



CBS Library – Annual Report 2009

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0. Introduction

CBS Library has had a stable year with a continued heavy demand for our various services.

The classical library services, such as book handling and lending, confrontational services and library catalogue maintenance are still under pressure whereas the demand for physical facilities, e-resources, communication and learning services, research dissemination and support plus web use continues to increase.

The physical lending continues to decline (0.2 million lending activities, a decline of 8% compared with 2008) whereas there has been an explosive increase in the use of e-resources (3.7 million units, an increase of 68% compared with 2008).

In 2009, CBS Library established a new organisation the aim of which was to support the process of redirecting the focus from the classical library services, in line with the decreasing demand, to new growth areas such as research dissemination and learning.

In future CBS Library will make a bid to take over the formal responsibility for CBS research communication and for an increased focus on critical information management-centered learning.

1. Results

1.1 Financial Ratios

Facilities

Visitors (three addresses): 1,139,850 visitors

Physical lending (books and journals): a circulation of 187,136 ex renewals

E-resources

Electronic services: 3,679,412 downloads/displays

Research Dissemination

Research@CBS (research registration): 3,597 new bibliographical items, total 16,734 items

OpenArchive@CBS (institutional repository): 233 new working papers and PhD theses, total 1,676 total text items with 53,645 downloads.

Insights@CBS (CBS' research bulletin): 6 issues – 950 regular subscribers – 30,236 visitor sessions

Experts@CBS (expert database): 71,579 visitor sessions

Conference secretariat: 10 international conferences with a total of 1,651 participants

Communication and learning

Library website at CBS.DK: 475,437 visitor sessions

Library website at E-CAMPUS: 239,458 visitor sessions

Teaching at studies: 2,322 participants

Introductions and theses seminars: 2,849 participants

Web

CBS.DK: 3,271,324 visitor sessions

ResearchHub@CBS: 12,547 visitor sessions

1.2 Finances and Staff

In 2009, CBS Library spent DKK 37.4 million basic resources, supplemented with an income of DKK 1.5 million and an approved consumption of savings of DKK 0.3 million.

The present library service level is still under pressure as the increase in prices and pay dilute the liberty of action. Moreover, it is assessed that the specific financing of e-resources, including access to research data, in the order of DKK 2.0 million is missing.

By the end of the year, CBS Library had 59.5 full-time equivalents of which 8.2 full-time equivalents are paid by the hour.

It is assessed that the staff situation is stable with a satisfactory low release (staff turnover 2%, ex retirement) and a relatively low sickness absence (median 4.5 days).

In 2009, CBS Library has spent 296.5 days on competence development. Focus has been on long-cycle continuing education (masters, etc.), English teaching and project management. An average amount of DKK 12,565 per permanent staff member was spent. The trend points to fewer days and slightly more expensive courses.

1.3 New Service

In 2009, CBS Library has maintained and developed many both current and new services, alone or in cooperation with CBS and external partners.

Actual 'new' services are described below.

Facilities

In 2009, the opening hours at *CBS Library – Solbjerg Plads* were extended. Now the library closes at 11:00 pm on weekdays and the library already opens at 8:00 am during weekends. The weekly extension is 9 hours. Furthermore, the opening hours for both *telephone and chat service* are extended by 1 hour per day.

E-resources

CBS Library works intensively on improving the access to e-books. The challenge is, among other things, license rules which are very limiting. In 2009 Wiley, Emerald, Springer, etc. were added to the list of suppliers.

Moreover, the following products were made available: Cabell's, IndiaStat, Altinget.dk, Cutter Consortium, Investtext data, Orbis, Danske Reklamefilm Online and Kluwer Law.

In 2009, the work with CBS' electronic theses project, centering on the Institutional Repository application StudentTheses@CBS really gathered momentum. The share of electronic theses is now 62% (1,164 theses) whereas the remaining 38 % (717 theses) were handed in in print.

Research Dissemination

The year 2009 included implementation of DSpace, CBS' new institutional repository. The interfaces are OpenArchive@CBS and StudentTheses@CBS.

The system of the conference secretariat, which forms part of the service from Conference@CBS, has been further developed, for instance it is now able to accept payment of registration fees. Please also see section 2.2.

Web

In 2009, the library established blog facilities at ResearchHub@CBS in order that all scientists may now establish and manage a blog under the auspices of CBS with the address blog.cbs.dk/xx.

2. Events

2.1 New Organisation

The university libraries have a precarious platform. During the last 5 years CBS Library has lost 48 % of their physical lending. Similar high percentages manifest themselves in relation to inquiries at the counters and to the use of the library catalogue.

The library has and will continue to have books, counters and a library system for a good while in the future. However, CBS Library must react on an ongoing basis so that we can avoid focusing on and financing excessively the less popular classical services to the same degree as previously.

The strategic process which CBS Library finished in 2008 resulted in an explicit identification of new assignments. However, it translated to a lesser degree into a specific reorientation. So the library was caught in familiar patterns, assignments and skills.

This was settled in 2009. By establishing a new organisation with 5 departments handling new assignments on 1 December and thus prioritising strategic programme areas, the intention is a radical reorganisation towards:

- Physical facilities (viz. learning facilities for the other students)
- E-resources (viz. access independently of time and place for electronic journals and books, research data, etc.)
- Communication and learning (viz. the meeting with the users at various platforms and through teaching)
- Research dissemination and support (viz. to ensure active communication and support of scientists and science)
- Web (viz. the work involved in websites and portals for the entire CBS)

This is no news in connection with the strategic programme areas. They are known by all university libraries. However, it is definitely news when it comes to the proportionate weighting of classical and new assignments.

The new organisation is moreover characterised by specialisation. This is partly to increase the quality of the assignment handling and partly to ensure that new assignments and strategic target areas are prioritised.

The intention is to direct the efforts towards the new growth areas by clearly separating work with physical materials from e-resources, by staffing and prioritising units which in particular concentrate on teaching, web services, research dissemination and support.

2.2 Conference Secretariat

In January 2009, CBS Library officially established CBS' conference secretariat in the light of a management pool allocation from CBS. The pivot for the service is the IT tool Open Conference System (OCS) developed by Simon Fraser University, Canada, which CBS Library IT has continued the development of in 2008.

The conference secretariat is now up and running. They offer advisory services and other types of services to CBS units in connection with multi-day conferences – from review process, booking facilities and marketing to handling the actual conference, incl. accommodation and catering.

This service serves several purposes: Partly to offer a more favourable and professional service to institutes and centres than hitherto and partly to bring about CBS' research areas by collecting and making research results available by way of papers and proceedings. Finally, the purpose is to ensure that CBS researchers may make bids for successful conferences worldwide and thereby enhance the cooperation between international cooperative partners and brand CBS as a relevant and trustworthy player and partner.

In 2009, the conference secretariat arranged 10 international conferences with a total of 1,621 participants. This took place without considerable marketing efforts. At the end of the year the group of staff expanded from 1 to 2 permanent employees and in 2010 it is expected that the function will be fully staffed with a total of 3 employees. The service is financed by a combination of user payment and the library's ordinary budget.

The work on establishing a conference secretariat coincides with CBS Library's focus on research dissemination and needs to be considered an increased strategic dedication to the area.

2.3 CBS Library – Dalgas Have

At CBS Library – Dalgas Have we have experienced the development towards a reduced number of physical lending activities and visitors despite a radical renovation of the individual reading spaces and group rooms in 2007.

As a direct consequence thereof, 25% of the collection is moved annually to Solbjerg Plads from 2009 through 2010 with the possibility of accelerating the process half-way. Thus the book collection will be reduced, it will be located at one place and the library may turn focus away from book collections and counters and concentrate on the strategic programme areas.

At Dalgas Have the plan is to establish improved learning facilities, a requested service similar to the one already offered in Porcelænshaven.

3. Development

Below, we point at two specific development measures which will be a natural consequence of CBS Library's current strategy and which will enhance CBS within the research and education areas.

3.1 Research Dissemination

With our new strategy, CBS Library has clearly concentrated on increasing our efforts within research dissemination and support. For a number of years we have concentrated on this, however, we will now focus on one department and will thus increase the staffing. We will go from a 90/10 reality where the students – by virtue of number – are the most essential users of the classical library services to a balanced 50/50 reality where the time we no longer spend on 'putting back books' should be used on increasing the support of scientists instead.

Therefore, we work rather factually and targeted with research registration, expert database, research bulletin, research publishing analysis, copyright, conference service, Open Journal Systems and Open Access.

In line with this CBS Library has established and is now maintaining the common intranet of the CBS' researchers – ResearchHub@CBS.

For example, CBS Library lobbied for and ensured that CBS has now acceded to the Berlin Declaration and has a joint acceptance of CBS' Open Access policy. It is the library's job to follow up and to find the resources to ensure that the policy may actually be observed.

With all these measures CBS Library is now ready to officially take on the ownership and the responsibility for the research dissemination at CBS and is willing to have a dialogue about this situation by placing it on the 2010 agenda of CBS.

3.2. Learning

CBS Library is developing towards something which is best characterised as "CBS Knowledge & Library Services". This will be in line with the strategy determined by the Advisory Board of CBS Library with external representatives from Harvard Business School, etc.

A more interesting factor, however, is CBS' distinctive prioritisation of and increased focus on education and teaching. It is important that the library reacts and is very responsive to this. The library already takes an interest in learning and teaching and has included this in the new strategic programme areas. For instance we would really like to focus more on e-learning and blended learning where the library services form one of the central elements.

This is to be supplemented with information skills education. Thus the library continues to focus on the integration of information literacy lessons in the students' ordinary academic work and the cooperation with the lecturers.

However, in order to really teach the students about critical information handling, it will be necessary to raise this work to even higher levels where all students are covered. The objective is to ensure the skilful handling of scientific data of all CBS students and in particular those who are not familiar with the university environment.

Together with M. Soc. Sc. course supervisor and after discussions with Learning Lab and the education dean the library has suggested that part of the increased taximeter allocations will go towards establishing a regular 30-hour course in study skills, ethics and information skills at the third term of the bachelor's programme.

3.3 CBS Strategy

Moreover it is to be expected that the strategy, structure and assignments have to be discussed in connection with the continued work with CBS' 5 Guiding Principles and 6 strategic subjects. CBS Library is open to this and geared to changes.

However, it is also important to respect the fact that CBS Library is an efficient and well-managed organisation where CBS as an organisation at present gets a lot of value for money. If CBS Library is to enter into new constructions, including taking over or surrendering assignments, the decisive premise must be that CBS will clearly obtain actual service and performance improvements.

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