THE DANISH RESOURCE SHARING ENVIRONMENT - OR WHY THE DANES ARE THE HAPPIEST PEOPLE IN THE WORLD
Poul Erlandsen, Royal Library / Copenhagen University Library, Denmark

A new Act regarding library services was passed in the Danish Parliament in 2000 and had a huge impact on end user services - especially interlibrary loans. The new Act inspired libraries to rethink their services as the ambition of the Act is to create an adequate framework for the library in the information society, that is to say the networking hybrid library. It was soon decided, that the Danish National Union Catalogue needed to transform from being a tool for library professionals to an access point to library holdings for all Danish citizens allowing on line end user requesting and free choice of pick up location. A national "Ask a Librarian“ service is now also an integrated part of the bibliotek.dk (library.dk) website which has turned out to be an overwhelming success and is ranked as the most used public webservice in Denmark. This paper discusses the impact on the resource sharing environment in Denmark and describes new developments being planned or already under implementation.

With the total of load of all Danish holdings into WorldCat which was concluded in December of 2009 Danish libraries have taken a further step towards serving not only the country but also users abroad. The paper presents how a gateway between WorldCat.org and library.dk has been developed and will also share some of the experiences reported by libraries so far.

The Danish "Books to your Doorstep" is another service that came out of our rethinking process and the paper will address how the library services in Denmark match with the principles outlined in the Rethinking Resource Sharing Manifesto.