	18,900
2004	51,140	29,970	21,170
2003	56,190	32,590	23,600

The figures show a reduction compared with 2006. The trend appears to be that customers have less need to use these facilities.

5. Contributions to exhibitions (domestic and foreign)

The KB's contributions to domestic and foreign exhibitions are measured by the number of requests for loans that are actually met and carried out. The KB cooperated with exhibitions on 48 occasions in 2007. More than 340 documents were made available on external loan. The KB will continue its generous lending policy further in the next few years.

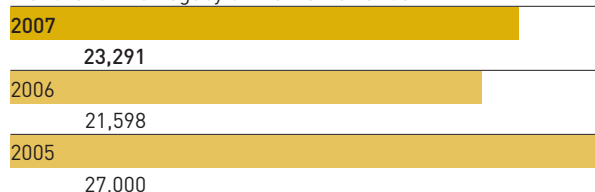
Chart Contribution to exhibitions

	total	domestic	foreign
2007	48	37	11
projected	45	35	10
2006	48	40	8
2005	45	41	4
2004	56	49	7
2003	52	42	10

124 guided tours were also organised as part of the cultural programme. The content and organisation of the guided tours concept has been modified from the autumn of 2007. Tours are now offered at fixed times, including via the website.

Three temporary exhibitions were organised in The Legacy of the Netherlands, the permanent exhibition of highlights from the KB and the *Nationaal Archief*, in addition to the usual changes of the highlights each quarter.

Visitors to The Legacy of the Netherlands



Additional promotional activities were undertaken in 2007 and this led to an increase in the number of visitors compared with 2006.

6. Customer satisfaction (scale 1-10)

Customer satisfaction is measured on a scale of 1 to 10 by means of an annual survey by TNS/Nipo.

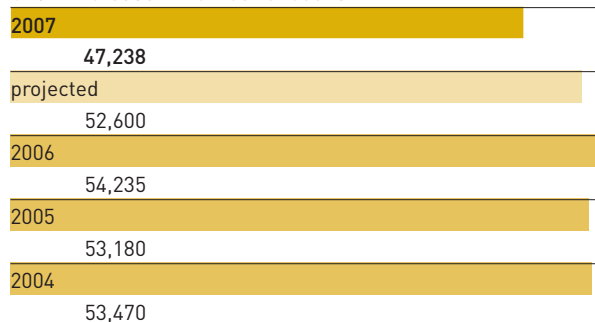


Customer satisfaction improved further compared with 2006. Visitors now award the KB an 8. Various improvements suggested by the customer satisfaction survey were made in 2007, for example, the photocopying machines were replaced and the book delivery time was reduced.

7. Increase in number of books

The increase in the number of books is measured by the acquisition of book publications for the Deposit Library, Special Collections and the Research Collection per year, including electronic monographs and gifts.

Chart Increase in number of books

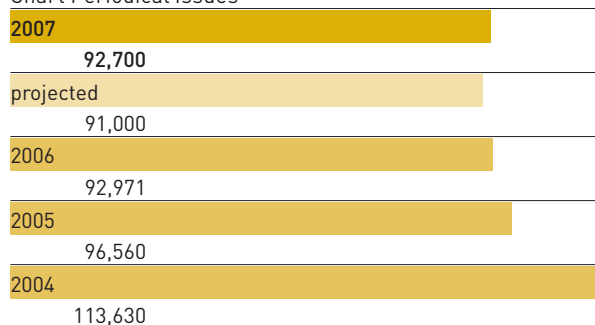


There was a fall in the increase in the number of books compared with 2006 although it should be noted that the high figure for 2006 was a result of two unusual factors related to growth of the Research Collection. Extra books were acquired in 2006 for setting up the Reading Room of the Netherlands. In addition, a start was made in 2006 on implementing the new Collection Development Programme, which involved a relatively large number of publications being acquired. The expectation for the Research Collection has been reduced for 2008 following a cut in the book budget of the Expert Services and Collections Division (HKC). The increase in the Deposit Library for Dutch Publications has been steady in recent years, at close to 39,000 titles. It is expected that this number will remain stable in the coming years.

8. Increase in issues of periodicals

The increase in issues consists of the number of printed periodical issues for the Research Collection and the Deposit Collection per year.

Chart Periodical Issues

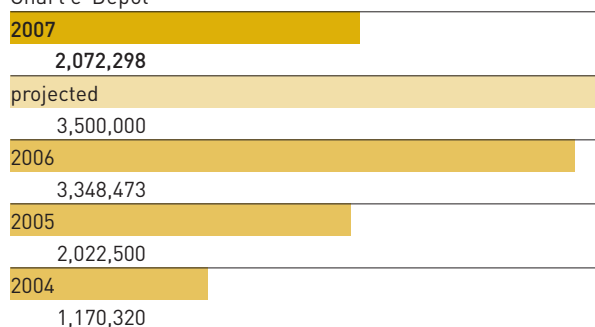


The total number of issues of printed periodicals is declining slightly as a result of the move away from printed periodicals towards digital versions and this trend is expected to continue in future years and it applies in particular to scientific periodicals. Many periodicals are supplied nowadays in both printed and digital form. The KB decided a few years ago that in such cases it would only take the digital version.

9. Increase in electronic publications (periodical articles, CD-ROMs, DVDs)

The increase in electronic publications consists of the periodical articles loaded in the e-Depot.

Chart e-Depot

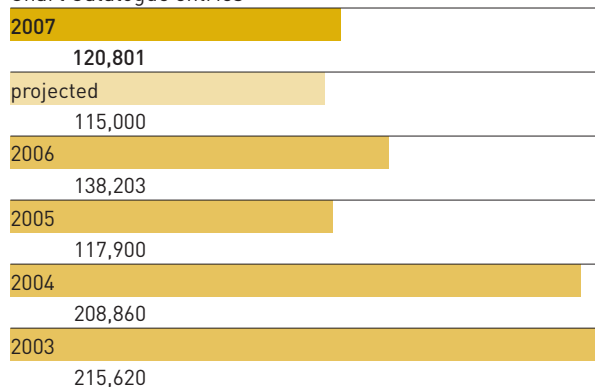


After explosive growth in 2005 and 2006, the projection was reduced in mid-2007, partly as a result of a number of technical changes. Nevertheless the international e-Depot reached the milestone of a total of ten million articles in October 2007. Supply is continuing to grow, and so the KB will be investing in the next few years in an expansion of both the loading and storage capacity of the e-Depot.

10. Catalogue entries

The number of catalogue entries relates to cataloguing for the Special Collections, the Deposit Collection and the Research Collection, as well as cataloguing for the information services. The figures for 2007 exclude the catalogue entries made by Stichting Bibliographie Linguistique (BLB), which had previously been counted. The BLB has not been housed at the KB since 1 January 2007 and was transferred to Brill Publishers on 1 January 2008.

Chart Catalogue entries



11. Publishers: percentage of cover

This is the percentage of publishers who are registered as members of the Royal Society of the Book Trade (KVB) and have published publications in the year under review and who have supplied publications (with an ISBN) to the Deposit Library for Dutch Publications. Cover in 2007 was 97%.

12. National tasks and projects

The indicators for Metamorfoze reflect the numbers of preserved publications (books, periodicals and newspapers) and of preserved collections (literary, cultural-historical, international and archive) per year. The indicators for The Memory of the Netherlands indicate the number of digitised collections and education applications per year.

National tasks and projects

Metamorfoze	projected 2007		2007	2006	2005	2004
	records of completed projects		number of preserved units (titles/bound volumes/meters)			
Books (titles)	525,000	*	2,718	4,465	4,060	3,273
Periodicals (bound volumes)	-	-	-	-	-	446
Newspapers (meters)	500,000	500,000	12	55	-	-

Metamorfoze	projected 2007		2007	2006	2005	2004
Collections	records of completed projects		subsidies granted			
- literary	485,000	318,450	8	20	4	18
- cultural-historical	770,000	47,005	11	-	-	24
- international	71,000	71,177	2	-	-	3
- archive	120,000	-	12	8	4	-

The Memory of

the Netherlands	projected 2007		2007	2006	2005	2004
Digitised collections	12		5	5	9	23
Education applications	2		1	9	2	16

* projects still to be completed

From 2007, different measurements are being supplied for Metamorfoze, being the number of records (mainly micro-film records) of completed projects rather than the number of collections, hence the difference compared with the figures reported in previous years. The budget for Metamorfoze was tripled in 2007 compared with that of 2006. The programme has been considerably expanded as is clear from the figures. The Memory of the Netherlands published fewer collections in 2007 than had been foreseen as priority was given to technical improvements to the website.

13. Staff publications and presentations

This indicator gives only part of the picture of the extent to which the KB disseminates professional knowledge. The KB's vision and expertise in a range of areas is, of course, also disseminated outside official publications and presentations. In 2007, 91 publications by staff members appeared, including: *Bijzonder Divers*, a collection of studies of outstanding 20th-century printwork, published to mark Clemens de Wolf's departure from the KB on 4 July 2007; *Sint Anna in de Koninklijke Bibliotheek*, marking Anne S. Korteweg's sixty-fifth birthday; *Manuscripten en miniaturen*, studies presented to Anne S. Korteweg when she left the KB; *De Nederlandse kinderpoëzie in 1000 en enige gedichten*, collected by Gerrit Komrij and which was published in association with the KB. The book *Bedachtzame dynamiek/Cautious Dynamism* The Koninklijke Bibliotheek building 1982-2007 was published to mark the twenty-fifth anniversary of the KB building. The KB also issued a significant number of publications on digital preservation in 2007, including *Emulation for Digital Preservation in Practice: The Results*, an article published in the leading periodical, *International Journal on Digital Curation* (IJDC).

KB staff numbers by department (as of 31/12/2007, FTEs)

	permanent FTE	temporary FTE	project FTE	total FTE
Directorate	5.00			5.00 ⁵
Corporate Strategy Dept.	9.20			9.20
Communication	5.15	1.00		6.15
Information Technology	17.70		3.10	20.80
Building and Facility Management	11.00	0.80		11.80
Financial-Economic Affairs	7.23			7.23
Human Resource and Organisation	6.90		0.80	7.70
Processing Publications	64.58	1.00	1.80	67.38
Research and Development	21.50	5.00	27.00	53.50
Expert Services and Collections	44.85	15.24	0.20	60.29
Public services	51.96	8.35		60.31
Total actual staff	245.06	31.39	32.90	309.35
Vacancies as of 31/12/2007	25.94			
Permanent positions	271.00			

⁵ On 1 November 2007, the Directorate of the KB had four members. For further information, please see the 'Governance and Organisation' section on page 6

Staff composition and development

The tables below provide more detail and a commentary on staff numbers at the KB. The age structure of the KB staff is a cause of concern. The KB is an ageing organisation (54% of the staff are 45 years old or older). At the same time, the KB's area of operation is changing rapidly and this is putting new demands on staff at all levels. Mobility within the permanent staff of the KB is, however, low (in 2007, 22 permanent employees left the KB). This is related to a high level of employee satisfaction and low demand on the external labour market. In consequence, there are fewer places for newcomers, who are needed to bring in new know-how and skills. This issue is not, however, unique to the KB, but also concerns similar institutions. To turn the tide, the KB started a strategic staffing plan in 2007. Within this framework, there is work on improving mobility, both internally and externally. This is being done in part by implementing an active career policy for existing KB staff. An internal trainee programme has been set up for promising young members of staff to ensure that strategic positions can be filled in the future. Finally, the KB has invested in improving labour market communications.

Breakdown of full-time and part-time staff by gender (as of 31/12/2007)

	Total	Full-time ≥ 35 hrs p/w	Part-time ≤ 34 hrs p/w
Male	186	133	53
Female	187	68	119
Total	373	201	172

Scale breakdown by gender (as of 31/12/2007)

	Total	Male	Female
1 t/m 5	22	17	5
6 t/m 10	270	128	142
11 and 12	67	31	36
13 and higher	14	10	4
Total	373	186	187

Inflow and outflow in 2007 in number of people

(permanent, temporary and project staff)*

Inflow	58
Transfers	8
Temporary assignments (internal and external)	17
Outflow	46

* excluding job changes due to reorganisations and excluding interns, job-poolers and staff from temporary employment agencies

Age structure at the KB in number of people

(as of 31/12/2007)

	Total	Male	Female
Up to 25 years	8	4	4
25-34	72	24	48
35-44	91	41	50
45-54	126	68	58
55 and older	76	49	27
Total	373	186	187

17. Size of personnel component in government grant per staff member (in €) ⁶

This indicator is calculated by dividing the total personnel component in the Ministry of Education, Culture and Science grant by the total number of permanent and temporary staff. See also the financial statements in chapter 3.

⁶ The figures for indicators 17 and 18 for previous years have been restated for comparative purposes.

2007	€ 50,785
2006	€ 49,117

18. Average cost per member of staff (in €)

This indicator is calculated by dividing the total costs of permanent and temporary staff in the year under review by the total number of permanent and temporary staff. See also the financial statements in chapter 3.

2007	€ 51,840
2006	€ 50,964



Financial statements



Report on operational management

The Directorate is responsible for the operational management of the Koninklijke Bibliotheek (KB) and gives account of this. The operational management in a broad sense relates to both the library or primary activities, and the support or secondary activities. Operational management is aimed at the realisation of the KB strategy and at good control and management of the processes involved. In order to achieve this, the KB has developed a system of internal management, planning and control.

The aims of 2007, the second year of our 2006-2009 strategic period, have largely been achieved. Structural funding of €8 million per year has been available since 2004 for the Metamorfoze national preservation programme and the Digital Preservation research programme. Funding for the Memory of the Netherlands digitisation programme was arranged for the period 2005-2008. The important Database Digital Newspapers digitisation project started in 2007, involving €12.5 million.

In view of the expansion of activities and changes in the organisation, management of operating expenditure was an important priority. The overspending in the financial year 2007 was largely due to the completion of a large number of renovations to the KB building at the same time. The extensive renovation work to replace technical equipment in the reading rooms and their refurbishment was completed, and a new Reading Room of the Netherlands was created. The official opening to the public was combined with festivities marking the 25th anniversary of the KB building in the autumn of 2007. Nevertheless, the subject of housing continues to be a source of concern. The lack of structural compensation in the government grant from the Ministry of Education, Culture and Science for the considerable rises in rent due to the yearly indexation by the Government Buildings Department, is creating an increasingly serious financial problem for the KB. The Minister of Education, Culture and Science has acknowledged this problem and has agreed to find a solution.

We, as the Directorate, are sure of the effectiveness of our system of internal management. Regular reorganisation of the permanent staff of the KB was necessary because of the many new tasks. The staff level has remained unchanged for many years, except for an expansion following the structural increase in the government grant for resources to maintain the research and cultural collections. Line and support departments are regularly reorganized in order to respond to changing circumstances. We are able to monitor the effectiveness of our work processes by means of monthly indicators and production figures. In our view, the annual reporting is sound and the applicable legislation and regulations have been complied with.

The Hague, 9 April 2008

Dr W. van Drimmelen, Director General



.....
Financial statements 2007

Balance sheet as of 31 December 2007

After appropriation of deficit
in thousands of euros

Assets	31 December 2007	31 December 2006
Fixed assets		
Tangible fixed assets		
Fixtures and fittings and equipment ¹	6,361	6,210
Collection	memo	memo
Financial fixed assets		
Associates and other financial fixed assets ²	2,434	2,489
	8,794	8,700
Current assets		
Debtors	868	1,255
Other receivables, prepayments and accrued income ³	887	744
Cash and cash equivalents ⁴	15,852	13,474
	17,606	15,473
Total assets	26,401	24,172
Equity and liabilities	31 December 2007	31 December 2006
Equity		
General reserve ⁵	3,080	3,368
Appropriated housing reserve ⁶	0	2,533
Appropriated Koopman Fund ²	2,314	2,369
	5,394	8,270
Provisions		
Redundancy benefits in payment ⁷	201	297
Deferred payments for staff anniversaries ⁷	148	180
	350	477
Current liabilities		
Payables	2,561	4,745
Other debts, accruals and deferred income ⁸	9,769	5,963
Balance of current projects ⁹	8,328	4,717
	20,657	15,425
Total equity and liabilities	26,401	24,172

The references are to the Explanatory Notes to the balance sheet.

Income statement for 2007

in thousands of euros

	2007		2006	
	actual	budget	actual	budget
Income				
Government grant ocw	35,539	34,656	33,834	33,122
Government grant project income	6,840	6,840		
Government grant institutions affiliated with ocw	289	286	286	281
Additional funding	5,173	4,640	5,278	3,300
Other income	667	578	618	460
Incidental income	0	0	854	0
Interest income	743	450	485	450
	51,050	47,450	41,355	37,613
Expenses				
Personnel expenses	17,706	17,182	16,868	15,679
Depreciation	1,400	1,640	2,515	1,700
Other operating expenses	34,765	31,128	24,536	22,734
	53,871	49,950	43,918	40,113
Income from continuing operations	-2,821	-2,500	-2,563	-2,500
Income from Koopman Fund	107	0	152	0
Cost of Koopman Fund	-162	0	-74	0
Operating deficit	-2,877	-2,500	-2,485	-2,500
Appropriation of the deficit				
General reserve	-288	0	-573	0
Appropriated housing reserve	-2,533	-2,500	-1,990	-2,500
Appropriated Koopman Fund	-56	0	78	0
	-2,877	-2,500	-2,485	-2,500

Cash flow statement for 2007

in thousands of euros

	2007	2006
Cash flow from operating activities		
Operating deficit	-2,877	-2,485
Depreciation and disposals	1,400	1,957
Movements in working capital		
- Receivables	245	334
- Debts	1,621	372
- Balance of current projects	3,611	1,975
Movements in provisions	-127	-31
	3,874	2,122
Cash flow from investing activities		
Tangible fixed assets	-1,551	-3,446
Financial fixed assets	56	-78
	-1,495	-3,525
Movements in cash and cash equivalents	2,378	-1,403
Cash and cash equivalents at beginning of financial year	13,474	14,876
Cash and cash equivalents at end of financial year	15,852	13,474
	2,378	-1,403

The indexation of pensions is, both formally and actually, conditional and is dependent on whether there are sufficient resources in the pension fund. The KB is not obliged to pay for indexation of the benefits.

If a surplus or deficit in the fund influences future contributions to be paid by the KB, the ABP informs the KB by means of quarterly reports, the annual report and the annual announcement of contributions and contribution-free amounts. The possible consequences for the KB are limited to a reduction or increase in the amount of the contributions to be paid in future. The actual rise or reduction in the contribution can also be influenced by a change in the pension contributions which are collected from staff members. In view of the above, this pension scheme is included in the financial statements as a *defined contribution scheme*.

Explanatory Notes to the balance sheet

in thousands of euros

Fixed assets

Tangible fixed assets can be broken down as follows:

1. Tangible fixed assets

Fixtures and fittings and equipment	2007	2006
-------------------------------------	------	------

Balance at beginning of financial year

Historical cost	21,484	21,674
Accumulated depreciation	-15,274	-16,954
Carrying amount	6,210	4,720

Movements in the carrying amount

Purchases	1,551	4,014
Disposals	-17	-568
Depreciation	-1,383	-1,957
Balance	151	1,490

Balance at end of financial year

Historical cost	20,416	21,484
Accumulated depreciation	-14,055	-15,274
Carrying amount	6,361	6,210

Tangible fixed assets do not include assets whose availability is based on a restricted right to usage, such as long-lease tenure, building and planning rights or hire purchase and/or leases. The buildings and land that constitute the housing of the KB are not freehold. The maintenance costs related to housing are, however, charged to the occupant. The government grant includes an allowance for this. Purchases are related to library and office furnishings and it equipment.

Financial fixed assets can be broken down as follows:

2. Financial fixed assets

Associates and other financial fixed assets	31 December 2007	31 December 2006
Strata Preservation NV	120	120
Koopman Fund	2,314	2,369
Total	2,434	2,489

Strata Preservation NV

Strata Preservation NV, a microfilming and digitisation company, which was incorporated by the KB and OCLC Inc. in 2002. The associate was valued in 2005 at nil. The amount specified in the breakdown is the remainder of a loan granted to Strata. The Associate was sold in January 2008.

Koopman Fund

The Anny Antoine / Louis Koopman Fund is a bequest by Dr J.L. Koopman, the aim of which is to preserve and supplement his legacy. All expenditures, obligations, rights and items that are part of the Koopman Fund were transferred by the Ministry of Education, Culture and Science to the KB in 1995 (letter OWB-I-95009700, dated 12 May 1995). The Fund is included in the financial statements of the KB, and shown in the balance sheet under 'financial fixed assets' and 'equity' and disclosed separately in the income statement. The stocks of the Fund are valued at market value at the end of the financial year. The Fund has its own board. A collection of French literary works has been acquired and is maintained from the income. The KB does not have free disposal of the Fund's resources.

The board of the Koopman Fund consisted of the following persons on 31 December 2007:

Dr M.P. Bossenbroek, Chairman

M. Jacobs-de Ligter, Secretary

L. Kroon, Treasurer

Dr E.S. van Eijck van Heslinga, Member

The financial fixed assets of the Koopman Fund can be broken down as follows:

Financial fixed assets Koopman Fund	31 December 2007	31 December 2006
Equities	2,201	2,277
Balance of receivables and payables	43	19
Cash and cash equivalents	70	73
	2,314	2,369

Movements in the Koopman Fund were as follows:

Statement of changes	2007	2006
Balance at beginning of financial year	2,369	2,291
Income		
Coupon rate and dividends	105	102
Interest	1	1
Movement in value differences in securities	-98	49
	9	152
Expense		
Personnel expense	-4	19
Other operating expenses	11	9
Acquisitions and maintenance of collection	57	46
	64	74
Balance at end of financial year	2,314	2,369

The personnel expense includes an adjustment in respect of the financial year 2006.

Current assets

Prepayments and accrued income can be broken down as follows:

3. Prepayments and accrued income	31 December 2007	31 December 2006
Prepaid amounts	647	528
Amounts receivable	232	188
Advances	8	27
	887	744

The cash and cash equivalents can be broken down as follows:

4. Cash and cash equivalents	31 December 2007	31 December 2006
Cash in hand	24	14
Cash at bank	15,828	13,460
	15,852	13,474

The KB participates in the integrated cash management (treasury banking) of the Ministry of Finance. The cash and cash equivalents are at the free disposal of the KB.

Equity

Equity can be broken down as follows:

5. General reserve	31 December 2007	31 December 2006
Balance at beginning of financial year	3,368	3,941
Movement	-288	-573
Balance at end of financial year	3,080	3,368

The operating deficit for 2007 has been charged against the general reserve.

The appropriated *housing reserve* can be broken down as follows:

6. Appropriated housing reserve	31 December 2007	31 December 2006
Balance at beginning of financial year	2,533	4,523
Movement	-2,533	-1,990
Balance at end of financial year	0	2,533

The appropriated housing reserve was created in 2001 from deferred income from the government grant, which was part of the housing budget. This income was intended for the upkeep of, and large-scale maintenance to, the KB building. In 2007, €2,533,000 was withdrawn for major building projects (including the renovation of the reading rooms), reducing the fund to nil. The government grant does not fully compensate the KB for the annual rent increase. This problem has been drawn to the attention of the Ministry of Education, Culture and Science.

The reader is referred to the explanatory notes to financial fixed assets for a breakdown of the entry appropriated Koopman Fund.

Provisions

Movements in provisions were:

7. Provisions	2007		2006	
	redundancy benefits in payment	deferred staff anniversary payments	redundancy benefits in payment	deferred staff anniversary payments
Balance at beginning of financial year	297	180	507	0
Withdrawn	-227	0	-186	0
Added	131	0	0	180
Released	0	-31	-24	0
Balance at end of financial year	201	148	297	180

The costs of redundancy benefits in payment in 2007 (an amount of €227,000) have been charged against the provision. The total redundancy benefit obligation for former staff members who were part of the redundancy scheme as of 31 December 2007 amounts to €201,000. The number of persons receiving benefits on that date was four (2006: nine).

The provision for deferred staff anniversary payments was created as a separate provision as a result of a change in accounting policy. The balance on this provision on 31 December 2007 was €148,000.

Current liabilities

Other debts, accruals and deferred income can be broken down as follows:

8. Other debts, accruals and deferred income	31 December 2007	31 December 2006
Accrued personnel expenses	1,001	976
Taxes and social security contributions	698	670
Deferred income	1	53
Accruals for national projects	7,940	4,465
Other accruals and deferred income	129	-201
	9,769	5,963

The accruals for national projects can be broken down as follows:

Accruals for national projects	31 December 2007	31 December 2006
National programme Metamorfoze	5,254	2,448
National programme The Memory of The Netherlands	2,155	1,485
Research programme Digital Preservation	532	532
	7,940	4,465

Movements in accruals for national projects were as follows:

Statement of changes in accruals for national projects	2007	2006
Balance at beginning of financial year	4,465	3,754
Subsidies received for national projects	5,355	2,767
Subsidies paid for national projects	-1,880	-2,057
Balance at end of financial year	7,940	4,465

This item includes the amounts reserved in the framework of the Metamorfoze (preservation) and The Memory of the Netherlands (digitisation) national programmes for the benefit of institutions in or outside the Netherlands that want to have an important Dutch collection preserved and/or digitized. The amount at 31 December 2007 is largely allocated.

The KB is accountable for these amounts that are paid out as subsidies. An auditor's report is required from the receiving institutions for subsidy amounts higher than €10,000.

The project resources that the KB itself receives in the framework of these activities have been included, as in previous years, in the balance of current projects.

Balance current projects can be broken down as follows:

9. Balance of current projects	31 December 2007	31 December 2006
Metamorfoze programme (KB projects)	1,515	909
The Memory of the Netherlands (KB projects)	1,633	446
Digital Preservation (KB projects)	963	1,737
Parliamentary Papers Digital	110	196
Digitisation Special Collections	2,156	1,290
Digital Newspaper Databank	873	0
Other projects	1,077	140
	8,328	4,717

Movements in the *balance of current projects* were as follows:

Balance of current projects	2007	2006
Balance at beginning of financial year	4,717	3,453
Project resources received	9,783	6,542
Project costs	-5,715	-5,008
Completed projects	-458	-270
Balance at end of financial year	8,328	4,717

Commitments and contingencies not included in the balance sheet

The principal commitments and contingencies of substantial financial significance not included in the balance sheet are:

Rental obligations

A rental contract for the KB building up to and including 2035 has been concluded with the Government Buildings Department. The rent (including service charges) in 2007 was €11,789,000. The rent is indexed annually by the Government Buildings Department. Up to and including 2007, the KB has not been fully compensated for this through the government grant. In addition, the rent is raised occasionally by what are known as allonges to cover re-payment of the costs of extensions and alterations to building and building equipment which are financed via the lending facility.

ICT contracts

The maintenance contract with IBM for the e-Depot in the sum of €532,000 will continue until 2012.

Explanatory Notes to the income statement

in thousands of euros

Income

1. Government grant OCW	2007		2006	
	actual	budget	actual	budget
Government grant OCW budget (beginning of financial year):				
Government grant	34,656	34,656	30,732	30,732
Government grant project income	6,840	6,840	2,390	2,390
Government grant from affiliated institutions	286	286	281	281
Government grant for Bibliographie Linguistique	186	186	182	182
Government grant OCW adjustments (September):				
Adjustment for personnel expenses	590	0	321	0
Adjustment for costs of materials	107	0	164	0
Adjustment for housing budget	186	0	227	0
Adjustment for affiliated institutions	8	0	9	0
	42,859	41,968	34,306	33,585
Less: Bibliographie Linguistique	-191	-186	-186	-182
	42,668	41,782	34,120	33,403

Part of the government grant is an amount of €8,000,000 for the preservation of research and cultural collections. Of this, €1,160,000 is used structurally for permanent staff. The remaining €6,840,000 has been added to the project income.

The government grant for Bibliographie Linguistique is paid on in full to the Instituut voor Nederlandse Lexicologie (INL) in Leiden. From 1 February 2008, the amount will be paid to the Stichting Bibliographie Linguistique. that is housed at Brill Publishers, Leiden.

2. Other income	2007		2006	
	actual	budget	actual	budget
Income from inter-library loans	302	200	285	150
Subsidies for staff	191	138	139	70
Income from KB library passes	134	130	140	130
Income from publications	11	10	7	10
Miscellaneous income	29	100	48	100
	667	578	618	460

Expenses

1. Personnel expenses	2007		2006	
	actual	budget	actual	budget
Permanent staff	13,139	14,808	13,180	13,895
Temporary staff	1,325	350	867	350
Project staff	2,200	1,200	1,879	600
Costs of redundancy benefits	134	0	-24	0
Other personnel expenses	909	824	965	834
	17,706	17,182	16,868	15,679

The item permanent staff includes the remuneration of the Board of Governors, which totals €33,000.

2. Other operating expenses	2007		2006	
	actual	budget	actual	budget
Housing expenses				
Rent and service charges of building	11,789	9,500	8,437	8,130
Maintenance of building and projects	3,282	2,880	4,843	3,835
Operating cost of building	2,331	1,900	2,131	2,050
	17,402	14,280	15,411	14,015
General and administrative expenses				
Office costs	814	710	828	747
Travel and accommodation costs	140	130	138	153
Subscriptions to external facilities	365	380	361	382
it costs	1,744	2,040	1,628	1,410
Costs of communication and marketing	420	275	281	285
Costs of materials of projects	11,155	10,280	3,176	2,690
Costs of affiliated institutions	289	286	286	281
Other general and administrative expenses	826	1,015	812	1,065
	15,753	15,116	7,510	7,013
Collection				
Collection acquisitions	1,394	1,528	1,369	1,502
Maintenance of collection and binding work	215	204	246	204
	1,609	1,732	1,615	1,706
Depreciation				
Depreciation	1,383	1,640	1,947	1,700
Disposals	17	0	568	0
	1,400	1,640	2,515	1,700
Total other operating expenses and depreciation	36,165	32,768	27,051	24,434

In addition, we declare that the law and regulations currently in force have been complied with in so far as they are applicable to the allocation and the use of the government funds.

The Hague, 21 April 2008

PricewaterhouseCoopers Accountants N.V.

Original signed by:

A.E. Gerritsma, registeraccountant

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From the collection of Janosz Szirmai the KB bought two very fine bindings in decorative paper. From his collection too comes a prototype of a so-called cross-structure binding, produced by the Spaniard Carmencho Arregui. This new type of binding was adopted by many modern binders. We can now beautifully illustrate the contribution of Szirmai to the knowledge of historical bookbinding techniques in the KB by means of the purchase of a suitcase containing scores of book models produced by him. As this supplements the deluxe bindings by Szirmai already present in the collection, the KB now owns a splendid overview of the work of this important binder and bookbinding historian.

Purchases paper collection

An important acquisition for the historical paper collection in 2007 was a large collection of sample books and collections of samples by Gerard Post van der Molen (Printer de Ammoniet).

Gifts and loans

- Mary Greenwald (Newburgh, Indiana, US) donated to the KB a parchment page from a Dutch book of hours from approx. 1440-1450.
- Mrs. A.G.D. Berghuis-van Dedem (Dalfsen) gave an *album amicorum* of Anna Cornelia Collot d'Escury (1837-1929) on loan for 30 years.
- Two private individuals, descendants of Geertruid de Graaff and Elisabeth Menalda, gave the KB important bookbinding materials concerning the life and work of these important binders from the beginning of the twentieth century.

Chess and checkers collection

The chess and checkers collection of the KB is among the largest in the world. In 2007 the KB received the large and interesting checkers collection of Ton van den Elzen (1928-2006), consisting of 1500 books and periodicals on checkers.

The chess collection was extended with a fifteenth/sixteenth century copy of a Jacobus de Cessolis, the *ludo scaccorum*, in French translation by Jean de Vignay, *Jeu des échecs moralisé*. The book was once part of the collection of chess books of Meindert Niemeijer (1902-1987), which was donated to the KB in 1948. Through its inclusion in the KB chess collection the connection with the previous owner has been restored.

Purchases Koopman collection: 59 works

The Koopman Collection contains French literary works in special and deluxe editions and is a gift from Louis Koopman (1887-1968). Thanks to a legacy, the Anny Antoine/ Louis Koopman Fund, the collection is still supplemented with new acquisitions. A first example is a text by Alain Robbe-Grillet with eleven etchings by the surrealist Paul Delvaux. A two-volume Rabelais edition, written by hand and illustrated with etchings by Reinhoud, a 'livre collage unique' by Bertrand Dorny, and a French translation of Homer with 40 woodcuts by Henri Laurens are noteworthy. Two prize items are a text by Paul Eluard in a spectacular edition by publisher Le Degré Quarante et Un (Iliadz) and a text by Paul Prévert about Alexander Calder, published by Maeght with large format etchings in colour by Calder. Finally, a complete series was purchased of the influential journal *Transition*, which was published in part in The Hague and largely in Paris between 1927 and 1938.



(Inter)national cooperation



Cooperation in the Netherlands

UKB

ukb is the cooperative partnership of thirteen Dutch university libraries and the KB. The KB supplies policy and secretarial support for the board and a number of committees. The KB also provides facilities for benchmarking research.

NCDD

The KB took the initiative to set up the Netherlands Coalition for Digital Preservation (NCDD). The KB did this in cooperation with DANS (Data Archiving and Networked Services), a KNAW institute partly supported by NWO. In addition to the KB, DANS, NWO and KNAW, SURF, the *Nationaal Archief*, the Netherlands Institute for Image and Sound, the CBS, the 3TU Federation and the Ministry for Foreign Affairs have joined. DEN is associate member of the NCDD. The group of members will be extended in the coming period with other interested parties from relevant sectors. The aim of the ncdd is to realise a stable organisational and technical infrastructure, which can guarantee permanent access to digital data that is of crucial importance to science, culture and society. The NCDD wishes to achieve this aim in the coming five years. In addition, the participants in the NCDD pool their knowledge in the field of digital preservation and actively disseminate it to the outside world. The NCDD began in 2007 and will become a foundation in the spring of 2008. (<http://www.ncdd.nl>)

STITCH

The KB, the Free University and the Max Planck Institute work together in the STITCH-project: Semantic Interoperability To access Cultural Heritage. This is part of the nwo programme Continuous Access To Cultural Heritage (CATCH). The aim is to develop theory, methods and programmes for linking the thesauri and classification systems that are used at the various cultural heritage institutions in order to improve access.

BGW

In the Library Facilities for the Humanities project the KB has been working together since 1998 with six university libraries to prevent the diminishment of the collections in the humanities. In 2006 the third stage, to which nwo contributed for the last time, was finalised. As agreed, the participants themselves will continue to invest more in 2007-2008 in the literature facilities for the humanities. The KB is secretary of BGW and presented the final financial statement and the report to NWO in 2007.

GOO

The KB shares with, among others, the UKB the national system for Joint Subject indexing (GOO). The KB supplies the national coordinator of GOO and the secretary of the national steering group of GOO and, at the request of the Steering group, manages the shared subject heading thesaurus (GTT).

LIIS

The Director-General of the KB is chairman of the Advisory Council National Information Infrastructure. In the Council university libraries, special libraries and public libraries confer with OCLC, which manages the Shared Cataloguing System (GGC) and the Netherlands Central Catalogue (NCC). The GGC is the foundation for the NCC, which forms the basis for the Inter Library Loans (ILL). The KB supplies the function of national ILL coordinator and of policy advisor to LIIS.

FOBID

The KB plays an active role in the Federation of Organisations in the Field of the Library, Information and Documentation. It is represented in the Board, the Legal Committee, the Indexing Committee and the Netherlands ifla Committee.

Blue Shield

The KB represents the IFLA group within the board of the protection of culture organisation Blue Shield The Netherlands. The KB supplies the secretariat and is also responsible for hosting the website.

National Unesco Committee

The KB is represented in the working group on Culture, Communication and Information.

Pica Foundation

The KB is represented in the board of the Pica Foundation. The aim of the Foundation is to promote the provision of scientific and public information in the Netherlands, by, among other things, providing subsidies for project and activities which stimulate the cooperation between libraries.

SURF Foundation

(Higher education and research partnership organisation for network services and information and communication technology). The KB participates in surf as a member of the General Board and advisor to the Platform ict and Research.

Tiele Foundation

The KB offers substantive and practical support to the board of the Dr. P.A. Tiele Foundation, the foundation for the promotion of book studies and the art of printing and affiliated techniques.

The Netherlands Bibliographical Centre

(NBC) was established to promote cooperation in the field of the Netherlands Bibliography. It is a cooperative alliance of libraries, publishers and the book trade. The KB is represented in the Board as vice-president and supplies policy and secretarial support.

Book Meeting

The Royal Society for the Book Trade (KVB) set up the Book Meeting to establish a relationship between the commercial part of the business and the subsidised institutions. The Book Meeting meets a minimum of twice a year under the chairmanship of L.C. Brinkman.

Meermann Museum

The KB is represented in the Supervisory Board of this museum and cooperates regularly with it on exhibitions and other scientific and cultural activities.

Bibliotheca Philosophica Hermetica Foundation – Ritman Library

The KB is represented in the Board.

Anno

In the *Stichting Actueel Verleden* (brandname Anno) the KB, the *Nationaal Archief*, the Dutch Literature Museum, the Netherlands Institute for Art History, the Central Agency for Genealogy and the Netherlands Institute for Image and Sound work together. Proceeding on the view that knowledge of the past promotes a better understanding of the present, Anno wishes to expand historical awareness in the Netherlands. To achieve this Anno organises yearly, among other things, the History Week, the National Archives Day and the History Night. The KB contributes to these activities. In addition, it participates in the Board and is chairman of the Council of Partners.

Zeeland library

From the beginning of 2007 the KB has a cooperation agreement with the Zeeland library. Members of the library can make use of all the facilities of the KB by means of a reduced price annual library pass. In addition, cooperation takes place on digitisation projects and on making old and special collections accessible, and staff is exchanged.

International cooperation – Europe

TEL

The European Library (TEL) was developed as an operational service by the KB in 2004 at the initiative of the Conference of European National Librarians (CENL). Commissioned by cenl the KB has since then been the host and executor of tel. tel has grown into a service which supports the European national libraries in their efforts to make their own digital and paper collections completely accessible and searchable by means of a central portal and in making use of technical standards. Within tel a series of projects are being developed and carried out.

TEL-ME-MOR

Within the framework of this eu project the collections of the (then) ten new EU member states have been added to tel. This project was finalised successfully at the end of 2007, resulting in a substantial growth of tel.

EDL project

This project was started in September 2006 and has as its aim, among other things, to accelerate the inclusion of the remaining nine eu and two EFTA countries in tel. At the end of 2007, 33 of the 47 members of CENL took part as full member in TEL.

TELplus

This project was developed within the framework of the eContentPlus programme and has a range of aims, among which supplying more digital content by promoting the ocr-ing of already scanned collections and the use of web services in a Web 2.0 environment. In addition, within this project the collections of the newest two members of the EU, Bulgaria and Rumania, are being added.

Stichting EDL

In November 2007 is the European Digital Library (EDL) foundation was established in which the umbrella European heritage organisations participate. The foundation supports, among other things, the execution of the EDLnet project; the KB fulfils the role of project coordinator.

EDLnet

In EDLnet work is carried out to develop a prototype that should result in the European digital library. The name of this service is Europeana.

It is the first step is realizing the vision of eu Commissioner Viviane Reding to make completely accessible and in multiple languages, within a period of four years, all the digital collections of the different heritage sectors, such as (national) libraries, archives and museums in Europe. Within the EDLnet project, which is carried out within the framework of the eContentPlus programme of the EU, the organisational, technical and financial conditions are ascertained which should eventually lead to an operational service. TEL is consistently named as an example.

Michael+

The KB participates in this cooperative alliance between fourteen partners to make catalogue entries of digital collections available at central European and central national level. The project organisation of the Netherlands contribution takes place at the KB.

Alliance for Permanent Access to the Records of Science

Together with the British Library (BL), the KB took the initiative to establish this alliance, which started formally in 2007 with ten leading members: CERN, European Space Agency, European Science Foundation, Science and Technology Facilities Council, Max Planck Gesellschaft, International Association of STM Publishers, British Library, Koninklijke Bibliotheek, Deutsche Nationalbibliothek and JISC. Three national coalitions for digital preservation (DPC, NESTOR and the NCDD) also take part in the Alliance. The aim is to create a European organisational infrastructure that offers permanent access to scientific data.

PLANETS

The KB is a partner in the large European PLANETS project. PLANETS develops instruments and models for the long-term storage and permanent access of digital objects in libraries and archives. Within this project, in which sixteen European partners cooperate, the KB acts as project leader of the five main modules. The project will run for four years (June 2006-June 2010). It is acknowledged worldwide as the most important impetus for research and development with respect to long-term storage and accessibility of digital material.

IMPACT

The KB submitted in 2007 together with fourteen European partners (libraries, universities and suppliers) a subsidy proposal – which has been granted in the meantime – to the European Commission for the impact project, Improving Access to Text. In this project work will be carried out on different innovative techniques for the improvement of ocr, varying from a self-learning ocr machine to the construction of refined computer lexica. Much attention will also be paid to sharing knowledge and ‘best practices’ in the field of mass digitisation with institutions in the field. The project, that will take four years, will commence on 1 January 2008 and will be coordinated by the KB.

Sabido

The KB participates as member in Sabido, the Flemish-Dutch Alliance for archive, library and documentation, that was created at the initiative of the *Nederlandse Taalunie* (Dutch language Union).

LIBER

The KB is an active member of the *Ligue des Bibliothèques Européennes de Recherche* (LIBER), the European association of large research libraries. LIBER has as its aim to create a functional network of research libraries in Europe and to support this European network in the management and preservation of European cultural heritage.

In addition the KB has a number of special cooperation agreements with libraries in Europe, among which the British Library, KB Brussels and the Herzog August Bibliothek Wolfenbüttel.

CENL

The Conference of European National Librarians (cenl) is the alliance of national libraries in Europe. The KB has a seat in the board of cenl and represented that organisation in the board of the International DOI (Digital Object Identifier) Foundation (till mid 2007).

International cooperation – worldwide

CDNL

Conference of Directors of National Libraries. As the National Library of the Netherlands the KB participates on directorate level in this global alliance of national libraries.

IFLA

The KB plays an active role in the worldwide umbrella organisation for libraries, the International Federation of Library Associations and Institutions (IFLA). The headquarters of ifla is housed in the KB building. In addition, the KB is amply represented in the various standing committees (National Libraries, Management and Marketing, Preservation and Conservation, RareBooks and Manuscripts).

ICABS

The KB is a partner in ICABS, the alliance of the national libraries of Australia, Germany, Portugal, Great Britain, the United States and the Netherlands, under the flag of IFLA and CDNL. The goal of this alliance is harmonising activities in the field of the development and coordination of international bibliographical standards, among which those for the long-term archiving of electronic sources.



Overview archiving agreements with publishers in the international e-Depot

	Publisher	Contract signed on	Number journals*	Growth per year	Size backfiles
1.	Elsevier Science	08-08-2002	1,638	250,000	8.100,000
2.	Kluwer Academic	18-03-2003	700	50,000	300,000
3.	BioMed Central	17-09-2003	149	9,000	13,000
4.	Nederlands Tijdschrift voor Geneeskunde (Netherlands Journal of Medicine)	01-03-2004	2	2,200	321,000
5.	Blackwell Publishing	22-06-2004	792	32,000	430,000
6.	Oxford University Press	13-10-2004	173	15,000	500,000
7.	Taylor & Francis	01-11-2004	1.118	55,000	350,000
8.	Sage Publications	18-03-2005	450	15,000	1,250,000
9.	Springer Science	06-04-2005	615	98,000	900,000
10.	Koninklijke Brill	11-08-2005	117	3,600	18,000
11.	International Union for Crystallography	01-11-2005	7	7,000	67,000
12.	IOS Press	11-01-2007	80	2,000	12,000
	Total		5,841	538,800	12,261,000

* These figures have not been rounded off so that the report may differ from overviews of Swets and HighWire.

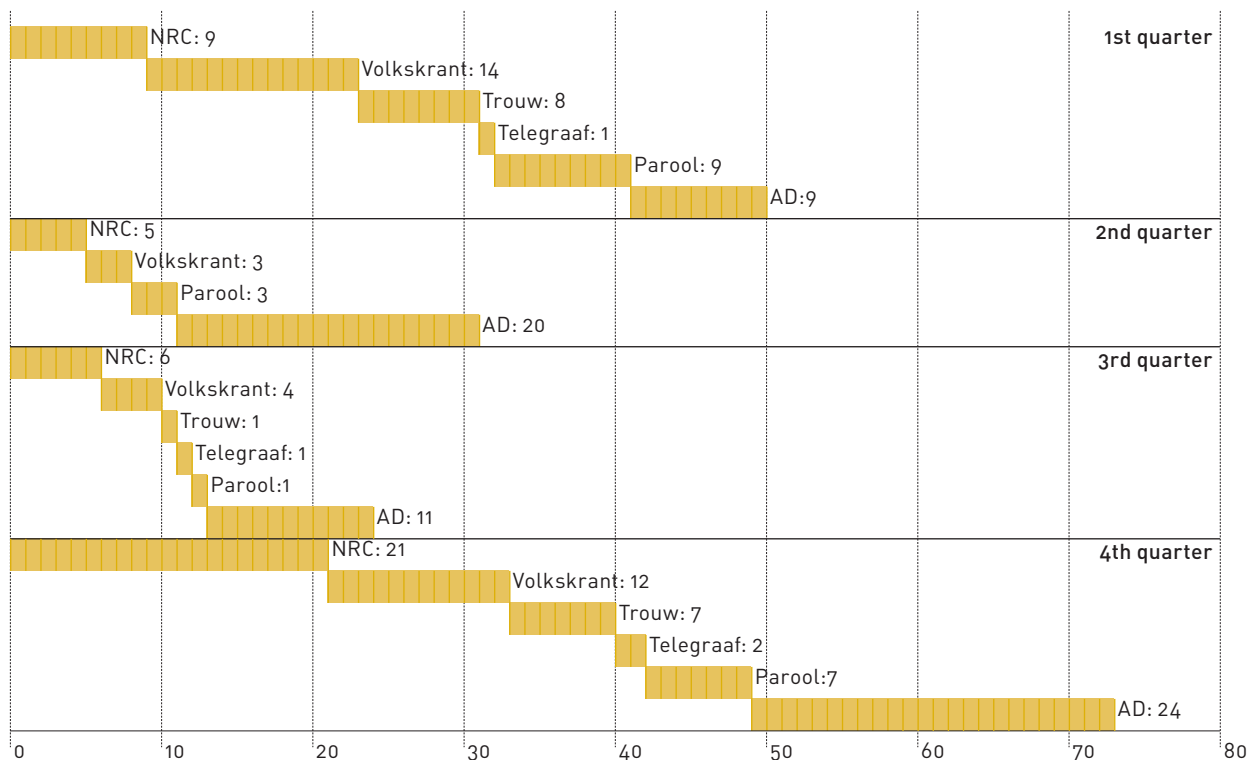
In preparation:

	journal titles	growth	backfiles
ProQuest	425	75,000	2,000,000
Emerald	214	6,700	68,000
IOPP	31		
AMA			33,000
Company of Biologists	3		
Portland Press	8		
Atlantis Press	2		

The KB in the press

The KB has a permanent review carried out of all references in the printed press (national and regional), on the basis of the search terms 'KB', 'Koninklijke Bibliotheek' and 'The Legacy of the Netherlands'. The references yield free publicity for the KB, which can be expressed in the so-called advertisement value. This is determined by, among other things, the page on which the reference appears in the printed medium, the length of the reference and the distribution. In 2007 the total advertisement value amounted to almost €3 million. There were 844 references.

References KB in National newspapers



Below is an overview of the fifteen subjects due to which the KB, in numbers of references, received the most attention in the press.

Subject	Number of references	advertisement value in €
Op Vakantie! (The Legacy of the Netherlands)	60	24,849
Digitisation/book destruction	37	72,981
Gruuthuse	32	112,937
Jonathan Israel	28	64,441
Metamorfoze	21	17,758
Komrij	20	67,568
Books of prints (The Legacy of the Netherlands)	15	10,949
Michiel de Ruyter (The Legacy of the Netherlands)	11	7,859
Staten-Generaal Digitaal	10	22,629
Magazine!	9	18,352
Sailing Letters	7	121,355
Newspapers/dailies	7	15,037
Digitisation/general	6	29,263
Couperus	5	11,638
e-Depot	3	15,360

Abbreviations

ABC	Board of Governors
ABP	<i>Algemeen Burgerlijk Pensioenfonds</i> (Pension fund for employers and employees in service of the Dutch government and the educational sector)
ANP	<i>Algemeen Nederlands Persbureau</i> (Netherlands National News Agency)
BGW	<i>Bibliotheekvoorziening Geesteswetenschappen</i> (Library Facilities for the Humanities)
BL	British Library
BL	<i>Bibliographie Linguistique / Linguistic Bibliography</i>
BZK	(Ministry of) the Interior and Kingdom Relations
CAO	Collective Labour Agreement
CATCH	Continuous Access to Cultural Heritage
CBS	<i>Centraal Bureau voor de Statistiek</i> (Statistics Netherlands)
CCMM	Central Catalogue Medieval Manuscripts
CDNL	Conference of Directors of National Libraries
CENL	(Foundation) Conference of European National Librarians
CERL	Consortium of European Research Libraries
CERN	<i>Conseil Européen pour la Recherche Nucléaire</i>
DANS	Data Archiving and Networked Services
DARE	Digital Academic Repositories
DEN	<i>Stichting Digitaal Erfgoed Nederland</i> (Foundation for Digital Cultural Heritage of the Netherlands)
DICE	<i>Database Incidentenregistratie Cultureel Erfgoed</i> (Database for the Registration of Incidents in Heritage Institutions)
DPC	Digital Preservation Coalition
EDL	European Digital Library
EU	European Union
FEZ	Finance Department
FOBID	<i>Federatie van Organisaties op het gebied van de Bibliotheek-, Informatie- en Documentatiewezen</i> (Federation of Organisations in the Field of the Library, Information and Documentation)
FTE	Full time equivalent
G&F	Building & Facility Management
GGC	<i>Gemeenschappelijk Geautomatiseerd Catalogiseersysteem</i> (Shared Cataloguing System)
GOO	<i>Gemeenschappelijke Onderwerpsontsluiting</i> (Joint Subject Indexing)
HKC	Expert Services & Collections Division
HPD	User Services Division
HRD	Research & Development Division
HVP	Acquisitions and Processing Division

- IBL Inter Library Loans
- IBM International Business Machines Corporation
- ICABS ifla-cdnl Alliance for Bibliographic Standards
- ICN *Instituut Collectie Nederland* (Netherlands Institute for Cultural Heritage)
- ICT Information and communication technology
- IFLA International Federation of Library Associations and Institutions
- IISG *Internationaal Instituut voor Sociale Geschiedenis* (International Institute for Social History)
- IMC International Medieval Congress
- IMPACT Improving Access to Text
- INL *Instituut voor Nederlandse Lexicologie* (Institute for Dutch Lexicology)
- ING *Instituut voor Nederlandse Geschiedenis* (Institute for Dutch History)
- ISBN International Standard Book Number
- ISOC Internet Society Netherlands
- IT Information technology
- JISC Joint Information Systems Committee
- KB Koninklijke Bibliotheek**
- KNAW *Koninklijke Nederlandse Akademie van Wetenschappen* (Royal Netherlands Academy of Arts and Sciences)
- KNHG *Koninklijk Nederlands Historisch Genootschap* (Royal Netherlands Historical Society)
- KVB *Koninklijke Vereniging van het Boekenvak* (Royal Society for the Book Trade)
- LIBER *Ligue des Bibliothèques Européennes de Recherche*
(Advisory Council) National Information Infrastructure
- LM Dutch Literature Museum
- NA *Nationaal Archief* (National Archives)
- NCC Netherlands Central Catalogue
- NCDD Netherlands Coalition for Digital Preservation
- NESTOR Network of Expertise in Long-Term Storage of Digital Resources
- NFI Netherlands Film Institute
- NIAS Netherlands Institute for Advanced Study in the Humanities and the Social Sciences
- NJBG *Nederlandse Jeugdbond voor Geschiedenis* (Netherlands Youth League for History)
- NMI *Nederlands Muziek Instituut* (Netherlands Music Institute)
- NWO *Nederlandse Organisatie voor Wetenschappelijk Onderzoek* (Netherlands Organisation for Scientific Research)
- OCLC Online Computer Library Center
- OCR Optical Character Recognition
- OCW (Ministry of) Education, Culture and Science
- OLS Online Services
- OR Works Council
- P&O Human Resources Department
- PARSE Permanent Access to the Records of Science in Europe
- RFID Radio Frequency Identification
- RKD *Rijksbureau voor Kunsthistorische Documentatie* (Netherlands Institute for Art History)

Senter-

- Novem Agency for Sustainable Development and Innovation
- STCN Short-Title Catalogue, Netherlands
- STITCH SemanTic Interoperability To access Cultural Heritage
- STM (International Association of) Scientific, Technical & Medical Publishers
- SURF *Samenwerkingsorganisatie van het hoger onderwijs en onderzoek op het gebied van netwerkdienstverlening en informatie- en communicatietechnologie* (Higher education and research partnership organisation for network services and information and communication technology)

- TEL The European Library
- TIFF Tagged Image File Format
- 3TU Federation of three technical universities: tu Delft, tu Eindhoven, tu Twente

- UB *Universiteitsbibliotheek* (University Library)
- UDCC Universal Decimal Classification Consortium
- UKB *(Samenwerkingsverband van) Universiteitsbibliotheken en de KB* (Consortium of Dutch university libraries and the KB)
- UVA University of Amsterdam

- VBTB *Van Beleidsbegroting tot Beleidsverantwoording* (From budget to balance sheet)
- VGA *Vernieuwing Gegevensarchitectuur* (Renewal data architecture)
- VO Safety and Security Meeting
- VWS (Ministry) Health, Welfare and Sport

- WFHI Willem Frederik Hermans Institute
- WHOO *Wet op het Hoger Onderwijs en Onderzoek* (Higher Education and Research Act, proposal for a new Act)
- WHW *Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek* (Higher Education and Research Act)
- WVOI *Werkgeversvereniging Onderzoekinstellingen* (Employers' Association of Research Institutes)

Colophon

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