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Annual Report 2009

KB Koninklijke Bibliotheek
National Library of the Netherlands

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Reader's guide

The Koninklijke Bibliotheek (KB) provides accountability in this annual report for its policies in 2009 and the results thereof. The annual report serves, in the first place, to inform the Netherlands government, in particular the Ministry of Education, Culture and Science. The annual report describes how the KB has given shape to its policy, and how its resources have been deployed in doing so.

In addition, the KB wishes to inform its customers and partner institutions, which include national and university libraries, on the activities of the Koninklijke Bibliotheek.

The annual report comprises three chapters. Chapter 1 reports on the fourth and final year of the current policy period, on the basis of the policy themes defined in the Strategic Plan 2006-2009. Chapter 2 responds to the requirement of accountability in terms of performance indicators in relation to the core activities of the KB, expressed in figures. Chapter 3 presents the financial report, supported by the integrated annual accounts and the auditor's report.

A printed summary of the 2009 Annual Report may be requested from the Corporate Communication Department of the KB. An English translation of the printed summary is available.

The digital version of the 2009 Annual Report 2009 can be downloaded via the website of the KB in Dutch or English: www.kb.nl/verslag2009.

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Board of Governors

- L.C. Brinkman, chair
- H.J. Bruggink
- L. Jongsma
- B.E. van Vucht Tijssen (up to 1 April 2009)
- F.M.G. de Jong (as of 1 November 2009)

Directorate

- J.S.M. Savenije,
Director-General (as of 1 June 2009)
 - M.P. Bossenbroek,
Director Collections & Services
(Acting Director-General up to 1 June 2009)
 - H.J. Jansen, Director e-Strategy
 - P.J. Moree, Director Finance & Corporate Services
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Management and organization



The National Library of The Netherlands (KB) was founded in 1798 and has existed since 1993 as an independent government institution, funded by the Ministry of Education, Culture and Science (ECS). The KB is administrated under authority of the Board of Governors, consisting of four members who are appointed by the Ministry of Education, Culture and Science. The Board of Governors is empowered to administrate and supervise the National Library. The duties and powers vested in the Board of Governors are laid down in the Governance Regulations of the KB (*Bestuursreglement van de Koninklijke Bibliotheek*), last revised in October 2008.

The responsibility for implementing the policy frame determined by the Board of Governors is vested in the Director-General of the National Library. The Director-General, and the Director Collection & Services (M.P. Bossenbroek), the Director e-Strategy (H.J. Jansen), and the Director Finance & Corporate Services (P.J. Moree), form the Directorate. The Director-General is accountable to the Board of Governors. The duties powers of the directors are laid down in the Charter of the Board of Governors (*Directiestatuut*).

Until 1 June 2009, the position of Director-General was fulfilled on an ad interim basis by the Director Collections & Services, Mr M.P. BossenBroek. With effect from 1 June 2009, Mr J.S.M. Savenije was appointed as the KB's Director-General.

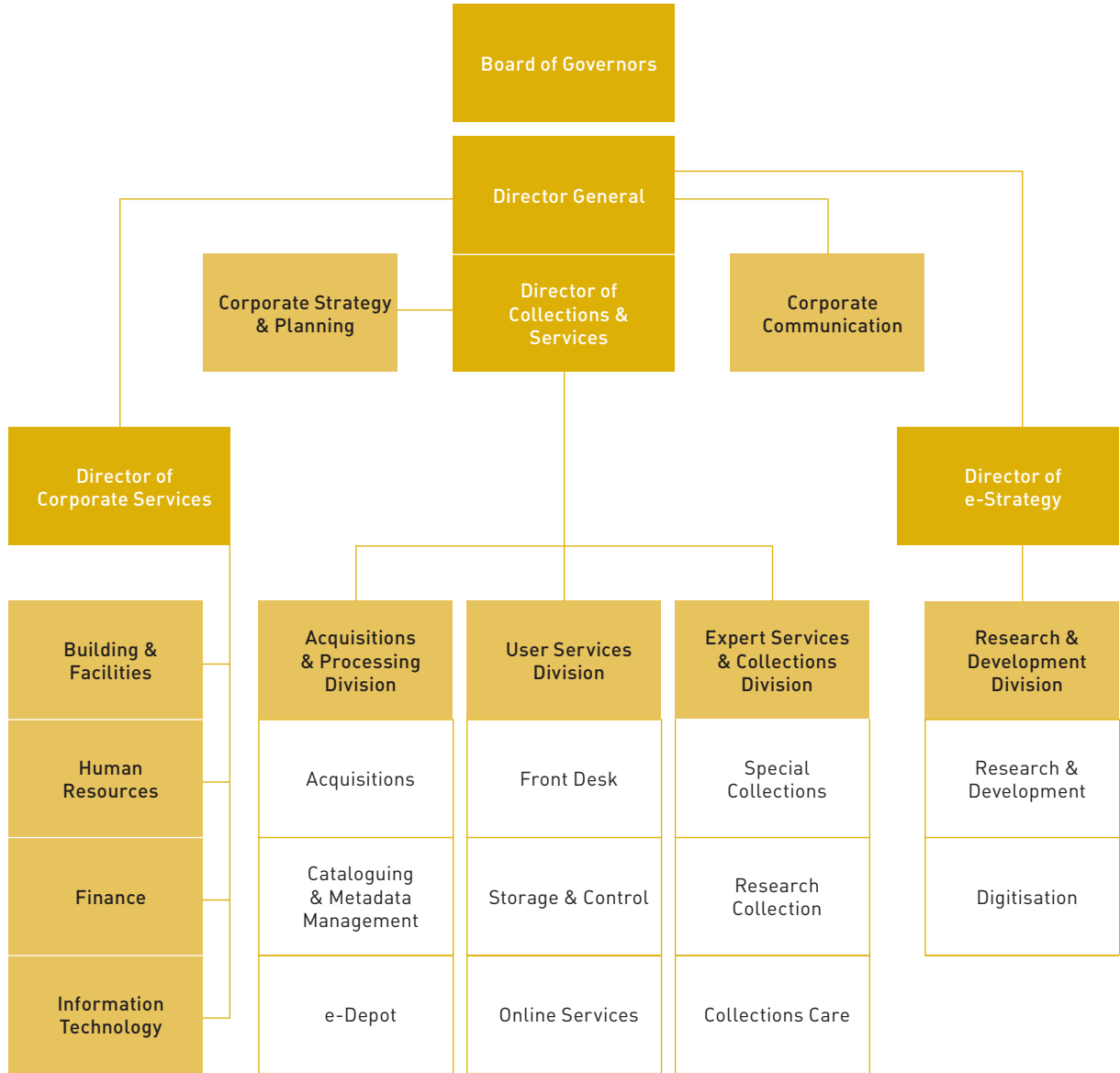
On 2 November 2009 the Board of Governors endorsed the *Strategic Plan 2010-2013*, which expresses clear priorities in terms of consolidating and accelerating the construction of the digital library, and a strong commitment to national information infrastructure building and cooperation. To be able to implement this ambitious plan forcefully and successfully, a change in the organization structure of the National Library is necessary. The first steps to this end were taken in November and December 2009. On 9 December 2009 the Board of Governors ratified the proposed 'Intention to Reorganize', in conformity with Section 25 of the Works Councils Act (Wet op de Ondernemingsraden - WOR). The planning phase commenced 1 January 2010. The new organization structure will take effect as of 1 September 2010.



Organisation Chart

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 March 2009

KB Koninklijke Bibliotheek
 National Library of the Netherlands



Society Friends of the Koninklijke Bibliotheek



The National Library has enjoyed the support of an active ‘Friends of’ society since 1938. The Society Friends of the Koninklijke Bibliotheek financially supports the acquisition of special assets, enabling the National Library to acquire prominent objects of Dutch cultural heritage.

In 2009 the Friends contributed to the acquisition of the Alexander incunabulum, officially known as *‘The history of the great King Alexander’*. The book is about Alexander the Great, the legendary general, who enjoyed great popularity, even during the Middle Ages. Of particular interest are the woodcuts that appear as illustrations in the incunabulum.

On June 17 the annual members meeting took place. Under applause, Mr Wim van Drimmelen, retired Director General of the National Library, was appointed as honorary member in recognition of his innumerable services on behalf of the Society of Friends of the KB. Afterwards Marieke van Delft gave a presentation on the above mentioned Alexander incunabulum.

This year’s annual autumn meeting was held close to home: on 2 December, the Friends of the Koninklijke Bibliotheek, together with the Friends of the National Archives, visited the exhibition *‘From here to Tokyo. 400 years of trade with Japan’*, in the exhibition space ‘De Verdieping van Nederland’. Prior to the visit a lecture was presented by Mr Willem van Gulik, Japan expert and the exhibition’s resident custodian. Mr Herman Somsen, furthermore, demonstrated a Japanese tea ceremony to a well-numbered audience.

As at 31 December 2009, the society counted 892 members. Its executive committee consisted of Mr C. Fasseur (chair), Ms N.N. van Willigen (secretary), Mr F. Kooij (treasurer), Ms R.E.A. van Ditzhuyzen and Mr A.H. de Groot. As Director-General of the National Library as per 1 June 2009, Mr J.S.M. Savenije had a seat on the committee.





November

Publishers' Day at the e-Depot – On 16 November the KB organizes the first publishers' day. Its aim is to inform publishers about the e-Depot of the KB and of recent developments in the area of digital preservation. The e-Depot contains more than 14 million scientific and scholarly articles from national and international STM publishers.

Publication of Sailing Letters journal, part 2 – In The National Archives in Kew, near London, the archives of the High Court of Admiralty are situated, including around 38,000 Dutch letters and documents, prized by English privateers from Dutch vessels in the seventeenth and eighteenth centuries. The project *Sailing Letters* aims to increase awareness of the letters and make them accessible to researchers. In this project the KB works together with the National Archives, the University of Leiden and the *Samenwerkende Maritieme Fondsen* (Cooperative Maritime Funds). In November 2009 a second publication appears with Walburg Press: *The old slave woman's plea and other stories from the West* (see <http://www.kb.nl/sl/>).



December

Research report PARSE. Insight: research data not yet digitally preserved – The European project PARSE.Insight, in which the KB is a partner, presents the results of its research into permanent access to scholarly and scientific data. The report concludes that permanent access to research data is still inadequately organized in Europe.



Repositioning the (digital) library

It is the task of our libraries to provide access to the information they have collected. As the national library the KB, furthermore, is responsible for preserving that information for the long term. This not only applies to printed and hand-written documents, but increasingly to digital documents.

For some years now it has become clear that the trend from physical to virtual library visits is irreversible. Increasingly our customers expect the KB to have all information available digitally. For this reason, the construction of a digital library has been a key objective in the policy period behind us, and will again receive the highest priority in the policy period 2010-2013.

The profile Dutch history, culture and society

The collection core of the KB focuses on Dutch history, Dutch culture, and Dutch society. Where possible, the collection effort is being redirected to digital publications, especially in relation to reference material collections. In 2009, with a view to the new policy period, the KB has worked on a new collection plan in which the interaction between printed and digital collection building is central.

Systematic customer approach

To be able to optimally respond to the needs and wishes of its customers, the KB commissions TNS-NIPO to perform a survey every year. It has done so since 2005. Customer satisfaction remains consistently high – in 2009 visitors graded the KB 8 out of 10 (7.9 in 2008). With respect to its services the KB makes every effort to respond suitably to any points for improvement, identified in the surveys. For example, telephone approachability has been improved, and evening opening hours have been extended. As a result of the changed opening times the number of visits to the ‘physical’ library increased by 7% against 2008. KB website visits also increased (7.4% against 2008) as did the number of annual library pass holders. In 2009, 6,500 new passes were issued and nearly 60% of existing pass holders chose to renew their library pass. The latter represents an increase of 10% versus 2008. This demonstrates that the active policy aimed at increasing the number of renewals is gradually starting to pay off. As customer satisfaction surveys takes place every year, the effect of measures can be evaluated relatively quickly.

Development and innovation of digital services

In 2009 a new search function and a new home page were created. The new search window enables the metadata of all printed and digital collections to be searched with only a single action.

To ensure that the customer has access to the (online) services of the KB immediately after when they register, an online payment option must be offered. For this, the project ‘webshop’ was started in 2009. In the first instance the webshop enables online payment, but it is an instrument by which other KB services may be offered in future (sale publications, ILL, printing/digitization on demand, etc.). The online payment functionality will be available to customers in early 2010.

Innovation impulse becomes Digital Library Programme

In 2007 an extensive innovation impulse was initiated within the KB, to prepare the way for a phased transition to increasingly prominent digital services. In that same year the Online Services department was established in order to deliver the digital services. In 2009, a large part of the activities that formed part of the innovation impulse was organized under a new umbrella: the Digital Library Programme. The programme is the implementation platform for the further construction of the digital library, also in the new policy period.

Book processing improvement project

As part of the innovation impulse, referred to above, the KB has put the primary processes in the non-digital library under the microscope. In September 2008, after a number of pre-investigations, the *book processing improvement project ‘Stroomlijning gang van het boek’* was started, whereby, firstly, the work processes and responsibilities were analysed. Next, a new working method was designed on the following principles: concentrate similar tasks in a single department, merge the various publication flows, and conduct processes as much as possible ‘from a single desk’. The new working method was implemented in May 2009.

Completion of STCN

An initial, important extension of the service range of the KB has been the provision of digital access to printed works dating before 1800. The Short-Title Catalogue, Netherlands (STCN) contains an overview of all books printed in The Netherlands between 1540-1801, or published elsewhere in the Dutch language in the same period. The digital national bibliography was the largest and longest project ever to be undertaken by the KB and was completed late June 2009. With this milestone the national bibliography is now complete, from the earliest books, right through to the present day.

Academic and cultural programme

In parallel with the development and extension of the digital services, the KB continues to actively bring its non-digital library collections to the attention of both the academic world and the broader public. In the exhibition space *'De Verdieping van Nederland'* the KB, together with the National Archives, displays important historic treasures of The Netherlands. In August 2009, the exhibition 'From here to Tokyo – 400 years of trade with Japan' took place there. The opening of the exhibition was attended by Prince and Princess Akishino of Japan, and Prince Constantijn and Princess Laurentien of the Netherlands.

Since 2008 the KB has worked together with Museum Meermanno/Huis van het Boek, within the context of the academic and cultural programme. Under this cooperative agreement the KB has the opportunity to use the exhibition space of Museum Meermanno. In October 2009 the exhibition *'Boekenwijsheid ('Book Learning')*, three centuries of Dutch typography, 1540-1800' was held.

In order to consolidate the use of its collections and strengthen its ties with the academic world, the KB, in conjunction with the Netherlands Institute for Advanced Study in the Humanities and Social Sciences (NIAS) in Wassenaar, founded the fellowship in 2005. In 2009 the fellowship was granted to the British publisher and typographer, Robin Kinross. Mr Kinross completed his fellowship tenure with a public reading in the KB. The most important resource for his research into paper sizes was the unique historic collection of the KB.

The further strengthening of the ties with the academic world is anchored in the KB's cooperation with the University of Leiden, within the frame of the masters degree course 'Book & Byte', which was continued in 2009. The associate lectureships, which the KB co-funds, of Jos Biemans at the University of Amsterdam (Manuscript studies in relation to the history of civilization) and of Gerard Unger at the University of Leiden (Typographic Design) were continued in 2009. Both lecturers take alternate turns in contributing to a column on the KB website on typefaces (see <http://www.kb.nl/galerie/letters/>).



Enhancing the national research information infrastructure

Strengthening the organization of the national research information infrastructure

The KB, as the national library of the Netherlands, maintains close contacts with other libraries and library organizations. It participates in cooperative structures, and contributes to innovations to the national research information infrastructure. The KB also plays an important role nationally in the digitization of resources for academic research. In the coming policy period 2010-2013 the information infrastructure will continue to play an important role: 'The KB aims to encourage the establishment of a common national information infrastructure in which the possibilities of the digital environment are maximized'.

Cooperation of academic libraries in UKB

As an academic library, the KB is associated to the UKB, a cooperative that includes all university libraries and the KB. UKB has a joint policy plan which is implemented through a number of working groups. At the UKB's request the KB supports the cooperative by providing the UKB policy officer and a staff member for benchmark research. The KB also supplies the national coordinator, steering group secretary and thesaurus manager for Joint Subject Indexing (GOO), and the secretary of the Innovation working group. This support was continued in 2009.

Consortium Shared Information Infrastructure

Over the past years the KB has played a pioneering role in the establishment of the Consortium Shared Information Infrastructure (Consortium Gemeenschappelijke Informatie-infrastructuur [GII]). The formation of this consortium, which consists of the university libraries, the WSF foundation, the VOB and the KB, is an important step towards the establishment of a central point of direction with respect to the digital information provision in The Netherlands. This is in accordance with the *Advies Bibliotheekvernieuwing 2009-2012* (Recommendations on Library Innovation 2009-2012) which in 2008 was presented by the Raad voor Cultuur (Council for Culture) to the Minister for Education, Culture and Science. The GII, which the KB chairs, will continue to be an important partner for the KB in bringing improvements to the national information infrastructure.

Netherlands Coalition Digital Preservation

In 2008, on initiative of the KB and DANS, the foundation 'Netherlands Coalition for Digital Preservation (NCDD) was established, the administration of which is seated in the KB. The NCDD aims within 5 years to achieve the establishment in The Netherlands of an organizational and technical infrastructure that provides permanent access to digital information in the public sector. To lend a robust foundation to this strategy, it was decided to conduct a national exploration into digital preservation. This exploration was to provide an answer to the question: who preserves what publications in The Netherlands and how? The KB received funding for this exploration from the ministry of Education, Culture and Science. The exploration was conducted in 2009 by a team of experts from the academic, cultural and government sectors, led by the KB, under the auspices of the executive board of the NCDD. The report was published in June 2009 and subsequently discussed in a workshop. On the basis of this exploration the NCDD board has formulated a number of conclusions and recommendations. In principle, the four major partners (KB, DANS, Beeld en Geluid, and the National Archives) are taking responsibility for the digital preservation of, respectively, publications, research data, audiovisual materials and government information. The domain 'cultural heritage' (museums, non-government related archived information) has not been allocated yet.

National e-Depot

The e-Depot of the KB has been set up for the long-term preservation of digital files. It not only preserves the academic output of the Dutch universities, as mentioned above, but also archives academic and scientific journals published by international publishers (International e-Depot, see Theme III) and digital publications of Dutch publishers. For the latter target group the national e-Depot is the digital counterpart of the existing Deposit Library for Dutch Publications, in which printed publications have been included since 1974. Initially, mostly academic articles and material from the university repositories were loaded in the national e-Depot. Meanwhile other file formats are also included, for example, the objects produced in large-scale digitization programmes such as the 'Staten-Generaal Digitaal' (Dutch Digital Parliamentary Papers) and the 'Databank Digitale Dagbladen' (Databank Digital Daily Newspapers) (see below), the preservation masters of the national programme 'Metamorfoze', and 'born digital' material, such as websites. As a result of this expansion the e-Depot needs to grow quite spectacularly in terms of both loading and storage capacity. Clearly, this carries far-reaching organizational, technical and financial consequences. In 2009 it was decided to not renovate the current e-Depot, but instead to invest in the construction of an entirely new e-Depot under the 'New e-Depot

programme'. In part, the new e-depot programme has a European character. In conjunction with eight national libraries the modular architecture for a new e-Depot has been further developed, and plans were made for the further standardization of design and interfaces. Contrary to its intention the KB decided in the autumn of 2009 not to enter into a joint tender process with the other national libraries, but instead to consult its peer institutions in the trajectory, since the tender trajectory for the construction of a new e-Depot for the KB was a most critical process. The new e-Depot must be operational in 2012, since the contract with IBM for the current e-Depot system expires in that year. The New e-Depot programme forms part of the Digital Library Programme with effect from 2010.

DARE

The university libraries have academic repositories, in which the Dutch universities store their academic output. Some years ago, the KB concluded a number of cooperative agreements with all DARE partners (United Digital Academic Repositories) to ensure that the academic output would be preserved. The output is harvested several times per year in the e-Depot. In 2009 the KB worked on developing a second generation DARE harvester, which is to become operational in 2010.

Digitizing of resources for academic research

Step by step, the KB works on the digitization of collections on behalf of academic research. Below follows an overview of digitization projects which are either conducted by the KB alone, or in conjunction with other institutions.

Dutch Digital Parliamentary Papers (Staten-Generaal Digitaal)

This extensive project, in which the KB works together with the lower chamber of the Dutch parliament, secures the preservation of important source information relevant to Dutch national parliamentary history. The micro-filming of the printed *Parliamentary Proceedings*, Parliamentary Documents and Questions (1814-1995) was completed in 2008. The digitization process was continued in 2009, and today all parliamentary session documents from 1900 to 1995 can be viewed digitally (see www.statengeneraaldigitaal.nl). Also in 2009, an additional search portal on the parliamentary material was created.

Databank Digital Daily Newspapers (Databank Digitale Dagbladen)

With funding from the National Programme for Investments in Large-scale Research Facilities (*Nationaal Programma Grootschalige Onderzoeksfaciliteiten*), the KB has been able to prepare the digitization of the Dutch daily newspapers and to commence with the practical implementation. After a selection of titles and analysis of the material, more than twenty agreements were concluded. Next, the work of actually scanning eight million pages could begin. Notably, copyright is an issue with the scanning and online publication of newspapers printed during the 20th century. The first results should become available in 2010.

Dutch Prints Online

The KB implements this digitization programme together with the libraries of the University of Amsterdam and the University of Leiden. Under the name 'Dutch Prints Online' the libraries have started to build a digital collection of rare Dutch works dating from the period 1781-1800, which are not permitted to leave the reading rooms. In 2008 an academic advisory committee made a selection on the basis of the STCN. The preparation of the material was also completed in 2008. The actual digitization was started in 2009 and is running on schedule. The result, around 1.3 million digitized pages, will be made available to the public on a website.

Sailing Letters

The KB has been committed to the publication of the Dutch national heritage material, retained in the National Archives of the United Kingdom, since 2004. Many thousands of letters and other documents, taken in battle from Dutch ships, form a unique and inexhaustible resource for academic researchers of various disciplines. In the project *Sailing Letters*, publicity is given to these letters from and to Dutch sailors and their relatives. In 2009, *An old slave women's plea and other stories from the West*, appeared, the second episode in the *Sailing Letters* journal (see <http://www.kb.nl/sl/>).

National programmes for digitization and preservation

For many years now, the KB has coordinated two national programmes: *Metamorfoze* for the preservation of printed and hand-written cultural and academic heritage material, and *Het Geheugen van Nederland* ('The Memory of The Netherlands'), for the digitization of visual materials. The offices accommodated in the KB provide nation-wide support to the participating libraries, archives and museums, and implement subsidy schemes on behalf of the Ministry of OCW. In 2009, the programmes were continued in accordance with the planning.

Metamorfoze

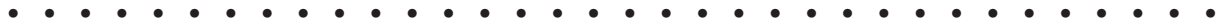
In 2008 the third phase of the preservation programme 'Metamorfoze' was completed. In the third phase of the programme the transition was prepared from micro-filming as preservation mode to digitization. In early 2009 Metamorfoze effectively changed over to preservation imaging. This means that new projects within the programme are digitally performed, from the outset. As a result, the project organization had to be adapted and some important steps for this were taken in 2009. For example, a new workflow had to be set up to enable processing the masters of the projects and to preserve them in the e-Depot. Two new projects were set up: 'Books, newspapers, periodicals' and 'Archived collections'. The first will be wholly completed by the KB, while it has been proposed that the National Archives lead the second one. Finally, the KB extended 'Metamorfoze' in 2009 by adding its collection of Surinam newspapers.

The Memory of The Netherlands (Het Geheugen van Nederland)

The Memory of The Netherlands completed its second phase in 2008. However, in anticipation of a long-term policy frame for digitization within the Ministry of ECS, the programme did not qualify for another four-year phase. The Ministry did, however, approve a programme for 2009. This programme is more focused on the quality of the preservation of digitized material, than on promoting access. For The Memory of The Netherlands, 2009 was, in the main, a year of transition. The intention is for the programme, starting in 2010, to function more or less as a 'regular' KB department. The KB collections of bound volumes and centsprenten ('penny prints') were digitized in 2009 and included in The Memory of The Netherlands.

DNH pilot (Dutch National Heritage: Digital!)

Within the framework of DNH (Dutch National Heritage: Digital!) the KB in 2009 received a subsidy from The Ministry of ECS to examine how national heritage institutions in The Netherlands could, in the most effective way, make their digital collections integrally accessible. The pilot was started later than anticipated and will not be completed until in 2010.



Enhancing the international position

The international role of the KB is especially evident in relation to the international e-Depot, the research into digital preservation, and the international cooperative frames.

Strengthening the international e-Depot

The international e-Depot is a large-scale, long-term storage facility for digital publications, with a focus on international academic publishers, and forms part of the e-Depot of the KB. In late 2009 the number of articles stored was well over 14 million. In 2009 a number of new agreements with international publishers were prepared and signed. Of these, the contract with DOAJ (Directory of Open Access Journals) is regarded the most important. The agreement enables the KB to enrich its e-Depot with a large amount of open access titles. It has been agreed with MAL (Mary Ann Liebert publishers) that MAL will deliver their content to the KB via Portico, the KB's American counterpart in the area of digital preservation. An arrangement such as this encourages preparedness among the publishers to archive their material with the e-Depot. PLOS (Public Library of Science) and other publishers will follow suit. In addition a working group has been formed in which the KB works with UKB and STM publishers on an agreement that will open the way for the e-Depot to function for the university libraries as a long-term archive of e-journals and e-books for which they have concluded license agreements. Finally, the e-Depot was represented nationally and abroad at congresses on digital preservation.

Research into digital preservation

The KB strives to maintain its leading position in the area of digital preservation. In 2009 the research and development activities of the KB once more were directed towards realizing the digital preservation of the objects stored in the e-Depot (see Theme II). Many of these activities take place as part of European projects, undertaken with international partners.

Planets For the European project Planets (runs until June 2010) the final phase began in 2009. In this phase the relevant Planets results were integrated in the KB's own environment. For the KB, it means that the project will be looking for ways in which the preservation tools could be deployed on behalf of the new-to-be developed e-Depot. Also in 2009 a proposal was prepared with a number of other Planets partners for a follow-on project. Continuation is desirable, because, despite the many insights Planets has yielded, developments in the area of digital preservation and access continually raise new questions.

KEEP In February 2009 the new emulation project KEEP was started (Keeping Emulation Environments Portable). The main tasks of the KB within the framework of this European project are the further development of the emulator Dioscuri, and the (joint) implementation of a legal investigation into emulation. The project is running according to schedule.

DRIVER II The project Driver II, aimed at building a European repository infrastructure, has been successfully completed. The KB was responsible for the component 'preservation of enriched digital publications', i.e. publications with a dataset. The KB contributions have been included in three SURF publications.

PARSE.Insight PARSE.Insight is a European project that maps where the most important players are in the field of research information archiving, and that identifies the most important developments in this area. The KB's contribution concerns a survey into the importance users attach to permanent access to data (and the extent to which users are aware that providing this is a challenge). In the past year the KB has delivered the outcomes of its research in the form of a survey report. The report provides an impression on the basis of large-scale surveys (conducted in 2008/2009) of the quality of information preservation in the world of science and research. Following through on these results, the KB is currently working to draw attention to the important role of financiers in the context of long-term data preservation, and thus to arrive more efficaciously at a roadmap for a science data infrastructure in Europe. In order to complete this work the project has been extended by two months. In May 2010 the project will present its definitive results at a symposium.

IMPACT The KB is project coordinator for the large European research project IMPACT (Improving Access to Text). IMPACT seeks to improve OCR technologies, for example, through developing adaptive software. State-of-the-art technology is used to achieve significant improvements in the digitization and word recognition of historic texts. By late 2009, the project was halfway its planned term. In 2010 a number of project results will be demonstrated, for example, on the basis of material from current KB digitization projects.

International cooperation

The KB is an active partner in a large number of cooperatives, a number of which are administrated in the KB building.

Alliance for Permanent Access In 2008 the Alliance for Permanent Access to the Digital Records of Science was awarded formal status as a foundation under Dutch law. The alliance includes ten prominent members (including CERN and the British Library) and three national coalitions for digital preservation (see Appendix 2). Its most important objective is to arrive at a European organization infrastructure that offers permanent access to research data. In February 2009 an executive director was appointed, who holds office in the KB. In the second half year the *Alliance* explored the possibilities for submitting European projects within the seventh Framework programme (KP7). The annual conference was held in November.

CDNL/CENL The KB plays an active role in de Conference of Directors of National Libraries (CDNL) and in the Conference of European National Librarians (CENL). The KB provides a roof for the CENL initiated services of The European Library (TEL) and the European Digital Library (EDL) foundation. In 2009 the KB provided financial, staff and administrative support to the office.

The European Library (TEL) The European Library website (www.theeuropeanlibrary.org) is the portal through which the collective printed and digital collections of all 47 European national libraries can be searched integrally online. By the end of 2008, 39 libraries with over 150 million documents were accessible, including those of the most recently joined member states. In 2009 TEL contracted the last remaining national libraries, with currently only the Vatican and San Marino as non-associates. A market study has been conducted to investigate how TEL could further profile itself in the years ahead. The technical management of TEL has been transferred from the KB to ULCC (University of London Computing Centre).

Europeana The European Digital Library (EDL) foundation was created in 2007 as a cooperative framework of heritage umbrella organizations and large heritage institutions in Europe. With funding from the European Commission, EDL initially developed a prototype of a multimedia website. This trial website ('Europeana') shows more than two million books, cards, photos, archived material, paintings, films and sound recordings from libraries, (audio-visual) archives and museums from 27 EU member states. In the spring of 2009 the project Europeana v1.0 was officially started (see www.europeana.eu), and a project team of around thirty staff was formed. This team will work to ensure that Europeana, in three years time, will be an operational service providing access to the digital collections of libraries, archives, museums and audio-visual archives in Europe. Within the project Europeana Travel, which aims to digitize collections in the area of travel and tourism, the KB in 2009 digitized its collection of *alba amicorum*. With effect from 2010 Europeana operates separately from the KB as an agency of the independent EDL. Europeana will continue to be accommodated in the KB building.

Bernstein From September 2006 to and including February 2009, the KB, together with nine other institutes from five European countries, participated in the European eContentplus project Bernstein. Within this project an integrated digital environment has been developed for research into paper and water marks (www.memoryofpaper.eu).

IFLA/LIBER The KB houses the IFLA agency, the worldwide organization of libraries, and the bureau of LIBER, the organization of cooperating academic libraries in Europe. Various KB managers are active in standing committees of the IFLA. The Director General of the KB chairs the LIBER workgroup Scholarly Communication.



Operational Management

The central departments of the KB formulate the KB's policy objectives; the other departments create the facilitating framework for the implementation of those policy objectives, as well as for the regular, day-to-day operations.

Human Resources

Like any innovative knowledge organization, the KB needs young staff members who will introduce new knowledge to keep the organization sharp and effective. For this reason, a strategic staffing plan was introduced in 2007, with the purpose to (a) attract staff with the expertise to build a digital library; (b) retain these staff members for the organization; and (c) to promote internal mobility. As part of the plan, a trainee programme was set up and started in January 2008. Nine talented young staff members took part in this two-year programme, which included a personal development plan and an information development plan covering all aspects of in the field of information services. The programme was concluded by the end of 2009, and a second group has been scheduled to start at the beginning of 2010. In addition to the trainee programme, the strategic staffing plan encompassed a management trainee programme, which took off in April 2008, and in which nine young staff members have been enrolled who have already made their mark at the KB, and who may move on to management positions, or who have already been appointed. This programme will be concluded in early 2010. The third component of the strategic staffing plan is an active career guidance policy for staff members who have been in the same position for a longer period of time. These staff members will be offered the opportunity to temporarily take on other duties. For figures, please refer to the influx/outflow table after indicator 15 in chapter 2. Compared to 2008, the average age of staff members in permanent employment rose slightly in 2009. This was caused by the relatively low influx, and a low outflow of staff members taking retirement. The number of staff members taking retirement is expected to increase from 2011 onwards. Over 2009, the absenteeism figure was 4.8%, a slight increase compared to last year (4.4% in 2008). The KB is still in line with comparable academic institutions, although the increase will be an incentive for the KB to pay extra attention to decreasing absenteeism in 2010.

Communication

In 2009, the KB frequently appeared in the press in relation to a variety of subjects (see Appendix 3, the KB in the press). Examples include the purchase of the Alexander incunabulum, the visit paid by Dr Plasterk, Minister of Education, Culture and Science, to the e-Depot, the conclusion of the STCN, and the opening of the exposition called *Van Hier tot Tokio – 400 jaar handel met Japan* ('From here to Tokyo – 400 years of trade with Japan').

Information technology

As the digital library continues to expand, the importance of high-grade IT facilities in the KB gathers momentum. In carrying out the new Strategic Plan 2010-2013, IT will play a central role as well. In 2009, the emphasis was primarily on attracting higher-qualified staff and training present staff to the desired level. In addition, steps were taken to outsource certain management tasks. Much has been accomplished in detecting and fixing bottlenecks in the digital services that were implemented. In part by adjusting the software, and in part by updating and expanding segments of the IT infrastructure. As a result, services have speeded up and the availability has improved significantly. The experience gained in the process will be used to improve and standardize the set-up of new digital services.

Accommodation

In addition to the principal tenants, that is to say the Koninklijke Bibliotheek, the Netherlands Institute for Art History, and the Dutch Literature Museum, several other institutions are housed in the KB building. Generally speaking, these institutions focus on Dutch history and culture, or on global information services. For instance, the Huygens Institute, the Institute of Netherlands History, the Netherlands Music Institute, IFLA and LIBER can be found in the KB building.

The KB building covers some 85,000 m² of public space, storage space, office space and meeting space, approximately two-thirds of which is used by the KB itself. In addition, the KB is responsible for the shared facilities in and around the building, and for general building maintenance and management. In terms of building and maintenance, following the large construction projects of recent years, 2009 was relatively uneventful. The renovation of the Dutch Literature Museum was carried out according to plan in 2009 and will be concluded in early 2010.

Safety & security management

The KB pays ample attention to safety in the broadest sense of the word; safety and security management encompasses policies with regard to people, collections and the building. Once every quarter, the Committee for Safety & Security (*Veiligheidsoverleg* (vo)) meets under the chairmanship of the Corporate Services Director, who doubles as the security officer of the KB. The Committee for Safety & Security is made up of the persons responsible for the safety of people, the building, the collections and the IT. Over the last years, they have worked on the implementation of a number of risk-reducing measures. These measures are the result of a risk analysis that was made a few years ago. Whenever the situation calls for an adjustment, the list of management measures is supplemented or adapted. Despite a sound safety policy, incidents can never be completely ruled out. In 2009, for instance, the KB dealt with a breakdown of the new SAN (Storage Area Network) and soot damage in the Special Collections storage areas as a result of fire in a switch box. The KB was able to respond adequately, and no permanent damage was sustained to the collection. In 2009, the introduction of a number of risk-reducing measures was taken further. For example, all KB staff members are now obliged to wear a photo ID badge, and visitors are handed special visitors' badges. This has improved the identification of the authorized people present. An evacuation exercise was held. Furthermore, the Coordinator for Safety & Security and Collections (*Veiligheid en Collecties*) gave a presentation on safety in every department in order to increase safety awareness within the organization. Finally, an action plan was drawn up for a systematic verification of the stacks, and a trial run was carried out for part of the collection. In early 2010, the verification procedure will be introduced for the entire KB collection.

In 2007, the Cultural Heritage Directorate (*Directie Cultureel Erfgoed*) of the Ministry of Education, Culture and Science invited the KB to set up an expertise centre that would focus on issues regarding the protection of cultural heritage, in which would be incorporated the Database for the Registration of Incidents in Heritage Institutions (*Database Incidentenregistratie Cultureel Erfgoed* (DICE)). This Expertise Centre on the Protection of Cultural Heritage (*Kenniscentrum Veiligheid Cultureel Erfgoed* (KVCE)) became operational in 2008. The Expertise Centre disseminates information on the subject of integrated security management (providing a safe and secure environment for people, the building, collections and data systems) by giving internal and external presentations on the risks threatening the collections, and how to manage those risks. In addition, the Expertise Centre is involved in bundling the expertise available nationwide, and in making it available on a website: www.kvce.nl. The project was evaluated in the summer of 2009. According to the evaluation report, the Expertise Centre has proved its worth, although the project period was too short to realize all the objectives. Over the next period, the focus will be on building the Centre's reputation and on shaping the cooperation with the knowledge institutes involved. A user survey has shown that some of the institutes and people working in the field of cultural heritage tend to associate the Expertise Centre with the world of libraries because of its location at the KB, and therefore the evaluation report has recommended that the Expertise Centre be relocated. In the course of 2010, the KVCE will be added to the Cultural Heritage Agency (Rijksdienst voor het Cultureel Erfgoed) as a project.



KB indicators

Introduction

Since 2003, performance indicators have been included in the KB annual report. These indicators provide an understanding of the results of the organization. In 2002 the Ministry of Education, Culture and Science signed a covenant with the KB; this covenant expired in 2008. In 2007 the KB performed a detailed evaluation of the indicators. Following the evaluation a number of proposals for amendment were submitted. In 2008, the Ministry made new arrangements with the KB, in which the proposed changes were incorporated. The current schedule of agreements expires in 2013.

The indicators outlined below are organized as type 1 or type 2. Type 1 indicators provide an insight into the KB's task performance; type 2 indicators reflect the operational situation.

Overview of KB indicators in 2009

Type 1 indicators	Realisation 2009	Budget 2009	Realisation 2008
1. Library visits ¹⁾	82,339	82,500	76,946
2. Website visits ²⁾	5,015,311	5,000,000	4,688,224
3. Information sources made available ³⁾	325,546	-	276,478
4. Participation in external exhibitions	41	40	23
5. Customer satisfaction (on a scale from 1-10)	8.0	-	7.9
6. Increase in books, including monographs for the e-Depot ⁴⁾	43,722	45,500	45,064
7. Increase in printed journal issues	85,097	89,000	90,979
8. Increase in journal articles in the e-Depot	2,289,816	1,600,000	2,189,965
9. Increase in metadata	97,787	82,080	143,244
10. Percentage of publishers covered	93%	-	96%
11. National programmes			
Metamorfoze / inclusion of projects completed			
Books	898,164	800,000	*
Journals	-	-	-
Newspapers	-	-	-
* projects yet to be completed			
Metamorfoze / inclusion of projects completed			
Collections Literary	176,073	500,000	1,071,949
Culture historical	429,742	400,000	604,525
International	-	120,000	237,651
Archives	312,302	600,000	3,741
Het Geheugen van Nederland (Memory of the Netherlands)			
Digitized collections	12	12	10
Educational applications	-	-	1
12. Staff publications and presentations	110	-	76
Type 2 indicators	Realisation 2009	Budget 2009	Realisation 2008
13. Staff in permanent employment	276	276	274
14. Staff in temporary employment	28.79	-	31.82
15. Project staff	37.72	-	45.42
16. Staff components of government grant per employee in €	52,794	-	50,193
17. Average cost of staff per employee in €	57,053	-	53,722

1) Number of annual library pass holders at the end of 2009: 14,183 (2008: 13,694)

2) Figure for 2008 adjusted in accordance with the new calculation method of 2009 as a result of a new procedure.

3) The historical figures have been adjusted for purposes of comparison.

4) New digital monographs for the e-Depot (as portion of the total growth) in 2009: 971.

3. Information sources made available

The figure showing the printed and digital information sources provided to KB customers consists of publications made available on location (from the stacks) from the (e-)Deposit Collection, the Research Collection, the Special Collections and publications from other libraries. It also includes micro-material made available, the number of digital records of and from publications provided to external customers, and the number of publications made available upon the request of external parties (inter-library loans (ILL)). The use of material in open stacks is not taken into consideration, since this form of referencing does not require staff involvement and is therefore not registered.

Publications made available

	Publications made available in total	on location and digital	on location	digital	ILL	e-Depot	scans
2009	325,546	298,003	210,847	87,156	18,860	5,804	2,879
2008*	276,478	239,451	193,691	45,760	22,345	9,897	4,785
2007	269,603	230,342	187,899	42,443	24,835	12,349	2,077
2006	231,859	207,515	183,991	23,524	24,344		2,483
2005	218,142	193,241	174,723	18,518	24,901		

*] The historical figures have been adjusted for purpose of comparison.

The number of publications made available has increased. The changed opening hours generate more visitors and, as a result, more requests. Because of the development of online services, the number of requests for non-digital materials is not expected to increase any further.

4. Participation in external exhibitions

The number of contributions made by the KB to national and international exhibitions is determined by the number of requests for loans that have actually been granted and realized. In 2009, the KB participated in exhibitions on 41 occasions. 442 items were made available in response to external loan requests.

Participation in exhibitions

	Total	At home	Abroad
2009	41	21	20
2008	23	21	2
2007	48	37	11
2006	48	40	8
2005	41	37	4

Within the framework of the academic and cultural programme, 141 guided tours and courses were provided. The guided tours were offered on set dates and advertised on the activities calendar.

In *De Verdieping van Nederland*, the permanent exhibition of prominent pieces of the KB and the National Archives, three temporary exhibitions were organized in addition to the regular, quarterly rotation of prominent pieces: 1) *Nederland op eigen benen - Het Bestand van 1609* ('The Netherlands on their own – The Truce of 1609'), and 2), *Van Hier tot Tokio – 400 jaar handel met Japan* ('From here to Tokyo – 400 years of trade with Japan'), and 3) *Topstukken* ('Treasures').

Visitors to De Verdieping van Nederland

2009	20,800
2008	19,383
2007	23,291
2006	21,598
2005	26,770

5. Customer satisfaction (on a scale from 1-10)

Customer satisfaction is measured on a scale from 1 to 10 by means of an annual customer survey. This survey is conducted by telephone by TNS-NIPO among a randomly selected, representative group of annual library pass holders. In 2009 there were 736 respondents.

Customer satisfaction

2009	8.0	
2008	7.9	
2007	8.0	
2006	7.9	
2004	7.8	

From the first survey, customer satisfaction has hovered around the 8 mark. After every customer survey, the KB introduces a number of improvements, which are evaluated in the next survey. In this way, the KB keeps abreast of the wishes and expectations of its customers and can respond actively to any suggestions.

6. Increase in the number of books, including monographs for the e-Depot

The total number of titles acquired is measured by the acquisition (including gifts) of printed book titles for the Deposit Collection, the Special Collections and the Research Collection, as well as the acquisition of digital monographs for the e-Depot. The latter figure is also given separately as from 2008. Digital monographs are publications that are delivered online or on DVD/cd-rom.

Increase in book titles, including e-Depot monographs

		e-monographs	
2009	43,722	971	
2008	45,064	696	
2007	47,238		
2006	54,235		
2005	53,180		

The steady decline in the number of printed books is not compensated yet by an increase in the number of digital monographs. The increase in book titles for the Research Collection has increased slightly compared to last year (8456 monographs in 2008) and amounted to 8512 in 2009. The increase in book titles for the Deposit Collection has been levelling off for some years now, and amounted to 32,818 in 2009. This was partly the result of the decision to include only the digital versions of publications appearing both in print and electronically. For instance, the inclusion of digital dissertations rather than printed ones has led to a significant decrease. There is also evidence of an autonomous development, since the number of printed books for the Deposit Collection is declining. An increase in the number of digital monographs is expected. In addition to the digital monographs that are acquired individually, the KB makes a large number of e-books available to its customers by means of licensed files. These files are supplied as bulk files, and are not divided into e-books, databases or articles. The number of titles available exceeds the annual increase.

7. Increase in the number of printed journal issues

The total number of printed journal issues is determined on the basis of the acquisition of printed journal issues for the Deposit Collection and the Research Collection.

Increase in printed journal issues






2009	85,097	
2008	90,979	
2007	92,700	
2006	92,971	
2005	96,560	

As a result of the transition from printed to digital journals, the total number of printed journal issues has been showing a decline for years. This decline is expected to intensify in the years ahead, particularly with regard to academic journals. Many journals are published both in print and in a digital format nowadays; the KB decided several years ago in such cases to include the digital version only. However, the transition to e-only is not expected for the KB's collection core in the near future (Dutch history, culture and society).

8. Increase in the number of journal articles in the e-Depot

The increase in the number of journal articles in the e-Depot is determined on the basis of the number of journal articles acquired and loaded.

Increase in journal articles in e-Depot






2009	2,289,816	
2008	2,189,965	
2007	2,072,298	
2006	3,348,473	
2005	2,022,500	

The growth in 2009 increased slightly compared to 2008, and by the end of 2009, the international e-Depot contained over fourteen million articles. The number of articles available is still growing, fuelled by the take-off of the national e-Depot as well. The KB invests in increasing both the loading and the storage capacity of the e-Depot and has started building a new e-Depot for the purpose. From 2010 onwards, the number of harvested websites will be counted as well. The number of websites in the e-Depot will be listed as a separate category for this indicator.

9. Increase in metadata

The increase in the amount of metadata (descriptions) is determined on the basis of the amount of metadata stored in the Metadata storage system. These metadata include the cataloguing for the Deposit Collection, the Research Collection and the Special Collections, as well as the descriptions relating to information services, knowledge domains and academic documentation. The increase in metadata peaked in 2008, caused to a large extent by the accelerated completion of the STCN. The STCN project was concluded in June 2009. As expected, the increase in metadata levelled off in 2009.

Metadata increase

2009	97,787	
2008	143,244	
2007	120,801	
2006	138,203	
2005	117,900	

10. Percentage of publishers covered

The coverage percentage refers to the percentage of publishers who have supplied publications to the Deposit Library for Dutch Publications, who are registered members of the *Koninklijke Vereniging voor het Boekenvak* ('Royal Dutch Book Trade Association') and who have released publications in the year under review. In 2009 the coverage percentage was 93%.

11. National programmes

The number of records (scans and microfilm) for every programme is determined. The indicators for *Metamorfoze* distinguish between the following categories: records of completed projects (books, journals, and newspapers) and records of preserved collections (literary, culture-historical, international and archive) per year. The indicators for *Het Geheugen van Nederland* specify the number of digitized collections and educational applications per year.

National programmes	2009	budget 2009	2008
Metamorfoze / Inclusion of projects completed			
Books	898,164	800,000	*
Journals	-	-	-
Newspapers	-	-	-
Metamorfoze / Inclusion of projects completed			
Collections - literary	176,073	500,000	1,071,949
- culture-historical	429,742	400,000	604,525
- international	-	120,000	237,651
- archives	312,302	600,000	3,741
Het Geheugen van Nederland (The Memory of the Netherlands)			
Digitized collections	12	12	10
Educational applications	-	-	1

* projects yet to be completed

12. Staff publications and presentations

This count concerns the publications of staff members in any media published by third parties, external presentations given by staff members, as well as internal presentations for outside guests. Publications in the field of librarianship and information provision, all in the widest sense, are counted. The full list of publications is attached as Appendix 4. The publications and presentations indicate the degree to which KB staff members are committed to knowledge dissemination. Staff members are active in other ways as well, by participating in seminars and work groups, and through their individual network. In 2009 the number of publications was 110.

Type 2 indicators

13. Staff in permanent employment

The number of staff members in permanent employment consists of the actual number of full-time staff members in permanently filled positions combined with the vacancies for permanent positions on the reference date. This figure includes staff members who are eligible for a permanent employment contract (see the table below).

14. Staff in temporary employment

The number of staff members in temporary employment is indicated on the basis of the average number of temporary employees throughout the year, in full-time equivalents (FTE). This average figure offers a more realistic view than the number of FTEs at the end of December. This calculation method was introduced in 2008 (see the table below).

15. Project staff

The average number of temporarily employed staff members throughout the year for externally financed projects, in FTEs. This indicator was introduced in 2008 to provide an insight into the number of project staff members working on the large digitization projects and national programmes (see the table below).

Note: Temping staff, trainees and staff members employed under a community work scheme or government support scheme are not employed by the KB and are therefore not included in the count.

Staff members

	permanent staff	temporary staff	Project staff
2009	276.0	28.79	37.72
2008	274.0	31.82	45.42
2007	271.0	31.39	32.90

Note: the figures shown for 2007 for temporary staff and project staff indicate the situation on 31/12/2007.

The figures shown for 2008 are average figures for 2008. The same goes for the figures for 2009.

On 31 December 2009 the actual number of staff members in permanent employment was 254.24 in full-time equivalents, and there were 21.76 vacancies in fte. The KB aims to fill these vacancies with a view to a gradual transition to the digital library.

Staffing levels of the KB by department (reference date 31 December 2009 in full-time equivalent or FTEs)

	perm. FTE	temp. FTE	project FTE	total FTE
Directorate	4.00			4.00
Corporate Strategy & Planning	7.60	1.00		8.60
Corporate Communications	6.00	0.80		6.80
Information Technology	25.05		1.00	26.05
Building and Facilities	12.60	2.00		14.60
Finance Department	7.28			7.28
Human Resources	6.00	1.80		7.80
Acquisitions & Processing	67.33	1.20	1.00	69.53
Research & Development	22.30	2.80	33.75	58.85
Expert Services & Collections	43.76	13.15	1.90	58.81
User Services	52.32	4.65	0.50	57.46
Total de facto FTE	254.24	27.40	38.15	319.78
Vacancies as from 31/12/2009	21.76			
Permanent staff in FTE	276.00			

Staff composition and development

The tables below provide a more detailed view of the staff composition at the KB. The concerns expressed last year with regard to the age composition of the KB staff are still relevant, yet the KB has seen some positive developments. The KB started the implementation of a two-year trainee programme, in which talented young staff members can participate. Furthermore, in order to increase internal and external job mobility, an active career policy plan is carried out for current KB staff members.

Financial report 2009

KB Financial statements 2009

Balance sheet as of 31 December 2009

After treatment of the result
in thousands of euros**Assets**

	31 December 2009	31 December 2008
Fixed assets		
Tangible fixed assets		
Fixtures and fittings and equipment ¹	5,902	6,002
Collection	memo	memo
	5,902	6,002
Current assets		
Debtors	719	809
Other receivables, prepayments and accrued income ²	646	1,159
Cash and cash equivalents ³	32,079	26,455
	33,444	28,424
Total assets	39,346	34,426

Equity and liabilities

	31 December 2009	31 December 2008
Equity		
General reserve ⁴	3,230	3,160
Appropriated housing reserve ⁵	3,526	2,426
	6,756	5,586
Provisions		
Redundancy benefits in payment ⁶	281	242
Deferred payments for staff anniversaries ⁶	150	154
	431	396
Current liabilities		
Payables	2,231	2,462
Other debts, accruals and deferred income ⁷	14,272	13,562
Balance of current projects ⁸	15,657	12,420
	32,159	28,444
Total equity and liabilities	39,346	34,426

The references are to the explanatory notes to the balance sheet.

The figures as of 31 December 2008 have been restated for comparative purposes.

Statement of income and expenditure for 2009

in thousands of euros

	actual	2009 budget	actual	2008 budget
Income				
Government grant OCW	39,368	38,265	38,261	35,877
Government grant OCW project income	6,840	6,840	6,840	6,840
Additional funding	7,434	5,600	3,140	4,640
Other income	836	770	909	703
Interest income	239	750	1,121	550
	54,717	52,225	50,272	48,610
Expenditure				
Personnel expenses	21,641	19,303	19,134	17,151
Depreciation	1,167	1,300	1,111	1,300
Other operating expenses*	30,739	31,622	27,520	30,159
	53,547	52,225	47,766	48,610
Net income	1,170	0	2,506	0
Treatment of the surplus				
General reserve	70	0	80	0
Appropriated housing reserve	1,100	0	2,426	0
	1,170	0	2,506	0

* The 2008 figures have been restated for comparative purpose

EQUITY

Equity can be broken down as follows:

4. General reserve

	31 December 2009	31 December 2008
Balance at the beginning of the financial year	3,160	3,080
Movement	70	80
Balance at the end of the financial year	3,230	3,160

The surplus from ordinary operations for 2009 has been added to the general reserve.

5. Appropriated housing reserve

	31 December 2009	31 December 2008
Balance at the beginning of the financial year	2,426	0
Movement	1,100	2,426
Balance at the end of the financial year	3,526	2,426

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 and large-scale maintenance of the KB building. In 2008, the KB was granted a structural increase to the housing element of the government grant to compensate for the incomplete reimbursement of the annual rent increase charged by the Government Buildings Agency.

On 23 December 2009, the Fonds Anny Antoine/Louis Koopman (hereafter the Koopman Fund) was transferred to a separate foundation, the Stichting Fonds Koopman. All assets and liabilities (including the accumulated results) up to the date of transfer were transferred to that foundation. As the Koopman Fund was transferred in full to that foundation before the end of the year, the Fund including the accumulated result is no longer included in the financial statements of the KB. The comparative figures have been restated accordingly.

PROVISIONS

Movements in provisions were:

6. Provisions

	2009		2008	
	redundancy benefits payment	deferred inpayments for staff anniversaries	redundancy benefits in payment	deferred inpayments for staff anniversaries
Balance at the beginning of the financial year	242	154	201	148
Withdrawn	-230	0	-129	0
Added	269	0	169	6
Released	0	-4	0	0
Balance at the end of the financial year	281	150	242	154

The costs of redundancy benefits in payment in 2009 (an amount of € 230,000) have been charged against the provision. The total redundancy benefits obligation for former staff members who were part of the redundancy scheme as of 31 December 2009 amounts to € 281,000. The number of persons receiving benefits on that date was five (2008: eight).

The provision for deferred payments for staff anniversaries was created as a result of a change in accounting policy on 31 December 2005. The balance on this provision as of 31 December 2009 was € 150,000.

CURRENT LIABILITIES

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

7. Other debts, accruals and deferred income

	31 December 2009	31 December 2008
Accrued personnel expenses	1,054	1,103
Taxes and social security contributions	953	784
Amounts received in advance	1	1
Accruals for national projects	12,209	11,340
Other accruals and deferred income	56	333
	14,272	13,562

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

Accruals for national projects	31 December 2009	31 December 2008
- Metamorfoze national programme	8,507	7,994
- The Memory of the Netherlands national programme	3,169	2,814
- Digital Preservation research programme	532	532
	12,209	11,340

Movements in accruals for national projects were as follows:

Statement of changes in accruals for national projects	2009	2008
Balance at the beginning of the financial year	11,340	7,940
Subsidies received for national projects	5,033	7,020
Subsidies paid for national projects	-4,165	-3,620
Balance at the end of the financial year	12,209	11,340

This item includes the amounts reserved for the Metamorfoze (preservation) and The Memory of the Netherlands (digitization) 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 2009 was largely allocated.

The KB is accountable for the 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 for these activities have been included, as in previous years, in the balance of current projects.

EXPENDITURE

1. Personnel expenses

	2009		2008	
	actual	budget	actual	budget
Permanent staff	14,725	15,647	13,497	14,785
Temporary staff	1,041	300	1,175	350
Project staff	4,360	2,500	3,269	1,200
Costs of redundancy benefits	269	0	169	0
Other personnel expenses	1,246	856	1,025	816
	21,641	19,303	19,134	17,151

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

2. Other operating expenses

	2009		2008	
	actual	budget	actual	budget
Housing expenses				
Rent and service charges of building	10,739	11,200	10,521	10,700
Maintenance of building and projects	2,122	2,079	1,567	1,850
Operating cost of building	2,294	2,395	2,452	1,880
	15,155	115,674	14,540	14,430
General and administrative expenses				
Office costs	755	760	789	707
Travel and accommodation costs	131	130	132	130
Subscriptions to external facilities	398	380	427	380
IT costs	1,897	2,000	1,680	1,350
Costs of communication and marketing	239	235	206	235
Costs of materials of projects	9,841	9,940	7,004	10,280
Other general and administrative expenses	937	985	1,178	1,164
	14,199	14,430	11,416	14,246
Total other operating expenses				
Collection acquisitions	1,220	1,343	1,366	1,308
Maintenance of collection and binding work	165	175	199	175
	1,385	1,518	1,564	1,483
Depreciation				
Depreciation	1,167	1,300	1,111	1,300
Disposals	1	0	0	0
	1,167	1,300	1,111	1,300
Total other operating expenses	31,906	32,922	28,631	31,459

Other general and administrative expenses include the auditor's fees, which were as follows:

Auditor's fees	2009		2008	
Audit of the financial statements	46,410		42,697	
Other audit-related work	36,414		17,523	
Tax advice	1,571		3,219	
Other non-audit services	0		2,083	
	84,395		65,522	

(Inter)national cooperation



Cooperation in the Netherlands

Anno The Foundation 'Actueel Verleden' (brand name 'Anno') is a partnership between the KB, the National Archives, the Dutch Literature Museum, The Netherlands Institute for Art History, The Central Bureau for Genealogy and the Netherlands Institute for Image and Sound. Every year, Anno organizes the History Week, the National Archives Day, and the History Night. The KB contributes actively; it is also represented on the board and chairs the Council of Partners. As from 1 January 2010, Anno will discontinue some of its activities; the Museum of National History (Nationaal Historisch Museum) will take over a number of its projects as well as the brand name 'Anno'.

Blue Shield The KB represents the IFLA umbrella on the board of the organization for culture protection Blue Shield Nederland. The KB hosts the website and provides meeting facilities.

FOBID The KB plays an active role in FOBID Netherlands Library Forum. It is represented on the board, the Legal Committee, the Cataloguing and Indexing Committee and in the Dutch IFLA Committee.

GII The KB chairs and is a member of the steering group of the Consortium Shared Information Infrastructure Consortium (GII), founded in 2008. Other members of the steering group are the UKB, the WSF/Plusbibliotheken and the VOB.

GOO The KB shares the national system for Joint Subject Indexing (GOO) with, among others, the UKB and various tertiary education libraries. The KB provides the national GOO coordinator and the GOO steering group secretary, and manages the thesaurus (GTT) by order of this steering group.

KVB The Royal Dutch Book Trade Association (KVB) has founded the *Boekenoverleg* ('Consultative Committee for the Book Trade') in order to establish a relationship between the commercial section of the trade and the subsidized institutions. The *Boekenoverleg* meets at least twice a year under the chairmanship of Mr L.C. Brinkman. In addition, the KB is represented in the work group on digitization.

Museum Meermannno The KB is represented in the Supervisory Board of the museum. In addition, the KB has cooperated with Meermannno for some time now, particularly in the field of book studies and special collections. In 2008, a cooperation agreement was signed, with the intention to increase the number of joint activities. In 2009, a joint exhibition was organized, called *Boekewijsheid* ('Book learning').

National UNESCO Commission The KB, the National Archives, the Netherlands Institute for Image and Sound, and Digital Heritage Netherlands have taken the initiative to found a National Committee for the Memory of the World Programme. The Committee's objective is to contribute to the realization of the programme in the Netherlands. Its members are to be appointed by the National UNESCO Commission. The KB is in charge of the committee secretariat.

NCDD In conjunction with DANS (Data Archiving and Networked Services), a KNAW institute co-supported by NWO, the KB has taken the initiative to establish the Netherlands Coalition for Digital Preservation (NCDD). The NCDD was turned into a foundation in 2008 (<http://www.ncdd.nl>). In addition to the KB, DANS, NWO and KNAW, its ten partners include SURF, the National Archives, the Netherlands Institute for Image and Sound, the CBS, the 3TU.Federation, and the Ministry of the Interior. DEN is an associate member of the NCDD. The Foundation's prime objective is to achieve, within the next five years, a stable organizational and technical infrastructure that guarantees permanent access to digital information that is of crucial importance to research, culture and society.

The Dutch Book Historical Society (NBV). The NBV is a society set up for all lovers of old and modern books in all their forms. The NBV has around 650 members, ranging from scholars to journalists and antiquarian book dealers. The KB is represented on the board of the society and in the editorial staff of the yearbook.

The Netherlands Bibliographical Centre (NBC) was established to promote cooperation in the area of bibliography in the Netherlands. It is an alliance of libraries, publishers and book dealers. The KB is represented on the board as vice-chair, and offers strategic and secretarial support.

Pica Foundation The KB is represented on the board of the Pica Foundation. The Foundation's aim is to promote the provision of research and public information in the Netherlands, among other things by subsidizing projects and activities that stimulate the cooperation between libraries.

SURFfoundation (Cooperative organization within the tertiary education system and research in the field of network services and information and communication technology) The KB participates in SURF as a member of the General Board and as an advisor to the ICT and Research Platform.

Tiele Foundation The Dr P.A. Tiele Foundation promotes book and printing studies and associated techniques. The Frederik Muller Fund, established to promote non-commercial publications in the field of bibliography and iconography, has been incorporated into the Tiele Foundation since 2007. The KB acts as chair and as secretary for both the Tiele Foundation and the Frederik Muller Fund. In addition, the KB facilitates strategic and practical support for the board of the Dr P.A. Tiele Foundation.

UKB is the inter-institutional grouping of the thirteen university libraries in the Netherlands and the KB. The KB handles the strategic and secretarial support for the board and a number of commissions. In addition, the KB provides research capacity for benchmarking.

Zeeland Library Since 2007, the KB has a cooperative agreement with the Zeeland Library. Members of this library may utilize the KB facilities by obtaining an annual library pass at a reduced rate. In addition, the two libraries cooperate on digitization projects and on making special collections accessible. Staff exchanges take place as well.

International cooperation - Europe

Alliance for Permanent Access to the Records of Science. The KB and the British Library (BL) have taken the initiative to establish this alliance, which commenced formally in 2007 with ten prominent 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) participate in the Alliance as well. Its objective is to create a European organizational infrastructure that provides permanent access to research data.

CENL The Conference of European National Librarians (CENL) is an alliance of national libraries in Europe. The KB is represented on the board of the CENL.

EDL Foundation In November 2007, the European Digital Library (EDL) Foundation was established, in which the European heritage umbrella organizations participate.

Europeana Under the auspices of the European Commission in Brussels, the prototype of the digital multimedia library Europeana was launched in 2008. Europeana serves to present the digital contents of libraries, museums, archives and audio-visual collections of 27 European member states. The mission of Europeana is to facilitate the use of the wealth of European information in an online environment of web generation 2.0. Europeana will build on the rich heritage of Europe, in which multi-cultural and multilingual elements are combined with technological developments and new business models. The project is funded by the European Commission (eContentPlus programme) and is situated at the KB.

IMPACT (Improving Access to Text) The KB is the project leader of this European project, which took off on 1 January 2008 and will take four years. The project involves work on various innovative techniques for improving automatic ocr ('optical character recognition'), ranging from a self-learning ocr machine to the construction of sophisticated computer lexicons. The focus will also be on sharing knowledge and best practices in the area of mass digitization with institutions in the field.

LIBER The KB is an active member of the Ligue des Bibliothèques Européennes de Recherche (LIBER), the European association of major academic libraries. LIBER aims to build a functional network of European research libraries and to support this European network in managing and maintaining European cultural heritage. The Director-General of the KB chairs the Scholarly Communication Working Group. The secretariat has been located at the KB since 2008.

In addition, the KB has entered into a number of special cooperation agreements with European libraries, such as the British Library, KB Brussel and the Herzog August Bibliothek Wolfenbüttel.

PLANETS The KB is a partner in the large, European PLANETS project. PLANETS was set up to develop instruments and selection models for the long-term preservation of and permanent access to digital objects in libraries and archives. Sixteen European counterparts are working together in this project, and the KB acts as the project leader of one of the five principal modules. The project is scheduled to be completed within four years (June 2006-June 2010). IT is recognized worldwide as the most important impulse for research and development with regard to long-term preservation and permanent access of digital material.

TEL The European Library was developed in 2004 as an operational service by the KB at the initiative of the Conference of European National Librarians (CENL). By the order of the CENL, the KB has since been the host and executive body of TEL. By now, TEL has grown into a service that supports European national libraries in enabling integral searching and locating the libraries' own digital and printed collections via a central portal, and in applying technical standards. TEL takes care of the input of the material provided by the national libraries into Europeana.

TELplus This project within the framework of The European Library is part of the European eContentPlus programme. It aims to promote ocr-processing of collections that have already been scanned in order to improve search capacity, as well as the use of Web 2.0 services within the digital library environment. In addition, part of the project entails adding the collections of the latest new EU member states, Bulgaria and Rumania, to TEL. The project ran until the end of 2009.

International cooperation - worldwide

CDNL Conference of Directors of National Libraries. As the national library of the Netherlands, the KB participates at the executive level in this global alliance of national libraries.

IFLA The KB participates actively in the global umbrella organization for libraries, the International Federation of Library Associations and Institutions (IFLA). The headquarters of the IFLA are located in the KB building. Furthermore, KB managers are amply represented in the various standing committees (National Libraries, Information Technology and Library Buildings & Equipment).

ICADS (IFLA-CDNL Alliance for Digital Strategies). The KB is a partner in ICADS, the grouping of national libraries of Australia, Germany, Portugal, Great-Britain, the United States and the Netherlands, under the banner of IFLA and the CDNL.

The alliance aims to develop strategies and to keep digital library developments at the national libraries up to date. Three of the main themes are building digital collections, managing these collections and promoting access to these collections.

IIPC International Internet Preservation Consortium. For the purpose of its web archiving activities, the KB is a member of the IIPC. The consortium aims to achieve global harmonization of web archiving methods, and takes new initiatives in this field. In addition, existing web archiving tools are refined and new tools and strategies are designed. The KB is closely involved in the process.



The KB in the press

The KB instructs ongoing monitoring of its exposure in the printed media (national and regional), using the search words KB, Koninklijke Bibliotheek, Bas Savenije and the exhibition venue De Verdieping van Nederland. Media exposure is a form of free publicity for the KB that can be expressed in terms of what is known as 'advertising value'. The advertising value is determined by factors such as the page of the medium in which the KB is mentioned, the size of the article, and the circulation of the medium. In 2009, the total advertising value in free publicity amounted to almost € 2.2 million. The number of references was 649.

Highlights

In 2009, the KB was mentioned in various media on numerous occasions, both in the national and regional press. The number of citations decreased slightly (by circa 10 per cent), but more (background) articles were placed in national newspapers with high advertising value. An active press policy has resulted in a front page article in *Trouw* newspaper on the purchase of the Alexander *incunabulum*. Many articles, (radio) interviews and internet references followed upon this news item. In addition, the KB made the eight o'clock news twice, on the subjects of the completion of the STCN and on the opening of the exhibition *Van hier tot Tokio* ('From here to Tokyo') in the exposition space *De Verdieping van Nederland*. Finally, more digital-related topics, such as open access, were publicized as well.

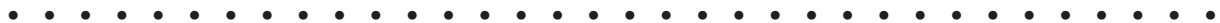
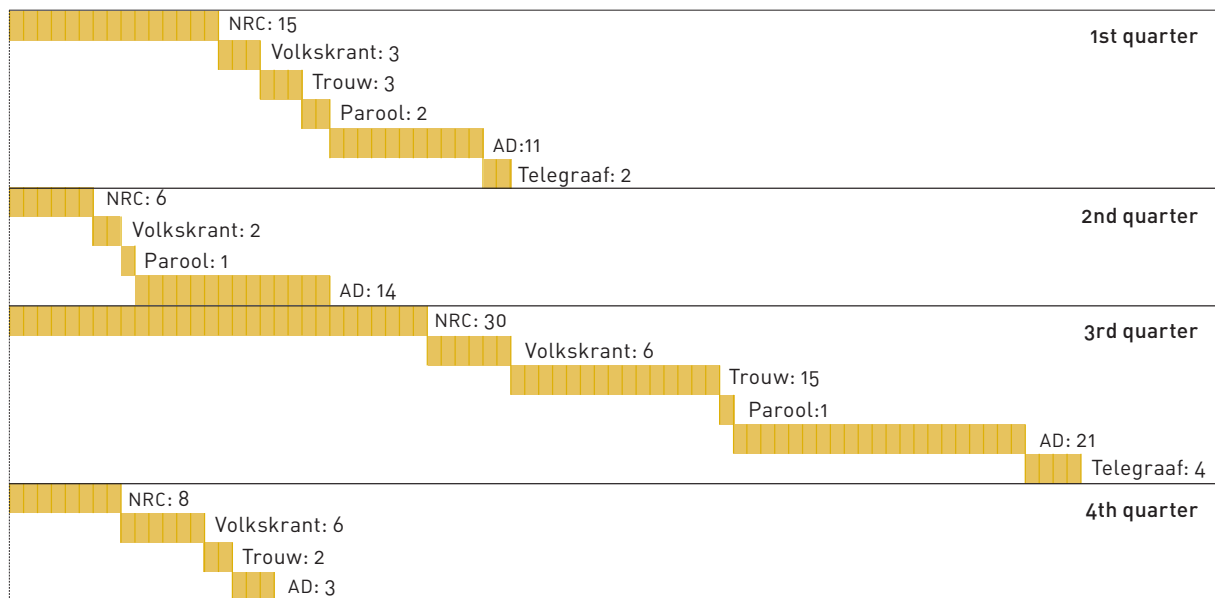
An overview in the tables below:

	Total 2009	1st quarter	2nd quarter	3rd quarter	4th quarter
Advertising value	€ 2,195,753	€ 738,893	€ 488,083	€ 438,052	€ 530,725
Number of clippings	649	151	186	146	166
Circulation	43,063,201	10,190,398	12,989,116	1,142,928	8,740,759

Overview of the topics covered in the press in 2009, arranged by number of references.

Subject	Advertising value in Euros	Number of references
<i>Van hier tot Tokio</i> ('From here to Tokyo') (DVvN)	163,763	86
Open Access	191,506	36
STCN	33,669	31
<i>Dichter des Vaderlands</i> ('Poet laureate')	135,292	29
Abdelkader Benali	134,154	19
Alexander <i>incunabulum</i>	26,070	18
<i>Twaalfjarig Bestand</i> ('The Twelve Years' Truce') (DVvN)	20,443	18
Bas Savenije, new Director-General	27,775	14
KB donates collection to Canada	6,636	14
Sailing Letters	42,671	13
Europeana	21,436	6
Koopman Collection	15,770	5
National Archives Day	58,776	5
Sports – series in <i>Voetbal International</i>	173,080	4

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- NED Netherlands' Cultural Heritage: Digital! (*Nederlands Erfgoed: Digitaal!*)
- NESTOR Network of Expertise in Long-term Storage of Digital Resources
- NIAS Netherlands Institute for Advanced Study in the Humanities and the Social Sciences
- NMI Netherlands Music Institute (*Nederlands Muziek Instituut*)
- NOB Netherlands Broadcasting Company (*Nederlands Omroepbedrijf*)
- NWO Netherlands Organization for Scientific Research
(*Nederlandse organisatie voor Wetenschappelijk Onderzoek*)
- OCR Optical Character Recognition
- OCW Ministry of Education, Culture and Science
(*Ministerie van Onderwijs, Cultuur en Wetenschap*)
- PARSE Permanent Access to the Records of Science in Europe
- PLANETS Preservation and Long-term Access through Networked Services
- PLoS Public Library of Science
- RGD Government Buildings Agency (*Rijksgebouwendienst*)
- RKD Netherlands Institute for Art History (*Rijksbureau voor Kunsthistorische Documentatie*)
- SAN Storage Area Network
- STCN Short-Title Catalogue, Netherlands
- STM (International Association of) Scientific, Technical & Medical publishers
- SURF Cooperative organization within the tertiary education system and research in the area of 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 University Library (*Universiteitsbibliotheek*)
- UKB Consortium of University Libraries and the KB
- ULCC University of London Computing Centre
- VO Committee for Safety & Security (*Veiligheidsoverleg*)
- WHW Higher Education and Research Act (*Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek*)
- WSF Library with Research Support (*Bibliotheek met Wetenschappelijke Steunfunctie* or '*Plusbibliotheek*')





Colophon

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