DBC
Annual report 2008

Content

Introduction

In 2008, DBC became seriously involved in partnerships and development work around the Open Library Strategy and Open Source, digital distribution and a new system for museums. The many activities are indicative of the new DBC since its separation from Biblioteksmedier. The consolidation of the company continues and a completely new range of offers to libraries, museums and other knowledge institutions is being developed.

DBC's vision

We make knowledge relevant and readily accessible when and where the individual citizen needs it. We cover every facet of library and IT know-how and development resources, enabling us to deliver solutions that structure and communicate knowledge.

Much of the knowledge that is relevant for the user is only found when a connection is created between different information channels. Our strength lies in organising information using a unique combination of core competences. We produce solutions that bind knowledge together between different players:

- As library experts, we describe and index content so that users can find the relevant information.
- As IT specialists, we bind knowledge in different systems together by using interfaces based on open standards, and we develop the infrastructure into which the information is to flow.
- As communicators, we describe and present knowledge in such a way that it is not just accessible, but also comprehensible and usable.

We support the efforts of libraries to strengthen the knowledge society by developing new knowledge products and expanding their IT infrastructure. We develop the products and services that libraries and library users demand in a dialogue with libraries and other partnerships.

General information about the company in 2008

The beginning of 2008 marked the final separation of DBC and Biblioteksmedier, which was taken over by LD Equity at the turn of the year.

The separation had been expected for a long time – in fact, the decision in principle was taken in early 2006. There had therefore been plenty of time to assess the situation that the new DBC would face and to determine strategies for handling the situation.

It remains one of DBC's main challenges to make a well-functioning and effective bibliographic and IT infrastructure available to the Danish library system. This challenge includes an

obligation to offer solutions based on up-to-date technology. This is currently reflected in the comprehensive development work that has been undertaken in recent years to implement a service-oriented architecture and introduce open source as a solution philosophy. This architecture makes it easier for the libraries to independently combine the solutions they wish to use. The investments in common solutions are also made available for local development work in the form of open source software.

DBC's traditional core services are the production and communication of metadata. We do not believe, however, that metadata in isolation will remain an attractive product in the future. Instead, there will be a demand for metadata together with the content it represents – "double-click or die" is what we have called this strategic challenge. It is therefore essential for DBC to enter into partnerships with content owners about the design and communication of products that combine content, metadata and infrastructure. Ebog.dk, Filmstriben and Netmultimedia.dk are results of this work.

In connection with the divestment of Biblioteksmedier, the owners defined a policy for DBC. The ownership policy is published on DBC's website. It describes DBC's core tasks, see above, but also admits that "… the lines between library activities and other information and experience activities are becoming increasingly blurred". The ownership policy therefore allows DBC to be active outside the library and teaching sectors – on certain specified terms – provided the activities involve services closely associated with DBC's core activities. DBC's involvement in museums – which is mentioned later in the report – is one such example.

As mentioned, the implementation of a service-oriented architecture is a fundamental challenge for DBC. The three-tiered model – content, services and user interfaces – which is part of the service-oriented architecture will spread to all corners of DBC's product range. We have accordingly restructured our fundamental organisation to reflect this three-tiered model. As a result, the content aspect is anchored in the data division, the service aspect in the IT division and the user interface aspect in the marketing department. You can always discuss the timing of such restructuring. We have chosen to implement it at an early stage in the transition to a service-oriented architecture. The plan is that this will allow us to avoid that the old structure becomes like an anchor that hampers and complicates the transition and instead achieve a structure that actively promotes the transition.

Partnerships

Through partnerships, DBC wishes to gather the best competences in different partner companies around focus projects to thereby create in-demand quality services for libraries and other knowledge institutions and companies. The strength and purpose of partnerships is to combine core competences from different areas to develop competitive products for cultural experiences and knowledge acquisition.

To its partners, DBC can offer competences based on:

- DBC's existing role in the library sector through DanBib and bibliotek.dk that bind the library systems together.
- DBC's creation of metadata and connection to digital content exemplified by ebog.dk, Filmstriben and the "Forsideservice" web service and the like.
- DBC's years of experience with the development and operation of large databases. Excellent IT security and full accessibility, uptime and response time are guaranteed in DBC's hosting services.

DBC is therefore looking for partnerships with relevant partners in the library sector and the cultural sector in general as well as in the media and IT industries.

In 2008, DBC entered into a number of interesting and forward-looking partnerships:

- Library partners in the Open Library Strategy project, which aims to contribute relevant library knowledge and where the libraries will have influence on the design of the individual services and user interfaces.

- A development partnership with libraries in Copenhagen and Aarhus municipalities about the development of a shared communication platform based on open source. DBC plans to combine the Open Search open source project with the data repository, which is an essential part of the TING project of the libraries in Aarhus and Copenhagen municipalities (www.gnit.dk). The aim is to develop a shared data repository and search function that combines the physical and virtual resources in the dissemination of information to library users.
- A development partnership with the Alexandra Institute about the development and sale of a new interactive big screen project exposing news on books, music etc. to be based on the best parts of Sirpa and Infogalleriet and turned into a new technological platform.
- Development cooperation with the State and University Library about select infrastructure projects such as DanBib as a genuine shared catalogue and Danish libraries in WorldCat.
- Membership of the "Biblioteket spiller online" library consortium with responsibility for establishing the "netmultimedia.dk" distribution platform.
- A partnership with Gallery Systems about the sale and development of The Museum System (TMS) and eMuseum for Nordic museums, supplemented by services such as support, hosting, training and advice about the products. The collaboration will also include the development of the systems for the Nordic market.

- An ongoing partnership with the Danish Film Institute about the further development of Filmstriben, including feature films, remote access for library users and pay per view for private users.

Projects in 2008

Open Library Strategy (OLS)

DBC develops products and services based on standards that permit a flexible combination of different systems and data.

OLS is the term that describes the strategy used by DBC for a couple of years in connection with the development of DanBib – next generation. The key points in OLS are the use of open standards, implementation of a general Service Oriented Architecture (SOA) and development based on open source.

The aim is that all the individual sub-functions within DanBib and part of DanBib+ should be made available as independent services. The individual services can be mixed and matched and combined with elements from other library systems to form a whole, functioning library system. The vision is for the combined service complex to set the standard for the library system of the future in terms of both functionality and technology.

OLS is the library concept that proposes to set a standard for public, research and education libraries by combining a number of services from both DBC and other suppliers. The individual services take into account any requirements that are specific for the mentioned sectors to ensure that these requirements become an integral part of the functionality of each individual service.

OLS is web-based and uses open standards. It is based directly, but not exclusively, on DBC data – "DanBib som ægte fælleskatalog" (DanBib as a genuine shared catalogue) – and therefore on the technology used for DanBib and bibliotek.dk. Several of DBC's current central sub-systems are therefore being developed further for specific services and are intended to become part of different system solutions via open standardised interfaces. Supplementary services are also being developed according to the same model – especially in terms of functionalities that do not currently form part of the central systems – including loan functionality, statistics, etc. Of these, the loan functionality will not actually be part of OLS but can be delivered by an external partner.

The concept will make it possible to "shop for services" among the different open DBC services, combine these services and provide them with a combined user interface in order to "glue" the individual services together. It will also be possible to integrate the modules/services of other system suppliers.

OLS or parts of the system are made available as open source so that customers of the individual services get access to the source code and become able to edit, adjust and further develop the system, provided the changes benefit other customers. DBC will establish and maintain a community to take care of the above.

The combined services including the loan functionality (Open Circulation) will therefore be offered as a replacement for the current Integra system. The individual services will also be available as required for implementation in a local library system.

In connection with their development, the individual services can also be integrated into the current Integra system and will therefore gradually replace current modules/functionalities. The 2008 development of OLS mainly consisted of Open Search and Open Resource Sharing as well as dialogues with the libraries.

The OLS Partner project

DBC has entered into partnerships with a number of public and education libraries with Integra, as well as with Roskilde University Library and the State and University Library as interested parties. The aim is to ensure ongoing dialogue about OLS, including sparring about the preparation of development themes and in connection with reviews of system descriptions as well as test and pilot operation of services and modules.

Open catalogue

The project is based on DanBib as a genuine shared catalogue (see page 9).

Open Search/TING

The project comprises a partnership with the libraries in Copenhagen and Aarhus municipalities about the establishment of the TING data repository[1]. This development takes place in Open Source.
The project aims to establish a service that can be used to search across many different data sources in a data repository with metadata of physical materials and indexed e-books and e-journals. The project should meet the demand for integrated search and federated search as well as the need to search across different tools, forms of metadata, digital content, administrative data, etc. At the same time the project should support the need to search in very large data quantities, much larger than the approximately 30 million items currently available in DanBib. In addition, user interfaces have to be developed to allow users to search and view documents in the data repository.

Open Resource Sharing (RS/ILL)

The project aims to develop a functionality that meets the library system's need to share resources whether physical material that forms part of the loan collaboration (ILL) or digital resources that form part of various licences, consortiums, etc.

Use of open standards

The aim is that all components, services and data should be based on standards that are well documented, accessible to the public and maintained on open forums without financial, legal or political restrictions. This is already a basic premise for DanBib, but the introduction of SOA means that more work will have to be done on the development and implementation of standards.

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[1] www.gnit.dk

Open Source

Open Source is business-oriented software that gives access to the source code free of charge and permits the distribution of changes based on the source code, so-called free software or open source. Specific rules have been defined about ownership and access to the source code as well as rules for further distribution and redistribution of the code.
The aim is to combine the strategies of the libraries and DBC to make them more powerful and effective. DBC wishes to establish long-term development cooperation with customers and partners on relevant current and future platforms where an increasing number of projects are being developed in open source. An Open Source Community will be established and facilitated in which all parties have an opportunity to contribute to the process. All libraries will be able to access the different services free of charge and be able to strengthen their local sites. See also the open source collaboration about Open Search/TING.

The Museum System

At the turn of the year 2008, DBC entered into an agreement with the American company Gallery Systems about the sale of The Museum System (TMS) in the Nordic countries. TMS is one of the world's leading collection management and communication systems for museums, galleries, archives and other collections. Gallery Systems has more than 600 customers in 22 different countries. Among the customers are MoMA and Guggenheim in New York, Tate and The National Gallery in London, and Louisiana Museum of Modern Art and Skagens Museum in Denmark; however, many smaller museums, galleries and archives are also to be found among the clientele. TMS is state of the art in museum collection management and web communication. One of the strong features of TMS is the reuse of data, and at the beginning of 2009, DBC will develop a TMS to REGIN (the national cultural heritage database) conversion program to permit Danish museums to benefit from the many facilities in TMS and at the same time avoid unnecessary data entry work. DBC offers Danish support, training and hosting in connection with the purchase of TMS. For this purpose, DBC has employed a consultant with a background in the museum sector who will participate in the dialogue with the museums about the purchase of TMS.

In 2008, DBC took part in a pilot project about user involvement together with the National Museum of Denmark. The project was facilitated by NFBi, Network for Research-based Userdriven Innovation, of which DBC is a member. The aim was to generate knowledge about the way visitors experience the museum today and their wishes for a future museum, especially in terms of the information available at the museum.

DanBib development

The development activities have been centred on renewed development of DanBib in accordance with the Open Library Strategy, i.e. the development and implementation of data, services and functionality in a service-oriented architecture (SOA) the development and use of

open standards in all data formats and services, as well as the release of DanBib components as Open Source.

In addition to the work with the Open Library Strategy, the main development effort has focused on the development and implementation of Nyt Netpunkt.

Nyt Netpunkt has been operating as a pilot project since November 2008. It gives us a contemporary user interface that, in accordance with OLS, has the same underlying system as bibliotek.dk.

Danish libraries in WorldCat

In December 2008, an agreement was signed between OCLC and DBC that gives Danish libraries access to using WorldCat as a source for the cataloguing of items for reuse and also implies that all material at public libraries in Denmark will be uploaded to WorldCat. In addition, a small number of research libraries will become suppliers of loan material to foreign libraries at their own request, and the State and University library will ensure increased international visibility and accessibility of the Danish cultural inheritance as reflected by the material in Danish libraries.

The current collaboration is a result of the Deff-funded *Danish libraries in WorldCat* project, which in 2008 undertook a number of analyses and investigations in preparation for extended collaboration with OCLC about WorldCat. Deff is a national programme for research and educational libraries.
Based on the results of the 2008 project and the concluded agreement, an implementation project will be established in 2009 for which funding will also be sought from Deff.

Over summer, five research libraries and five central libraries carried out controlled tests with the reuse of items from WorldCat. The result was presented and discussed at a workshop during autumn – and both the test and the workshop clearly indicated that the system ought to be implemented as soon as possible. WorldCat is expanding with importation from many non-English-speaking countries to such an extent that the ratio between non-English and English titles is now fifty-fifty.

To make room for this solution, DBC has cancelled its subscription to British National Bibliography with effect from 1 January 2009. We will continue our subscriptions to Library of Congress and ISSN-Network – at least for 2009; Library of Congress is without doubt a more important source of reuse than British National Bibliography. Deutsche Bibliographie will also be uploaded to WorldCat.

DanBib as a genuine shared catalogue

During spring 2008, we participated in a project group under the auspices of Deff, which prepared a proposal for a data model and work flows for DanBib as a *genuine shared catalogue.* The proposal outlines some general design criteria for a shared catalogue without

analysing the topic in depth or providing answers to all questions. The proposal was presented and discussed at a workshop with the participation of a number of different special and research libraries.

The project group later prepared a recommendation for establishing a specification project with the aim of designing the shared catalogue, preparing a requirements specification and drawing up a budget for both development and operation. This project should also – in general as well as for the individual library – contain a description of the transition from the current data model to new data models, including the question of possible catalogue breaches. The project group also recommends continuing the work with specific tasks including the automated merging of items, rapid mutual updating of DanBib and the library catalogue, whether local cataloguing tools can be made to distinguish between shared, shared local and local data types as well as direct cataloguing to DanBib.

DanBib operation

In 2008, DanBib was characterised by good quality and reliable operation with good response times.

The number of DanBib requests was 2 million – an increase of 4.5% compared with the previous year.

The scope of the reuse of bibliography items cannot be calculated but the number of items is very large, also as a percentage of library catalogues. Digital resources are, however, still lagging behind for a number of reasons: the lack of a perception of DanBib as a digital resource infrastructure; the uncertainty of the libraries about the integration of Internet resources in the local catalogue, and the importation of registered articles in electronic journals.

DanBib's quality objectives include response time measurements, measurement of operational efficiency, database updating, and registration time with DBC. Users can find information about these measurements on www.danbib.dk.

At the end of the year, DanBib had a total of approximately 29.5 million items, which is an increase of one million compared with the year before. To this should be added the DanBib+ database: Deutsche Bibliographie of 1.5 million items, which, however, was closed at the turn of the year 2008/2009.

We have completed four annual service windows, i.e. days with planned closure for major system renovations and changes.

In 2008 we continued the expansion of www.danbib.dk with documentation, statistics, user support and standards.

Bibliotek.dk

In 2008 we completed both small and large projects under an agreement with the Danish Agency for Libraries and Media. The project portfolio was very broad and included improved search options, new user facilities and the meshing of bibliotek.dk with the libraries' own systems. Apart from the actual development projects, we conducted a user survey, wrote clarifying memos and held workshops. A dialogue with the libraries also takes place on http://profblog.bibliotek.dk. During the third quarter of 2008, the blog had 122,000 visitors. A question about the extension of automation of inter-library loans thus produced 33 comments.

Examples of the year's bibliotek.dk projects: Forsideservice in bibliotek.dk, delivery of articles to end users, local bibliography items in bibliotek.dk, the Danish Broadcasting Corporation's Nordisk Forfatteratlas in bibliotek.dk, a login solution that permits the use of "Mit bibliotek" (My library) settings on different PCs, and a workshop about bibliotek.dk as a local user interface. Collaboration has also commenced with the publishing house Gyldendal about the implementation of relevant linking of content between the encyclopaedia (www.denstoredanske.dk) and bibliotek.dk.

In 2008, a marketing campaign was launched consisting firstly of a press room, financed by DBC, and secondly of a knowledge game, financed by the Development Fund for Public and School Libraries. For a while, the marketing campaign resulted in a marked increase in the use of bibliotek.dk.

Standardisation

DBC participates actively in the development and implementation of standards, both nationally and internationally.

DBC is the vice-chairman of the Bibliographic Council, which, among other things, makes recommendations to the Danish Agency for Libraries and Media in matters of principle relating to library catalogues and national bibliography issues, including major changes to "Katalogiseringsregler og bibliografisk standard for danske biblioteker" and "danMARC2".

In 2008, as part of the DanZIG committee, DBC was responsible for drafting guidelines for the use of EDItX for XML requests and XML delivery notes in connection with choices of material as well as guidelines for the use of ISO DIS 20775 (Schema for holdings information) when requesting XML documents with historic storage data from a local system. DBC also contributed to the drafting of a set of guidelines for the implementation of the American Z39.83 NCIP standard, which specifies a number of services in connection with loans. DBC is also responsible for drafting guidelines for the implementation of ISO 25577 MarcXchange for the exchange of items in XML format. This work has been delayed due to a lack of clarification of the mapping of individual characters in the danMARC2 character set. The matter should be clarified in the course of 2009.

As part of Danish Standards' Committee for Information and Documentation (S24), DBC is the chairman of the Technical Inter-operability sub-committee and participates in the Identification and Description sub-committee. Sub-committee members assist with technical expertise in the development and review of international standards in ISO TC 46. In recent years, the Technical Inter-operability sub-committee has taken the initiative to establish several international standards, including ISO 25577 (MarcXchange), which was published in February 2009, and ISO 28560 (RIFD in libraries), which should be ready for publishing by the end of 2009.

Distribution of digital products

Forsideservice

Library users increasingly demand more digital information about books and other material at the libraries. In January 2008, Forsideservice was launched as a product. The service was developed in collaboration with the State and University Library. The service permits the viewing of Danish and to some extent foreign book covers in library catalogues. In 2009, the service is expected to be further expanded to include lists of contents, several foreign book covers and flap copies. To this should be added front pages for other types of material.

Filmstriben

The increased capacity of broadband connections provides new opportunities for online distribution of films to individual users. Already in December 2007, DBC established Filmstriben, which streams videos via the Internet. Filmstriben now comprises more than 500 short films and documentaries. In February 2009, another 100 commercial feature films became available.
In the summer of 2008, Filmstriben was made available for a free trial period of one year to Danish primary, secondary and upper secondary schools, which has resulted in a large number of school subscriptions.
A similar offer for a free trial period was made to the public libraries in 2009. In addition, a number of medium-term education institutions have subscribed to Filmstriben.

Netmultimedia.dk

The interest in games is increasing rapidly and the libraries focus on making computer games available to children, young people and adults.
At the end of 2008, DBC became part of the "Biblioteket spiller online" library consortium project. This project involves establishing an online games distribution service for libraries. Participating libraries include Frederiksberg Library, Herning Central Library, Odense Central Library, Roskilde Central Library and Vejle Central Library, which have been promised a grant from the Danish Agency for Libraries and Media development repository for the "Biblioteket Spiller Online" project.
At netmultimedia.dk, library users can borrow games, read reviews of games and information about the nature of the games, the development of new game technologies, etc. DBC's role in the project is to establish the distribution platform for computer games, including entering into

agreements with commercial game producers and distributors. The project will commence in 2009.

Sirpa

The libraries are increasingly aware of the need to market library services to the local community, and many libraries have therefore acquired large monitors.
DBC has developed Sirpa, an online communication channel for large monitors based on open source and free software licences and with open user interfaces. This makes it possible for the libraries to import and export data and integrate the news loop in other systems as required. The libraries can produce local features and release them for viewing to different user groups.
In November 2008, DBC and Borger.dk entered into an agreement according to which DBC's Sirpa editorial team in future will publish the Sirpa Borgernyt news loop for large monitors and PC screens. The service provides information and news material of interest to general public. The target groups are citizen service centres and libraries.

In November 2008, the Alexandra Institute and DBC entered into an agreement about developing a shared interactive platform for communication of cultural news. The new communication platform, which will be developed in 2009, will be based on DBC's Sirpa cultural news channel, which is designed for viewing and editing of news on large monitors, and on the interactive functionality in InfoGalleri, which was developed by the Alexandra Institute on the basis of its collaboration with the Centre for Interactive Spaces at Aarhus University.
The two partners emphasise the flexibility in the individual customer's choice of interactivity and new technologies, own editing and sharing of news, and importation of RSS news feeds.

Hosting and support

For a couple of years, DBC has provided hosting services for a number of libraries and education institutions using the Integra library system. DBC also hosts ebog.dk and ebib.dk. When Biblioteksmedier in 2008 was sold to new owners, tenders were requested for the operation of the company's IT systems, and DBC won the tender.
As part of the agreement about the sale of The Museum System (TMS), DBC will also offer hosting and systems support to the museums.

Consultancy services

Hire a librarian

DBC's sale of competences targets companies and institutions with a high level of knowledge production and communication. DBC hires out staff at hourly, daily or weekly rates. The DBC librarian sets up and maintains archives for companies that either have a limited need for archiving or estimate that it would be too expensive to keep the relevant knowledge of their own staff up-to-date.

In 2008, Novo Nordisk was the first company to hire a staff member to maintain the records in their library.

In December 2008, DBC signed an agreement with the Unemployment Benefit Fund for Engineers to build a structure on the unemployment fund's shared drive and to define rules for the shared folders in the other departments of the unemployment fund.

In 2009, DBC will carry out an audit of mechanically merged data in the research indicator of the Danish Agency for Science, Technology and Innovation. The research indicator is a tool used by the universities to document what and how much they publish in research journals around the world. The audit is coordinated with the universities involved.

Dialogue with the libraries

New design

In April 2008, DBC launched a new design and a new website. The new logo symbolises knowledge flows that create new knowledge and value for the users by way of DBC's core competences, knowledge structures and communication. DBC thus focuses on using its competences in a new digital context where they can create synergy for libraries and other public knowledge institutions.

At the same time, the printed DBC Avisen newspaper was replaced by the digital Centrifugen newspaper.

Events

In 2008, DBC organised a number of events in collaboration with different partners in the library sector:

"Biblioteket i hånden" on 17 January

A theme day organised in collaboration with the Danish Library Association and the Royal School of Library and Information Science. The theme day highlighted the possibilities for using different, primarily mobile, technologies that supplement the Internet in the communication of library offers to the users. The speakers included Jan Damsgaard, Professor at Copenhagen Business School, Johan Winbladh, Mobile Channel Editor at DR Medier and Jørn Helge Dahl, Project Manager Biblioteksvar.no, Den norske nettjeneste.

Computer game conference on 25 September

The conference focused on the question of what constitutes a good computer game: When is a game a good game? What is a good story in a game? How can librarians include games at the library? The speakers included Bo Kampmann Walther, Associate Professor at the Centre for Media Studies at the University of Southern Denmark, and Pernille Drost, Chairperson of the Danish Union of Librarians.

Resource description and access

Barbara B Tillett had been invited to Denmark as the key speaker at a theme day organised by the Danish Union of Librarians' Committee for Technical Departments (FABITA). Barbara B Tillett is head of the Library of Congress Cataloging Policy and Support Office and LC's member of the Joint Steering Committee for Development of RDA.

She gave a presentation in which she described the status of the new cataloguing rules that are designed to replace the current AACR2 set of rules. Erik Thorlund Jepsen, Consultant at the Danish Agency for Libraries and Media and Hanne Hørl Hansen, Bibliographical Consultant at DBC provided the Danish angle on the new rules.

DBC as the main sponsor of the SmartCity Library Conference

An international conference took place in October 2008, organised by Copenhagen Libraries together with a number of international partners. The main themes focused on how libraries can make cities stronger and on the library as a physical space in the digital world and as a virtual space where the library is where you are. In connection with the event, DBC organised a small exhibition and presented a paper at the conference.

The DBC prize

Every year, DBC distributes the DBC prize of DKK 10,000 to the best Master's degree thesis at the Royal School of Library and Information Science. In 2008, the prize went to Kirstine Hagen Thomasen and Marie Bjørnskov Engberg for the thesis "Typificering og magt i flickr" (Typification and power in flickr). In connection with the presentation of the prize, the supervisor Jack Andersen from the Royal School of Library and Information Science summarised the assessment of the thesis as follows: "The thesis masters a complex set of theories and applies it in a precise and intelligent manner in the empirical analysis. In this way, the thesis demonstrates not only intellectual maturity but a mastery of theoretical and analytical insight at a high level."

Environmental considerations

DBC is an environmentally conscious company that works to create sustainable development with respect for the environment and natural resources. DBC constantly tries to prevent and reduce environmental impact by:

- using environmentally sound solutions where technically and financially feasible

- limiting the use and waste of energy, raw materials and other resources

- minimising the amount of waste produced by consistently implementing waste sorting and being recycling-minded

- demanding environmentally friendly products and services

- promoting openness, dialogue and cooperation on environmental matters with employees, customers, partners and suppliers

- complying with current legislation in the area as a minimum

DBC's social capital

DBC assumes shared social responsibility as part of the efforts to create a labour market with room for all. DBC's joint consultation committee has drawn up a social index in recent years. The social index (www.detsocialeindeks.dk) is a method of charting the company's intentions, efforts and results in a number of areas, including recruitment, dismissal, training, information and working environment.
The Danish Ministry of Employment is responsible for the method and ongoing follow-up on the initiative. Producing the social index also makes it possible to identify what needs to be done to achieve improvements.

Measuring DBC's social index

2004	2005	2006	2007	2008
67	68	67	75	76

Over a five-year period, there has been a significant improvement in the way staff experiences DBC's social responsibility. The social index is measured annually.

The social index is evaluated on the basis of the following scale:

Points	Evaluation
0-20	The company does not assume any social responsibility
21-40	The company assumes social responsibility to a very limited extent
41-60	The company assumes social responsibility
61-80	The company assumes social responsibility to a large extent
81-100	The company's social responsibility is world class. The company sets an example for other companies

Key figures

National Bibliography production

The following volumes were registered for the National Bibliography in 2008:

National Bibliography (weighted registrations)	2004	2005	2006	2007	2008
Dansk Bogfortegnelse (books)	19,724	17,589	18,236	18,066	17,097
Dansk Billedfortegnelse (visual recordings)	3,141	4,479	3,062	3,578	3,787
Dansk Lydfortegnelse (sound recordings)	1,397	1,667	1,192	830	1,070

Danske Musikoptagelser (music recordings)	2,343	2,208	1,947	1,933	1,575
Internet publications	2,183	2,213	1,902	2,719	2,322
Dansk Artikelindeks (articles)	15,904	16,404	15,261	15,400	15,299
Dansk Anmeldelsesindeks (reviews)	2,059	2,268	2,085	2,086	2,039
Record reviews	767	657	713	681	551
Total weighted registrations	47,518	47,485	45,110	45,972	43,740

Use of DanBib and bibliotek.dk

Number of items in DanBib	2004	2005	2006	2007	2008
(millions)	23.2	25.2	26.5	28.5	29.5

Use of bibliotek.dk	2004	2005	2006	2007	2008
Number of unique users per week*	Approx. 48,000	Approx. 63,000	Approx. 69,000	Approx. 88,000	Approx. 65,000
% change	+55%	+31%	+9%	+27%	- 26%

*Measured at the end of the year, i.e. week 48

DanBib requests (thousands)	2004	2005	2006	2007	2008	% change in past year
DanBib	1,852	2,004	2,010	1,880	1,968	+4.5%

*Measurement of automated requests started on 1 May 2007.

Requests on bibliotek.dk (thousands)	2004	2005	2006	2007	2008	% change in past year
	1,212	1,383	1,410	1,276	1,384	+8.5%

Redirected from biliotek.dk to libraries (thousands)	2004	2005	2006	2007	2008	% change in past year
	282	438	816	1,265	1,434	+13%

DBC's financial statements

DBC's 2008 financial statements are published on www.dbc.dk.