

Calimera Country Report

**Cultural Applications:
Local Institutions Mediating Electronic Resources**

Netherlands

Information on Public Libraries,
Local Museums and Archives



calimera

The Calimera Project is funded
under the European
Commission,
IST Programme



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Organisation

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Introduction

Public libraries, local museums and archives in The Netherlands are three different sectors with their own organization, legal or regulatory framework, financing and professional organizations. They have in common that they are all resort under the Ministry of Education, Culture and Science, more precisely under the governance of the State-Secretary for Culture. This means that these sectors are addressed in general cultural policies, but more specific policies are developed in two different units: Media, Libraries and Literature on one hand, and Cultural Heritage on the other hand.

Cultural institutions have a policy and funding cycle of four years, based on the Ministerial Cultural Policy Report, *Cultuurnota*. The most recent basic document is the *Cultuurnota 2005-2008*, which was introduced by a Cultural Policy Letter, called *More than the sum*.(2003)

Cultural institutions have to apply for their four year subsidies. The Council for Culture is the independent advisory body to the Minister and Parliament. It gives advice on request and on own initiative on all cultural policy issues, and also on the 4-year grants. The Council has a number of committees for specific domains, among them are specific ones for libraries, museums and archives, and also for e.g. intercultural policy.

Public Libraries

The Dutch Public Library system consists of three layers of library services related to three levels of government, serving about 16 million inhabitants.

At the local level about 1125 public libraries (483 with branches) are financially supported by local authorities, in average up to 80%. In addition, 15% of income is through users (membership and overdue fees) and 5% through other paid activities like courses and lectures. Most of the communities have a library or mobile service (90 buses in total). Mostly smaller libraries, are associated with a Provincial Library Centre (9 PBC's) and have a full service contract, other library buy some of these regional services, including mobile services.

There are 12 provinces (ranging from 400.000 to 2,5 million inhabitants). At the provincial level, the provincial government subsidises provincial library centres (PBC's) (and sometimes a regional academic support function attached to a larger public library (13 WSF) in the country, formerly receiving state-funding). The PBC's are not open to the public but are library service and facility centres in which a number of library functions are concentrated and specialised. In words of today, they are the back office for the libraries in the province, nowadays also more and more for the city libraries

At the national level, the state subsidises the Netherlands Public Library Association for maintaining and improving the public library network, including tasks for professional quality, innovation, ICT, and a central lending facility for foreign languages (5,2 million Euro). Cooperation with services for the blind and seamen is included. The Association receives membership income from all public libraries (0,4 million Euro)

Central library information services are performed by NBD/Biblion Ltd (a merger of a former department of the Association and Netherlands Library Service, NBD), a non-profit library supply foundation established by booksellers, publishers and public libraries in 1970.

There is a well-established delivery service for government and public information via a national distribution system performed by NBD/Biblion and the provincial library centres. Twice a week all libraries can receive information, (interlibrary loan) books, media, exhibitions and material via this system. National campaigns are also using this distribution system to reach a large audience.

Development and legislation

Initiatives of community groups, churches and charity institutions have played a substantive role in building up the Dutch welfare state. Public libraries were set up by these groups and gradually received funding from the state and local government. Nowadays, public libraries still are mainly private non-profit foundations and receive about 80% in local subsidies. Contrary to international principles of a public library, Dutch public libraries have maintained the roots of a readers association including a subscription fee, at least for adults. Nevertheless, a large network of public libraries has been established.

After World War provincial library centres (PBC's) were created and from the beginning of the fifties, the transformation of rural provisions into real public library services became successful. PBC's developed logistics to set up one library after the other: acquisition of library stock, recruitment of staff, management and financial administration, library architecture and furniture, and mobile services; in later years library automation, marketing and public relations, and institutional services in addition to the tradition school services have become part of their programme.

The 1975 Act on Public Library Services confirmed this structure: Libraries in communities with less than 30.000 inhabitants should have a contract of co-operation with a PBC in order to receive state funding, which was in fact directly paid to the PBC's. Even after the 1987 decentralisation of state subsidies and responsibilities to local and provincial government, most smaller libraries have continued the service contract with the PBC on a voluntary basis. The Welfare Act of 1987 stated that management and financial administration were obligatory services to be paid with provincial subsidies and performed by the PBC. In the current Act on Specific Cultural Policy (1994) the common responsibility of the government levels is to stimulate the formation of library networks. "The formation of a network consist at least in making agreements, confirm them in written documents and co-operate in the execution of them as far as the financing authorities have put means at disposal, on" collections, central catalogue, interlibrary loan, block loans; library services for specific groups and schools; library automation, distribution of public information; co-operation with cultural and educational institutions. (Article 11b)

In the late nineties a concentration of local government (economy of scale) was performed, resulting in a smaller number of local authorities. Local and provincial government have more freedom to develop their own library policies; subsidies are no longer earmarked; local libraries and PBC's also have more freedom to develop and innovate services. PBC could execute provincial library tasks in support of all (not only the smaller) public libraries in its province. This decentralisation has lead to quite some differences in library services all over the country: differences in access, user fees, quality and variety of services.

Based on an advice from the Council for Culture and a government report (*Meijer-report*), a restructuring of library organizations has started, however in each province this has taken a different version. The original idea of upscaling was to create 'base libraries', serving at least a population of 35.000 inhabitants (some librarians commented: 80.000). PBC's should become regional service centres for various provinces, without provincial subsidies, which should be transferred to the base libraries. In the comments, all partners agreed about the need for further co-operation, but not on taking out the PBC's. In fact, in various provinces, libraries have made up their own provincial network plan and receive support from their provincial authority. It means that there is a variety in structural provincial co-operation and development:

At the national level, the three government levels have signed a contract (2003) and annex (2004) to cooperate for the new structure. Budget cuts by the local authorities for 2005 might, however, mean a threat to the agreement.

National Library

When speaking about a national library system, relationships between the public library network and the National Library must be mentioned. Some cooperation is taking place in the field of digital reference services, digitization of collections and provision of public access, and in the digitization of a national interlibrary loan system.

Museums

State services regarding museums include the following organisations:

Department for Conservation

The Netherlands has some 50,000 protected historic buildings and distinctive townscapes. The Department for Conservation is responsible for conserving buildings and other structures of cultural or historical value and for increasing public interest in them. The Department also serves as a knowledge institute and an advisory organisation.

State Service for Archaeological Investigations

In the Netherlands there are many sites containing evidence of how our forebears used to live. These sites are protected by the State Service for Archaeological Investigations. When land is consolidated or cities are expanded, the State Service steps in to protect sites of archaeological interest. In doing so it has frequent contact with provincial authorities and property developers. When archaeological evidence has to be moved or built on, the State Service examines the site by radar or satellite. It conducts about thirty excavations a year.

The State Service also serves as a knowledge centre. Its computer database, Archis, compiled in cooperation with three universities, contains information on more than 40,000 sites.

Netherlands Institute for Cultural Heritage

As a knowledge centre for cultural heritage, the Institute serves museums, archives, the managers of historic sites and buildings, and other heritage organisations. Its main task is to manage the national collection of 150,000 art objects - including industrial designs and objects of historical interest - 70,000 of which have been given on loan to museums and government buildings. In addition, museums consult the Institute for advice on the value of objects, the management of collections, restoration, and mediation in the acquisition of loans. The Institute provides a national training programme in restoration and organises in-service training for collection managers. It also carries out research in materials, ageing processes and other fields.

Archives

There are about 300 administrative archives in The Netherlands: from the central government, municipalities and water administration. They resort under the Ministry of Education, Culture and Science, because they are important sources for cultural heritage. The Archive Act 1995 guarantees that administrations do their archival work carefully. Accessibility of archives, making the information available to all interested citizens is a next step. The Ministry aims at making historical collections accessible through digitisation and by producing educational materials for schools. Furthermore by merging national archives with municipal archives, libraries and museums in so-called Regional Historic Centres.

National Archives

The National Archives Department manages national government documents which are 20 years or older, on the basis of the Public Records Act. These documents are managed and made available to historians, members of parliament, journalists, etc. The *Nationaal Archief* manages more than 6000 archives. Computerising them all is an expensive and time-consuming task: www.nationaalarchief.nl

In the Cultural letter, preceding the Cultural Programme 2005-2008, the main policies in the cultural field are formulated: One of them being a change in focus.

“During the past years, the classical ideal of cultural spread has been interpreted more and more as a plea for the socialisation of culture. Rules and instructions on, for example, the scope of specific target groups, have contributed to the view that the cultural sector must be used to solve social issues in the area of integration and emancipation. That has resulted in an instrumentalist policy aimed primarily at institutions. The cabinet chooses on the basis of reverse reasoning, namely not that social awareness in culture must be increased, but rather cultural awareness in society. The focus is not on the social or political 'control' of cultural life, as if the sector needs such due to an inherent weakness, but on intensifying the cultural factor in the various sectors of social life. This implies attention for culture in education, the quality of public space, the urban investment climate and the amount of free time. The power of culture is in its innovative and creative capacity, in modelling our country's 'prestige', in its binding capacity, in the achievements in our past, as well as in different views, the calling into question of the things we think give us security and in repeated calibration of values.”

The plea for a strong cultural self-awareness can be translated into three priorities for the coming period:

1. Less bureaucracy and more individual responsibility.
2. More connection and interaction in cultural life.
3. Reinforcement of the cultural factor in society.

One of the tools will be cultural governance. The practice of cultural governance – responsible and transparent management and supervision in the cultural sector – has been stipulated in a list of 23 recommendations as to how to manage cultural institutions. See www.culturalgovernance.nl

To summarise, the decision to subsidise a support institution depends on the answer to three questions:

1. What is the added value of the activities of this institution for cultural life?
2. Are the functions in question the responsibility of the central government?
3. Is the institution fulfilling these functions effectively and appropriately?

Culture as economic power

Culture and economy will be a main theme. As the State Secretary writes: “Culture also has economic effects. Culture contributes to national prestige and a reputation of creativity, entrepreneurial spirit and civilisation. Companies take account of the cultural climate of a town when deciding where to set up business. Employees also consider it important that the town in which they work offers high-quality culture. The cultural sector also has important economic image creating effects on related sectors such as tourism, hotels and catering and the self-employed. It is no coincidence that museums, monuments, the performing arts and film have a long tradition of private patronage and private initiatives. Although the role of the government is prominent in certain cultural areas, it goes without saying that the vitality and dynamism of the sector benefit from the tangible presence of private individuals and the corporate sector which invest in culture due to a sense of commitment. The Cultural Investment scheme, which attracts venture capital for special projects and activities in the performing arts and museums, is currently being assessed by the European Union with regard to the issue of whether the market is being disrupted. Once approved, the Cabinet will implement this scheme without delay.

It is recommended that the various investigations that have now been carried out in an urban and regional context into the economic impact of culture on other segments of society be combined. I want to use these findings to start to implement concrete measures which make more effective use of the economic power of culture. Towns with cultural dynamism and the Ministry of Economic Affairs are natural partners in this process, as is also the case in other European countries."

For the programme 'Culture and Economy, a budget of €0,5 million in 2005 and €2,5 million in 2006 will be available for projects and measures.

Cultural diversity is yet another theme which highly influences policy making for libraries, museums and archives. Intercultural relationships and programming will be stressed. Public libraries are especially mentioned in the Cultural policy document, as organisations which succeed in attracting immigrants and Dutch people with different cultural backgrounds.

The Department of Education, Culture and Science is working on a new system of subsidies for the support infrastructure. It means that a distinction is made between the broader framework/infrastructure activities, branch activities and activities executed on demand of the ministry. Only the infrastructural tasks will be covered by the Culture Programme Financial Scheme.

Libraries

From *More than the sum* :

"For many, the public library is the primary culture portal. It is the most commonly used and lowest threshold cultural institution in our country, as confirmed by the evaluation of the *Actieplan Cultuurbereik*. Almost all primary schools have a structural relationship with a public library for cultural-educational and education-supportive activities. The libraries will continue to play an important role as an instrument for promoting cultural awareness. However, the potential of libraries as wide social providers extends beyond culture alone. The service provided can be used much more effectively than is currently the case. The library is a public knowledge institute, being both a source of information and an active and expert collector of information in every conceivable area. It is an important educational partner in the development of language, reading and information skills within the framework of the *studiehuis* [independent learning at upper secondary level] and for supporting teachers.

At the end of 2001, the library sector, the *IPO* [Association of Provincial Authorities], the *VNG* [Association of Netherlands Municipalities] and the State started an innovation process so that the library can retain and strengthen its pivotal role in the cultural infrastructure and in the knowledge society. During the coming Policy Document on Culture period, the process of innovating the public library system must largely be concluded, not only administratively, but primarily from the content and quality points of view. Moreover, the special library provisions for the visually challenged are currently being improved as regards their organisation and technology. The association with the public libraries is an area that requires specific attention.

As far as the innovation process of the public libraries is concerned, I am able to promise a considerable financial contribution from the intensification resources for the policy area of Education, Culture and Science which can increase from two million in 2004 to an amount of twenty million in 2007 and beyond. Among other things, this money will be used to develop new products at national level, for example in the area of IT. The funding will also be used to encourage best practices and to implement a quality care system for the library system. I am going to consult with the covenant partners concerning the results that have to have been achieved by the end of 2008, the contribution everyone needs to make and the way in which the resources are to be used.

My aim is to have a revitalised system by the end of 2008, from both the quality-content and organisational perspectives.”

Literature and reading promotion will be an issue for a new Council advise, due late 2004, probably beginning of 2005. It will include the strategic terms for cooperation with schools, and the cooperation between Foundation Reading and the Netherlands Public Library Association.

Creating Public Paradise addresses the issue of new public library concepts and its reflection in attractive and sustainable design and public library building. It is a publication including the proceedings of a special conference organised by the Dutch Ministry of Education, Culture, and Science and the Netherlands Public Library Association, held during the Netherlands presidency of the Council of Europe (2004). Twenty-eight countries contributed to a European survey on the state of the art of public library building, which has been included. The publication, **Creating Public Paradise** also shows practical examples of new public spaces and investments in library buildings, increasingly in joint buildings with museums and archives or other cultural institutions, such as Heerlen, Purmerend and Apeldoorn, entitled CODA.

Museums

From the General Cultural Policy Letter: *More than the sum:*

“**Interaction** is also important in the museum world, that is between collections and the public, between saving and exhibiting, between the object and the story. Museums are active in a wide range of areas such as education, digitalisation, preservation, selection and collection mobility. The dynamism is also increasing outside the individual organisations. Benefits are clearly being gained by the museums that are working together, entering into coalitions with other sectors such as tourism and the public libraries and are engaging in, for example, digital publicity initiatives. These museums function as social and cultural orientation points. A museum-based strategy will be developed. Also, the financial scheme for museums will be analysed, as the Council for Culture advised.

The **Netherlands Museum Association** is an umbrella organization for museums in the Netherlands. Represented by their directors, the museums have a voice within the association. The association has members and associate members. All museums located in the Netherlands which fulfil the criteria of the Museum Register being used now are eligible for membership. Associate members are non-museum organizations which play a significant role within the museum sector. Examples of associate members are the Instituut Collectie Nederland, the Reinwardt Academie, the SMJK (Museum Card Foundation) and the LCM (provincial museum consultants).

The NMV has approximately 400 members. All larger and medium-sized museums of the Netherlands, as well as a great number of the smaller ones, are members.

The Cultural Heritage of Minority Groups Project was started in 2001 by the Ministries of Education, Culture & Science and Internal Affairs at the urgent request of minority organisations. Its aim is to trace and identify cultural heritage of ethnic minorities in museums, archives and, most importantly of all, in the minorities' own organisations. The project also includes the presentation of this heritage to the public by different means such as exhibitions, publications or new media. In this context, the concept of cultural heritage is approached in a flexible and dynamic way. It includes both material and immaterial heritage, such as dance, music, stories and theatre, while oral history is used as an important method of collection.

An important target of the project is to establish networks between museums and other cultural institutions, and between museums and migrant organizations. In order to get the process under way, three working groups are functioning as a think tank that monitors and advises the ongoing projects around a specific topic. The working groups are organized around three themes: the history of slavery, migration history and Islamic heritage.

Since the summer of 2002, museums, archives and minorities' organisations can apply for a grant from the Mondriaan Foundation, a channel of the Ministry funding. One of the conditions for receiving a grant is cooperation on an equal basis among minority groups and institutions. Another requirement is an emphasis on the perspective of minorities. By February 2004 63 applications have been handed in and 34 of these have been honoured. The present phase of the project will be concluded in December 2004 with an evaluation report, which will include a set of recommendations for a policy outline for the future.

Archives

The new policy and strategy for archives is described in 'More than the sum':

"In order to clarify the State's responsibility as regards selection and management of archives: The State is responsible for heritage that it owns, or which is subject to legal protection. On the basis of my general responsibility, I also have to ensure there is a proper knowledge infrastructure, with bodies such as the *Rijksdienst voor de Monumentenzorg* [Netherlands Department for Conservation], the *Rijksdienst voor het Oudheidkundig Bodemonderzoek* [State Service for Archaeological Investigations], the *Nationaal Archief* [National Archive] and the *Instituut Collectie Nederland* [Netherlands Institute for Cultural Heritage]. Furthermore, I am going to remind private individuals and provincial and local authorities of their responsibility for the selection and management of heritage.

A clear-cut preservation policy demands an efficient and transparent knowledge infrastructure. For this reason, the minister of Education, Culture and Science and I recently approached the three knowledge centres – the National Archive, the National Library of the Netherlands and the *Instituut Collectie Nederland* – in order to intensify the cooperation in the field of preservation and digital sustainability. They now have to reach a multi-year mutual agreement whereby the accessibility of knowledge must be preserved for collection managers. Furthermore, uniform quality requirements and standards for (digital) preservation must be developed. Consultations will therefore have to take place with the *Nederlands Instituut for Beeld- and Geluidsdragers* [Netherlands Institute for Image and Sound Carriers] and the Film Museum.

The results form an important foundation for the creation, on the basis of consultations with the field and the administrative partners, of a more coherent and integrated preservation approach for the library and archive world. The intensification resources are to be spent on basis of proposals of the above-mentioned knowledge centres. In this respect, the National Library of the Netherlands acts as budget administrator.

In addition to the preservation of physical material forms, the preservation of digital scientific and cultural sources is another topical and urgent issue. The similarities with physical preservation include the considerable size, the danger of loss and the retention of functionality. More details on the permanent availability of digitalised heritage are included further on in this letter. General selection and accessibility criteria for the preservation of material that was originally digital must be formulated as soon as possible. In addition, I am going to focus on increasing the level of awareness at institutions and the development of technological and organisational provisions. Next

Spring, the Minister and I are to inform the House in more detail in a separate letter about the developments and the policy with regard to (digital) preservation.”

The government policy aims at making the collections of archives accessible to a larger and broader public. Integrated cooperation between archive organisations is therefore necessary. The main innovative structure are Regional Historical Centres, to be established in every province, merging the regional national archive with other cultural historical institutions. This has already been achieved in the provinces of Utrecht, Zeeland, Overijssel, Gelderland, Friesland, Groningen and. Other provinces are working on this.

Another important issue is cooperation between educational and cultural sector. The government has set out a policy, *Culture and School*. According to recent research, libraries are the most central cooperation partner for schools and cultural institutions. As the State Secretary writes: “Cultural education will eventually acquire form in concrete cooperation between schools and cultural institutions at local level. With regard to the development of Culture and School, I therefore consider local and provincial authorities to be important partners.”

Statistics

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The publication 'Facts and Figures 2003' sheds light on a number of recent developments in the fields of education, culture and sciences by way of figures. It primarily concerns developments that, with respect to policy, fall under the Ministry of OCW.

From: “Key Figures 1999-2003 OCW”

Results (output)					
	1999	2000	2001	2002	2003
Culture					
Performing arts attendance (NLD) (numbers x 1000)	3,137	3,295	3,142	3,088	--
Visits to subsidized museums (numbers x 1000)	5,070	5,249	4,925	5,701	--
Public broadcasting as a percentage of viewing figures	37.6	39.3	38.5	37.8	36.6

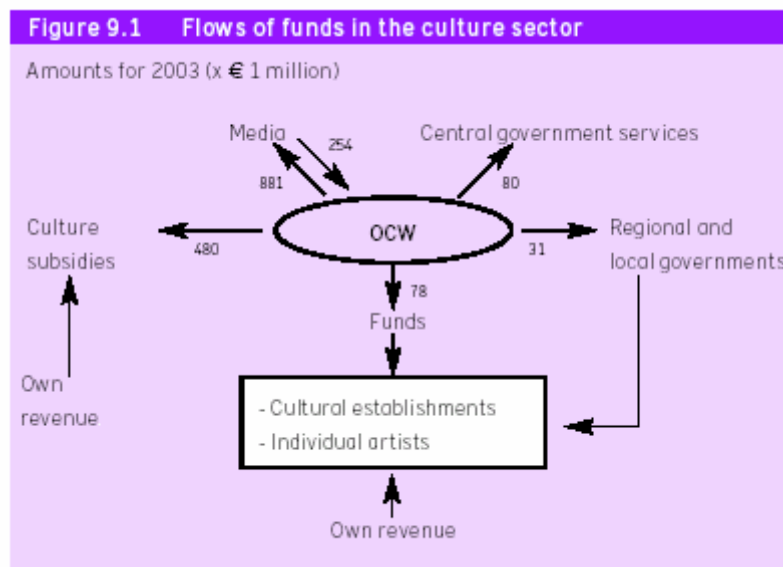
In 2002, the 28 subsidized museums attracted 5.7 million visitors. These museums received 141 million euros via OCW in 2002, which comes down to approximately 25 euros per visitor.

Expenditure (input)					
	1999	2000	2001	2002	2003
OCW expenditure (x € 1 million)	19,403.0	21,347.3	23,022.6	24,190.6	25,473.7
Education	14,769.7	16,201.5	17,817.9	19,008.9	19,721.1
Student finance	2,074.3	2,416.6	2,318.1	2,152.0	2,682.0
Science	634.8	686.8	757.1	801.7	773.3
Culture	1,379.8	1,423.0	1,493.3	1,535.4	1,549.4
Overhead costs	544.5	619.4	636.3	692.6	747.9

Culture: System and Funding

System

The policy area of culture involves the creation of preconditions for the maintenance, management, development, social and geographical distribution or other dissemination of cultural expressions. Leading factors are considerations regarding quality and diversity. General objectives include the promotion of the quality and the diversity of what is offered, for instance by subsidising relevant institutions and infrastructure. Another aim is to promote participation in culture in general, and participation by young people and ethnic minorities in particular. Subsidies are granted to institutions operating in the following fields: Arts, Cultural Heritage, Language and Literature, Libraries and Media. Some distributing institutions also receive grants. The demand side is funded primarily by local governments, but to an increasing extent also through the Cultural Scope Action Plan.



Culture: System and Funding

Funding

Funding is governed by the Cultural Policy Special-Purpose Funding Act (WSC), the Cultural Projects Funding Decree (BBCU), the Cultural Projects Subsidies and Grants Regulations, the Historic Buildings and Ancient Monuments Act, the Archives Act, and the Media Act. The Cultural Projects Funding Decree distinguishes three different types of funding: long-range institutional subsidies, project subsidies and special-purpose grants. In the four major cities and some larger municipalities, the major performing arts institutions are subsidised jointly by central and local government. The relevant administrative agreements are recorded in covenants between central government and the municipalities. Subsidies for projects of short duration and grants to individual practitioners of the arts and institutions are administered by fourteen national funds set up by the ministry for this purpose. The provinces and medium-sized municipalities receive special-purpose grants in support of local policy.

Funds

In order to widen the social scope, bring about more flow and diversity, and gear the content to market demands, emphases in the policy with regard to the funds will change. They will be required to play a more stimulating, enterprising and initiating role in future. The cultural market needs to be developed vigorously, while artists must be supported, equipped and stimulated to stir up their spirit of enterprise. Facilities will also have to be created to meet their more practical needs. Obviously, the quality criterion will remain a precondition in all of this in order to qualify for subsidy.

Financial key statistics with regard to culture

	1999	2000	2001	2002	2003
Expenditure and revenue in the culture sector (x € 1 million)					
A) Total expenditure for culture	1,379.8	1,423.0	1,493.3	1,535.4	1,549.4
A1) Total expenditure for the arts	263.8	254.4	336.7	297.0	298.4
Visual arts, architecture and design	65.4	54.5	73.4	45.6	44.9
Film	14.8	11.5	19.5	10.5	11.5
Performing arts	150.9	147.9	180.8	174.5	179.8
Amateur arts and art education	16.5	20.0	23.2	23.7	24.5
Other subsidies in the arts sector	16.2	20.6	39.7	42.7	37.6
A2) Total expenditure for libraries and literature	34.8	38.7	43.3	39.1	40.9
Libraries	23.5	26.0	27.0	29.7	31.1
Literature	11.3	11.5	15.0	7.9	8.0
Dutch Language Union	.	0.8	0.9	1.0	1.2
Frisian language and culture	.	0.4	0.4	0.4	0.4
International	.	.	.	0.1	0.1
A3) Total expenditure for the media	735.1	830.6	836.1	881.3	880.7
Dutch world service	39.0	39.9	42.5	44.2	46.0
Regional broadcasting services	29.9	40.8	43.3	45.4	46.5
Other expenditure	95.7	153.4	98.1	115.5	87.5
National broadcasting services	570.4	596.5	652.2	676.2	700.7
Broadcasting corporations and NPS	343.5	359.2	379.9	387.2	396.8
NOS RTV	103.0	117.5	134.2	138.1	143.9
NOS services	74.0	68.1	72.4	74.2	76.2
Other broadcasting services	49.9	51.7	56.1	57.2	59.0
Art. 103 (reserves)
Development of new services	.	.	9.6	19.5	24.8
A4) Total expenditure for culture management	176.1	284.7	260.1	227.1	229.5
Museums	123.9	183.5	138.4	141.4	140.6
Historic buildings and sites	48.1	94.8	113.4	77.9	80.3
Archaeology	1.4	3.6	5.1	4.2	4.8
Public records	2.7	2.7	3.2	3.6	3.9
A5) Funds	.	.	.	74.4	77.6
The arts	.	.	.	61.6	61.8
Literature and libraries	.	.	.	7.7	7.9
Heritage	.	.	.	5.0	7.9
A6) Other expenditure	170.1	14.6	17.1	16.5	22.3
B) Total revenue in the culture sector	862.7	246.1	236.1	227.1	256.6
B1) Culture management revenue	3.1	2.3	3.8	2.4	0.2
B2) Media revenue: origin of broadcasting funds	853.6	243.3	231.3	222.2	253.6
Withdrawals from general reserve	105.3
Revenue from license fees	533.2
Revenue from advertisements	203.7	234.6	222.2	216.0	213.0
Revenue from interest	7.3	7.7	8.4	5.1	3.8
Other revenue	4.1	0.9	0.7	1.1	0.1
Revenue from distribution of radio frequencies	--	--	--	--	36.7
B3) Other revenue	6.0	0.5	1.0	2.6	2.8

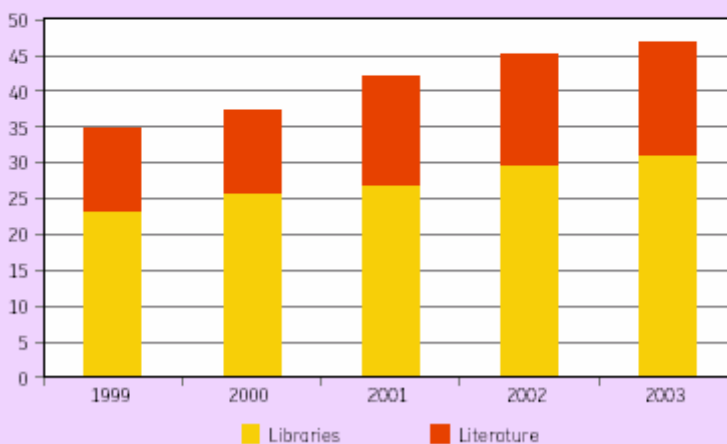
Statistics regarding Public libraries

Membership figures fluctuate around 4.3 million. This means that the use of public libraries remained at a high level. The available figures are still insufficiently differentiated to be able to observe shifts in the nature of the use. Individual libraries have apparently observed these shifts: a shift in the use of information at home (lending) to the use of information on site (consultation).

In its final report, 'Open poort tot kennis' (Open Gate to Knowledge; April 2000), the Steering Committee for the Restructuring of Public Libraries, chaired by Mr W. Meijer, expressed the necessity to further develop the collection of data in the library sector, in order to gain proper insight into the scope and performance of public libraries as a whole. The steering committee established this within the framework of a broad-based recommendation on the necessity to restructure the public library system. Agreement has since been reached concerning the development of this in an administrative agreement between VNG, IPO and OCW. An important section of this administrative agreement pertains to the expansion and updating of the collection of core data in public libraries. The available information justifies the conclusion that the public libraries are still one of the public facilities used most extensively and that they stand at the heart of the information and knowledge society.

Figure 9.6 Spending on literature and libraries

Amounts x € 1 million



Statistics regarding museums and archives

Table 9.9

Source

Various annual reports from the museums involved

Notes

- (1) Closed for repairs; opened again at the end of April 1998.
- (2) including Penningkabinet.
- (3) until 1 September 1998; after that date, closed for repairs.
- (4) Re-opened on 24 June 1999.
- (5) Extended opening hours (1999).
- (6) Of which 170,000 visits to the Rembrandt exhibition (1999).
- (7) Closed from 30 September 2000 until mid 2001.
- (8) Due to fireworks disaster on 13 May 2000.
- (9) Due to foot and mouth disease crisis in 2001.
- (10) Closed for repairs during part of 2001.

Visits to subsidized museums (x 1000)

		1998	1999	2000	2001	2002
Grand total		5,122	5,070	5,249	4,925	5,701
Museums overall		4,759	4,701	4,907	4,605	5,382
Total (former) national museums		4,137	4,090	4,209	4,047	4,701
Rijksmuseum	Amsterdam	1,229	1,310	1,146	1,016	1,100
Ned. Scheepv. Museum	Amsterdam	229	203	188	170	243
Vincent van Gogh (3) (4)	Amsterdam	758	721	1,312	1,276	1,593
H.W. Mesdag	The Hague	11	9	9	11	15
Moerlanne-Westreenianum (10)	The Hague	10	9	6	5	14
Mauritshuis (6)	The Hague	173	208	137	176	203
Catharijneconvent	Utrecht	55	88	54	72	86
Volkkunde (7)	Leiden	124	68	42	60	69
Boerhaave	Leiden	31	32	31	29	30
Oudheden + Penningkabinet (2)	Leiden	119	104	191	160	130
Naturalis (1)	Leiden	271	259	245	240	262
Kröller-Müller (9)	Ottarloo	350	350	343	274	311
Paleis Het Loo	Apeldoorn	421	325	304	283	445
Twenthe (8)	Enschede	37	33	8	24	27
Zuiderzeemuseum	Enkhuizen	317	319	276	251	263
Total non-national museums		621	601	614	558	591
Afrika Museum	Berg en Dal	82	79	69	68	63
Ned. Openluchtmuseum	Arnhem	300	290	315	286	286
Joods Historisch Museum	Amsterdam	97	103	103	95	134
Tajlers Museum	Haarlem	90	70	84	66	63
Prinsessehof	Leeuwarden	32	34	21	20	23
Hollandische Schouwburg	Amsterdam	20	25	21	23	22
Total other museums		363	369	342	320	319
Muiderslot	Muiden	129	126	115	113	114
Slot Loewenstein	Poederloijen	78	71	72	72	73
Gevangenpoort	The Hague	32	30	30	32	32
Kastelenstichting H-Z	Haarlem	16	23	17	18	17
Huis Doorn	Doorn	47	40	46	41	32
St. Hubertus (Jachtslot) (5) and (9)	Ottarloo	34	54	36	24	30
Radoud	Medemblik	26	25	28	20	21

Table 9.10

Source

A) Department for the Conservation of Historic Buildings and Sites
B) State Archives Department/ National Archives

Notes

- The RAD site 'News from the past' has been operational since 3 June 1999.

Historic buildings and state archives

	1998	1999	2000	2001	2002
A) Listed historic buildings (x 1000)	44.8	48.0	47.0	47.2	50.6
B) Number of visits to state archives via the Internet (x 1000)					
Visits to Internet sites					
'History Online' / 'News from the past'	115	1,500	970	1,018	1,100
of which so-called 'Genlias' visits	125	180	300	320	322

Financial framework 2005-2008 in millions of euros (figures for 2005)				
	Relative size of saving	Budget for Outline Agreement	Outline Agreement Discount	Budget after Outline Agreement
Support institutions	10.4 %	52.6	5.5	47.1
Culture funds	2.1 %	76.9	1.6	75.3
Culture-producing institutions	2.5 %	276.3	6.9	269.3
Museum accommodation		36.6		36.6
Other expenditure	2.1 %	225.0	4.8	220.3
Total		667.4	18.8	648.6

The budget based on the Cultuurnota (392 million euro) is part of the total Cultural Programme budget: 685 miljoen euro in 2005, increasing to 730 miljoen euro in 2008. The main increase is caused by incentives for the Programme Culture and School, digitisation of cultural heritage and library innovation/restructuring. Other costs paid from the Cultural Budget are: monuments, archaeology, archives and other administrative bodies.

Public Libraries

The Netherlands Public Libraries Association publishes preliminary statistics. The Central Statistical Bureau (CBS) analyses the data and publishes the official, national statistics of the main items on its website (www.cbs.nl), via Statline. The Association's website includes statistics in English. (www.debibliotheken.nl/english)

Netherlands Public Library Association, Vereniging van Openbare Bibliotheken received a subsidy for 2001-2004 of 5,423.173 million euros and for 2005-2006 of 5,152.250 million euros.

The following data regarding public libraries are based on the statistics from 2000-2002.

Dutch Public Library Statistics July 2004		2000	2001	2002	Indices 2000=100
Total number of public libraries (institutes)		542	508	483	89
Total number of servicepoints		1.074	1.101	1.125	105
Total number of provincial library centres		11	11	11	100
Outreach servicepoints; (hospitals or homes for the elderly).		794	858	761	96
Amount of registered users (*1000)					
	of which youth (inclusive 17 y.)	2.134	2.150	2.162	101
	of which older than 18 y.	2.350	2.322	2.295	98
	total users (users of mobile libraries included)	4.484	4.472	4.457	99
Collection (*1000)					
	books adults	23.600	23.700	22.800	97
	<i>of which fiction</i>	11.900	11.700	11.500	97
	<i>of which non-fiction</i>	11.700	12.000	11.300	97
	books youth	14.100	13.900	13.500	96
	<i>of which fiction</i>	9.800	9.800	9.600	98
	<i>of which non-fiction</i>	4.300	4.100	3.900	91
	audiovisual	2.400	2.400	2.400	100
	other	2.800	2.800	2.800	100
	total collection	42.900	42.800	41.500	97
Loans (*000)					
	books adults	86.500	82.500	79.400	92
	<i>of which fiction</i>	59.900	57.400	55.900	93
	<i>of which non-fiction</i>	26.600	25.100	23.500	88
	of which books youth	61.600	60.500	59.500	97
	<i>of which fiction</i>	50.200	49.500	48.700	97
	<i>of which non-fiction</i>	11.400	11.000	10.800	95
	audiovisual	7.400	7.500	7.200	97
	other	6.900	7.500	7.200	104
	total loans (mobile libraries included)	162.400	158.000	153.300	94
Staff/personnel					
	total persons (volunteers not included)	10.820	10.890	11.020	102
	<i>of which fulltimers</i>	1.620	1.670	1.670	103
	<i>of which part-timers</i>	9.200	9.220	9.350	102
	<i>total person-years</i>	6.370	6.560	6.660	105
	total volunteers	7.240	7.190	6.620	91
	<i>total person-years</i>	600	560	490	82
Finance (*1000)					
	total subsidies	€346.400	€364.200	€387.000	112
	<i>of which subsidy municipal</i>	€306.100	€322.200	€342.900	112
	<i>of which subsidy provincial</i>	€37.200	€39.100	€41.100	110
	<i>of which total other subsidy</i>	€3.100	€2.900	€3.000	97

revenues users	€65.300	€66.400	€69.100	106
revenues mobile services	€500	€600	€600	120
total other income (on-charge costs)	€68.200	€74.300	€81.100	119
<i>of which on-charge costs personel/staff</i>	€45.600	€49.400	€53.400	117
<i>of which on-charge mobile services</i>	€4.900	€5.800	€6.000	122
<i>of which on-charge media</i>	€1.700	€1.900	€2.200	129
<i>of which on-charge other on-charge costs</i>	€16.100	€17.300	€19.600	122
received interest	€2.800	€3.200	€2.700	96
other revenues	€15.200	€17.100	€17.500	115
total revenues	€498.400	€525.800	€558.000	112
management and organisation costs	€18.400	€19.000	€21.600	117
accommodation costs	€71.000	€76.900	€80.100	113
total personal/staff	€263.000	€282.700	€299.900	114
<i>of which on payroll</i>	€205.100	€223.200	€239.500	117
<i>of which not on payroll</i>	€57.900	€59.500	€60.400	104
administration (accounting) and automation costs	€36.100	€37.500	€39.300	109
media	€62.500	€64.400	€66.100	106
interest	€10.500	€9.600	€9.500	90
debits	€15.000	€15.100	€15.600	104
other costs	€21.000	€20.400	€17.800	85
total costs	€497.400	€526.400	€556.700	112
Source: Netherlands Public Libraries Association, Mr. M. Stein stein@debibliotheken.nl				

Archives

In the new Cultural Subsidy period 2005-2008, the following organizations will receive funding:

Name	Subsidy in euro
Archiefschool	1.101.250
Centraal Bureau voor Genealogie	1.384.750
Vereniging DIVA	292.500
Vereniging Digitaal Erfgoed Nederland	391.500

Culture and IT

(From "More than the sum")

In June 2003, the Council for Culture issued recommendations concerning culture and ICT. I endorse the perspective outlined by the Council that IT efforts in the cultural sector must start linking up better with eCultural innovation. Like the Council, I attach importance to the research and development function that eCulture has. Cultural organisations are more and more often part of larger knowledge and culture transfer networks. That means that they must cooperate and coordinate their IT efforts more effectively.

This particularly applies for institutions that manage heritage. Digitalisation of the collections owned by institutions that manage heritage potentially has strong links with education, science, the creative industry and the knowledge economy. There is a reason why the *Adviesraad voor het Wetenschaps- en Technologiebeleid* [Advisory Council for Science and Technology Policy] concluded that the humanities, including the art and culture disciplines, can make an important contribution to the interpretation of cultural changes in the digital age. In order to encourage this, digitalised heritagesources must become available to citizens, professionals and those in education more effectively and more sustainably. In this respect the institutions that manage heritage must take the initiative themselves.

Having said this, one bottleneck is that, for a lot of these institutions, mutual coordination, sustainability and continuity are not natural points of departure for digitalisation. A lot of initiatives take too little notice of standards. As a result, they do not link up with the national infrastructure and are in danger of failing to come to the notice of the general public. This largely has to do with the noncommittal character of agreements on standardisation and uniformisation and the use thereof.

Currently, no institution within the sector has the clout and position to lay down standards and procedures as a prime directive on behalf of the sector as a whole. The Lower House was informed of this situation by letter in May 2002.

Digitaal Erfgoed Nederland [Digital Heritage in the Netherlands] (DEN) and the Council for Culture have therefore been asked to advise on the way in which the use of standards for digitalisation can be organised more effectively. Both DEN and the Council for Culture advocate the establishment of a standardised, self-regulating quality care system. In this context, the various knowledge centres and the branch organisations for heritage have an important role to play. As regards the facilitating and safeguarding of such a system and the application thereof by individual museums, archives and (scientific) libraries, I propose that extra resources be made available over the next few years. These resources will be part of the investments in a top-knowledge infrastructure by the Cabinet and will increase from one million euros in 2004 to an amount of nine million in 2007 and beyond. The objective is that the separate investments in the digitalisation of heritage together will contribute more effectively to a single *Digitale Collectie Nederland* [Digital Collection in the Netherlands] which is easily accessible to citizens. In order to achieve this goal, the level of harmonisation between the national, provincial and local authorities must also be improved, as well as that with the funds regarding the application of the intended system within the various subsidy frameworks.

ICT not only plays a role in making collections accessible, but also in informing citizens concerning the cultural supply. The initiatives in this area are fragmented. Various authorities and institutions are investing resources and energy in the construction and maintenance of portals and websites. However, this does not improve the insight of Internet surfing culture enthusiasts. In addition, admission tickets for performances and exhibitions can be booked at various locations and by a variety of methods. As a continuation of the initiative that my predecessor started to set up a national ticket line, I want to ascertain how the various activities relating to the digital provision of information on culture can be coordinated more effectively. The opportunities for the online sale of tickets at a central location on the Internet may be examined at a later stage.

The **Archives sector association DIVA** will receive 1,4 million euro for 2004-2008 to improve IT infrastructure and applications and training. A digital Knowledge Database will be developed, including a survey of comparative archive software, and key figures and standards. A new management course will include IT management.

Public Libraries

Bibliotheek.nl (library.nl) is the virtual public library of the Netherlands – the product of the joint efforts of Dutch public libraries, coordinated by the NBLC (the Dutch Public Library Association). This Internet site (www.bibliotheek.nl) provides access to a user-friendly, digital library collection. The primary target group of bibliotheek.nl consists of end-users, i.e. library members and visitors who will visit the website both at home and in the physical library building. The virtual public library is developed as an ordinary library, but traditional library functions will be fulfilled in a new manner. The tracking, collecting and arranging of a collection of media by the librarian, the possibility to access and present media and subsequently distribute the information – all this is done on the Internet using effective, user-friendly software. Both the software and the Internet make it possible to present a wide range of information in an integrated fashion, regardless of time and place. Furthermore, the information can be geared to individual user requirements by means of user profiles. In this way, bibliotheek.nl combines not only the know-how and expertise of many Dutch public libraries, but also that of a number of selected partners.

All this is made possible by co-operation and joint purchasing of content. Bibliotheek.nl is the national platform on which the library network is forged. Co-ordinated from a national base, libraries branches throughout the country flesh out the various constituent parts of the bibliotheek.nl organisation, thus creating a new network organisation that fits the virtual options. This network works on a decentralised basis, close to the customer, and assists in the editing of various parts of bibliotheek.nl. The network consists of domain and target group specialists who jointly form a strong alliance in order to provide highly divergent solutions and services as well as a strong, committed network of locally anchored, enterprising (basic) libraries. This ensures a low-barrier, total product, a public domain that is available 24 hours a day, offering:

- important, reliable, independent digital collections that can also be accessed from home;
- access to national catalogues: a link between the physical library and the digital library;
- major services such as the digital information desk 'AI@din';
- meta-index: high-quality local and national databases that can be searched simultaneously.

End-users

The end-users of bibliotheek.nl are the general Dutch public. However, certain services are intended only for members of the public libraries. The following services are relevant to end-users:

- **The catalogue: meta-index**
A unique and innovative aspect of bibliotheek.nl is the joint catalogue, the meta-index. It offers both old and trusted as well as new search methods that link up with presentday Internet access. The catalogue gives access to all joint collections, both the digital and the shared physical collections, integrated and simultaneous. This mix satisfies the requirements of both existing and new target groups, offering them a large degree of independence.
- **Al@din**
The 'information' button leads visitors to the 'Al@din' digital information desk. The librarian at the digital information desk offers active assistance in searching and finding information. A network of support workers from front and back offices in the library arena provide rapid, high-quality support. Alliances with other specialised providers of information and advice in the public domain ensure efficiency, effectiveness and quality.
- **Mediaeducation**
For the purpose of enhancing and developing digital search skills, bibliotheek.nl should offer extensive, wide-ranging features in the area of media education and information skills. This entails working closely with the education sector to ensure that large groups of citizens are and can remain independent in our information society. Bibliotheek.nl is the focal point where joint, high-quality programmes are maintained, developed and made available.
- **Language and reading**
The library has always been language- and literature-based, a place for reading. Together with its natural allies, it contributes to the literacy and erudition of society. Bibliotheek.nl is acquiring a leading position in the digital literary domain. A choice selection of joint reading and language development programmes supports dynamic local and regional library programmes in this area.
- **User participation; user community**
The 'interactive' function offers end-users a number of possibilities: online participation in the digital public library by taking part in a discussion forum, a theme-based community, and information and cultural domains; making information available oneself; or being involved in expanding one's own knowledge background. In the future, this function will make it possible to customise service provision according to the requirements of individual users, to generate personal notification services in order to create forms of mijnbibliotheek.nl (mylibrary.nl). Once individual requirements and profiles are known, users can influence the development of the joint digital library at national level.

The following services are examples and aspects of IT- applications in the library sector

- Bibliotheek.nl, the national library portal
- al@din, the national library reference service for children and adults, also accessible via i-mode
- Digitale bibliotheek, the digital library, including public and purchased content for library users, with the Aquabrowser for convenient browsing
- De G!ds, the template for social and cultural information, at various levels
- De Nationale Bibliotheekkaart, the national library card, adopted in June 2004 by the public libraries

- Digital contents: a committee selects and negotiates for purchasing content for the digital library, offered to the public libraries in packages: basic and extra; new content Pilot: magazine articles.
- Expert centre Virtual School library; creates a virtual school library and provides services for students, teachers and parents, at different educational levels.
- Landelijk Lenen Lokaal Leveren: Borrowing nationally, delivering locally: a joint project, adopted by all public libraries to digitise the interlibrary loan scheme.
- Mailinglist on op bibliotheek.nl; making communication for professionals easier
- Netwerkmiddel Virtual School Library
- Virtueel Inburgeringsloket – Virtual information desk for immigrants
- A pilot on digitally borrowing classical music

Best practices have been gathered at the website of the library association in the field of: Cultural Activities and aspects:

Goudanet

The aim of **Goudanet** is to create an integrative access to the collections of the Gouda Public Library, the Regional Archive Mid-Holland and the Gouda City Museum. A search on www.goudanet.nl gives results from the three collections, each easily recognisable by an icon. Apart from the integral access, the project has three other elements: 1) The al@din -team digital heritage Gouda and surroundings answers digitally asked reference questions; 2) an education package has been developed for school children, on how to search on Goudanet with the support of the Aquabrowser; and 3) a transferable best-practise model for cooperation in cultural networks, for the benefit of other libraries, museums and archives.

This project concerns cooperation between three very different types of organisations, not only regarding their products, but also regarding their stage of digitisation, implementation of ICT. The result is a new catalogue context in which one can search with the help of the aqua-browser through meta-indexing. The outcome is not a new 'desk, but a part of the existing entrances or accesses. With the support of the digital reference desk the joint knowledge is centrally made accessible. Volunteers active in the field of local history and archives will be involved in the project. In this way, new content will be created, based on questions and queries put forward to the reference desk.

The project started in December 2003 and will be operational from January 2005 onwards. The project is financed by the Ministry of Economic Affairs and the Ministry of Education, Culture and Science.

Cultural Heritage

Example: History of Gelderland in the 20th century, a book with cd-rom (2005)

An easily accessible book on the history of Gelderland in the 20th century; 100 entries, covering 100 years, on widely varying Gelderland subjects, from brick production to Jomanda (healer), written by approximately 70 different authors. A cd-rom will offer all sorts of additional information, in particular references to literature and statistics. For people in Gelderland with an interest in history.

Partners are: Province of Gelderland, Nijmegen University, Wageningen University, Gelderland Archives, Gelderland Heritage, the Gelderland Library. Information at: www.biblioarnhem.nl

Furthermore, an integrated website has been built with the partners: Gelderland Archives, the Gelderland Library, Gelderland Heritage, Biblioservice Gelderland, H&R Media/the History bus, Province of Gelderland department of monuments and archaeology.

Cultural Education

Example: Cultural route, an Extracurricular activity, to get acquainted with 3 organisations in Arnhem with the aid of dance and a quiz. In order to make the organisations better-known to 14/15 year olds in pre-vocational secondary education. Partners are: Edu-art Gelderland and 3 organisations: Introdans, Het Domein van Kunst en Cultuur Arnhem, Arnhem Library.

Example: Artogather is a cooperative project of Biblionet Groningen, Groninger Museum and Noorderpoortcollege to develop didactics (interactive tasks) and IT learning materials for cultural education through a virtual integration of library and museum collections, and support of physical visits to cultural sites. It received the Library Innovation Award 2004. cultural information

Examples have started in Breda and the Province of Noord-Brabant but are now spreading all over the country, e.g. in South Holland digital cultural infopoints have been created in the libraries of, Leidschendam-Voorburg and Wassenaar (www.cultuurpuntwassenaar.nl etc.) in cooperation with the library of The Hague and the Hague Centre for Amateur Art.

Cultural Participation

Example: VIP-card, to be used by young people entering secondary education in Oss. The card acts as a library card for the libraries in the catchment area of the Maasland Basic Library Organisation and offers reductions on activities organised by cultural organisations in the same area (theatre, film, drama, art galleries).

The schools issue the VIP-card each year to young people in secondary education in Oss, Heesch and/or Heeswijk-Dinther. Young people between 13 and 17 years of age, no longer attending school or following education elsewhere, can obtain the VIP-card by registering in the library (annual fee €2,50). The card is issued in the autumn; every year a new pass with a new lay-out is produced. www.vipkaart.nl offers relevant information

Cultural Heritage: Interactive ICT Project

The website www.gelderlandinbeeld.nl offers access to 52.000 picture postcards and 4000 photo's, picture postcards, watercolours and etchings of castles in the province of Gelderland. In the near future a collection of digitised glass negatives from the late nineteenth, early twentieth century will be added. In addition a collection of historic topographical maps will shortly be added to the site. It will be possible to enlarge the images to show interesting and exiting details of the maps, photo's and etchings. Visitors can add a comment to each picture, on which other visitors may comment in return, resulting in a lively exchange of memories and knowledge.

The objectives are to care for cultural heritage by preserving and disclosing it, making it accessible and available for everyone, via Internet and even worldwide. If giving public access to materials such as picture postcards, photographs, lithos and etchings would be detrimental to their preservation, it is important to find alternative ways of showing them. In addition to creating a database of digitised images we also chose to create an entry for educational use. This entry allows teachers and other intermediaries to access suggestions on use of this historic material to make their students more aware of the cultural heritage of Gelderland.

The target group comprises everyone in the Netherlands and abroad with an interest in the cultural heritage of Gelderland. More specific: Local history societies, History buffs and other people who are interested, Researchers, Students for school papers and projects.

The database is part of the **collaborative project** 'Gelderse Erfgoedsite' (Gelderland Cultural Heritage Site) that has been developed in co-operation with the Gelders Oudheidkundig Contact, the National Archives and the Provincial Library Centre, Biblioservice Gelderland. The database offers valuable content for the website on Gelderland cultural heritage. In addition the content of the database is suitable for

educational use. For instance: In co-operation with Edu-art Gelderland, in the region of Barneveld a school project for 10-12 year olds with the digitised picture postcards was started as part of cultural heritage education. At present discussions are taking place with other organisations who would like to submit their collections of images to Gelderland in the Picture. Among them are an archive and a historic society.

Outlook

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Digitisation of cultural heritage is also an important tool with which to achieve the 'Lisbon objectives', namely 'to make Europe the most competitive knowledge economy by the year 2010.' Several things are needed if this is to be achieved:

1) Cooperation

Digitisation projects must be aligned better to each other through cooperation between heritage institutions. In this way heritage institutions will become part of international knowledge networks.

2) More demand-oriented approach

The application of digital heritage must be kept in mind, with more attention given to the possibilities for users and their wishes. Users come in all shapes and sizes; many of them are pupils or students. After all, the knowledge society starts at school ...

Increasingly these users participate actively in a cultural digital environment. - For example, in the 'Digital society of the past', heritage institutions and individual research and amateurs can exchange their historical data via peer-to peer technology derived from 'Napster'.

3) Coordination

Although important, more cooperation and demand-oriented working are not sufficient to achieve a *continuum of digital heritage*. Digitisation of cultural heritage transcends the institution level. Coordination and alignment are necessary, for instance in the area of standards, copyright and sustainability. This autumn in the context of the Dutch Presidency of the EU, a conference was organised by the Royal Library in The Hague on the first of November with the title "Permanent access to the records of science".

On the twentieth of October, a European conference of the national archivists of the EU Member States was organised by the National Archive, the digital sustainability and digital accessibility of archives were on the agenda.

The European countries can only provide "unrestricted, sustainable and reliable digital access to Europe's cultural heritage through close cooperation and effective mutual alignment. This continuum can contribute to the realisation of shared European culture.

The Netherlands has a Blue Shield branch to protect cultural heritage in times of natural/cultural disasters. Conference on 17 December 2004.

Example of IT application in joint cultural heritage project: *3D Historic Arnhem*

The development of a website with a three-dimensional reconstruction of the inner-city of Arnhem, developed by students on the basis of historic visual material. The aim is the realisation of a three-dimensional reconstruction of the inner-city of Arnhem in 2007.

People of Arnhem with an interest in history.

Historic Society 'Prodesse Conamur' and the Arnhem History Museum Arnhem

Historic Society 'Prodesse Conamur', Arnhem History Museum, Arnhem department of urban development, Larenstein University, Gelderland Archives, the Gelderland Library.

The department of urban development is a partner.

Museums

Intercultural Programmes - IP

IP stimulates museums, archival and archaeological institutions, and landmark preservation societies to incorporate an intercultural perspective into their working approach.

The 'Cultural Heritage Project, Dutch as a Second Language' (NT2) developed from the 'National Museum Project, Dutch as a Second Language': This subsequent project brings together heritage institutions and immigrants new to studying the Dutch language, with the objective of familiarising newcomers with the history of their Dutch environment. The teaching materials employ an interactive approach in which the individual experiences of participants serve as the starting point.

Together with educational organizations and a number of heritage institutions, IP develops a pilot project that can function as a model for other organizations.

IP strongly encourages heritage institutions to revise the profile of their public to significantly reflect the cultural and ethnic diversity seen in Netherlands. Making museums more accessible to a wider variety of groups in society is an important focal point here.

The lack of representation of ethnic minorities in staff positions in the Netherlands will not improve without intervention. With the project 'More Colourful Personnel - cultural diversity & pro-active policymaking for heritage institutions', IP hopes to stimulate the recruitment of museum conservators and collection managers with backgrounds other than that of the dominant Dutch culture.

IP provides advice to institutions on how to make exhibitions, walking tours, websites and other presentations interesting to a multicultural public.

IP also provides its support to the consulting body Slavery and Museum Network in which the National Platform on the History of Slavery as well as a number of scientists and relevant museums take part.

By examining existing collections from a new perspective, intercultural aspects can be revealed. IP advises about applying such an approach.

Key Standards and Guidelines

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The development of a website with a three-dimensional reconstruction of the inner-city of Arnhem, developed by students on the basis of historic visual material. The aim is the realisation of a three-dimensional reconstruction of the inner-city of Arnhem in 2007.

People of Arnhem with an interest in history.

Historic Society 'Prodesse Conamur' and the Arnhem History Museum Arnhem

Historic Society 'Prodesse Conamur', Arnhem History Museum, Arnhem department of urban development, Larenstein University, Gelderland Archives, the Gelderland Library.

The department of urban development is a partner.

Museums

Intercultural Programmes - IP

IP stimulates museums, archival and archaeological institutions, and landmark preservation societies to incorporate an intercultural perspective into their working approach.

The 'Cultural Heritage Project, Dutch as a Second Language' (NT2) developed from the 'National Museum Project, Dutch as a Second Language': This subsequent project brings together heritage institutions and immigrants new to studying the Dutch language, with the objective of familiarising newcomers with the history of their Dutch environment. The teaching materials employ an interactive approach in which the individual experiences of participants serve as the starting point.

Together with educational organizations and a number of heritage institutions, IP develops a pilot project that can function as a model for other organizations.

IP strongly encourages heritage institutions to revise the profile of their public to significantly reflect the cultural and ethnic diversity seen in Netherlands. Making museums more accessible to a wider variety of groups in society is an important focal point here.

The lack of representation of ethnic minorities in staff positions in the Netherlands will not improve without intervention. With the project 'More Colourful Personnel - cultural diversity & pro-active policymaking for heritage institutions', IP hopes to stimulate the recruitment of museum conservators and collection managers with backgrounds other than that of the dominant Dutch culture.

IP provides advice to institutions on how to make exhibitions, walking tours, websites and other presentations interesting to a multicultural public.

IP also provides its support to the consulting body Slavery and Museum Network in which the National Platform on the History of Slavery as well as a number of scientists and relevant museums take part.

By examining existing collections from a new perspective, intercultural aspects can be revealed. IP advises about applying such an approach.

Joint activities between Libraries, Museums and Archives

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The Netherlands Public Library Association has been active in supporting local initiatives for cooperation between libraries , museums and archives.

An extensive report was published in the PULMAN-project and a national conference for the three sectors involved was held in 2002.

Additional activities at the national level include cooperation in the field of digitization and access of cultural heritage, (with DEN) involvement in the LUND-principles, MINERVA plan;

In cooperation with the Ministry, an inventory of possible cooperative functions and activities has been made.

In the PULMAN report for the Netherlands, a number of best practices was already mentioned. In the new Guidelines-set up of the Association, an additional number of initiatives and cooperation is available.

A new trend is to build new cultural centers as an arrangement of several services and institutions (Kulturhus). Examples are: Apeldoorn, Heerlen, Ede, Maastricht. Visits and publications have supported discussion on these architectural and design incentives for cooperation. (See: Creating Public Paradise, 2004; New library buildings in the Netherlands, 2003)

Research

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The Ministry ordered a research on local cooperation between archives and libraries which was held, with advice from the Association; resulting in recommendations for local access to regional historic centres through local libraries. Some pilot projects followed. A number of regional historical centres has been created.

A pilot project on joint access to the catalogues of local museum, archive and public library has started in Gouda, and will be accessible in early 2005 (www.Goudanet.nl)

Digital Sustainability is a programme of the national government to explore ways of improving sustainability. <http://www.digitaleduurzaamheid.nl/home.cfm>

A pilot project regarding cooperation in cultural services to children will be monitored, drawing experiences from a variety of sources. (Research Bureau Library Association)

Practical Links

Raad voor Cultuur

Council for Culture, advises the Minister on all matters regarding cultural sector and policies.

www.raadvoorcultuur.nl

Archivenet is a search device for websites by archival services at home and abroad. Archivenet is being updated on a daily basis since 1995. You can make a choice between the main categories The Netherlands, Flanders, world and others. Within the categories The Netherlands and Flanders you can search for place as well as province. The category world is subdivided according to continents. In the category others you can find references to portalsites and websites by other institutions. If the organisation you are looking for cannot be found, the search screen at the top may be of use. Furthermore Archivenet will point out to you, by means of messages in the right hand column, new websites or parts of new websites. You can also apply such messages yourself. Archive net is an initiative of the **Historical Centre Overijssel**.

(www.historischcentrumoverijssel.nl)

Erfgoed Actueel

Initiates, supports and stimulates cooperation between education and cultural environment. Project desk with ideas, projects, products, policies.

www.erfgoedactueel.nl

Holland Museums

Portal site with information about the most important museums.

www.hollandmuseums.nl

Inspectie Cultuurbezit

Monitors the national collections of museums, including export licences, protected heritage etc.

www.minocw.nl/cu_insp/

Instituut Collectie Nederland (ICN)

'Collectie Nederland' is the sum of all cultural heritage in museums, archives, libraries and other public collections. ICN helps with quality advice, research, information, education.

www.icn.nl

Mondriaan Stichting

Cultuurfonds dat bijzondere projecten op het gebied van beeldende kunst, vormgeving en musea stimuleert, en (ook financieel) ondersteunt.

www.mondriaanfoundation.nl

Regionale historische centra

Archives: From conservation to public service:

Read more at: <http://www.minocw.nl/rhc/>

Rijksarchiefdienst

National Archive in the h

Hague and other national archives (regional historic centres).

www.nationaalarchief.nl

Vereniging Digitaal Erfgoed Nederland

DEN coordinates information on cultural heritage, including standards.

www.den.nl

Museum.nl

Gives a current overview of all Dutch museums and exhibitions, news, background information, kids site. Initiated by Foundation Museum card.

www.museum.nl

Museumserver

Overview and links to museums and platforms, also abroad, information for museum sector.

www.museumserver.nl

Library Sites**Bibliotheek.nl**

Portal site of the Public Libraries in the Netherlands

www.bibliotheek.nl

Virtuele schoolmediatheek

Virtual school library for children, students, parents and teachers.

<http://mediatheek.bibliotheek.nl/home/>

Anderstaligen Informatiepunt

Library site for immigrants with public information on practical matters in various languages.

www.ainp.nl

FOBID

Umbrella organisation for all types of libraries, information, documentation services

www.fobid.nl

Koninklijke Bibliotheek

National Library

www.kb.nl

CALIMERA - national authorities reference group 2

Country: The Netherlands

Name: Marian Koren, Netherlands Public Library Association,
Head of Research and International Affairs (koren@debibliotheken.nl)

Information about national authorities with direct responsibility for:

Public libraries:

Vereniging van Openbare Bibliotheken, Netherlands Public Library Association
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2500 BC The Hague
Tel. +31 70 3090110
Fax +31 70 3090117
e-mail: vanderputten@debibliotheken.nl
www.debibliotheken.nl

Museums:

De Nederlandse Museumvereniging (NMV), The Netherlands Museum Association
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P.O. Box 2975
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Fax +31 20 5512901
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www.museumvereniging.nl

Archives:

DIVA, Vereniging voor de documentaire informatievoorziening en het archiefwezen,
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