



CBS Library – Annual Report 2010

0. Introduction

2010 saw the 'new organization' take roots, the new library system implemented, and a high demand for services.

The target areas 'Communication and Learning', 'Research Support and Dissemination', 'Web', and especially 'e-resources' are growing. Learning facilities are still popular, and we are seeing a steady increase in demand. The traditional library services such as lending of printed books and printed journals are declining.

This tendency is known and has been seen at other libraries that CBS Library is normally compared with. It represents a new understanding of the concept of the library and it shows that the 'new organisation' that CBS Library launched on 1 December 2009 and consolidated in 2010, was the right way to go: Organising according to the areas 'E-resources', 'Research Support and Dissemination', and 'Communication and Learning' is logical and rational.

The changes in the way the library is used can be seen in the figures: use of electronic resources has increased by 12% compared to 2009 (3,784,284 units), while the loan of physical material has decreased by 17% compared with 2009 (155,955 units).

1. Results

1.1 Key figures

Facilities

Visitors: 1.2 million visitors

Telephone Inquiries: 3,351

Chat inquiries: 1,360

Other e-communications: 7,327

Physical collection: 225,736

Physical lending: 155,955

E-resources

Electronic collection: 103 databases etc.

E-journal titles: 22,600

E-books: 71,470

StudentTheses@CBS: 1,364 non-confidential graduates' theses

E-loan: 3,784,284

Research Dissemination

Research@CBS: 18,476 publications

OpenArchive@CBS: 1,876 publications
Insights@CBS: 4 numbers, 1,078 subscriptions.
Experts@CBS: 109,921 visitors (visitor sessions)
Conference@CBS: 16 international conferences with a total of 6,744 participants.

Communication and Learning

Teaching of study programmes: 2,140 participants.
Introductions and thesis seminars: 2,975 participants

Web

CBS.DK: 521,409 visitors (visitor sessions)
CBS.DK helpdesk: 743 cases

1.2 Finance and Personnel

In 2009, CBS Library used 39.3 million DKK, of which 1.2 million DKK was revenue including overheads for research.

CBS Library has had a sufficient margin, but the library's current service is under continuing pressure. This is because prices and wage increases erode the leeway.

At the end of the year, CBS Library had 56.9 full-time equivalents, of which 9.7 full-time equivalents are paid by the hour.

The personnel situation is considered to be stable but with more resignations than the year before (staff turnover 10%, excluding retirement).

The hiring freeze has meant the abolishment of approximately 4 full-time equivalents. Absenteeism remained at a level with room for improvement (median 6 days).

The special trainee scheme carried out in collaboration with four partners (2006–2010) has ended and all four graduates have since succeeded in getting jobs within the library sector.

In 2010, CBS Library used 257 days on competency development. The focus has been on courses and training in the new library system as well as a wide range of professional activities. On average, 10,568 DKK was used per permanent employee.

After much preparatory work in the Competence Committee, a new competence strategy for CBS Library was adopted in May 2010.

1.3 New service

In 2010, CBS Library maintained and developed many existing services either alone or in collaboration with CBS and external partners. The following only describes the 'new' services.

Facilities

CBS Library has implemented a new library system, 'Aleph'. This system is used in many foreign and Danish research libraries. It future-proofs the service level of CBS Library and means an improvement in terms of loans with other libraries.

An agreement with Academic Books means that current curriculum literature, to a greater degree, can be more fully available to the many students.

At Solbjerg Plads, the summer opening hours were extended so now the library facilities can be used from 8.00 am in the summer. Furthermore, students can now renew their 24/7 access card themselves for the facilities at PorcelænsHAVEN.

E-resources

CBS Library is working intensively to increase accessions and improve access to e-books. The challenge is, among other things, the restrictive license rules and different means of access. E-book packages have been purchased from, among others, Elsevier, Palgrave, Sage and Springer, and we have been working on reservations.

With the purchase of 400 back files from Springer and Wiley, we have taken a further step towards independence from aggregator databases. The purchase has also meant that a large number of printed journals could be discarded.

The range of databases was expanded with the 'Berg Fashion Library', which gives access to research-based knowledge on clothing, clothing cultures, and the clothing industry.

A special grant for the research project D-CAF (Danish Center for Accounting and Finance) through the Department of Finance made it possible for CBS Library to introduce 'The Bloomberg Room', which is located at Solbjerg Plads. In 'The Bloomberg Room' there is provisional access to two major financial systems, Bloomberg and WRDS, and in 2011 this will be expanded to include access to Gallup.

Communication and Learning

With the launch of five 'LibGuides', CBS Library placed extra focus on user guides. 'LibGuides', which is a web-based tutoring tool, provide library resources for specific and popular subjects. In 2011, several LibGuides were developed and at the same time the library FAQ was phased out.

At the beginning of the year, CBS Library launched a Facebook page. The page, which has more than 300 friends, is used primarily to create awareness about the many resources the library provides.

In 2010, the students' information competency and academic writing process was focused on in a new way. The Library together with Department of Management, Politics and Philosophy (LPP) and the CBS Learning Lab received a special grant (from the "Taximeterpulje"), and therefore a pilot project is being implemented together with six selected programs. The cooperation with LPP is rewarding, and the response from the involved courses has so far been positive. The pilot project will be completed during 2011.

CBS Library helped to raise awareness about sustainable initiatives during the 'Green Campus' project-week in week 44. For example, it was possible to buy fabric bags at CBS Library as a more sustainable alternative to plastic bags.

Research Dissemination

The newsletter Insights@CBS has a new platform and editorial team. The angle of the newsletter has been tightened up so that research dissemination is central: the outside world is introduced to the research from CBS and to actual research results. In

addition, the editorial team at Insights@CBS cooperate with the research website Videnskab.dk, and they write their own articles for this website.

The Conference Secretariat launched a website and presented the secretariat's services and track record. Overall, the Conference Secretariat increased its activities: 16 conferences were conducted with a total of nearly 7,000 participants.

Web

A new service, the Web factory, has been established. The Web factory is an easy way to produce new websites for, for example, research projects.

On CBS.DK a new service has been set up so that it is possible to share and forward information to a range of social media.

2. Special events

2.1 CBS Library - Dalgas Have

In 2010, the library continued and accelerated the phasing out of all the physical collections at Dalgas Have. It is expected that the project will be completed in spring 2011 and after this all personal guidance and lending will take place at Solbjerg Plads.

CBS would like examination facilities for IT-based exams and looked at the facilities at CBS Library - Dalgas Have to see whether they could be used for this purpose. However, the project had to be abandoned because of inadequate air conditioning.

It is planned, instead, to create improved learning facilities comparable to those offered by the library at Porcelænshaven, which is a service that is in demand.

2.2 Staffing

At the end of 2010, CBS Library could predict a significantly worse economy in 2011 when it was warned that the one-off grant of 1.5 million DKK from 2010 would not be made permanent.

Given the above, it was announced that a redundancy round would be conducted in November. However, it was possible to cancel the redundancy round in October when agreements were made for the voluntary resignation of five employees during 2011 and 2012, and five vacant positions were abolished.

3. Strategy

3.1. CBS Library

In 2010, CBS established a new strategy where five initiatives in particular were highlighted: the Business-in-Society platforms, a new business-oriented bachelor's degree, strategic alliances, a new academic organization, and new administrative support.

CBS Library is known as an effective, professional and well-run organization, where CBS gets significant "value for money". However, the work in particular with the new

administrative structure in 2010 - work which has continued in 2011 - has indicated that a range of administrative tasks currently carried out at the same time in many different places at CBS should be consolidated.

It is clear that the CBS Library as we know it today, regardless of the strategy, will have fewer employees and fewer resources available. At the same time, the result of the administrative re-organization will be that CBS Library will have to carry out new tasks - such as an evaluation function - and other tasks will be transferred to other units, for example, the library's Conference Secretariat.

We know already that one of the library's five strategic priorities defined in 2009 will be completely moved, namely the 'Web'. It is also sometimes unclear how many resources we can and must set aside in the future for 'Research Dissemination'. The library is still the ideal place for performing tasks to do with data collection, but it is uncertain whether data analysis and dissemination can be accomplished in the long term. Much, therefore, suggests that CBS Library now to an even greater degree needs to focus on the area of 'E-resources' and the corresponding 'Communications and Learning' area, as well as 'Facilities'.

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