Annual Report 2013

Koninklijke Bibliotheek
National Library of the Netherlands

Summary version
Foreword

The KB is undergoing a period of great change. Not only because of its transition from physical to digital library, but also because of the future expansion of its duties due to new library legislation currently under preparation. When the Wet Stelsel Openbare Bibliotheek-voorzieningen (System of Public Libraries Provisions Act) comes into force in 2015, the KB, as national and research library, will be assigned additional duties and powers in relation to public libraries.

Plans for a merger with the National Archives were finally discontinued in the past year. However, the Board and the organization devoted great efforts to the incorporation within the KB of the Digitale Bibliotheek voor de Nederlandse Letteren (Digital Library for Netherlands Literature) and to preparing for the integration of the tasks of the Sector Instituut Openbare Bibliotheken and Stichting Bibliotheek.nl.

Taking on the role of prominent player in the wider network of libraries will offer the KB new opportunities. The KB will be more visible than ever before. The developing digital library will be expanded into a national library with high-quality services for everyone in the Netherlands, thus increasing opportunities for bringing the rich KB collections to the attention of the widest possible audience.

The Board of Governors thanks the management, the Works Council and all the other members of staff of the KB for their performance; it expresses its appreciation for the way in which the core duties have been performed, particularly alongside the developments outlined above. In addition, it encourages all those concerned to make the integration of SIOB, BNL and DBNL a success.

The Board has every confidence that the Directorate will manage the profound changes that await the KB in the coming years well.

L.C. Brinkman
Chairman, Board of Governors

Formally, 2013 marked the last year of the 2010-2013 strategic period. However, due to the forthcoming expansion of the duties of the KB with respect to public libraries and the ongoing processes of integration this strategic period has been extended by a year.

In the past years, the KB has taken important steps in the development of the digital collection, improving its accessibility and promoting the use of the collections. It is satisfactory to note that important aims from the current strategic plan were achieved at the end of 2013. In part due to the public-private cooperation with Google and ProQuest, over 10% of the KB collections have been digitized. The launch of Delpher, a national portal offering full text searchability of millions of pages from Dutch books, newspapers and periodicals from the 17th up till and including the 20th century constituted a great leap forward in the availability of digitized texts. The portal was developed in cooperation with university libraries and contains material that had hitherto had been dispersed among various websites. Long-term preservation of digital and digitized material, both financially and technically, and copyright, which sometimes still constitutes a substantial obstacle to digital availability, are still important points of attention. Step by step progress is being achieved in these areas too. In this way, the term ‘Digital Library’ is slowly acquiring shape and substance. In addition to maintaining undiminished care for its physical collections, the KB is ‘going digital at full speed’.

Without the unceasing effort of all members of staff we would not have succeeded in achieving as much as we have. The organizational changes that lie ahead also demand great flexibility from the staff and place a considerable burden on the available capacity.

It is crucial that we keep a clear view of the developments around us. Society is changing rapidly and radically due to the results of digitization. The KB sees it as its task to be receptive to the new and to respond proactively to change. Because of the new library legislation the KB will be assigned a new position that will give new meaning to the concept of a ‘national library’. In this role the KB wishes to offer a stage, a platform for cooperation that invites the creation of new information, knowledge and culture.

Drs. J.S.M. Savenije
Algemeen Directeur
Management and Organization

The National Library of the Netherlands (KB) was founded in 1798 as a national library. The KB has been an autonomous administrative authority (Zelfstandig Bestuursorgaan, ZBO) since 1993, funded by the Ministry of Education, Culture and Science (OCW). The KB is administered under the authority of the Board of Governors (ABC). The duties and powers vested in the Board of Governors have been laid down in the KB Governance Regulations (Bestuursreglement van de Koninklijke Bibliotheek), last revised in 2008.

Within the framework of the policies determined by the Board of Governors, the Director General is charged with the day-to-day management of the KB, and answers to the Board of Governors. The Director General and four Heads of Department make up the Directorate. The duties and powers of the Directorate are laid down in the Charter of the Directorate (Directiestatuut) that was adopted on 20 October 2010.

The organizational structure, which was revised in 2010 and 2011, is a result of the 2010-2013 Strategic Plan. In order to successfully realise its objectives, the KB has defined responsibilities more clearly. The four departments have been grouped according to their work processes, combining similar processes in a single department where possible. The Heads of Department are accountable for the allocation of funds and staff within their department.

Board of Governors
L.C. Brinkman, Chairman
L. Jongsma
F.M.G. de Jong

Directorate
J.S.M. Savenije, Director General
H.J. Jansen, Head Innovation & Development, Deputy Director General
E.J.B. Knibbeler, Head Marketing & Services; as of 1-8-2013 M. Kok ad interim
M. van Otegem, Head Operations until 1-9-2013; from 1-9-2013: M. Rasch
E.S. van Eijck van Heslinga, Head Finance & Corporate Services

Mission and Vision of the KB

Mission
The KB is the national library of the Netherlands: we bring people and information together. Our core values are: accessibility, preservation, innovation and cooperation.

Vision
• We offer everyone, everywhere, access to everything that is published in and about the Netherlands.
• We play a central role in the (scholarly) information infrastructure of the Netherlands.
• We promote the permanent access to digital information nationally and internationally.
Policy Report

Introduction

The tasks, duties and operational limits of the KB are defined in general terms in the Higher Education and Research Act [Wet op het hoger onderwijs en wetenschappelijk onderzoek (WHW, Art. 1.5)]:

“As the National Library of the Netherlands, the Koninklijke Bibliotheek operates in the field of libraries and information services for the benefit of higher education and research, as well as public administration, business and industry. In any case, the KB is responsible for the national library collection; it promotes the development and maintenance of national facilities in the above-mentioned areas and promotes coordination with the other research libraries.”

This general mandate is detailed in the Governance Regulations of the KB (Bestuursreglement van de Koninklijke Bibliotheek - last revised in October 2008) and is formulated as follows:

“As the National Library of the Netherlands, the KB operates in the field of libraries and is charged in any event with the following tasks:

a. Providing information in the field of Dutch history, culture and society, for the benefit of higher education, scholarly research, public administration and professional and commercial practice;

b. Managing the national library collection of written, printed and electronic publications;

c. Promoting the establishment and maintenance of national facilities for the permanent preservation, management, unlocking and accessibility of the national library collection within its areas of expertise;

d. Conducting research to further the preparation and implementation of its policy with respect to the above-mentioned areas of expertise;

e. Effecting national programmes for preservation and digitization;

f. Contributing to the international infrastructure for permanent access to digital research publications;

g. Promoting harmonization with other research libraries in and outside the Netherlands;

h. Promoting cooperation with archives, museums and publishers in its areas of expertise; and

i. Promoting international cooperation within its areas of expertise.”

In order to concretely realise these duties the KB laid down its strategy in the 2010-2013 Strategic Plan, ‘Het weten waard’, for the legally proscribed period of four years (WHW 2.2a, Art. 1). In this strategic plan the mission of the KB is linked to the realization of a digital library enabling everyone, everywhere and at any time to have access to everything that has been published in and about the Netherlands. The high priority that the KB gives to this aim is in line with the societal trend towards making the digital provision of information dominant in a wide variety of fields.

The Digital Library Programme is the framework within which the digital library is being developed at the KB. It is carried out by means of projects in the area of technical infrastructure, digitization, optimization of working processes, and availability through digital services. In 2013 a variety of necessary steps – some more visible than others – were again taken. In accordance with the IT strategy of 2012, work is continually being carried out to optimise IT services within the organization, one of the most important foundations supporting the digital library. The successful cooperation with ProQuest and Google contributed to achieving the digitization target of 10% by the end of 2013. The launch of Delpher, the portal developed in cooperation with university libraries, which enables books, newspapers and periodicals to be consulted and searched in full text, means a great leap forward in the availability of digitized material; moreover, it offers possibilities for groundbreaking research.

Concluding agreements about copyright with collective rights organizations (cbo’s) and publishers concerning the digital availability of material is time-consuming, but constitutes a crucial precondition for the realization of the digital library. After all, the vast majority of twentieth-century publications are not copyright free. In 2013 two contracts were concluded with the cbo’s: one for periodicals and one for books (the latter was signed in early 2014). A special aspect of these contracts is that they also benefit other cultural heritage institutions: materials which are digitized as part of the Metamorfoze programme may be made available through Delpher and the institutions’ own website as well. What has so far been achieved is that all Dutch books (to 1940), newspapers (to 1995) and periodicals (to 1950) may be placed online.

In addition, the KB continues to invest in close cooperation with other national and international parties in research into digital preservation and technological innovations. Information security is an important issue for the KB and will be further explored in 2014.
In addition to the development and construction of systems, processes and services, the KB’s digital ambitions require new skills and competences from the staff. For this reason a strategic personnel policy is being developed with accompanying tools. In order to develop, spread and share knowledge internally, ‘De Weetfabriek’ (The Knowledge Factory) has been set up: a playful programme to improve the flow of essential knowledge within the KB.

Apart from the transition from physical to digital described above, which is still ongoing, the coming into force of new library legislation in 2015, the Wet Stelseltaken Openbare Bibliotheekvoorzieningen (wsob), will have profound consequences for the KB. In addition to its current task as national and research library, the KB will be assigned new duties and powers in relation to public libraries. The duties of the Sector Instituut Openbare Bibliotheeken (Sector Institute Public Libraries) and the activities of Stichting Bibliotheek.nl in the area of the (public) digital library will be integrated into the KB from 1 January 2015. The preparations for a solid embedding of these new duties and the process of familiarization with the public library sector were started in the spring of 2013.

In addition, preparations began in 2012 for the inclusion in the KB of the executive body of the Digitale Bibliotheek voor de Nederlandse Letteren (Digital Library of Dutch Literature - dbnl). The process of coordination with the Nederlandse Taalunie (Netherlands Language Union) and the Flemish Cultural Heritage Library required more time than expected. At the end of 2013, the actual preparations for integration could begin; these will pave the way for the dbnl becoming part of the KB on 1 January 2015.

All this demands a great deal of capacity and energy from the organizations involved. For this reason the current KB strategic plan has been extended by a year. In the run-up to the 2015-2018 strategic period, an environmental review and a self-assessment of the current strategic plan were drawn up in 2013, and work was carried out on the contours of the new plan. The KB’s new role will in part be guiding for the plans and ambitions of the following strategic period.

Despite the attention paid to recent external developments, a strong focus remained on the three priorities from the long-term strategy issued in 2011, ‘The Future of the KB is Digital’, which constituted a fine-tuning of the strategic plan:

- Digital: Full speed ahead!
- Reaching a wide audience
- Strengthening international cooperation

The activities directly linked to these three priorities take place primarily within the Innovation & Development Division, the Operations Division and the Marketing and Services Division. The Finance and Corporate Services Division sets the financial, staff and accommodation parameters within which the policy can be successfully implemented; the Corporate Communications Department is responsible for explaining and announcing the policy and its results, both internally and externally.

The most important results and developments from 2013 are listed below.
Digital: Full Speed Ahead!

The aims contained in the current strategic plan with respect to building the digital collection have been realised, thanks to public-private cooperation with Google and ProQuest, and by means of the national Metamorfoze programme: 10% of all Dutch books, newspapers and periodicals have been digitized, together more than 72 million pages.

An in-house production line for the scanning and digitization of manuscripts is being set up. This will probably be operational in mid 2014.

Cooperation with Google: digitization of more than 160,000 copyright free books from the KB collection from the 18th and 19th century.

Cooperation with ProQuest: at the request of the KB, approximately 50,000 early printed books prior to 1700 are being digitized. Because of the fragility of this material, the works are being scanned in the KB itself.

METAMORFOZE: the national programme for the preservation of paper heritage. The programme is being coordinated by the Metamorfoze Bureau, which is housed in the Koninklijke Bibliotheek. Metamorfoze has been a cooperative alliance between the Koninklijke Bibliotheek and the National Archives since 2005. From 2011, the Metamorfoze programme has worked with two tracks: Archives and Special Collections (ABC), and Books, Newspapers and Periodicals (BKT).

A lot of work is involved in making digitized material available. In the first place, a well thought through and well-functioning infrastructure is required. Then the material itself, both in physical form and digitally with accompanying metadata, must be well and efficiently processed, and stored for the long-term. Good findability depends on the quality of the metadata. This should, as much as possible, be uniform, consistent and persistent. Finally, digital services are needed to make the materials available to customers, both institutional partners and individual end users.

Improving the connection between demand from the Marketing & Services and Operations Divisions and supply from the IT services was a key element of the previous year’s IT strategy. The aim was to be able to realise innovative services better and more quickly. To achieve this, so-called demand and supply centres were created.

Working with enterprise architecture helps to translate goals from the strategic plan into concrete services and projects, and to improve the coherence between all the innovative projects. Enterprise or goal-oriented architecture entails, in addition to creating the technical infrastructure and ensuring a broad embedding of IT functionalities in the KB organization, also improving the IT-related knowledge and skills of staff members.

A new Digital Repository is being developed to enable long-term preservation. The construction of this repository is proceeding more slowly than anticipated, but the decision to opt for a phased approach (release planning) and to focus further on the essence of the functionalities required makes step-by-step progress possible. Publications from national and international publishers have been migrated from the old e-Depot to the Digital Repository and are accessible to users from this source.

The exponential increase of digital content and data demands that storage facilities keep equal pace with this growth. The server space for mass storage, which became operational in 2012, can, for the time being, meet the needs required. In order to keep the high costs of storage manageable, both now and in the future, the KB has developed a differentiated storage policy for various types of material.
Reaching a Wide Audience

All the KB’s digitization plans are aimed at making as much material as possible acquired with public funds freely accessible. Digitization and digital availability are first and foremost means for achieving that goal. Careful preservation and management of these collections, and the knowledge and expertise to catalogue them properly and place them in context remain of great importance in the digital age as well.

The KB has a unique collection in the area of Dutch history, culture and society. The KB’s aim is to make this collection complete, both in physical form and, preferably, in digital form. Its duties in relation to provision of information nationally also entail the acquisition of international scholarly content.

One of the most striking pieces acquired in the past year was a copy of the Dutch edition of the Theatrum Orbis Terrarum by Abraham Ortelius from 1571, acquired with the support of the Society Friends of the KB. Because of its composition and magnificent colouring the atlas is a unique document; it can be consulted as a virtual book.

The facsimile of the De Wit city atlas, acquired in 2012, won a prestigious cartography prize. In the view of the jury it is: “A fantastic facsimile of a famous sparkling hand-coloured city atlas made in 1698”. The facsimile went into second printing in 2013.

In addition to selecting and acquiring collections (information), the KB regards it as its task to increase their visibility and use. This is achieved – increasingly in digital form – by means of services to institutions and end users. The needs of the customer are the point of departure for the development of services.

Physical services are being increasingly restricted; Sunday opening was abolished in 2012 and in 2013 the supply times for books were limited to three times a day. Nevertheless, the results of the customer satisfaction survey in 2013 make clear that the customer’s satisfaction with both the physical and digital services remains undiminished. In the reporting year the number of visits to the KB website again increased in relation to the previous year.

As an institution that is digitizing, the KB devotes a great deal of time and effort to making agreements in relation to copyright. In addition to online access, the KB would like to offer generous possibilities for re-using materials. Possible models, in addition to free access, are subscription and pay-per-use models. In relation to copyright issues, the KB follows as much as possible the same policy as other national and international library organizations and cultural heritage institutions.

Copyright law: The Netherlands Copyright Act, which provides that copyright is applicable until 70 years after the death of the maker, dates from 1912, long before the digital age. Although the Act allows printed material to be made available, or made available on loan, for use in research, education, and self-study, a similar waiver is not included for digital material. Consequently, making recent digital publications available gives rise to a host of legal complications.

The policy framework with respect to copyright was established in 2011. In 2012, the foundation was laid for long-term cooperation with the Collective Rights Organizations (cbo’s), which makes it possible to conclude forward-looking agreements for online availability of digitized material. At the moment agreements are in place for books (till 1940), newspapers (till 1995) and periodicals (till 1950). The KB will negotiate with each publisher concerned concerning the online availability of digitized texts from more recent periods. New models will be devised in the coming years for availability of copyrighted born-digital publications. The KB is also developing a differentiated access policy per group of customers.

Access to the collections

The WorldCat Local service, the local version of WorldCat.org, offers one central point of access to all the digital and physical collections of the KB, and thus offers added value to customers. The ‘search and find’ possibilities offered in and by our collections are constantly being improved, for instance by means of new search functionalities on the KB website.

In November 2013, Delpher (www.Delpher.nl) was launched, a portal that gives everyone access to the digitized historical texts from the collections of scholarly institutes, libraries and cultural heritage institutions, comprising millions of pages from Dutch books, newspapers and periodicals from the 17th up till and including the 20th
The results are presented in a uniform manner and are searchable at word level. Delpher was developed in cooperation with a number of university libraries (Amsterdam (uva), Leiden, Utrecht and Groningen). The initial content consisted of texts which had been previously available through various websites, but is now growing to include new digitized publications – among which those from the Metamorfoze programme; we are also developing new functionalities for Delpher.

In cooperation with Bibliotheek.nl the KB started the project ‘Bibliotheekcollecties in het netwerk’ (Library Collections in the Network). This project aims to bring together and standardise all the digital collections from libraries and the library collections of other cultural heritage institutions in order to increase the connectivity between the collections and therefore the value for the user.

**Institutional services**

There is an overwhelming amount of digital material available worldwide. To increase the visibility and findability of one’s own collections within this mass of information it is necessary to make scholarly and historical material available by means of other channels alongside one’s own websites. We are therefore seeking partnerships with external parties such as public libraries, universities, cultural heritage institutions and historical societies. Such institutional partners may download widgets, banners and datasets from the web page: [http://www.kb.nl/banners-apis-en-meer](http://www.kb.nl/banners-apis-en-meer).

Dataservices, which enables the KB to give third parties direct access to its digital texts, images and metadata, has been developed into a full-fledged service. In this way the KB facilitates new research, new web applications and services, sometimes in combination with other data.

Institutional marketing and marketing of services are constantly being developed further. Insight into the needs and search behaviour of the customer, both individual end users and institutional partners, is of importance in this regard. In order to optimise the user friendliness of the digital services a ‘Usability Lab’ was created where visitors can try out and evaluate KB services (both new services and those in development).

**Presentation of the collections**

The KB works in all sorts of way to bring its collections to the attention of the public. (Web) exhibitions, virtual books, lectures and symposia enhance awareness of special pieces from the collections among a wide audience and serve research and education. They also contribute to the preservation of the originals, as these need to be handled less after digitization. The number of web exhibitions and virtual books on the KB website increases annually.

‘Expositie Topstukken KB’ (The KB Highlights Exhibition) is the new name of the exhibition space that was originally called the ‘Verdieping van Nederland’. The National Archives, with whom the KB created exhibitions, opened its own exhibition space in mid 2013. The KB now only exhibits its own highlight pieces from its collection that covers ten centuries. Four times a year other treasures may be viewed, such as, last year, the Middle Netherlands manuscript of the Beatrijs from 1374 and a copy of the first Dutch Donald Duck from 1952.

In addition, the KB often participates in (large) exhibitions by supplying materials on loan and contributing the expertise of its curators. Spectacular and popular exhibitions in the past year were ‘Love and Devotion in the Middle Ages’ (Brugge), during which the 15th century Gruuthuse manuscript, acquired by the KB in 2007, temporarily returned to its ‘home base’; and the Huygens exhibition in the Grote Kerk in The Hague, where, among other pieces, a unique temporary replica of the Oranjezaal (Orange salon) in Huis ten Bosch could be viewed. The Museum Night on 7 September in which the KB participated with a varied programme was a success yet again.

**Wikipedian in Residence**

Following foreign institutions, such as the British Library and the US National Archives, the KB and the NA, as the first Dutch cultural heritage institutions, have appointed a Wikipedian in Residence to make their collections, data and expertise more visible on Wikipedia. Wikipedia, the free online Encyclopedia to which everyone can contribute, receives 500 million unique visits a month and is thus the most consulted reference work in the world, and therefore the ideal place to create awareness of the content and expertise of the KB and NA among a wide audience. For nine months, Wikipedian Hay Kranen will organise freely accessible workshops, writing days, competitions, lectures and other events, which should result in a substantive enrichment of Wikipedia and more articles of good quality in the field of Dutch history, politics, society and culture, referring to the collections of the Koninklijke Bibliotheek and the National Archives.

**The KB Fellowship**

In cooperation with NIAS (Netherlands Institute for Advanced Study in the Humanities and Social Sciences), the KB enables a scholar of renown to carry out research for a number of months on the basis
of the kb collections. The fellowship is of great value in increasing awareness of the collections as objects of research.

The ninth kb Fellow, historian Harold Cook (Brown University, Providence), focused in his concluding lecture, *Assessing the Truth. Correspondence and Information at the End of the Golden Age*, on the parallels he has discovered between the seventeenth-century *Republic of Letters* and the modern desire for *Open Access*. Linguist Marc van Oostendorp, professor of phonological microvariation at the University of Leiden and researcher at the Meertens Institute, carried out research in 2013 into rhythm in Dutch texts. With the aid of computer programmes he analysed large amounts of digitized Dutch texts (among others, historical newspapers and the radio bulletins of the Dutch news service, ANP). This made him the first fellow in the Digital Humanities.

During the Wetenschapsdiner (Scholarship Dinner) on 1 October, an annual networking event for professionals from the world of scholarship and technology, he spoke about the use and the future of big data and digital humanities. *For the first time, the kb gave a presentation at the Wetenschapsdiner, on the theme of ‘Digital Treasures,’ a good occasion to further acquaintance with the field of the hard sciences.*

**Cooperation Meermanno** The kb and the Meermanno Museum / House of the Book have signed a declaration of intent in which they indicate their wish to work together more intensively from 2017 and to set up a research centre devoted to the role of the book in society. Whether such a centre would be viable will be explored in the coming years. In addition, the existing cooperation by means of thematic exhibitions and collection building has been continued for two years.
Strengthening National and International Cooperation

As a national library the KB plays an important, often initiating role in various national and international alliances.

The KB is a much-sought partner for national and international projects; it is responsible to the Ministry of Education, Culture and Science for the research libraries sector and participates in the Digital Heritage Network, among others. The KB cooperates with other national libraries and is one of the initiators of Europeana, the European cultural heritage portal that enables approximately 27 million books, paintings, music fragments and films to be accessed digitally.

Research priorities at the KB are and will remain: digital preservation, digitization and technological innovations with respect to the digital library. Relatively new areas of research are the Digital Humanities and Linked Open Data (LOD). The latter is a digital method for publishing structured data in such a way that they become freely available on the Internet and are therefore also easier to use.

The KB partners actively with a variety of scholars who are working with the Digital Humanities (also: e-Humanities) – humanities research, which makes use of digital sources and technology. In addition to the existing national partnerships, the KB also seeks partners at the international level in this area.

Research lab The Research Division is developing a laboratory environment where colleagues and visitors can experiment with the tools and data that the KB makes available (http://kb.nl/research).

At the national level, the KB works together closely with the university libraries and in recent years also more and more with the public library sector. As a member of the Nationale Coalitie Digitale Duurzaamheid (Netherlands Coalition for Digital Preservation - NCDD), the KB cooperates with Sound and Vision, Data Archiving and Networked Services (DANS), the National Archives and the Cultuurlijke Coalitie Digitale Duurzaamheid (Cultural Coalition for Digital Preservation) under the leadership of the EYE Film Museum. The mission of the NCDD is to “ensure that the Netherlands has a stable organizational and technical infrastructure which guarantees the preservation and long-term accessibility of digital information that is of crucial importance for scholarship, culture and society.” Cooperation within and among the various parts of the public sector is necessary because the investments entailed in digital preservation are too large for individual organizations. On an international level the NCDD works together with the Digital Preservation Coalition (DPC), in which institutions from the United Kingdom and Ireland are also represented. International visibility will also remain of great importance in the coming years. The KB participates in a large number of international projects.

Current European R&D projects and centres of expertise in which the KB participates are:

- **APARSEN** Network of Excellence to set up a virtual research centre for digital preservation in Europe [Introduction] [Website]
- **eMOP** American project aimed at improving access to early modern texts [Introduction] [Website]
- **Europeana Newspapers** A group of European institutes, working together to improve access to newspaper collections at the European level [Introduction] [Website]
- **IMPACT Centre of Competence** Centre of expertise for the digitization of historical European printed texts [Website]
- **OPF** Open Planets Foundation - Community offering practical solutions and expertise in the field of digital preservation [Website]
- **SCAPE** European project aimed at long-term preservation of large amounts of digital objects [Introduction] [Website]
- **SUCCEED** Strengthening the infrastructure of Centres of Competence in Europe in the field of digitization [Introduction] [Website]
- **WebART** nwo/catch project to enable scholarly research in web archives [Introduction] [Website]
Colophon
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