

CBS Library Annual Report 2005

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30 March 2006

1. Summary of activities

Study environment: Yet again the CBS Library was able to maintain its standing as a key environment for study within the Copenhagen area. The CBS Library hosted more than 1 million visitors: "...many queuing for a vacant desk at the CBS Library (...), aided by a first-class infrastructure"¹. In an effort to meet the growing demand for reading facilities, the library introduced a 'CBS Zone' (CBS students exclusively) on the 2nd floor of the library at Solbjerg Plads and found accommodation for an additional 50 readers. Other initiatives in 2005 included a campaign to reduce inconvenience caused by mobile telephones and the introduction of a new sign program to ease use of the library.

New library location: A major issue in 2005 was the planning and implementation of a new library site complete with 70 individual reading desks, teaching facilities, and wireless networks at CBS' new premises at Porcelænshaven. This decision was conceived under the working name "convenience library" and preceded by thorough considerations concerning design and staffing. The project serves the dual purpose of enhancing library visibility on campus and exposing to the public novel methods of organizing library work.

Use of library services: The library registered a total increase of 28% in library usage in 2005. This result is all the more impressive considering a mere decrease of 6.5% in loans of physical materials.

Loans (by type)	2005	2004	2003
Physical materials	342.555	366.380	381.672
Electronic resources (sum total)	1.421.036	1.014.284	742.012
- E-books	193.599	31.456	3.878
- E-journals	547.287	455.919	349.858
- E-newspapers	585.335	454.046	272.223
- Other e-resources	94.815	72.863	110.913
Sum total (renewals not included)	1.763.591	1.380.664	1.123.684

The use of e-books (working papers included) showed a dramatic increase of 515%. Usage of e-journals - specified as the number of downloads - exceeded the half-million mark, a 19% increase. Likewise, usage of e-newspapers showed a remarkable increase of 29%.

Partly as a result of enhanced visibility in Google Scholar, the registered increase in use of CBS' working papers hosted by OpenArchive@CBS amounted to 434% - the equivalent of 172.000 downloads! Downloads of the CBS research newsletter: Insights@CBS² showed an increase of 102% to a total of 22.627 in 2005. One hundred new subscriptions were registered during the same period reaching a total of 600 subscriptions.

CBS-Web: CBS' Content Management System was fully implemented in 2005 enabling all sub sites to benefit from the uniform design and consistently reliable accessibility of the CBS website. The library has thus played a decisive role in the development of CBS' Web Communications Strategy.

Faculty Services: The 1st of March marked the termination of an experiment carried out at the Department of Management, Politics and Philosophy. Since March 2003, two librarians were able to offer library services 15 hours a week at the department. Conclusions drawn from the experiment: 1. These services are ideally suited to fulfil faculty's need for library services and 2. The funding of services of this kind is difficult to find. Further analysis showed that faculty services should focus on Ph.D. students, publishing, and instruction.

Organization: On September 1st Vice Director René Steffensen was appointed acting director, and on November 1st Library Director as his predecessor, Michael Cotta-Schønberg after 20 years as Library

¹ Bibliotekspressen, 2006-01 <http://www.bibliotekspressen.dk/artikel.asp?id=5109>

² <http://frontpage.cbs.dk/insights/>

Director left CBS for the post of Library Director of the Copenhagen University Libraries. Changes in library organization were agreed upon and will be implemented in early 2006.

The year 2005 saw extensive preparations for the impending change of an ageing library system. The migration to the new system will take place early in the New Year and will affect all internal procedures. The Library opted for the Swedish library system BookIT and has committed itself as partner in developing the system and as "first mover". Naturally, an undertaking of this kind entails risks and advantages.

Competence development: On average, library staff has spent 6.3 working days in in-service training during 2005, 1.3 days more than required by library policies. These data comprise training in many areas: in-house training, master programmes and study tours. However, I wish to emphasize that 96.5 days of training were spent in preparation for the new library system; four members of staff were in the process of taking a masters degree in Library and Information Science at the Royal School of Library and Information Science; finally, two members of staff are preparing for a diploma in management at the Danish School of Public Administration.

2. Target Attainment and Goals set by the Development Contract (FM1)

The library's development contract implies a 10% annual increase in the number of visitors to the site: Experts@CBS. Due to inconsistency in data collection, the library estimates a decrease of 2.5% in user population to 53.926 (56.204 to include internal users). In an appraisal of related services by 'ForskerForum' Experts@CBS earned the predicate: "... *top of the class*"³

Press preoccupation with university matters was the theme of interesting analysis entitled: 'In Quest of the Trustworthy University'⁴ and published by 'Mandag Morgen' in 2005. Experts@CBS was launched by the CBS Library on the 1st February 2003. Analysis the very same year showed that press coverage had increased by 42%. This increase is not solely attributable to the intrinsic merits of the expert database. The database contributed to enhance library visibility and still retains its position as point of reference for the development of similar initiatives at Danish universities.

3. Strategic Challenges / Risk Assessment

Developing novel services for either the physical or the virtual library is a major challenge. International Internet services (e.g. Google) are a threat to sustained efforts to develop local information resources. Costly copyright agreements may minimize CBS' ability to offer access to our own and others publications, while a general lack of funding may deprive CBS of its position as a leading electronic library.

4. Strategic Goals for 2006

In order to meet CBS' general vision and strategic goals, library efforts will concentrate on the following areas: 1. The electronic library, 2. A beneficial study environment, 3. Personal services and self service, 4. CBS' Knowledge portal, 5. Information literacy, 6. Strategic organizational and personnel development.



René Steffensen, Library Director
March 16, 2006

³ http://www.cbs.dk/content/download/22494/314616/file/640006_Forskerforum_marts_2005_side_12-13.pdf

⁴ <http://www.dpu.dk/everest/tmp/051122093046/jagten%20p%E5%20det%20tr%C3%B8v%E6rdige%20uni.pdf>