A library book has an adventurous life. We show this through pictures throughout this annual review, following one particular book. From the moment it has been registered and put onto a library shelf till the day it falls apart and has to be replaced, it has seen many places, has been loved, has been hated, has been forgotten on the train, was borrowed by thousands of different people for different reasons and again lent to their friends... but in between it always came back to where it belongs: the library.
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Having completed my first full year as Managing Director, I am pleased to report that OCLC PICA is making substantive progress toward achieving its vision of being the leading European and African library cooperative.

2003 was a year of solid achievement as libraries continued their strong usage of OCLC PICA products and services. We strengthened our core library products in cataloguing, resource sharing, reference and library systems and continued to promote new services in preservation, e-books and virtual reference. We restructured the organisation into a more library-focused enterprise. And we welcomed a new Chairman of the OCLC PICA Supervisory Board.

Library Services
Universitätsbibliothek at Potsdam University in Germany was the first library to install and operate LBI4, OCLC PICA’s new local library system. This is particularly noteworthy since Potsdam is a new library system customer and moved to LBI4 from another local library system. LBI4 offers powerful new functionality and user-requested productivity features to help libraries manage their operations more efficiently. The system can be managed locally or hosted at the OCLC PICA information technology centre. Either way it provides a new level of service to libraries and their users. Throughout 2004, we will migrate libraries with LBI3 systems to this state-of-the-art platform. An enhanced version of the OCLC PICA Central Library System (CBS) was developed and installed for our Dutch and French customers. New features streamline and integrate searching, cataloguing, and interlibrary loan for librarians using the GUI and RNC systems in the Netherlands, as well as for the Systeme Universitaire de Documentation (SUODOC), which connects more than 400 libraries at 110 French universities.

We intend to bring this updated version to our German partners, Gemeinsamer Bibliotheksverbund (GBV), The Library and Information system of the federal state Hesse (HKL), and Die Deutsche Bibliothek (DBK) in 2004. On July 4, 2003, OCLC PICA purchased V3 Web, the former LIBAC interlibrary loan requesting and management system, to enhance our services to public libraries in the United Kingdom. The V3 database contains more than 5 million bibliographic records and location information for over 40 million volumes from 78 public and special libraries in London, the South East, the West Midlands and South Wales. The system is ISO-compliant and arranges about one-half of all interlibrary loans among U.K. public libraries. We view this acquisition not only as an opportunity to widen access to the V3 system but also as the first step in building a European wide network of interlibrary loan services that links union catalogues and resource sharing systems.

PICarta, OCLC PICA’s online reference system for end users, was upgraded with expert searching capabilities, expanded relevance ranking, a redesigned interface, and additional sorting options for result sets. We also added bibliographic records for the NetLibrary e-book collection, enabling libraries to link to e-book content directly from PICarta. More than 670 libraries now subscribe to PICarta, and usage grew in 2003 by 23% per user. Users performed more than 46 million searches, arranged 1 million interlibrary loans and viewed 57,000 full text articles online. The link to the OCLC WorldCat database from PICarta resulted in nearly 200,000 searches by end users.

Our emerging services in digital preservation, e-books and virtual reference continued to show increasing acceptance by libraries. We launched a virtual reference desk pilot in South Africa involving six academic libraries. The pilot is modeled after Al@din, the Dutch digital reference desk for public libraries implemented last year and integrates reference assistance to university students and researchers online. It is an important step in establishing a Web-based network of reference librarians in South Africa. The North-West Academic Libraries (NOWAL) consortium and Keele University licensed from OCLC PICA the largest e-book collection in Europe – 12,000 NetLibrary eBooks titles. OCLC PICA and NetLibrary also were chosen by the NHS Purchasing and Supply Agency to participate in a new national framework agreement for the supply of electronic books to staff working for NHS England’s 274 NHS Trusts and healthcare establishments. Next Scotland has a collection of NetLibrary eBooks that are accessible to all NHS Scotland staff through its intranet. In digital preservation, the British Library digitised more than 45,000 pages of The Penny Illustrated Paper using software licensed from OCLC PICA. This project was part of Collect Britain, the British Library’s largest digitisation project that will showcase 100,000 objects from 16 of the Library’s collections. We also signed an agreement to market the digitisation and preservation services of Strata Preservation, a subsidiary of the KB (Royal Library of the Netherlands) and OCLC in Europe.

Organisation
We continued to restructure our organisation in 2003 in order to identify and respond to market trends and library demands in a timelier manner. As I stated in last year’s letter; we are committed to building closer relationships with our customers and partners that will lead to a better matching of needs and services. To help accomplish this, we created a Product Management department that is responsible for driving OCLC PICA’s product development. The new department will manage the current product portfolio as well as conduct market research to determine our future development path. The new area is headed by Theo Doreleijers, an experienced marketer who joined OCLC PICA on July 1. The input of OCLC PICA customers, both formal and informal, will be vital to helping us increase the quality and efficiency of our product development efforts. We also merged three Sales departments into one integrated Sales organisation under the leadership of Janet Lees, who has been with OCLC for more than 20 years and whose knowledge of the European library landscape is extensive. The new Sales organisation will work more closely with libraries to streamline their use of OCLC PICA services and to gather information on regional trends and developments for future product evaluation.

The Information Technology Centre was realigned to focus on the technical development and maintenance of OCLC PICA services. Stephan van Raisen, with more than 10 years of international experience in it was brought on board July 1 to lead this effort. Clearly, OCLC PICA’s ability to work closely with libraries, understand the challenges they are facing and respond with appropriate and cost effective solutions is key to creating more value for you. Our new organisational structure will facilitate this effort.

Finances
As we restructure our organisation and strengthen our services to libraries, our financial performance remains strong. OCLC PICA met or exceeded goals in almost every financial category in fiscal year 2003. Consolidated revenues were comfortably above forecast at €170.0 million – € 9.5 million of Pica products and € 7.5 million of OCLC products. We continued to invest in the future with capital expenditures that exceeded 23% of our revenues. Major projects included new or upgraded technological platforms for PiCarta, our Central Library System and our Local Library System; new user support systems in Leiden and Birmingham; and replacement of current office furniture, fixtures and systems.

Governance
On August 1st, 2003 Mr. Toris E.J. van Bergen was appointed Chairman of the Supervisory Board of OCLC PICA on behalf of the Pica Foundation. Mr. Van Bergen brings a wealth of experience and expertise to OCLC PICA in business management. He is currently Deputy Chairman of the Board of Governors for Leiden University and Chairman of the Stift Foundation, the Dutch higher education and research partnership organisation for network services and information and communications technology. We look forward to his valued advice and insightful leadership, along with other Board members Joy Jordan, OCLC President and Chief Executive Officer; and Rick Schwieterman, OCLC-Vice President and Chief Financial Officer.

The Board’s advice and counsel are vital to the continued success of OCLC PICA.
A proud tradition, an exciting future

OCLC PICA’s roots lie in the cooperative efforts of libraries in the Netherlands that began more than 30 years ago. From the Dutch Union Catalogue to the GGG shared automated cataloguing system, to the IBL interlibrary loan system – Dutch libraries and the original Pica organisation have created a solid foundation on which we in OCLC PICA today are building an exciting future. Going forward, we will continue to work closely with users through the Netherlands National Information Infrastructure to meet their future needs.

OCLC PICA’s core systems are important assets not just for the Netherlands, but also for the European library community.

Indeed as I continue to meet with librarians and partners throughout Europe and Africa, I sense a growing excitement in the profession. The last 30 years of central catalogues, interlibrary loan, local library systems and end user services, have been a prelude to greater things to come. We have opportunities not only in new areas such as e-learning, digital preservation and digital repositories, but also in connecting our systems and expanding library cooperation. OCLC PICA is uniquely positioned to meet the local needs of libraries and link them in a worldwide library network.

On behalf of the management team of OCLC PICA I thank you for your continued support.

Dr Rein van Charldorp MBA, June 2004

Cees Datema, 1944-2004

In May 2004, OCLC PICA suffered a grievous loss with the unexpected death of Cees Datema. Dr. Datema served as Chairman of the PICA Foundation and the OCLC PICA Supervisory Board for many years until August 1, 2003. Dr. Datema’s leadership was essential in establishing OCLC PICA’s vision of being the leading European library organisation and linking to the global library network. We mourn his death and are grateful for his contribution to our cause over the past years.
YEAR IN REVIEW

> OCLC PICA’s Advisory Board for the Netherlands National Information Infrastructure (NNII) meets twice in 2003 and reaffirms its commitment to a national interlibrary loan system. Following a comprehensive market study, it is recommended that OCLC PICA develops additional pricing models for the ILS system; improves document delivery of medical journal articles; streamlines procedures for licensing electronic journals and batch-loading library holdings; and increases ILS charges according to policies of the Cooperative Body of University Libraries, the Royal Library and the library of the Royal Netherlands Academy of Arts and Sciences (RKAB).

> OCLC PICA develops an economical migration path to ILS 4 for LBS3 libraries. Customers can opt for a phased transition, moving their LBS3 system to a new Sun Solaris platform first, and gradually upgrading to ILS 4 according to their implementation plans. OCLC PICA closely works with the University of Groningen (the Netherlands) to test the software and the gradual implementation.

> Universiteitsbibliotheek Potsdam at the University of Potsdam (Germany) is the first library to implement LBS 4 in 2003 as their new integrated library system, choosing the OCLC PICA system to replace their Altergo system.

> An organisation-wide development effort begins to make OCLC PICA databases, software and systems Unicode compliant by 2004. The Unicode standard is a character coding system designed to support the worldwide interchange, processing and display of the written texts of the diverse languages of the modern world.

> OCLC PICA upgrades and enhances the Central Library System (CLS) for the Agence Bibliographique de l’Enseignement Supérieur (ABES). The new features streamline and integrate searching, cataloguing and interlibrary loan for librarians using Système Universitaire de Documentation (SUdOC). There are currently 131 institutions using the SUdOC system. This figure, however, translates into 950 physical libraries contributing bibliographic records to the system and almost 2000 which access the database to view the available content.

> Based on the results of a feasibility study OCLC PICA develops an ILL-transformer to link the CBS interlibrary loan service with the OCLC ILS system in the US.

> OCLC PICA builds a new online catalogue of 1.3 million records and 3 million holdings for the WSP libraries (13 public libraries with scientific collections). The new catalogue will become fully operational in 2004 with Internet access, interlibrary loan and a request function for Web surfers. As part of the project, articles from the national newspaper De Telegraaf were added to the Krantenbank database.

> OCLC PICA acquires LibPAC and the V3.Web service — an ILS service used by libraries in the UK.

> On August 1, 2003, Mr. Joris E.J. van Bergen becomes Chairman of the Pica Foundation and the Supervisory Board of OCLC PICA A.V., the European library organisation owned jointly by the Pica Foundation and OCLC. He succeeds Dr. C. Datema, who was a member of the Board of Pica Foundation since October 1, 1996 and its chairman since July 1, 1998, as well as chairman of the Supervisory Board of OCLC PICA since its incorporation in 1999.

> OCLC PICA announces that NetLibrary will provide eBooks to the National Health Service (NHS) Purchasing and Supply Agency in England as part of an effort to purchase electronic information resources for NHS libraries. Laura Gillan, Buyer, NHS Purchasing and Supply Agency, says, ‘We give procurement support to NHS libraries by providing access to new and innovative information solutions. The electronic books available through NetLibrary will enable access to a broad range of additional resources.’

> The number of reference questions submitted to All@dn skyrocketed after a national, multimedia promotion by the Netherlands Association of Public Libraries (NAPL) using television, radio and newspapers. All@dn, the Dutch digital reference desk, is a Web-based network of librarians that delivers reference assistance to researchers anytime, anywhere. It is a locally branded, customised version of QuestionPoint, OCLC PICA’s worldwide virtual reference service used by 1,000 libraries in 19 countries. All@dn links 50 public libraries in the Netherlands and is available to any library user in the country through the NAP, Web site. All@dn can answer questions locally and nationally or seamlessly refer them to QuestionPoint international network.

> ‘People want information quick and at home, so as a public library we must use the Internet to communicate and help our customers,’ says Pietermal Thijssen, functionaris digitele innovatie, Public Library of Tilburg.

> Our German partner GEV selects iPort as its consortia portal and the portal of choice for its individual member libraries. The GEV implementation, known as ‘IT, is featured at the GEV Annual Conference in Greifswald, Germany in September.’

> The GAQ consortium in South Africa launches a QuestionPoint pilot involving six academic libraries: University Library and Information Services; KwaZulu Natal University Library; University of Pretoria Academic Information Services/Val University of Technology; University of the Witwatersrand (Wartenweiler) Library; and the University of the North. As part of the launch, the American Culture & Information Center in Johannesburg hosts a digital videoconference between South African and American e-reference experts. The pilot is an important first step to establishing a collaborative online reference service for library consortia in South Africa.

> Dutch public libraries gain access to the Keesings Historisch Archief, database containing the historical archive of the publisher Keesings and the Consumentengids file of consumer product tests through Publiekwijzer/PiCarta.

> A new online public access catalogue module for the OCLC PICA local library system is widely installed at LBS libraries in the Netherlands, the first step in rolling out LBS 4 in 2004.

> NHITV, a school for higher learning in Breda becomes the first organisation to host the OCLC PICA local library system at the Landen Information Technology Centre. OCLC PICA staff performs functional, technical and operational support. The pilot’s success leads to other organisations’ interest to have their LBS hosted.

> Libraries that license eBooks from NetLibrary can link to their collection from PiCarta after bibliographic records for 45,000 NetLibrary titles are added to the PiCarta database.

> OCLC PICA begins hosting the NKC Digital Archive at its Information Technology Centre. Updated daily, the archive contains articles dating back to 1991 from NKC Handelblad, a Dutch daily newspaper. It is accessible from the NKC website using the PiCarta search engine. Searching is free but there is a charge for viewing articles.

> A new version of iPort, OCLC PICA’s Internet Information Portal, provides optimal searching performance, a wider range of databases and more interface customisation options.

> The University of KwaZulu Natal is the first library in South Africa to license eBooks from NetLibrary subscribing to 100 science and engineering titles.

> Nineteen libraries in the UNAk consortium in Turkey subscribe to the OCLC FirstSearch Base package — 11 reference databases including Wilson SelectPlus, a full text database. Twelve libraries start using OCLC’s fixed fee cataloguing service.

> The Middle Eastern Technical University-Ankara, Turkey selects OCLC PICA to evaluate its 200,000-title library collection using the...
The number of ILL requests decreased considerably. This is in line with the tendency for end users to get their information as much as possible full text, directly through the Internet.

ILB covers the ILL requests issued by library staff. OBN and ‘PiCarta’ cover the ILL requests issued via the web interface for end users.

<table>
<thead>
<tr>
<th>Year</th>
<th>IBL</th>
<th>OBN</th>
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<th>Total</th>
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<td>2001</td>
<td>338,838</td>
<td>96,920</td>
<td>93,745</td>
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</tr>
</tbody>
</table>

OCLC ACAS Collection Analysis service.

- Aristotle University Thessaloniki acquires 391 eBooks, the first academic library in Greece to subscribe to the netLibrary collection.
- Aristotle University Thessaloniki and the University of Macedonia sign up for QuestionPoint, the OCLC PICA virtual reference service.
- Open University is the first academic library in Israel to license netLibrary eBooks, subscribing to 248 titles.

During its annual meeting, CCJ, a consortium of hospital libraries in the Netherlands, celebrates the 10th anniversary of using the OCLC PICA shared cataloguing system (GCC). The group now has 85 members, an increase of 70 since 1993, and has built the Central Catalog of Hospital Libraries using GCC.

- OCLC PICA congratulates the Biomedical Information chapter of the Netherlands Association of Library and Information Professionals on its 50th anniversary. BMI promotes librarianship and career development through conferences, publications and training seminars.
- OCLC PICA and Sabinet Online announce a free trial to SA ePublications using the PiCarta interface. SA ePublications is a database of 160 full-text electronic journals from South African publishers. It offers collections in business and finance; law; medical and health; religion; science, technology and agriculture; and the social sciences and humanities. Some collections have an archive that dates back to 2000, and many offer abstracts back to 1971. The majority of the journals are published in English; 23% of the journals are in Afrikaans and 3% in Dutch, German and Greek.

- OCLC PICA and Sabinet Online announce a three-year agreement with LexisNexis to continue hosting De Krantenbank, a full-text database of newspapers in the Netherlands, for Dutch public libraries. (Photo 1)
- OCLC and OCLC PICA staff participate in the World Library and Information Congress: 69th IFLA General Conference held in Berlin, 1-9th August. (Photo 2)
- OCLC PICA and Dynix announce a programme of technical cooperation to enhance interoperability between their services in the European library community. The cooperation focuses on providing seamless access between Dynix local systems incorporating the Horizon Information Portal (HIP) and the OCLC PICA Central System (CPS) used in many European countries for managing bibliographic union catalogues. Development teams will use open system standards to ensure effective interoperability between the systems.
- OCLC PICA signs an agreement to market the digitisation and preservation services of Stratas Preservation to organisations in Europe. Stratas Preservation is a subsidiary of the Royal Library of the Netherlands and OCLC. (Photo 3)
- Cambridge University Library selects OCLC PICA and MARC Link to perform the retrospective conversion of its guard book catalogue, which contains about 1.3 million bibliographic records of books and periodicals published between 1500 and 1978. Says Peter Fox, University Librarian, ‘Thanks to a generous donation of £ 800,000 from the Andrew W. Mellon Foundation, augmented by £ 200,000 from the Isaac Newton Trust, library users can expect to see the entire guard book catalogue online within the next four years.’
- Hogeschool van Arnhem en Nijmegen (HAN), a school for higher learning with several locations in the Netherlands, chooses the OCLC PICA Local Library System for managing their libraries. With Libraris, HAN will streamline their library operations and provide users with an easy-to-use online public access catalogue. HAN also will offer PiCarta to students and catalogue their collection using the OCLC PICA shared cataloguing system.
- A high performance, Web-based Customer Service Desk allows users to enter and track support questions and issues.

- A new version of PiCarta, OCLC PICA’s integrated, multi-material database that contains request facilities and that offers access to online resources and electronic documents, debuts. Highlights of the new version include expert searching capabilities, expanded relevance ranking, a simpler, redesigned interface, and additional sorting options for result sets.
- A high performance, Web-based Customer Service Desk allows users to enter and track support questions and issues.
- Hagae Hogeschool, a school for higher learning in The Hague, purchases QuestionPoint and begins forming a consortium of higher education schools to build a knowledge base of questions and answers.
- As part of Collect Britain – the British Library’s largest digitisation project – the British Library digitises more than 45,000 pages of The Penny Illustrated Paper using OCLC software licensed from OCLC PICA.
OCLC PICA staff from Leiden and Birmingham work together with technical staff from OCLC Dublin on the first phase to integrate the IT networks of Birmingham, Dublin and Leiden. In the first phase an encrypted secure connection between these locations has been built which will be used for all internal electronic communication.

OCLC PICA installs several modules of a new EDI system AccountView to optimize internal processes.

At London Online, OCLC PICA holds its first 'Digital Futures' seminar and also holds a reception for libraries and partners and a distributor meeting to update distributors on new products and services. (photo 1&2)

The percentage of ILL requests fulfilled by libraries for Loans (monographs) increased, whereas the percentage for Copies (of articles) slightly decreased. The reason for the decrease may be the termination of delivery by one of the larger suppliers of medical literature in the Netherlands.
FEATURE SECTION

The vision of OCLC PICA is to be the leading European library organisation, helping libraries serve people by providing economical access to knowledge through innovation and collaboration. Pursuing this vision requires international leadership, innovative services and trusting partnerships. In 2003, OCLC PICA made significant progress in each one of these endeavours.

INTERNATIONAL LEADERSHIP – OCLC MEMBERS COUNCIL

One of the most vital aspects of the OCLC cooperative, 60% share-holder of OCLC PICA B.V., is the opportunity to participate in Members Council, which meets three times a year to advise OCLC on programmes, services and strategies. The Council elects six members to the OCLC Board of Trustees and ratifies changes to the Articles of Incorporation and Code of Regulations. It is an important venue for shaping the future of librarianship and the OCLC cooperative.

Four librarians (Norma Read, Wim van Drimmelen, Chris Bailey and Dianne Man) from the OCLC PICA region served on the Members Council in 2003.

Norma Read
Manager, Bibliographic Access, University of Cape Town South Africa

In October 2003, a special International Delegates Focus Group meeting was held, and was so successful and stimulating that such a meeting will now become an annual feature at Members Council. It may not always be appropriate to air conflicting views in the public forum, and this focus group provided a valuable arena for discussion.

The related themes for 2003/2004 of Communication for the Collaborative, and Globalization of OCLC Members Council, both underline the intention of OCLC to be more global and inclusive.

As a member of the Cataloguing and Metadata Interest Group I have been involved in the discussion around the issue of ‘record-mabbing’ and following several meetings and conference calls a new guideline was drawn up and eventually accepted as an addition to the WorldCat Principles of Cooperation. Members Council offers a forum to showcase new developments in library technology and to comment on research and innovation – both ‘off-beam’ and realistic. The publication of The 2003 OCLC Environmental Scan: Pattern Recognition, as well as the Five Year Information Format Trends reports, both attempt to give a ‘future-look’ to the library environment outside our conceptual limits of perception.

Wim van Drimmelen
Director General, National Library of the Netherlands
The Netherlands

“What strikes me about the Members Council is that OCLC takes the input from its members very seriously and always takes care that the issues that are raised receive adequate feedback. An important issue that was highlighted this year has been the globalisation of OCLC. I always find it remarkable to experience how many differences there are between countries, economically, politically as well as culturally, even though the library profession is basically the same. Members Council, by meeting people from over the world in person, offers the best way to become aware of these differences and to create understanding. That is a very important prerequisite for globalisation.

As the representative of OCLC PICA I hope to have made people better aware of the differences of our culture to that of the US, based on my experience as a national librarian and working in cooperative projects throughout Europe. The basic difference is that America is much more homogeneous than Europe.”

Chris Bailey
Director of Library Services, University of Glasgow
United Kingdom

“This year I was particularly impressed by two presentations. The first came from Christine Deschamps on the World Summit on the Information Society which was followed by a panel discussion between delegates from different countries which forced us all to reflect on the global nature of OCLC. The second presentation came from Brian Lavoie, OCLC Research Scientist, on the economic challenges of digital preservation, particularly his thoughtful comments on the issues surrounding sustainability. And finally, as always, I am enormously grateful for the work of the OCLC Research & Developments teams – the latest publication, the Environmental Scan, is a terrific piece of work and I hope it gets the recognition it deserves. It is particularly in this area that OCLC adds value for me. All in all, participating in Members Council is an enjoyable and worthwhile opportunity to engage with colleagues world-wide.”

The table shows that the performance of libraries in the Netherlands is resulting in a very efficient and stable ILL system.

<table>
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<tr>
<td>1997</td>
<td>39.64</td>
<td>55.03</td>
<td>5.33</td>
</tr>
</tbody>
</table>
I was honoured to be elected to serve on the 2003/2004 Executive Committee of Members Council as delegate-at-large. This has given me an opportunity to have a say in the structure and content of the meetings and to ensure that global perspective is kept in the forefront. During 2003, we managed to get one step closer to the integration of the OCLC PICA and WorldCat databases by encouraging OCLC to put in a link through Connexion, the OCLC Cataloguing system. There is still a lot of work to be done, and we will continue to urge OCLC to speed up the integration as this affects the number of delegates that we have on Members Council.

Dianne referred to what the late Ian Mowat once said; ‘All delegates to Members Council – but perhaps particularly those from outside the United States – have an exciting opportunity to encourage and help OCLC make its global strategy a success for the benefit of the global community.’

Ian Mowat (1946-2002)
Librarian, Edinburgh University Library, Edinburgh, United Kingdom
Delegate, OCLC Members Council, 1996-2002

OCLC PICA provides products and services to meet the local needs of libraries and to link them to the global library network.

V3.Web enhances OCLC PICA’s resource sharing network
OCLC PICA purchased V3.Web from LibrAC Computer Services Limited in July 2003. V3.Web is an interlibrary loan system that links 40 million volumes and 5 million bibliographic records from 78 public and special libraries in the United Kingdom – London, the South East, the West Midlands and South Wales. Since it is ISO-compliant, the system can connect with other standards-based ILS networks, such as the OCLC PICA Interlibrary loan system, to create a seamless service for managing local, regional and international borrowing and lending.

V3.Web remains the premier electronic ILL requesting and management tool available in the UK’, said Martin Harrison, Managing Director of LibrAC. ‘We are delighted that OCLC PICA is to continue our innovative development strategy; widen access and provide exciting new opportunities for all the V3 community. We have worked closely with OCLC on many major projects for over 20 years and recognise their absolute commitment to the pursuit of excellence.’

‘V3.Web is a well established ILL service use’, said Rein van Charldorp, Managing Director, OCLC PICA. ‘It has a proven track record with high user satisfaction ratings and sits well alongside the current ILL infrastructure OCLC PICA has hosted for more than 15 years.’

OCLC PICA meets V3.Web users who are very positive about joining the OCLC PICA organisation. ‘OCLC PICA is influential both in the UK and overseas and will seek to market V3.Web to a much wider community and ensure that resources continue to be provided for future development’, said Frankie Macrow, Chair V3 User Group.

V3.Web enhances OCLC PICA’s resource sharing network

A new state-of-the-art local library system from OCLC PICA debuted in June at Potsdam University in Germany. V3.Web offers powerful new functionality and productivity features to help libraries manage their operations more effectively. V3.Web’s new Web-based modules create a flexible, easy-to-use technology platform that streamlines cataloguing, circulation, acquisition and public access. Among the enhancements are: an improved and extended range of search capabilities; an integrated online public catalogue of books, journals and other formats for seamless access; and self service checkout, circulation and account administration for users via the Internet.

One of the founding customers of OCLC PICA and an active partner in the European library cooperative, the University Library at Groningen University worked with OCLC PICA, while using PRINCE 2, to develop LBS4 for the Dutch library market. ‘This joint venture has been successful and we anticipate that LBS4 will meet the expectations of other Dutch libraries’, said Alex Klugkist, Librarian University of Groningen.

TRUSTED PARTNERSHIPS – SABINET ONLINE AND DOC6

OCLC PICA partners with organisations with similar missions and values to create opportunities for closer European library cooperation. Two of them are highlighted below.

Sabinet Online
Mutual respect and open communications are at the heart of a 10-year partnership between Sabinet Online and OCLC PICA, who have worked together since 1994 to serve the South African library community.
community with online services and software that help reduce costs and further access to the world’s information. It is the goal of both organisations to foster increased library cooperation and to support the library’s vital role of serving the public’s information needs in an increasingly digital world.

In 2003, OCLC PICa and Sabinet announced a new collaborative initiative to bring South African content to the European market. “ePublications, a full text database of 160 e-journals from South African publishers, became available for three months at no charge on PiCarta. Officials at both organisations believe there is high interest in South African databases within Europe. ‘This is the first time that Sabinet cooperated with an international partner to make a South African database available for the European market,’ said Pierre Malan, Director, Academic & Library Division at Sabinet. ‘The success of this trial opens up many new exciting opportunities to work together in the future.’

**doc6**

**doc6**, an information systems and knowledge management consultant, is **OCLC PICa**’s distributor in Spain. The cooperative partnership with **doc6** pioneered the introduction of OCLC online systems and databases to Spanish libraries in 1992 and today, more than 40 libraries and information centres use OCLC cataloguing, resource sharing and reference services. During the past two years, **doc6** has promoted netLibrary e-books to the Spanish library community, resulting in licensing agreements with Universidad Pablo Olavide and to Csis (Portal Mayores), as well as the CBUC University library consortium, 11 libraries in the Catalonia area. In 2004, **doc6** will focus on OCLC PICa’s iPort Portal solution as well as the FirstSearch service.

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**Enduser Searches**

The total number of end user searches in our database keeps growing. PiCarta, the integrated multi-material database, is used more than the separate databases in OBIN.

<table>
<thead>
<tr>
<th>Year</th>
<th>OBIN</th>
<th>PiCarta</th>
<th>Krantenbank</th>
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<tbody>
<tr>
<td>2003</td>
<td>4,572,578</td>
<td>4,643,045</td>
<td>1,108,669</td>
<td>10,324,292</td>
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<tr>
<td>2002</td>
<td>3,161,677</td>
<td>3,597,836</td>
<td>574,907</td>
<td>7,334,420</td>
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<tr>
<td>2001</td>
<td>3,463,986</td>
<td>2,395,816</td>
<td>178,175</td>
<td>6,037,977</td>
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</tbody>
</table>
### Financial Report - Revenues

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Professional Solutions</td>
<td>2,679,544</td>
<td>3,046,420</td>
<td>2,752,260</td>
<td>2,661,338</td>
<td>2,833,554</td>
<td>3,046,290</td>
<td>7,369,207</td>
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<tr>
<td>Library User Services</td>
<td>1,328,591</td>
<td>1,346,266</td>
<td>1,115,331</td>
<td>1,933,066</td>
<td>2,255,865</td>
<td>2,444,549</td>
<td>6,209,236</td>
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<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>5,796,626</td>
<td>6,891,335</td>
<td>6,576,220</td>
<td>7,439,363</td>
<td>8,315,969</td>
<td>9,147,080</td>
<td>17,054,442</td>
</tr>
</tbody>
</table>

- **Pica Products**
  - 1997: 5,796,626
  - 1998: 6,891,335
  - 1999: 6,576,220
  - 2000: 7,439,363
  - 2001: 8,315,969
  - 2002: 9,147,080
  - 2003: 17,054,442

- **OCLC Products**
  - 1997: -
  - 1998: -
  - 1999: -
  - 2000: -
  - 2001: -
  - 2002: 69,357
  - 2003: 7,483,993

- **LIBPAC Products**
  - 1997: -
  - 1998: -
  - 1999: -
  - 2000: -
  - 2001: -
  - 2002: -
  - 2003: 257,923

**Graph:**
- 6.4% Inter Library Loan
- 0.5% Digitisation
- 1.1% Other Solutions
- 32.3% Searching
- 4.1% Other Services
- 10.0% Central Library System (cbs)
- 9.8% Local Library System (lbs)
- 0.6% Portal System
- 35.2% Cataloguing
ORGANISATION

MANAGING DIRECTOR

LEGAL
FINANCE

HUMAN RESOURCES
SECRETARIAT
FACILITY

ITC

PROJECT OFFICE

SYSTEM ARCHITECTURE
DEVELOPMENT
IMPLEMENTATION
TEST & QA
OPERATIONS & SUPPORT

SERVICEDESK
TECHNICAL O & S
APPLICATION O & S

NETHERLANDS
GERMANY
UK & SOUTH AFRICA
NORTHERN EUROPE
SOUTHERN EUROPE

General Management Team OCLC PICA
from left to right:
Rein van Charldorp, Managing Director
Janet Lees, Director Sales
Theo Doreleijers, Senior Product Manager
Rob Stricker, Manager Finance
Stephan van Reisen, Manager ITC
Dorien Hooman, Legal Secretary

Supervisory Board OCLC PICA
from left to right:
Joris van Bergen, Chairman (Stichting Pica)
Jay Jordan, Member (OCLC Inc.)
Rick Schwieterman, Member (OCLC Inc.)
PRODUCTS AND SERVICES

OCLC PICA offers leading edge products and services for both library professionals and library end users. Products are developed following extensive research and consultation with libraries and are designed for all sizes and types of libraries. Our Pica products are produced in Leiden. All OCLC products are produced by OCLC Inc in America.

LIBRARY MANAGEMENT SYSTEMS

Central Library System (csl) The OCLC PICA system provides the infrastructure for the creation and management of union catalogues and tools for regional inter library loan. The system is currently operational in the Netherlands, Germany and France.

Local Library System (lbs) LBS is OCLC PICA’s integrated library management system for local library management from cataloguing to ordering from request to return, all in one system.

METADATA MANAGEMENT

GGC: OCLC PICA Shared Cataloguing System More than 200 libraries and documentation centres in the Netherlands use the GGC every day to catalogue their collections. Use of a central database means that a publication need be catalogued only once and is subsequently available for general use. The database contains more than 20 million records.

OCLC Cataloguing & Metadata Services These include a broad range of services centred on the OCLC WorldCat union catalogue and bibliographic database of 54 million records, created and maintained collectively by more than 9,000 member institutions around the world.

Stats: OCLC PICA statistics. OCLC PICA provides full-text services to libraries throughout the world.

| Jan | 20,556 | 142,671 | 56,693 |
| Feb | 21,065 | 142,421 | 56,504 |
| Mar | 23,039 | 170,463 | 66,730 |
| Apr | 20,265 | 141,048 | 57,796 |
| May | 21,065 | 170,311 | 66,441 |
| Jun | 16,179 | 139,300 | 48,036 |
| Jul | 11,297 | 82,368 | 29,733 |
| Aug | 11,402 | 77,761 | 28,691 |
| Sep | 30,382 | 225,128 | 97,404 |
| Oct | 32,133 | 239,319 | 103,087 |
| Nov | 32,358 | 240,485 | 101,736 |
| Dec | 24,319 | 191,029 | 79,847 |

WinBW Library professionals use this OCLC PICA-produced software to interact with CBS and LBS systems.

Connexion Integrated online cataloguing to the OCLC WorldCat Union Catalogue. Available with both Web browser and Windows-based client interfaces, Connexion is OCLC’s flagship cataloguing service, providing a powerful, flexible suite of tools for creation and editing of bibliographic and authority records. With built-in access to WorldCat, Connexion integrates a library’s cataloguing with OCLC shared cataloguing services.

CatExpress Simple copy cataloguing, CatExpress is a Web-based tool with an easy-to-learn interface suitable for cataloguing lower volumes of materials or for cataloguers with less experience.

Z39.50 Cataloguing service Enables libraries to search and retrieve Marc records from WorldCat using a Z39.50 compliant local system.

Dewey Services Dewey Decimal Classification (DDC). A general knowledge organisation tool and the world’s most widely used library classification system. Now in its 22nd edition, the DDC is available in both print and electronic formats. The electronic version, WebDewey, enhances the print updates with online delivery that is updated continuously.

Custom Cataloguing Comprehensive technical services. Libraries may contract with OCLC’s experienced cataloguing professionals for customised, expert solutions to their most difficult cataloguing challenges. Services include retrospective conversion, reclassification, authority control and bibliographic record enhancement.

Bibliographic Record Notification The OCLC Bibliographic Record Notification service assists cataloguing maintenance by automatically delivering upgraded OCLC-MARC records to the library.

Krantenbank 2002/2003

The graphs show the use of the Dutch Krantenbank, a newspaper database consisting of the archives of six major Dutch newspapers, further increased in 2003. The overall increase in Krantenbank sessions as well as in the number of searches in the Krantenbank is both 74%. At the end of 2003 the increase is partly due to a pilot project that gives Dutch schools access to the Krantenbank.

The curves in both the 2002 graph as well as the 2003 graph show similar trends: there is a downfall of sessions and searches during the summer holiday and a significant peak at the beginning of the school year. These trends can also be distinguished for the Consumentengids and Keesing Historisch Archief (no graphs displayed). The latter two databases are hosted by OCLC PICA and are made available to all Dutch public libraries.

Statistics

<table>
<thead>
<tr>
<th>Item</th>
<th>Sessions</th>
<th>Full text</th>
<th>Searches</th>
<th>OCLC 50,000</th>
<th>OCLC 100,000</th>
<th>OCLC 150,000</th>
<th>OCLC 200,000</th>
<th>OCLC 250,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>20,556</td>
<td>142,671</td>
<td>56,693</td>
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<td></td>
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<td>142,421</td>
<td>56,504</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Mar</td>
<td>23,039</td>
<td>170,463</td>
<td>66,730</td>
<td></td>
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<td>141,048</td>
<td>57,796</td>
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<td>139,300</td>
<td>48,035</td>
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<td>29,733</td>
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<tr>
<td>Aug</td>
<td>11,402</td>
<td>77,761</td>
<td>28,691</td>
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<tr>
<td>Sep</td>
<td>30,382</td>
<td>225,128</td>
<td>97,404</td>
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<tr>
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The Co-operative of Indic Language Library Authorities (CILLA) is an OCLC PICa subscription service which assists libraries to meet the needs of their Indic Communities by providing an acquisitions and cataloguing service for Indic Language materials. The languages covered are Bengali from Bangladesh and India, Gujarati, Hindi, Punjabi, Tamil from India & Sri Lanka and Urdu from India and Pakistan.

**INTER LIBRARY LOAN**

OCLC PICa Interlibrary Loan System (ILL) > The Dutch Interlibrary Loan system based on the Dutch National Catalogue NCC and Online Contents OCLC is a service for professional use.

Via PICarta, this facility can also be used by end users. Through NCC/ILL books, periodicals and articles in the collections of more than 400 Dutch libraries can be found. It is also possible to enter and process photocopied and loan requests in this system.

OCLC Interlibrary Loan (ILL) service > The OCLC ILL Service expands the reach of a library by enabling it to borrow and lend library materials through OCLC's electronic network of almost 7,000 libraries, using the holdings attached to bibliographic records held in WorldCat.

OCLC ILL Direct Request service > The OCLC ILL Direct Request service accepts an ISO-10161 ILL Request from an external system. OCLC ILL Direct Request automatically receives and then sends library user requests to the OCLC Interlibrary Loan service for fulfillment.

OCLC Union List > The OCLC Union List service multiplies resources and lowers borrowing costs by providing access to close bibliographic records, the National Serials Data program, the U.S. Newspaper Program, 220 union list groups, and WorldCat which contains over 7.6 million Local Data Records.

OCLC ILL Reports > OCLC ILL Reports offer details of the ILL activity of a library that in turn can be used to analyze the library’s workflow or borrowing and lending patterns.

**END USER SERVICES**

OCLC PICa offers access to a number of services of which iPort, PICarta and FirstSearch are the most important.

iPort > iPort is OCLC PICa’s Web-based portal service that provides access to multiple resources both local and remote. It offers a powerful and elegant discovery and delivery tool.

PICarta > OCLC PICa’s PICarta is an integrated, multimaterial database that contains request facilities and which offers access to online resources and electronic documents among other things. The user who opts for PICarta can browse several databases at the same time by entering one search.

oBN > The Open Library Network oBN connects national and local library systems in the Netherlands and integrates existing systems, networks and processes. oBN offers services such as browsing library catalogues and other databases separately and document delivery to the user’s desktop.

Publiekwijzer > Publiekwijzer is tailored to the needs of the public library audience in the Netherlands. End users can either browse the databases separately or use the integrated PICarta user interface.

oCqcl FirstSearch service > FirstSearch gives library users seamless electronic access to a rich collection of reference databases, with links to over 10 million full text articles and external information resources. Display of local library holdings and links to local catalogues mean that users can easily identify items in their own library’s collection.

oCqcl FirstSearch Electronic Collections Online > This powerful electronic journals service offers Web access to a growing collection of more than 4,900 titles, from over 70 publishers of academic and professional journals, combined with a robust archiving solution.

netLibrary > netLibrary offers libraries a comprehensive collection of electronic books (eBooks), making it possible to access over 60,000 titles of research, reference and reading materials online.

**HOSTING SERVICES**

OCLC PICa offers hosting services of which De Krantenbank, Consumentengids and Keesings Historisch Archief are specifically designed for end users of the Dutch public libraries. These databases are offered via Publiekwijzer.

De Krantenbank > De Krantenbank contains articles published in major Dutch newspapers such as nrc Handelsblad, Algemeen Dagblad, Volkskrant, Trouw, Parool and De Telegraaf. De Krantenbank has an archive that goes back to 1991 and it is updated daily. Each night, the articles from that day’s papers are added to the database.

Consumentengids > The Consumentengids database contains full text articles (tests) from 1998 up to, but not including, those from the latest issue. The Consumentenbond is especially known for its reliable, independent tests of products and services, monthly published in the Consumentengids.

Keesings Historisch Archief > Keesings Historisch Archief is a database that contains full text data from 1946 onwards and forms a complete reference book about present-day world history. On a monthly basis new important facts and happenings in all countries over the world are systematically presented.

nrc Handelsblad > OCLC PICa looks after and maintains the accessibility of the Digital Archive of nrc Handelsblad, a major Dutch newspaper. With the powerful search engine of OCLC PICa users are able to find specific content quickly and efficiently.
provided with access to the full text articles of more than twelve volumes of NRC Handelsblad. This Digital Archive is accessible via the website of NRC.

**las Hosting** > This is a completely managed hosting service of our LBS at our Information Technology Centre in Leiden.

**DIGITAL & PRESERVATION RESOURCES**

**OCLC PICA** Digital & Preservation Resources provide libraries with the flexibility to preserve and manage digital collections via microfilming, digitising, collection management tools and archiving services.

**Preservation Service Centres** > Our Preservation Service Centres in The Hague, the Netherlands, Bethlehem, Pennsylvania and Lacey, Washington are staffed by experienced technicians and consultants who work closely with libraries to identify their needs, and provide custom microfilming, scanning and digital services so that the libraries can provide broad access to collections while preserving them for generations to come. Preservation Service Centres digitise newspapers, books, manuscripts, photographic formats and more and provide high-quality preservation microfilming and storage. The Centres enrich a library’s digital collections by adding metadata and full-text search capabilities so collections are fully retrievable, not just identifiable.

**Olive Software/Historic Newspaper Service** > Digital collection management for newspapers that preserves cultural context while providing powerful indexing and searching. Olive Software’s ActivePaper Archive software and processes, available through OCLC PICA, offer a powerful application for managing digital collections of historical newspapers. Not only are newspaper collections made far more accessible (via the Web), but they are also made more meaningful to users seeking to view those newspapers as they were originally designed.

Leading organisations such as the British Library rely on Olive to manage their newspaper assets for access and sharing by the world.

**contentdm** > An affordable, scalable solution that’s easy to use. Whatever materials libraries wish to share, including images, video, and audio files, this flexible, multi-function software package handles it all. Whether a collection consists of 500 or a million assets, contentdm offers a scalable solution that grows with a library’s needs. contentdm can now link automatically to WorldCat providing an easy way to add digital collections to the world’s largest bibliographic database and so offer unparalleled visibility for digital collections.

**Digital Archive** > The Digital Archive offers a safe, reliable, standards-based, long-term solution for the life cycle management of digital collections. Capture Web pages and other digital-only assets and maintain them for tomorrow in the Digital Archive. You choose how information is harvested and how users find it.

**Digital and Preservation Resources Education and Planning** > Comprehensive front-end help. We understand the challenges of planning for and developing digital collections. From grant-writing assistance to technology training, OCLC is a resource centre designed around libraries’ needs.
A library book has an adventurous life! We show this through pictures throughout this annual review, following one particular book.

From the moment it has been registered and put onto a library shelf till the day it falls apart and has to be replaced, it has seen many places, has been loved, has been hated, has been forgotten on the train, was borrowed by thousands of different people for different reasons and again lent to their friends... but in between it always came back to where it belongs: the library.