



**Deployment and Maintenance of  
Europeana DSI core services -  
SMART 2017/1136**

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<sup>1</sup> <https://pro.europeana.eu/project/europeana-dsi-4>

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## Highlights

In March, we released a new version of Metis (Metis v1.8) and the eCloud (eCloud v1.9) infrastructure Metis is based upon. This included the release of the redirection feature, modifications to the enrichment service, improvements on the Metis media service, and upgrade of eCloud applications.

In March we switched over from the old portal to the updated Europeana website<sup>2</sup>. The objective of the updated portal was to provide an interconnected browsing experience between different kinds of content to encourage the discovery journey of users. As part of this work we also reviewed, improved and updated several components of the Europeana website (new CMS, updated front-end design, improved entity concept with entity pages/collections pages).

In March, we published a new online exhibition *Celebrating Europe: Seasonal traditions across Europe*<sup>3</sup> about how traditions and customs are part of Europe's shared cultural heritage. It has been well received by our audiences, with a NPS of 41. The exhibition was created as part of the CEF-project Europeana Common Culture<sup>4</sup>.

The English version of the Europeana Education MOOC finalized in February with positive results. 1,629 people from 63 countries registered to the course, 893 participants followed at least the first module, 334 participants received certification. Furthermore, 96% Agree or Agree strongly that they know what copyright is and how to use digital cultural heritage online and 95% reported they plan to use at least one new teaching practice to introduce Europeana to students. The NPS attributed by participants about how likely you will recommend Europeana to a colleague was 67<sup>5</sup>.

A new section<sup>6</sup> was launched on Europeana Pro which brings together Europeana Foundation communications related to COVID-19. It provides a central point of access for CHIs to tools, resources such as webinars, best practices and other information to support cultural heritage institutions and professionals during the crisis. This section will be continuously updated to reflect the support Europeana can provide and to share the best of how the cultural heritage sector is harnessing digital cultural heritage to respond to these challenging times.

As part of our COVID-19 response we also organized a webinar to support online engagement with audiences for CHIs. Europeana Communicators ran a webinar on the

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<sup>2</sup> <https://www.europeana.eu/en>

<sup>3</sup> <https://www.europeana.eu/en/exhibitions/celebrations-in-europe>

<sup>4</sup> <https://pro.europeana.eu/project/europeana-common-culture>

<sup>5</sup> NPS rating is on a scale of -100 to +100, with a score of +50 considered excellent.

<sup>6</sup> <https://pro.europeana.eu/page/working-with-you-and-for-you-in-the-time-of-covid-19>

theme of 'Culture From Home' on 2 April. The webinar introduced some of the ways Europeana and others in the cultural heritage sector are reaching out to their audiences online through virtual exhibitions and experiences, online activities and social media. 200 people registered, around 100 participated from at least 17 countries, and 36 completed the post-webinar survey. 97% thought it was enjoyable and interesting, and 94% found it useful. Levels of interaction in the webinar itself, via chat and questions, were high, with great interest in having access to links to the ideas shared.

In this period, The ENA approved four new task forces: 'New Professionals Task Force'<sup>7</sup> and 'Impact Lite Task Force'<sup>8</sup> are part of the Europeana Impact community, task force 'How-to guide for labelling cultural heritage'<sup>9</sup> being part of the Copyright community, and the EuropeanaTech Task Force 'AI in relation to GLAMs'<sup>10</sup>.

The final report of Finland's Presidency Europeana meeting on multilingualism<sup>11</sup> in Espoo (October 2019) was published in February and shared with the speakers and participants. The report summarises the key outcomes of the meeting including the benefits, challenges and solutions identified in relation to multilingualism in digital cultural heritage. The collaborative work of the cultural heritage institutions, ministries of culture and Europeana truly helps support advancing the multilingual strategy in the sector. Europeana is developing a recommended multilingual strategy and roadmap paper that builds on this report from the meeting in Finland. The final report of Finland's Presidency Europeana meeting on multilingualism<sup>12</sup> in Espoo (October 2019) was published in February and shared with the speakers and participants. The report summarises the key outcomes of the meeting including the benefits, challenges and solutions identified in relation to multilingualism in digital cultural heritage. The collaborative work of the cultural heritage institutions, ministries of culture and Europeana truly helps support advancing the multilingual strategy in the sector. Europeana is developing a recommended multilingual strategy and roadmap paper that builds on this report from the meeting in Finland.

The Impact playbook Phase II was published in the period<sup>13</sup>. In the second phase the user gets familiar with spreadsheets and data collection techniques. Working from the design brief put together in Phase I, the playbook shows how to work with a team through six more steps towards an impact assessment.

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<sup>7</sup> <https://pro.europeana.eu/project/new-professionals>

<sup>8</sup> <https://pro.europeana.eu/project/impact-lite>

<sup>9</sup> <https://pro.europeana.eu/project/how-to-guide-for-labelling-cultural-heritage>

<sup>10</sup> <https://pro.europeana.eu/project/ai-in-relation-to-glams>

<sup>11</sup> <https://pro.europeana.eu/post/benefits-challenges-and-solutions-for-multilingual-digital-cultural-heritage>

<sup>12</sup> <https://pro.europeana.eu/post/benefits-challenges-and-solutions-for-multilingual-digital-cultural-heritage>

<sup>13</sup> <https://pro.europeana.eu/post/europeana-impact-assessment-playbook>



## Introduction

The periodic report describes work carried out under Europeana DSI-4 from 1 February 2020 (M18) until 31 March 2020 (M19) based on the implementation plan (B.1 deliverable M12 and M18). The work is organised in nine work packages (WP).

Active work is stated in tables with completion rate and expected due date. Milestones as well as deliverables are included in the tables as activity/outcome in case we worked on them in the reporting period. In case an activity ends in the reporting period an outcome description is added that highlights the objectives and outcomes of the activity, and its value for Europeana DSI. For each task associated risks are stated.

Key Performance Indicators (KPIs) and other reporting requirements/metrics per WP are added at the end of each WP.

### Explanatory notes for tables reporting - colour codes

	Colour blue indicates the expected timeframe of the activity
	Colour black indicates that an activity ended in the reporting period
%	Progress until end of reporting period

Formal definitions of terms used frequently can be found in [Annex: Glossary of terms](#).

# Abbreviations

## Consortium participants

EF	Europeana Foundation (Coordinator), The Netherlands
AIT-Graz	AIT Angewandte Informationstechnik Forschungsgesellschaft mbH, Austria
AIT-Vienna	AIT Austrian Institute of Technology GmbH, Austria
APEF	Archives Portal Europe Foundation, The Netherlands
AthenaRC	Athena Research and Innovation Center in Information Communication and Knowledge Technologies, Greece
BL	The British Library Board, United Kingdom
CARARE	Connecting Archaeology and Architecture in Europe, Ireland
CLARIN	CLARIN ERIC, The Netherlands
DEN	Stichting Digitaal Erfgoed Nederland, The Netherlands
DIF	Deutsches Filminstitut - DIF e.V., Germany
DNB	Deutsche Nationalbibliothek, Germany
eFashion	European Fashion Heritage Association, Italy
EUN	EUN Partnership AISBL, Belgium
Euroclio	Euroclio European Association of History Educators, The Netherlands
F&F	Facts & Files Historisches Forschungsinstitut Berlin Drauschke Schreiber Partnerschaftsgesellschaft Archiv-, Geschichts- und Literaturwissenschaftler, Germany
INESC-ID	INESC-ID, Instituto de Engenharia de Sistemas e Computadores - Investigação e Desenvolvimento em Lisboa, Portugal
KL	Stichting Nederland Kennisland, The Netherlands
Lovegrove	James Lovegrove SPRL, Belgium
MCA	Michael Culture AISBL, Belgium
NISV	Stichting Nederlands Instituut voor Beeld en Geluid, The Netherlands
NTUA	National Technical University of Athens, Greece
Photocons	International Consortium for Photographic Heritage Photoconsortium, Italy
PSNC	Instytut Chemii Bioorganicznej Polskiej Akademii Nauk - Poznańskie Centrum Superkomputerowo-Sieciowe, Poland
SPK	Stiftung Preussischer Kulturbesitz, Germany

## Other

CHIs	Cultural Heritage Institutions
DCHE	Digital Cultural Heritage and Europeana
DPS	Data Partner Services
DSIA	DSI aggregators
EAF	Europeana Aggregators' Forum
EDM	Europeana Data Model
ELF	Europeana Licensing Framework
ENA	Europeana Network Association
EPF	Europeana Publishing Framework
IIF	International Image Interoperability Framework
R&D	Research & Development
SEO	Search Engine Optimisation
UI	User Experience

# Work package 1: Operating, maintaining and developing Europeana DSI as the pan-European online cultural platform

WP1 maintains and continuously improves Europeana DSI’s main services and functionality. WP1 is focused on an easy and rewarding data publishing process, a satisfying collections experience for users, and a sustainable and high performing platform infrastructure.

## Task 1.1. Easy and rewarding data publishing

**Partners:** EF, PSNC, and INESC-ID

Europeana DSI-4 offers a fully functional data and aggregation infrastructure through Metis, which allows EF to import, transform, validate and enrich metadata for aggregators. The focus for the year revolves around features that speed up and enhance the reliability of the publishing process.

### Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 1.1.1. Data publishing with Metis is extended</b>										
EF/ PSNC	METIS maintenance (bugs fixing, infrastructure upgrades, refinement of existing features) - 15% of effort in M16/M17	Ongoing	█	█	█	█	█	█	█	█
EF/ PSNC	Release Metis v1.8 and eCloud v1.9	100%	█	█						
EF/ PSNC	Re-establish URI redirection implemented	100%	█	█						
EF/ PSNC	Metis and eCloud are updated with the most stable version of Spring and Java	60%	█	█	█	█				
<b>Objective 1.1.2. Metis data publishing speed and reliability is enhanced</b>										
EF/ PSNC	Design and implementation of a failover solution to improve the resilience of eCloud	50%	█	█	█	█	█	█	█	█
<b>Objective 1.1.3. Aggregators and CHIs increase the speed of data publishing</b>										
EF,	Experiments with new ingestion	Ongoing	█	█	█	█	█	█	█	█



INESC	technology with qualifying datasets									
EF	IIIF harvesting implemented (MS5)	75%								
EF	Metis strategic recommendations (MS68)	75%								
EF	Metis Sandbox MVP (MS81)	30%								
EF	Digital process for agreeing DEAs with partners implemented	5%								

*Release Metis v1.8 and eCloud v1.9* - at the end of March, we released a new version of Metis and the eCloud infrastructure Metis is based upon. This release includes:

- the redirection feature which allows Europeana record URIs that have been broken by changes on the provider side to be redirected to their new URIs and therefore to remain accessible to the users.
- Modifications of the enrichment service to allow the use of co-referencing provided as part of data providers data (see objective [1.2.4. Transform the multilingual experience](#)).
- Several improvements on the Metis media service to improve the reporting of errors.
- Upgrade of the eCloud applications from Java 7 to Java 8.

*Re-establish URI redirection implemented* - the redirection feature is one of the last features available in the previous ingestion system that had not been re-implemented into Metis. In between datasets updates, it can happen that an aggregator or CHI will change the identifiers of the data at source or change the organisation of its datasets. These changes will have an impact on the records URIs published in the Europeana website and will result in broken links. Redirection allows records URIs that have changed since their last publication to redirect to the earliest version of the same record. A user, who will have for instance bookmarked a URI in the past, will still be able to access that particular record. The implementation of redirection required the migration and clean-up of the old Europeana redirection database which persists the chains of redirects.

*Risk assessment: easy and rewarding data publishing*

Risk	Likelihood of occurrence	Impact	Mitigation strategy
If feedback on the Metis strategy and future Metis developments from stakeholders is limited	Low	Medium	Increase the means to send feedback: webinars, one to one interviews

## Task 1.2. Collections experience

Partners: EF

Our KPIs are to reach 500,000 visits per month with a 15% user return rate on the Europeana website. To achieve this the consortium maintains and continuously improves the website with a focus on a satisfying collections experience for users.

### Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 1.2.1. Redevelop the Europeana website</b>										
EF	Europeana website maintenance (bugs fixing, security & software updates) - 5% of efforts in M18/M19	Ongoing	█	█	█	█	█	█	█	█
EF	Complete the curatorial experience	100%	█	█						
EF	Complete media playout (Item page is implemented according to design)	100%	█	█						
EF	Switchover to updated Europeana website	100%	█	█						
EF	The blogs no longer exist as a separate platform and are authored and displayed in the same format as the rest of the site	30%	█	█	█	█				
<b>Objective 1.2.2. Transform the browsing experience</b>										
EF	Browse functionality released (MS80)	100%	█	█						
EF	Updated portal: item page updated (media viewers, multilingual metadata, full-text, related entities)	90%	█	█	█					
EF	Provided entities are also covered by semantic enrichment	100%	█	█						
EF	People entities will be linked to their profession, such as painter, scientist, engineer	35%	█	█	█	█	█			
EF	More relevant people and better quality relationships between them	30%	█	█	█	█	█			
EF	All entities on Europeana are depicted by a Europeana item	100%	█	█						

Objective 1.2.3. Provide better media support			
EF	User can access MPEG-DASH format files (Europeana website is able to search and play streaming media)	95%	
EF	Media player integrated in Europeana (Europeana Media GS project)	50%	
Objective 1.2.4. Transform the multilingual experience			
EF	Support and implement new vocabularies in the Metis dereferencing service allowing to get more references to entities and multilingual information	Ongoing	
	New vocabulary added: Wikidata for Agents and Europeana Fashion vocabulary	100%	
EF	Evaluate options for multilingual search and browse (Multilingual strategy) (MS33)	85%	
Objective 1.2.5. Deliver better search experiences			
EF	Updated portal: re-implement all filters including fashion, newspaper and collection-specific ones	100%	
EF	Report on improvement of search	60%	
EF	Proof of Concept BERT-based search with Culture Chatbot: report on search experiments with Culture Chatbot (Culture Chatbot GS project)	40%	
EF	Full-text search for generic services: Users can search on user contributed transcriptions (Enrich Europeana and Europeana Media GS projects)	95%	
Objective 1.2.6. Extend user engagement features			
EF	Display annotations on item pages (non-media related)	95%	
EF	Interoperate with Transcribathon.eu platform: User generated transcriptions are seen on Europeana website	80%	
EF	EDM model for annotations agreed and finalised	95%	

<b>Objective 1.2.7. Europeana collections are more discoverable</b>			
EF	Publication of schema.org for Item Pages (MS85)	80%	
EF	Connect Europeana data back into Creative Commons search	60%	
<b>Objective 1.2.8. Europeana collections are more accessible</b>			
EF	Manually audit Europeana collections portal for compliance to Web Content Accessibility Guidelines	80%	
<b>Objective 1.2.9. Europeana items can be easily embedded outside the Europeana website</b>			
EF	Europeana items can be easily embedded outside the Europeana website	85%	

*Complete the curatorial experience* - the curatorial experience is any content Europeana curates. We adapted the new CMS to allow editors to add new galleries and exhibitions, we styled them on the front-end and we migrated the content from the old portal to the updated one.

*Complete media layout (Item page is implemented according to design)* - the item page was implemented according to the design with the ability to layout media for key features such as video, audio and IIIF.

*Switchover to updated Europeana website* - in March we switched over from the old portal to the updated portal. As part of this work, we have updated the Sitemap to follow the new URL syntax for the Item and Entity Pages. We have also taken the opportunity to reduce the number of redirects to improve Google indexing.

*Browse functionality released (MS80)* - the objective of the updated portal was to provide an interconnected browsing experience between different kinds of content. This objective was met when we launched the portal in March. We will continue to improve this interconnected browsing in the upcoming months.

*Provided entities are also covered by semantic enrichment* - The URIs to vocabularies provided by aggregators and CHIs may contain cross references to other vocabularies that are used by other providers and Europeana. The Metis enrichment/dereferencing service was improved to look for co-references between provided URIs and the Europeana Entity Collection. This improvement allows the creation of more links with the Entity Collection and therefore an increase of the amount of results returned for Entity pages on the Europeana website.

*All entities on Europeana are depicted by a Europeana item* - entities (now known as collections) were previously depicted using media from Wikimedia commons. In order to satisfy legal restrictions, we changed the preview images (image that represented the entity) to come from correctly licensed sources, available on Europeana.

*New vocabulary added: Wikidata for Agents and Europeana Fashion vocabulary:* The Europeana Fashion vocabulary and Wikidata (only for Agents for now) were added to the Metis enrichment/dereferencing service. This means Europeana can now fetch the additional data (such as labels, translations) provided by those vocabularies if aggregators and CHIs use the URIs in their data.

*Updated portal: re-implement all filters including fashion, newspaper and collection-specific ones* - the old Europeana website offered collection specific filters for fashion (including designer and type) as well as Newspaper filters for filtering by date and full-text. These filters were re-implemented in the updated portal.

*Risk assessment: collections experience*

<b>Risk</b>	<b>Likelihood of occurrence</b>	<b>Impact</b>	<b>Mitigation strategy</b>
Traffic on Europeana website (KPI 1.1) is below target	Medium	Medium	Expanding editorials with seasons, exhibitions, promotions and activities engaging users; Continuing our experiments on making records more discoverable to Google; Better promotion of APIs to engage with developer and institutional reuse;
Returning visitors on Europeana Collections (KPI 1.2) is below target: product/content not good enough to encourage people to return	High	Medium	Expanding editorials with seasons, exhibitions, promotions and activities engaging users; Transforming the browsing and viewing experiences; Transforming the searching experiences; Transform multilingual collections experience, and; Extending user engagement features
Some entity relations are currently of low quality. Items that show up on the entity/collections pages might appear to the user as being completely unrelated.	High	Medium	Work to improve the quality of the entity relationships is underway in the API team. This includes offering explicit relations coming directly from the entities.
Annotations coming from GS projects are not validated	High	Medium	EF is working together with the GS projects to make sure that all annotations that come in via the Annotations API are properly reviewed by expert users so that they

match the quality requirements and value proposition set by Europeana DSI.

*Reporting metrics: collections experience*

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
KPI 1.1	Traffic to Europeana website	Number of visits to the Europeana website per month	Monthly	500,000	512,781	573,226	660,303
KPI 1.2	Returning visitors to Europeana website	Percentage of visitors returning to the Europeana website	Monthly	15%	12.30%	12.80%	13.20%
KPI 1.3	Satisfaction rate for Europeana website	Net Promoter Score (cumulative per DSI year)	Three times a year	43	-	-	21
KPI 1.4	Engagement on Europeana website: downloads	Total number of downloads (cumulative per DSI year)	Monthly	240,000	229,196	288,714	333,265
RM 1.1	New visitors to the Europeana website	Total number of new visitors per month	Monthly	-	-	421,372	489,272
RM 1.2	Engagement on Europeana website	Average time spent per visit	Monthly	-	-	1:58	2:13
RM 1.3	Engagement on Europeana website	Average amount of pages viewed per visit	Monthly	-	-	3,19	3,29
RM 1.4	Engagement on Europeana website	Total number of click-throughs to partner websites (cumulative per DSI year)	Monthly	-	84,838	102,204	115,745
RM 1.5	User feedback	Total number of user feedback received via feedback button (cumulative per DSI year)	Monthly	-	-	-	Expected, Apr 2020

## Task 1.3. Infrastructure

**Partners:** EF and PSNC

High availability and performance is an important priority for the Europeana infrastructure.

### Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 1.3.1. Infrastructure is sustainable and high performing</b>										
EF	Infrastructure maintenance (bugs, attacks, clean-ups, upgrades, back-ups) - 50% of effort in M18/M19	Ongoing	█	█	█	█	█	█	█	█
EF	Re-establishing application monitoring services	100%	█							
EF	Migration of log analysis services (ELK)	50%	█	█	█	█	█	█	█	
<b>Objective 1.3.2. Core APIs are maintained</b>										
EF	Researchers can download dumps for all data sets (MVP)	80%	█	█	█	█				
EF	Clients and users are centrally managed and Single Sign On is ready to be used (MS86)	95%	█	█	█	█				

*Re-establishing application monitoring services* - as our previous provider canceled our previous application monitoring system we established one on ourselves to monitor the performance of the applications we create. The system has been up and running since March 2020.

### Risk assessment: infrastructure

Risk	Likelihood of occurrence	Impact	Mitigation strategy
High traffic in form of attacks can cause interruptions in the service	Low	High	Anti-flooding mechanism to limit the traffic to real users;

### Reporting metrics: infrastructure (quality of service)

No.	Description	Measured by	Frequency	Jan 2020	Feb 2020	Mar 2020

RM 1.6	Quality of service: Europeana website (single record)	Average response times (seconds)	Monthly	1.28	1.14	1.19
RM 1.7	Quality of service: Europeana website (single record)	Uptime (%)	Monthly	99.95	99.99	96.31
RM 1.8	Quality of service: APIs (all)	Average response times (seconds)	Monthly	0.22	0.19	0.30
RM 1.9	Quality of service: APIs (all)	Uptime (%)	Monthly	99.99	100.00	96.35
RM 1.10	Quality of service: Europeana Pro	Average response time (seconds)	Monthly	0.48	0.46	0.84
RM 1.11	Quality of service: Europeana Pro	Uptime (%)	Monthly	100.00	100.00	100.00
RM 1.12	Quality of service: Metis	Uptime (%)	Monthly	100.00	100.00	100.00

## Work package 2: Quality assured content supply

WP2 is about making sure that the collections flowing through the DSI are of the best quality possible. This year our strategy revolves around providing better information to aggregators and CHIs, driving data quality plans, taking direct action on broken links and low quality content (tier 0), and establishing the foundations for third party enrichments and corrections.

### **Task 2.1. Aggregators and providers are motivated to raise the quality of collections**

**Partners:** EF, APEF, BL, CARARE, AthenaRC, MCA, eFashion, DIF, NISV, AIT-Graz, PhotoCons, and NTUA

EF and aggregator partners built appreciation and insight by communicating the value of being part of the Europeana Initiative. EF and aggregator partners supported existing and new content holders with the organisational and expert knowledge needed to prepare and ingest high-quality datasets for inclusion into Europeana DSI (directly and via aggregators, and by one-to-one support). EF also supports aggregators in their capacity building.



A crucial part of our service is to provide standards for interoperability of data, rights labelling and frameworks for data quality to facilitate the use of cultural content. Under this task we grow these frameworks and standards.

As part of our offer for aggregators and CHIs we also develop digital tools and processes to support quality assured content supply that allow for satisfying experiences for our data partners when working with the Europeana DSI.

### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
<b>Objective 2.1.1. Build the capability of aggregators and CHIs</b>										
EF	Helpdesk activities for aggregators	Ongoing	■	■	■	■	■	■	■	■
DSIA	Helpdesk activities for CHIs	Ongoing	■	■	■	■	■	■	■	■
EF	Develop a 2020 programme of activities for the EAF	40%	■	■	■	■				
EF	Europeana Aggregators' Forum (EAF) meeting (MS38)	40%	■	■	■	■				
EF	Train-the-trainer day (MS35)	10%	■	■	■	■				
EF	Satisfaction surveys (aggregators) (KPI 2.2)	30%	■	■	■	■	■	■	■	
<b>Objective 2.1.2. Grow our frameworks and standards</b>										
EF	Research future needs for EPF	Ongoing	■	■	■	■	■	■	■	■
EF	Report on implementing a metadata quality framework (MS7)	40%	■	■	■	■	■			
EF	EDM updated (documentation, model, research on future requirements)	Ongoing	■	■	■	■	■	■	■	■
<b>Objective 2.1.3. Provide tools to support digital transformation</b>										
EF	Digital process for agreeing DEAs with partners implemented (MS16)	70%	■	■	■					
EF	Evaluate passing user feedback directly to data providers (content and metadata quality) (MS29)	100%	■							

*Evaluate passing user feedback directly to data providers (content and metadata quality) (MS29)*  
 - User feedback is key for understanding user needs and can help Europeana and its data partners to identify issues and improve content and metadata quality. It is important to

have a mechanism to direct this feedback from the user to the data partner. EF teams and data partners (aggregators) involved in this process are using Jira. Therefore, Jira is used to pass user feedback to data partners and to follow up on the resolution process of the issues raised by the users. The process is described in more detail in the MS29 report.

#### *Overview of communication and dissemination efforts*

Partner	Name of event	Activity	Location	Date
CARARE	Digital Past Conference	CARARE Exhibition stand at the conference, disseminated information about Europeana, Europeana Archaeology, Share3D and CARARE to participants.	Aberystwyth, Wales	12-13/02/2020

#### *Reporting metrics: aggregators and providers are motivated to raise the quality of collections*

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
KPI 2.1	CHI satisfaction	Percentage of surveyed CHIs that rate the relation with its aggregator (partner in Europeana DSI-4) 4 or higher on a likert scale of 1-5	Once a year	95%	-	-	Expect. Aug 21 <sup>14</sup>
KPI 2.2	Aggregator satisfaction	Percentage of surveyed aggregators that rate the relation with Europeana 4 on a likert scale of 1-5	Once a year	65%	-	-	Expect. Aug 20
RM 2.1	Quality assured content supply events	Number of national workshops run (cumulative per year)	Bi-monthly		2	-	2
RM 2.2	CHI outreach to new institutions	Total number of new institutions (cumulative per year)	Bi-monthly		31	-	33
RM 2.3	CHIs supported by DSI-Agg	Total number of individual CHIs supported by DSI-Agg (cumulative per year)	Bi-monthly		143	-	165
RM 2.4	CHIs supported by DSI-Agg	Total number of countries that received support by DSI-Agg (cumulative per year)	Bi-monthly		29	-	29

<sup>14</sup> Due to the current situation (COVID-19), DSI aggregators think it is not appropriate to ask CHIs to do something for Europeana but to ask them what support they need. We suggest pausing with the CHI satisfaction for this year to rethink what the best way would be to undertake this survey.

## Task 2.2. Raise quality of aggregated data

**Partners:** EF, APEF, BL, CARARE, AthenaRC, MCA, eFashion, DIF, NISV, AIT-Graz, PhotoCons, and NTUA

EF works together with aggregators to ensure the quality of collections on the Europeana website meets the standards set for Europeana CSP. The key mechanism for driving this are aggregator's data quality plans. We will continue to work with them to correct rights fields, to improve discovery of records, and upgrade the quality of content and data. Additionally, EF will take direct action to improve quality by removing or hiding material that is not improving, starting by resolving high impact issues such as tier 0 content and legacy broken links.

### Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 2.2.1. Direct actions for assuring data quality</b>										
EF	Data publication (DSI, Generic services, and others)	Ongoing	█	█	█	█	█	█	█	█
EF	Address data quality issues in the repository (e.g. broken links)	Ongoing	█	█	█	█	█	█	█	█
EF	Evaluation of broken links in the repository (MS19)	100%	█							
EF	Automated solution for identification of broken links (MVP) (MS87)	100%	█	█						
<b>Objective 2.2.2. Raise quality by establishing data quality plans</b>										
DSIA	Data quality improvements and new content	Ongoing	█	█	█	█	█	█	█	█
EF	Review of data quality plans and ingestion planning for Europeana Common Culture <sup>15</sup>	70%	█	█	█	█	█			

*Evaluation of broken links in the repository (MS19)* - While the automated solution for identification of broken links was developed (MS87), we kept working on datasets with broken links that users have found and reported to us. Since last summer, four datasets with broken links have been identified in this way. One of the sets was depublished and the other three were only identified very recently and are still in progress to be fixed.

<sup>15</sup> <https://pro.europeana.eu/project/europeana-common-culture>

*Automated solution for identification of broken links (MVP) (MS87)* - Datasets published in Europeana may not be updated regularly and during this time, 'link rot' may occur. Broken links on the Europeana website affects the overall user experience. EF developed CLIO, an automated solution for identifying broken links. It will check the links available in 2 records for every dataset in Europeana every month. The report of broken links currently provided by the tool will allow us to identify the number of links that are potentially broken but we may have to refine our definition of broken links if we want more precise results. Since the link check is performed at a given moment, we know that the link could be functioning at another point in time. We have also found out that a server response for a given link may be negative while a browser will still manage to access the resource.

*Risk assessment: Raise quality of aggregated data*

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Data partners don't control content quality and have difficulties to incentivise the improvement of content quality, which is a risk for Tier 2 and Tier 3 and above to be achieved.	Medium	Medium	The new Europeana website is much better featuring high quality content related to specific themes, subjects, and people. This can help to have a motivation for CHIs to invest in content quality. In parallel, training on the real message 'the more you give the more you get' of the EPF can help to focus more on publishing with a purpose.

*Reporting metrics: raise quality of aggregated data*

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
KPI 2.3	Data quality (high quality content)	Percentage of Tier 2 + material	Monthly	> 65%	61%	61%	61%
KPI 2.4	Data quality (high quality + reusable content)	Percentage of Tier 3+ material	Monthly	> 40%	40%	40%	39%
RM 2.5	Data quality: tier 1 (content)	Percentage of data in tier 1	Monthly		39%	39%	39%
RM 2.6	Data quality: tier 2 (content)	Percentage of data in tier 2	Monthly		21%	21%	21%
RM 2.7	Data quality: tier 3 (content)	Percentage of data in tier 3	Monthly		9%	9%	9%
RM 2.8	Data quality: tier 4 (content)	Percentage of data in tier 4	Monthly		31%	31%	31%

RM 2.9	Data quality: tier 0 (metadata)	Percentage of data in tier 0	Monthly		49%	49%	48%
RM 2.10	Data quality: tier A (metadata)	Percentage of data in tier A	Monthly		39%	39%	40%
RM 2.11	Data quality: tier B (metadata)	Percentage of data in tier B	Monthly		10%	10%	11%
RM 2.12	Data quality: tier C (metadata)	Percentage of data in tier C	Monthly		1%	1%	1%
RM 2.13	Data quality: broken links	Number of broken links (out of total)	Monthly		-	-	Expect. Aug 20
RM 2.14	Data quality: datasets updated	Total number of datasets updated (out of total)	Monthly		51	47	48
RM 2.15	Data quality: records updated	Total number of records updated (out of total)	Monthly		3,142,327	735,289	1,355,160
RM 2.16	Data repository: volume	Total number of records in the data repository	Monthly		-	-	58,499,242

*Data quality improvements per aggregator based on the EPF<sup>16</sup>*

Month	Total <sup>17</sup>	Content				Metadata			
		Tier 1	Tier 2	Tier 3	Tier 4	Tier 0	Tier A	Tier B	Tier C
<b>APEF</b>									
Aug 19	302,950	87.19%	4.16%	8.43%	0.22%	98.55%	1.45%	0.00%	0.00%
Jan 20	302,950	87.19%	4.16%	8.43%	0.22%	98.55%	1.45%	0.00%	0.00%
Mar 20	302,950	87.19%	4.16%	8.43%	0.22%	98.55%	1.45%	0.00%	0.00%
<b>BL (Europeana Sounds)</b>									
Aug 19	449,175	84.90%	2.61%	6.98%	5.51%	50.62%	16.70%	25.40%	7.28%
Jan 20	456,652	80.46%	7.25%	6.86%	5.43%	42.97%	16.43%	33.44%	7.16%

<sup>16</sup> Data quality improvements are done based on data quality improvement plans per aggregator. In case an update was delivered to Europeana DSI in the reporting period and the percentages of tiers changed compared to the previous reporting period an explanation is added to this report.

<sup>17</sup> The total figure is excluding all content not compliant to the EPF (tier 0).

Mar 20	455,233	80.40%	7.28%	6.88%	5.44%	43.10%	16.17%	33.54%	7.18%
<b>CARARE / AthenaRC</b>									
Aug 19	1,878,861	23.77%	16.48%	2.61%	57.14%	27.29%	21.66%	46.21%	4.84%
Jan 20	1,960,802	23.01%	15.46%	4.24%	57.28%	0.77%	20.97%	72.71%	5.55%
Mar 20	1,979,952	22.99%	15.44%	4.79%	56.78%	0.76%	20.77%	72.04%	6.43%
<b>MCA<sup>18</sup></b>									
Aug 19	2,633,200	58.51%	34.30%	5.29%	1.91%	27.96%	51.77%	20.20%	0.07%
Jan 20	2,643,467	58.29%	34.51%	5.7%	1.49%	27.84%	50.85%	21%	0.29%
Mar 20	2,644,676	58.27%	34.50%	5.74%	1.49%	27.83%	50.83%	20.99%	0.34%
<b>eFashion</b>									
Aug 19	810,817	10.79%	88.53%	0.03%	0.65%	0.00%	9.02%	90.98%	0.00%
Jan 20	810,817	10.79%	88.53%	0.03%	0.65%	0.00%	9.02%	90.98%	0.00%
Mar 20	811,779	10.78%	88.41%	0.03%	0.78%	0.00%	9.17%	90.83%	0.00%
<b>DFF (EFG - The European Film Gateway)</b>									
Aug 19	589,369	81.55%	18.30%	0.00%	0.15%	59.13%	28.00%	12.87%	0.00%
Jan 20	615,384	77.80%	22.06%	0.00%	0.14%	56.63%	19.80%	12.96%	10.61%
Mar 20	616,422	77.73%	22.13%	0.00%	0.14%	56.54%	19.62%	13.17%	10.68%
<b>NISV (EUScreen)<sup>19</sup></b>									
Aug 19	503,980	74.39%	23.74%	0.26%	1.60%	70.96%	29.04%	0.00%	0.00%
Jan 20	496,867	74.81%	23.30%	0.26%	1.62%	71.98%	28.02%	0.00%	0.00%
Mar 20	496,867	74.81%	23.30%	0.26%	1.62%	71.98%	28.02%	0.00%	0.00%
<b>AIT-Graz (OpenUp!)</b>									
Aug 19	7,621,396	2.17%	12.80%	7.26%	77.78%	71.45%	28.55%	0.00%	0.00%
Jan 20	8,612,711	1.92%	11.42%	7.24%	79.42%	62.77%	34.26%	2.97%	0.00%

<sup>18</sup> Numbers between November 2019 and January 2020 are different because two datasets from this provider were depublished in this period (one dataset was incompatible with the content strategy and the other will be aggregated through another partner).

<sup>19</sup> Numbers between November 2019 and January 2020 are different because several EUScreen datasets were processed by EF in this period to test various developments of the Ingestion tool.

Mar 20	8,627,098	1.92%	11.54%	7.23%	79.32%	62.83%	34.20%	2.975	0.00%
<b>PhotoCons</b>									
Aug 19	415,388	50.64%	28.36%	19.18%	1.82%	0.00%	37.08%	62.92%	0.00%
Jan 20	412,025	51.06%	28.91%	16.72%	3.31%	0.00%	40.24%	59.76%	0.00%
Mar 20	404,874	34.87%	44.47%	17.28%	3.3%8	0.38%	59.40%	40.22%	0.00%

### BL (Europeana Sounds)

[2059215 Kist O Riches](#)<sup>20</sup>: Europeana Sounds continued to remap existing collections from Kist O Riches, raising the quality from content tier 1 to content tier 2. The content from Kist O Riches is audio mp4 and [a very small amount of the content is now identified as contentTier:2](#). However, most of the records are still marked as content tier 1 due to an issue with the content type of the mp4 files. Once this ingestion problem is resolved, around 40,000 audio records will be moved from content tier 1 to content tier 2. Apart from 39 records, all records are now at metadata tier B.

[2059217 Austrian Mediathek](#): Europeana Sounds updated licensing information, language attributes and included geographical information to Austrian Mediathek. All the records are now metadata tier B.

### CARARE / AthenaRC

[2020705 Vilnius University](#): CARARE supported Vilnius University in providing an update to its existing collection as part of the Europeana Archaeology project. The update adds new content, releases the existing content under a more open licence and adds indexing using the AAT thesaurus. The update resulted in the existing content being raised from tier 2 to tier 3; 80.8% of the content is now at tier 3 and 2.3% at tier 4. All the metadata is at tier B.

[181 Share 3D](#): CARARE supported the Share3D project by providing an aggregation service for content published by users of the Share3D dashboard. All content is at tier 3-4 and the metadata at tier A and B.

[184 Add4d](#): CARARE provided an update for ADD & 4D, which had previously published content through Hispana. The update raised the quality of the content and metadata from tier 0 to tier 2-4 and tier A and B.

### MCA

[186 - Pisa](#): MUSEU supported the Biblioteca Universitaria di Pisa in providing digital content about the famous archaeologist Ippolito Rosellini, in the context of the Europeana Archaeology project. The collection is composed of precious drawings realised with different techniques (pencil, watercolour, tempera). All items are in tier 3. The metadata quality was good and now due to new efficient enrichment processes (the addition of

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<sup>20</sup>

xml:lang attributes and controlled vocabulary terms; the creation of contextual classes), the metadata level has reached tier C.

### **Europeana Fashion**

[2048211 Nordiska Museet](#): As a quality analysis revealed there was room for improvement of the metadata quality, the original dataset of Nordiska museet was retransformed with an optimized mapping. This optimization included additional values (for dc:creator and dc:spatial) and minor cleaning activities (e.g. redundant punctuation marks in dc:title and dc:date). This activity resulted in an estimated upgrade of 23,482 (41.7%) records from tier A to B.

### **DFF (EFG - The European Film Gateway)**

[08615 Národní filmový archiv \(NFA\)](#): After updating the data set in the previous reporting period, some of the LCSH URLs contained space characters. This prevented correct dereferencing by Europeana. This issue was fixed in this reporting period and the set reingested to Europeana. The fix led to a further increase in metadata quality: after the update 3,16% of the records are in metadata tier A, 71,84% in metadata tier B and 25% in metadata tier C.

[08627 Centre national du cinéma et de l'image animée \(CNC\)](#): The set was updated during the reporting period to apply dereferencing of LCSH URLs, implemented under the previous reporting by the Europeana team. All records are now in metadata tier B.

[190 Fons "Joan Capdevila Nogués" \(FJCN\)](#): The Foundation Joan Capdevila Nogués is a new provider and archives films by the Catalan filmmaker Joan Capdevila Nogués (1921-2012). The material covers catalan geography, traditions, dances, popular events, art, history and industries as filmed in more than a hundred cinematographic productions. FJCN is expected to contribute a total of about 60 films. The metadata provided by FJCN in csv format according to the instructions provided by DFF was cleaned, enriched and then ingested into the EFG database from where it was provided to Europeana in this reporting period. DFF provided FJCN with all relevant information on the DPA and asked FJCN to send the signed DPA to the Europeana Foundation offices. It must be assumed that due to COVID-19 the DPA will be sent out with some delay. FJCN plans to deliver their data in two instalments. Further FJCN data will be contributed before the end of DSI-4. All FJCN records are metadata tier C and content tier 3.

### **AIT-Graz (OpenUp!)**

[165 LinBi Madrid](#): The Royal Botanic Garden Madrid is a new provider to Europeana since December 2019. They have set up a new image management system for their natural history books with a dedicated Europeana provider for which a new mapping routine (DC to EDM) was established within the OpenUp! Natural History Aggregator. The partner is selecting, digitizing and describing valuable historical natural history drawings from old books dating back to the 16th century. As this data is Pre-Linnean no automated enrichment with common names is so far possible. Therefore the data will be further enriched within the LinBi enrichment platform and constantly re-ingested and improved. In



addition this data is part of the forthcoming virtual exhibition on “Edible Plants from the Americas” developed by RJB Madrid. The February 2020 ingest included 17,332 historical images.

[198 Meise Botanic Garden](#): Meise Botanic Garden is, in addition to its huge herbarium collection, now providing the collection of glass plate negatives and scientist portraits via the OpenUp! aggregator. For the ingestion of this collection a new transformation routine (MARC21 to EDM) was established within the OpenUp! Natural History Aggregator. The collection features about 3000 historic photographs of the botanical garden, expeditions, and botanists from the last centuries.

### **PhotoCons**

[2024904 Europeana Photography TopFoto](#): An extremely relevant update finally comes from this provider, due to lengthy negotiations between Photoconsortium and the provider to find a way to collaborate in Europeana while at the same time protecting their business model. TopFoto is a private photographic agency that has contributed to various Europeana projects since 2012. Although their content is in copyright and permission needs to be asked for reuse, these are prestigious collections of beautiful photographs that surely enrich Europeana with interesting material. The first batch was about 60.000 records in EuropeanaPhotography project: published in 2014, these had a big watermark in the very middle of the photographs. Some work took place since the DSI2 for watermark removal of a small amount of records; and while the provider was worried that the photos could be stolen, Photoconsortium always advocated across many years the opportunity of removing the obtrusive watermark for a better fruition of the images by the Europeana users. The second batch was about 7.000 records for Food&Drink project; then the provider offered ca. 1.000 records in the framework of the DSI3, to support some editorial content and some collections curated for the Migration project. Finally, the provider was committed to offer ca. 1.000 new records for the Fifties in Europe Kaleidoscope. Across summer 2019, the provider has changed their website, thus causing the entire dataset (i.e. all the records) losing the end-URLs of the content, and resulting in broken links. Various things happened in the last ingestion:

- Update of the 60.000 old records from EuropeanaPhotography, with restoration of working links and removal of the obtrusive watermark in favour of a smaller one in a corner;
- Update of the Food&Drink records, with restoration of the broken links and also passing the dataset under Photoconsortium’s umbrella, given that the Food&Drink project is closed with no further aggregation or update foreseen in the future;
- Update of the Migration records, with restoration of broken links;
- Finalization of the ingestion for the Kaleidoscope records.

[2024909 Europeana Photography UA](#): United Archives is another private photographic and press agency with beautiful content. The update is about a batch of new material (ca. 7.000 records) offered in the framework of the Fifties in Europe Kaleidoscope. The dataset was ingested since summer 2019, but the records did not include a clear identification for the

Kaleidoscope project. Also, there was an issue with the dc:subject metadata field which would not display properly.

In this latest update both issues were solved: the dc:subject was fixed, and a “Intermediate provider: Fifties in Europe Kaleidoscope - 1950s” was added. Minor refinements to this data may be required in the near future.

[149 Photoconsortium Kaleidoscope](#): This dataset includes records from a number of different providers all involved in the Fifties in Europe Kaleidoscope project. These providers were not previously submitting data via Photoconsortium. For the use in the Kaleidoscope project, and given the amount of records for each provider was rather limited, a sort of “collective metadata pot” in Photoconsortium’s aggregation platform (i.e. a single OAI-PMH instance in MINT) was created, including the “Intermediate provider: Fifties in Europe Kaleidoscope - 1950s” metadata field. This dataset thus includes the following:

- OSZK (Hungary): ca. 1.300 images - NEW PROVIDER IN EUROPEANA
- KIK IRPA (Belgium): ca. 120 images
- SPK (Germany): ca. 120 images
- MUSEOVIKASTO (Finland): 3 images for special use in the BLUE SKIES RED PANIC exhibition - this provider would normally aggregate content via FINNA, but for the use in the exhibition they agreed to offer these images via the Photoconsortium aggregation platform
- In addition: 15 images from TopFoto, ingested here for special use in the BLUE SKIES RED PANIC exhibition.

### **Task 2.3. Influence global interoperability and technological innovation**

Under this task we influence and organise global interoperability efforts to benefit CHIs. The evolution of interoperability efforts largely progress through involvement in external working groups, task forces, and committees, but also through the creation and dissemination of research reports and reference papers. We also foster a community of experts, developers and researchers from the R&D sector making sure that the Europeana Initiative leads the way with technological innovation in the cultural heritage sector.

#### *Overview of outcomes*

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
<b>Objective 2.3.1. Influence and organise global interoperability efforts to benefit CHIs</b>										
EF	Conversation with stakeholders on data mapping (Wikimedia)	Ongoing								
EF	Producing and disseminating research reports	Ongoing								
EF	Contribute to working groups (WG), task forces (TF), and committees	Ongoing								

EF	Coordinate Rightsstatements.org's Technical Working Group	Ongoing									
EF	Coordinate the IIF Discovery Technical Specification Group	Ongoing									
EF	IIF and Europeana working group <sup>21</sup> (EAF, EuropeanaTech community, IIF)	Ongoing									
<b>Objective 2.3.2. Engage and nurture the EuropeanaTech community<sup>22</sup></b>											
EF, NISV	EuropeanaTech community coordination (SG activities, Twitter, mailing list)	Ongoing									
EF	EuropeanaTech WG: Data Quality Committee <sup>23</sup>	Ongoing									
EF	EuropeanaTech TF: Interoperability of annotations and user sets <sup>24</sup>	80%									
EF	EuropeanaTech TF: AI in relation to GLAMs <sup>25</sup>	20%									
EF	EuropeanaTech community: work plan 2020	100%									

*EuropeanaTech community: work plan 2020*<sup>26</sup> - the community work plan for 2020 was published in this period.

#### Research publications and outreach events

Partner	Name of event	Activity	Location	Date
EF	Art Markets, Cultural Heritage, the Global & the Digital	Presentation of Linked Art and contribution to Europeana Research discussion on linked data and interoperability for art history research	Leuven, Belgium	11-12/03/ 2020

#### Reporting metrics: Influence global interoperability and technological innovation

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
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<sup>21</sup> <https://pro.europeana.eu/project/iif-europeana-working-group>

<sup>22</sup> <https://pro.europeana.eu/network-association/special-interest-groups/europeanatech>

<sup>23</sup> <https://pro.europeana.eu/project/data-quality-committee>

<sup>24</sup> <https://pro.europeana.eu/project/interoperability-of-annotations-and-user-sets>

<sup>25</sup> <https://pro.europeana.eu/project/ai-in-relation-to-glams>

<sup>26</sup> <https://pro.europeana.eu/post/europeanatech-community-work-plan-2020>

KPI 2.5	Europeana Research and Development contributions	Total number of reference papers or presentations	Monthly	10	4	4	4
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## 2.4. Implement an international, interoperable licensing framework

Partners: EF

Under this task we maintain and implement an international, interoperable licensing framework catering to the needs of data partners and users.

Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 2.5.1. Address the copyright knowledge gap among CH professionals</b>										
EF	ELF management (review of ELF policies, support rights issues in data ingestion process, update documentation)	Ongoing								
EF	Management of the adoption of multilingual rights information	Ongoing								
EF	Europeana strategy to manage copyright 2020+	80%								
EF	Europeana DPS Copyright toolkit	100%								
EF	Develop UGC policy to support Europeana and Europeana Generic Services	90%								
<b>Objective 2.5.2. Collaborations with initiatives working in and around the field of copyright</b>										
EF	Contribute to NEMO IP working group <sup>27</sup>	Ongoing								
<b>Objective 2.5.3. Promote and improve Rightsstatements.org<sup>28</sup></b>										
EF	RightsStatements.org management	Ongoing								
EF	RightsStatements.org: translations	Ongoing								
EF	RightsStatements.org: development of implementation package	45%								
EF	Rightsstatements.org Business Plans 2019 (MS9)	90%								

<sup>27</sup> <https://www.ne-mo.org/about-us/working-groups/working-group-digitalisation-and-ipr.html>

<sup>28</sup> <https://rightsstatements.org/en/>

EF	Implementing recommendations of membership model	10%	
<b>Objective 2.5.4. Engage and nurture the Europeana Copyright community<sup>29</sup></b>			
EF	Europeana Copyright community management	Ongoing	
EF	Europeana Copyright community communication activities (Twitter <sup>30</sup> , mailing list, newsletter)	Ongoing	
EF	Europeana Copyright community: work plan 2020	100%	

### *Europeana DPS Copyright toolkit*

Copyright information published on Europeana, and chosen by our data partners, still shows some inaccuracies. There are several efforts underway to improve this, among which adopting internal workflows to tackle these inaccuracies in a consistent way, as data comes in. A toolkit was created to support the DPS team when making internal copyright decisions. Implementation of the toolkit is now being investigated.

*Europeana Copyright community: work plan 2020<sup>31</sup>* - the community work plan 2020 was published in this period.

### *Risk assessment: maintain Europeana Licensing Framework and Rightsstatements.org*

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Rightsstatement.org: Challenge to build a sustainable consortium 2020	Low	High	The new membership model is operational in 2020, and a revision of services offered by the consortium will together be used to attract new members.

### *Reporting metrics: maintain Europeana Licensing Framework and Rightsstatements.org*

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
KPI 2.6	Take up of rightsstatements.org	Percentage of active aggregators that integrated rightsstatements.org in their	Once a year	35%	-	-	Expect. Jul 20

<sup>29</sup> <https://pro.europeana.eu/network-association/special-interest-groups/europeana-copyright>

<sup>30</sup> <https://twitter.com/europeanaipr?lang=en>

<sup>31</sup> <https://pro.europeana.eu/post/copyright-community-work-plan-2020>

## Work Package 3: Fostering reuse of digital cultural heritage resources

WP3 fosters reuse of digital cultural heritage by community engagement and audience outreach. We build up market-specific communities to bring together various stakeholders on the reuser markets education and academic research. For even stronger engagement, we work with selected market partners on cross-promotion and joint community outreach campaigns.

### Task 3.1. Engage with educational communities

**Partners:** EF, EUN, EUROCLIO

The work under this task aims to embed relevant Europeana resources in various educational systems and increase awareness of Europeana as a resource for education.

*Overview of outcomes*

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 3.1.1. Communication and dissemination to educational communities</b>										
EF	Europeana Pro communications (blogs <sup>32</sup> )	Ongoing								
EF	Europeana Education LinkedIn group; Europeana Education Facebook Group <sup>33</sup> ; Twitter under #EuropeanaEducation <sup>34</sup>	Ongoing								
<b>Objective 3.1.2. Engage and nurture the Europeana Education community</b>										
EF	Europeana Education community coordination	Ongoing								
EF	Europeana Education community: work plan 2020	100%								
<b>Objective 3.1.3. Engage with educational partners</b>										
EF	Open Education week	100%								
EF	All Digital Week	100%								

<sup>32</sup> <https://pro.europeana.eu/pages/blog/news/markets/education>

<sup>33</sup> <https://www.facebook.com/groups/EuropeanaEducation/>

<sup>34</sup> <https://twitter.com/hashtag/europeanaeducation>

EF	Webinar for the Crowdreaming project	100%	
<b>Objective 3.1.4. Integration of Europeana resources on educational platforms</b>			
EF	Collaboration with Ministries of Education (Greece and Croatia)	Ongoing	
EF	Integration of educational resources in the Football makes history project	100%	
<b>Objective 3.1.5. Increase the use of digital cultural content for learning</b>			
<i>European Schoolnet (EUN)</i>			
EUN	Communication and dissemination activities	Ongoing	
EUN	Development of learning scenarios and stories of implementation (teacher Ambassadors, teacher User group)	Ongoing	
EUN	Teasers (short videos) for teachers and ministries	100%	
EUN	Europeana MOOC (EN)	100%	
EUN	Europeana MOOC (FR/IT/ES/PT) (MS41)	75%	
<i>Historiana</i>			
EUROCLIO	Communication and dissemination activities	Ongoing	
EUROCLIO	SEO of published Europeana content on Historiana	Ongoing	
EUROCLIO	eLearning activities developed (MS45)	50%	
EUROCLIO	Fit for education case study (MS46)	45%	

*Europeana Education community: work plan 2020*<sup>35</sup> - the community work plan for 2020 was published in this period.

*Open Education week* - Europeana Education contributed with a set of resources<sup>36</sup> to the Open Education online campaign happening from 2 to 6 March<sup>37</sup> organized by Open

<sup>35</sup> <https://pro.europeana.eu/post/education-community-work-plan-2020>

<sup>36</sup> <https://www.openeducationweek.org/resources?page=2>

<sup>37</sup> <https://www.openeducationweek.org/page/summary>

Education Global<sup>38</sup>, a worldwide community of organizations committed to improving education access, affordability, success and quality for all. This campaign gives the opportunity to showcase our new developments to an international audience particularly involved with universities and higher education<sup>39</sup>. The campaign this year reached almost 6,500 participants.

*All Digital Week* - for the second year Europeana Education was a strategic partner of the All Digital campaign taking place from 23 to 29 March. *The teaching with Europeana blog* was showcased as a featured resource<sup>40</sup> on their site. So far, the campaign reached over 2,100 people. Many events are still open with the final numbers to be published in the coming weeks.

*Webinar for the Crowdreaming project* - on 20 February, Europeana Education organized a workshop to help educators involved in the Crowdreaming project<sup>41</sup> to search and find useful content on the Europeana website. A total of 70 participants from 4 of the partners' countries (Croatia, Latvia, Italy and Greece) attended the seminar, evaluating the likelihood of recommending Europeana to a colleague with a NPS of 48<sup>42</sup>.

*Integration of educational resources in the Football makes history project*<sup>43</sup> - this is an educational project funded by the EU Erasmus+ programme. Football Makes History brings together history educators and youth workers from all over Europe to develop new educational resources that can help young people explore European football history to tackle social exclusion. The resources integrated are an exhibition<sup>44</sup> and a blog<sup>45</sup> and we are currently discussing a further collaboration for the Sports season by collecting personal stories.

*Teasers (short videos) for teachers and ministries* - EUN has finished dissemination videos in the second project year to popularise the project's activities. The first nine videos feature the Europeana Ambassadors with the aim to introduce different educational methods or tools and connect them to Europeana. The playlist with the videos already published (7) in the period are already available<sup>46</sup>.

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<sup>38</sup> <https://www.oeglobal.org>

<sup>39</sup> <https://www.oeglobal.org/members/>

<sup>40</sup> <https://alldigitalweek.eu/resources/>

<sup>41</sup>

[http://www.crowddreaming.eu/2020/01/30/europeana-webinar-on-crowddreaming/?fbclid=IwAR0ugJhaQe18ys4HKDcavRAT1\\_WXsVX9bUyRGa\\_eQMNIyQ0HNazMbCKS2uM](http://www.crowddreaming.eu/2020/01/30/europeana-webinar-on-crowddreaming/?fbclid=IwAR0ugJhaQe18ys4HKDcavRAT1_WXsVX9bUyRGa_eQMNIyQ0HNazMbCKS2uM)

<sup>42</sup> NPS rating is on a scale of -100 to +100, with a score of +50 considered excellent.

<sup>43</sup> <http://footballmakeshistory.eu/>

<sup>44</sup> <http://footballmakeshistory.eu/explore-european-heritage-mini-exhibitio>

<sup>45</sup> <http://footballmakeshistory.eu/european-vintage-world-cup-photographs/>

<sup>46</sup>

[https://www.google.com/url?q=https://www.youtube.com/playlist?list%3DPLtA54levDap0kZvNvTPp087gGfV3rij8C&source=gmail&ust=1586956337700000&usg=AFQjCNFQsdUAFIvUFCSqh\\_uxUDs-V4irLw](https://www.google.com/url?q=https://www.youtube.com/playlist?list%3DPLtA54levDap0kZvNvTPp087gGfV3rij8C&source=gmail&ust=1586956337700000&usg=AFQjCNFQsdUAFIvUFCSqh_uxUDs-V4irLw)



*Europeana in your classroom MOOC (EN)* - the English version of the MOOC finalized in February with positive results<sup>47</sup>. 1,629 people from 63 countries registered to the course, 893 participants followed at least the first module, 334 participants received certification. Furthermore, 96% Agree or Agree strongly that they know what copyright is and how to use digital cultural heritage online and 95% reported they plan to use at least one new teaching practice to introduce Europeana to students. The NPS attributed by participants about how likely you will recommend Europeana to a colleague was 67.

#### *Communication and dissemination activities*

Partner	Name of event	Activity	Location	Date
EF	Stakeholder workshops on Digital Education <sup>48</sup>	Brainstorming sessions focussed on how the future funding programmes Digital Europe Programme and Horizon Europe can support the digital capabilities of schools	Brussels, Belgium	3-4/03/2020

#### *Risk assessment*

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Long standing conversations with ministries of education that might not deliver concrete outcomes within Europeana DSI-4	High	Low	Keep in close contact; research potential needs of stakeholders; explore collaborations with other ministries of education
Lack of learning resources and content in specific languages	High	Medium	Development of multilingual learning resources; platform developments for multilingual experience
Some language versions of the MOOCs might result in low sign-ups	Medium	Medium	Promotion on Europeana communication channels; reach out to partners (ministries) in the respective countries to ask for support for dissemination

#### *Reporting metrics*

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
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<sup>47</sup> [https://drive.google.com/a/europeana.eu/file/d/1bCJzoF\\_nchDGhUrQblZqHIGae-JDh-jO/view?usp=sharing](https://drive.google.com/a/europeana.eu/file/d/1bCJzoF_nchDGhUrQblZqHIGae-JDh-jO/view?usp=sharing)

<sup>48</sup> <https://ec.europa.eu/digital-single-market/en/news/stakeholder-workshop-digital-education>

KPI 3.1	Educational communities: learning resources	Total number of learning resources using Europeana data (cumulative per DSI year)	Monthly	200	59	59	84
KPI 3.2	Educational communities: external learning environments	Total number of representations of Europeana educational offers in external learning environments (cumulative per year)	Monthly	5	5	6	6
KPI 3.3	Satisfaction rate of educational communities	Net Promoter Score of teachers using Europeana (average per DSI year)	Monthly	66	62	48	68
RM 3.1	Educational communities: teachers involved	Total number of teachers actively involved in creating learning resources (cumulative per DSI year)	Once a year		-	-	Expect. Aug 2020
RM 3.2	Educational communities: countries reached	Total number of countries of contributing teachers actively involved in creating learning resources (cumulative per DSI year)	Once a year		-	-	Expect. Aug 2020
RM 3.3	Educational communities: MOOC participants	Total number of participants completing the MOOCs (cumulative per DSI year)	Upon completion of MOOC		-	-	334 (ENG version of the MOOC)

### **Task 3.2. Engage with academic research communities**

**Partners:** EF, ATHENARC, and CLARIN

EF and AthenaRC increases the awareness of researchers of Europeana data as a trusted source of cultural heritage and its use to develop new knowledge and insights from our past, or to create new research methodologies. We continue the successful collaboration with CLARIN who already ingested Europeana data in their web service via our API. In

addition to CLARIN, collaborations with other research infrastructures are further developed.

### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
<b>Objective 3.2.1. Communication and dissemination to research communities</b>										
EF, ATHENA RC	Europeana Pro communications (blogs) <sup>49</sup>	Ongoing								
EF	Twitter: @Eurresearch <sup>50</sup>	Ongoing								
<b>Objective 3.2.2. Engage and nurture the Europeana Research community</b>										
EF	Europeana Research advisory board <sup>51</sup>	Ongoing								
EF	Europeana Research community coordination	Ongoing								
EF	Europeana Research community: work plan 2020	100%								
EF	Research community TF: Research requirements <sup>52</sup>	75%								
<b>Objective 3.2.3. Increase the visibility and fit of Europeana collections and APIs for research</b>										
CLARIN	Second Content integration in CLARIN VLO (evaluation, selection, integration)	100%								
CLARIN	Third Content integration in CLARIN VLO (evaluation, selection, integration)	5%								
AthenaRC	Research on community generated content initiatives	90%								
EF	University of Utrecht: PHD research (survey) on Europeana aggregators and CHIs	30%								
EF	OCLC integration	70%								
<b>Objective 3.2.4. Establish strong synergies between the cultural heritage and research sectors</b>										

<sup>49</sup> <https://pro.europeana.eu/pages/blog/news/markets/academic-research>

<sup>50</sup> <https://twitter.com/eurresearch?lang=en>

<sup>51</sup> <https://pro.europeana.eu/page/research-advisory-board>

<sup>52</sup> <https://pro.europeana.eu/project/research-requirements>

EF	KULeuven event (Europeana Research Grants programme)	100%								
EF	Swedish National Heritage board event (Europeana Research Grants programme)	40%								
EF	University of Amsterdam events (Europeana Research Grants programme)	30%								
EF	Digital Repository of Ireland event (Europeana Research Grants programme)	50%								
<b>Objective 3.2.5. Leverage the opportunities offered by big innovation initiatives</b>										
EF	Project participation H2020 calls	100%								

*Europeana Research community: work plan 2020*<sup>53</sup> - the community work plan 2020 was published in this period.

*Second Content integration in CLARIN VLO (evaluation, selection, integration)* - CLARIN completed the second of the three integrations to the Virtual Language Observatory (VLO) foreseen under Europeana DSI-4. 20 new collections/approx. 50,000 records were added. With a total of 180,500 records, Europeana is now the largest provider in terms of individual records to the VLO.<sup>54</sup> The integration was promoted through a post on CLARIN.eu.<sup>55</sup> It was the result of a selection based on the statistics collected from the API and manual evaluation of samples; re-evaluation of the selection criteria if need be; new harvest and new import (after test import). Researchers interested in the reuse of language resources can also benefit from the variety of tools that CLARIN makes available.

*KULeuven event (Europeana Research Grants programme)* - on the basis of a project proposal designed to build a research engine for the study of the circulation of art throughout the ages, KU Leuven was awarded a Europeana research grant to co-organise with EF a workshop in Leuven and a public event in Brussel.<sup>56</sup> The workshop was held with the participation of experts from Europe and the United States and effectively paved the way for future collaborations. The public event conceived to disseminate the workshop results was, instead, cancelled because of the COVID-19 emergency. The budget was reallocated to a summer school that KU Leuven is organising on the same topic.<sup>57</sup> The keynote speech by

<sup>53</sup> <https://pro.europeana.eu/post/research-community-work-plan-2020>

<sup>54</sup> <https://vlo.clarin.eu/search;jsessionid=82FC4E52542314929FA6D001EB72C35C?1&fq=dataProvider:Europeana>

<sup>55</sup> <https://www.clarin.eu/blog/new-collections-and-resources-available-vlo#Europeana>

<sup>56</sup> [https://www.arts.kuleuven.be/fac\\_kalender/bestanden\\_kalender/art-markets-publicevent-20200312.pdf](https://www.arts.kuleuven.be/fac_kalender/bestanden_kalender/art-markets-publicevent-20200312.pdf)

<sup>57</sup> <https://artmarkets.sciencesconf.org/>

Professor Hubertus Kohle, Ludwig-Maximilians-Universität of Munich, was published online.<sup>58</sup>

*Project participation H2020 calls* - we received 31 requests for project participation for various H2020 calls<sup>59</sup> (EU research and innovation programme) launched in November 2019. EF joined four project proposals as a beneficiary. Decision on the proposal status is expected in autumn 2020.

#### *Communication and dissemination activities*

Partner	Name of event	Activity	Location	Date
No activities done in M16/M17.				

#### *Risk assessment*

Risk	Likelihood of occurrence	Impact	Mitigation strategy
CHIs are not aware of research development contributions	Medium	Low	All research developments should benefit CHIs, benefits should be communicated to CHIs, initiatives (conferences/workshops) to improve digital skills and literacy of CHI professionals
Digital collections do not comply with the FAIR principles <sup>60</sup>	High	High	Create awareness of the importance of the FAIR principles

#### *Reporting metrics*

No.	Description	Measured by	Frequency	Jan 2020	Feb 2020	Mar 2020
RM 3.4	Research communities: events	Total number of events organised (cumulative per DSI year)	Bi-monthly	-	-	1
RM 3.5	Research communities: outcomes	Total number of outcomes delivered via the events (e.g. reports) (cumulative per DSI year)	Once a year	-	-	Expect. Aug 2020
RM 3.6	Research communities: event participants	Total number of people participated in events (cumulative per DSI year)	Once a year	-	-	Expect. Aug 2020

<sup>58</sup> <https://www.digitalesbild.gwi.uni-muenchen.de/make-the-data-dance/>

<sup>59</sup> <https://ec.europa.eu/programmes/horizon2020/en>

<sup>60</sup> <https://www.go-fair.org/fair-principles/>

RM 3.7	Europeana Research: collaborations	Total number of representations of EF in international research infrastructures or projects (cumulative per DSI year)	Once a year	-	-	Expect. Aug 2020
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### **Task 3.3. Engage with API consumers**

**Partners:** EF

We will support the development of new products, services and creations with cultural data by providing easy access to relevant resources: high-quality reusable cultural heritage material and free APIs.

#### *Overview of outcomes*

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
EF	API engagement strategy	45%								

#### *Reporting metrics*

No.	Description	Measured by	Fre-quency	Jan 2020	Feb 2020	Mar 2020
RM 3.8	API usage	Number of API users that exceeded the average of 5 calls a day (REST API)	Monthly	51	57	61
RM 3.9	API usage	Number of API users that were active for more than 5 days in each month (REST API)	Monthly	51	58	60
RM 3.10	API usage	Total number of API users (REST API)	Monthly	149	153	153
RM 3.11	API usage	Number of API sign-ups (REST API)	Monthly	57	55	55
RM 3.12	API usage	Total number of requests (all APIs)	Monthly	62,130,109	58,709,132	43,718,806

*Europeana APIs* - In March 2020 we experienced a drop in requests. The reasons for this drop were 1) there was a major outage and 2) we missed logs for a few days because IBM changed the logging format. Following the change in the logging format, we have started to investigate an option that will allow us to control the logging and therefore be resilient to such changes.

## Work Package 4: Communication and Dissemination

Under this work package EF will undertake communications and dissemination activities to raise awareness of and promote Europeana and its services to cultural heritage institutions and aggregators as well as end-users (European Citizens).

*Note: Communication and dissemination activities towards the education and academic research audiences are described under the tasks related to the sector under Work Package 3: Fostering reuse of digital cultural heritage resources.*

### **Task 4.1. Engage with professionals in the cultural heritage sector**

**Partners:** EF, and Lovegrove

The primary communications platform for this audience and our stakeholders is Europeana Pro<sup>61</sup>. Communication to CHIs and expert communities will be disseminated through a number of key channels including Twitter and LinkedIn expert groups.

#### *Overview of outcomes*

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
<b>Objective 4.1.1. Communication and dissemination to CHIs and expert communities</b>										
EF	Publication of Pro News <sup>62</sup>	Ongoing	■	■	■	■	■	■	■	■
EF	Pro section: Covid 19 response section launched	100%	■	■						
EF	Pro News theme: Public domain (Jan-Feb)	100%	■							
EF	Pro News theme: 3D (Mar-Apr)	50%	■	■	■					
EF	Pro News theme: new Pro and new Europeana website (May)	25%	■	■	■	■				
EF	Europeana Strategy 2020-2025 <sup>63</sup> activities	50%	■	■	■	■	■			
<b>Objective 4.1.2. Engage and nurture the Europeana Communicators community<sup>64</sup></b>										
EF	Europeana Communicators community management	Ongoing	■	■	■	■	■	■	■	■

<sup>61</sup> <https://pro.europeana.eu/>

<sup>62</sup> <https://pro.europeana.eu/blog>

<sup>63</sup> <https://pro.europeana.eu/post/europeana-strategy-2020-2025-empowering-digital-change>

<sup>64</sup> <https://pro.europeana.eu/network-association/special-interest-groups/europeana-communicators-group>

EF	Europeana Communicators: monthly newsletter <sup>65</sup>	Ongoing	
EF	Webinar to support online engagement with audiences for CHIs	100%	
EF	Europeana Communicators: work plan 2020	100%	
<b>Objective 4.1.3. Rewarding Europeana Pro experience</b>			
EF	Launch of new Europeana Pro (MS79)	100%	
EF	Editorial review and update	100%	
EF	Usability testing for Europeana Pro (aggregators, CHIs, MC members)	100%	
EF	Chatbot integration (Culture Chatbot GS project) (MS93)	50%	

*Pro section: Covid 19 response section launched<sup>66</sup>* - a new section was launched on Europeana Pro which brings together Europeana Foundation communications related to COVID-19. It provides a central point of access for CHIs to tools, resources such as webinars, best practices and other information to support cultural heritage institutions and professionals during the crisis. This section will be continuously updated to reflect the support Europeana can provide and to share the best of how the cultural heritage sector is harnessing digital cultural heritage to respond to these challenging times.

*Pro News theme: Public domain (Jan-Feb)* - Throughout January and February a series of articles on Europeana Pro News focused on the public domain. These were produced in close collaboration with members of the Europeana Copyright Community. The series aimed to raise awareness of the importance of recognising works in the public domain and of open access; highlight Europeana's work in this area; and encourage cultural heritage institutions to participate in celebrating 'public domain day' on January 1 2020 and 2021. Seven articles were published in this series (including one in December which introduced the series) which received 8,020 views in total.

*Webinar to support online engagement with audiences for CHIs* - Europeana Communicators ran a webinar on the theme of 'Culture From Home' on 2 April. The webinar introduced some of the ways Europeana and others in the cultural heritage sector are reaching out to their audiences online through virtual exhibitions and experiences, online activities and social media. 200 people registered, around 100 participated from at least 17 countries, and 36 completed the post-webinar survey. 97% thought it was enjoyable and interesting,

<sup>65</sup> <https://us3.campaign-archive.com/home/?u=ad318b7566f97eccc895e014e&id=a76d355759>

<sup>66</sup> <https://pro.europeana.eu/page/working-with-you-and-for-you-in-the-time-of-covid-19>



and 94% found it useful. Levels of interaction in the webinar itself, via chat and questions, were high, with great interest in having access to links to the ideas shared. The slideshow<sup>67</sup> is available and a recording will be made available on Pro shortly.

*Europeana Communicators: work plan 2020*<sup>68</sup> - the community work plan for 2020 was published in this period.

*Launch of new Europeana Pro (MS79)/Full editorial review and update/Usability testing for Europeana Pro* - In March we launched the new Europeana Pro<sup>69</sup> website. To prepare the website for launch we did multiple rounds of usability testing with aggregators, CHIs, MC members. We needed to ensure that the new information structure makes sense to them and they can easily find the information they are looking for. We also reviewed all the content on the website and depublished everything that was no longer relevant.

#### Reporting metrics

No.	Description	Measured by	Frequency	Jan 2020	Feb 2020	Mar 2020
RM 4.1	Traffic to Europeana Pro	Number of visits to Europeana Pro per month	Monthly	21,950	19,604	21,902
RM 4.2	Returning visitors to Europeana Pro	Percentage of visitors returning to Europeana Pro	Monthly	6,600	6,822	7317
RM 4.3	New visitors to Europeana Pro	Total number of new visitors to Europeana Pro per month	Monthly	15,350	12,782	14,585
RM 4.4	Satisfaction rate for Europeana Pro	Net Promoter Score	Once a year	-	-	Expect. Jul 2020

## **Task 4.2. Engage with European citizens**

**Partners:** EF

Communication and dissemination to our end-users (European Citizens) aim to increase new visits and re-visits to the Europeana platform. The collections website is expected to receive a minimum of 500,000 visits per month.

#### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	

<sup>67</sup> [https://docs.google.com/presentation/d/17y5lt-K48IECggoRC2fZLGc6jqICJdCKb\\_SeKDYgg44/edit](https://docs.google.com/presentation/d/17y5lt-K48IECggoRC2fZLGc6jqICJdCKb_SeKDYgg44/edit)

<sup>68</sup> <https://pro.europeana.eu/post/europeana-communicators-work-plan-2020>

<sup>69</sup> <https://pro.europeana.eu/>

Objective 4.2.1. Communication and dissemination to European citizens				
EF	Marketing strategy and communication: newsletter and social media posts (Facebook <sup>70</sup> , Twitter <sup>71</sup> , Instagram <sup>72</sup> , Pinterest <sup>73</sup> )	Ongoing		
EF	Marketing strategy and partnerships (DailyArt, GIF IT UP)	Ongoing		
EF	#WomensHistoryMonth	100%		
Objective 4.2.2. Development of editorial content				
EF, Consortium	Editorial strategy, partner engagement, preparation and publication (blogs <sup>74</sup> , galleries <sup>75</sup> , exhibitions <sup>76</sup> )	Ongoing		
EF	Generic services editorial support (planning, advise, editing, publishing)	Ongoing		
EF	Celebrating Europe: Seasonal traditions across Europe (Europeana Common Culture Generic Services action)	100%		
EF	Edible Plants from the Americas (Linking Biodiversity Generic Services)	80%		
EF	Divine Empire: Power and patronage in the Byzantine world (BYZART)	80%		
EF	Transcribathons: Enrich Europeana	Ongoing		

*#WomensHistoryMonth*: Every year in March, we mark Women’s History Month by publishing and promoting editorial features. This year, on every day in March, we shared an amazing array of stories woven from cultural heritage, from suffragettes to Swedish jazz singers, literary anti-heroines to Irish freedom fighters, Josephine Baker to Astrid Lindgren. Our audience loved it. Here’s a typical comment: ‘Thank you, it’s an exquisite, valuable and very aesthetic tribute to women’s history.’ The editorial can be explored at <https://www.europeana.eu/womens-history>.

*Celebrating Europe: Seasonal traditions across Europe* - is an online exhibition about how traditions and customs are part of Europe’s shared cultural heritage. Published on 12

<sup>70</sup> <https://www.facebook.com/Europeana/>

<sup>71</sup> <https://twitter.com/Europeanaeu>

<sup>72</sup> [https://www.instagram.com/europeana\\_eu/](https://www.instagram.com/europeana_eu/)

<sup>73</sup> <https://www.pinterest.de/europeana/>

<sup>74</sup> <https://blog.europeana.eu/>

<sup>75</sup> <https://www.europeana.eu/portal/en/explore/galleries>

<sup>76</sup> <https://www.europeana.eu/portal/en/exhibitions/foyer>

February, it has been well received by our audiences, with a NPS of 41. The exhibition was created as part of the CEF-project Europeana Common Culture<sup>77</sup>.

*Risk assessment: communication and dissemination to European citizens*

<b>Risk</b>	<b>Likelihood of occurrence</b>	<b>Impact</b>	<b>Mitigation strategy</b>
Satisfaction rate for the Europeana website is low	Medium	Medium	Constant improvement of the Europeana website; investigate more elaborated mechanisms to measure user satisfaction
User satisfaction and retention may drop as a result of the new europeana.eu	Medium	Medium	Communicate benefit and features of new website to users online; review user behaviour on relaunched europeana.eu
Reach of Europeana data on social media: Changes to the algorithms and pricing on social media platforms	Medium	Medium	Diversification of channels, tools and platforms used

*Reporting metrics*

<b>No.</b>	<b>Description</b>	<b>Measured by</b>	<b>Fre- quency</b>	<b>Expected progress Y2</b>	<b>Jan 2020</b>	<b>Feb 2020</b>	<b>Mar 2020</b>
KPI 4.1	European citizens: Reach on social media	Total number of impressions on social media (Facebook, Twitter, Pinterest, GIPHY, Instagram) (cumulative per DSI year)	Monthly	<b>250 million</b>	<b>282,893,813</b>	<b>310,149,114</b>	<b>344,386,707</b>
RM 4.5	European citizens: social media engagement	Total number of likes, shares, comments per month (Facebook, Twitter, Pinterest, Instagram)	Monthly		250,736	300,418	385,229
RM 4.6	European citizens: social media followers/fans	Total number of followers on social media (Facebook, Twitter, Pinterest, Instagram)	Monthly		201,991	203,191	205,516

<sup>77</sup> <https://pro.europeana.eu/project/europeana-common-culture>

RM 4.7	Reach of Europeana data on wikimedia	Total number of impressions on wikimedia per month	Monthly		63,536,624	75,547,162	13,511,344
RM 4.8	European citizens: newsletter subscribers	Total number of newsletter subscribers	Monthly		-	-	49,960
RM 4.9	European citizens: newsletter engagement	Opening rate of the monthly newsletter	Monthly		22,4%	26,6%	31,6%
RM 4.10	European citizens: newsletter engagement	Click-through rate of the monthly newsletter	Monthly		3,4%	3,0%	5,7%
KPI 4.2	Satisfaction rate for exhibitions	Net Promoter Score (average per DSI year)	Upon release	<b>53</b>	<b>45</b>	<b>44</b>	<b>44</b>
RM 4.11	Traffic to exhibitions	Number of visits to exhibitions per month	Monthly		24,095	51,437	38,732
RM 4.12	Editorial outcomes: exhibitions	Number of exhibitions created (cumulative per DSI year)	Monthly		3	4	4
RM 4.13	Traffic to blogs	Number of visits to blogs per month	Monthly		31,193	36,377	48,428
RM 4.14	Editorial outcomes: blogs	Number of blogs created (cumulative per DSI year)	Monthly		9	17	29
RM 4.15	CHIs: content reuse	Number of institutions featured in editorials per month (exhibitions, blogs, galleries)	Monthly		86	147	65
RM 4.16	CHIs: content reuse	Number of countries of data providers presented in editorials per month (exhibitions, blogs, galleries)	Monthly		25	29	17

## Work Package 5: Animate and further enlarge the Europeana Network Association

WP5 facilitates the coordination and expansion of the Europeana network to promote capacity-building and cross-border collaboration between cultural institutions and professionals, as well as cultural and digital innovation.

### Task 5.1 Engage and nurture the Europeana Network Association

EF will support the Europeana network, instituted and organised in the Europeana Network Association (ENA), its members council and management board, ENA task forces and working groups, as well as ENA communities.

#### Overview of outcomes

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
<b>Objective 5.1.1. Communication and dissemination activities to ENA members</b>										
EF	ENA: general support (agendas, meeting reports)	Ongoing								
EF	ENA monthly newsletter <sup>78</sup>	Ongoing								
EF	Europeana LinkedIn Group	Ongoing								
<b>Objective 5.1.2. ENA governance</b>										
EF	ENA Monthly management board meetings	Ongoing								
EF	WG: 2019 Governance working group	Ongoing								
EF	MC virtual meeting	100%								
<b>Objective 5.1.3. ENA task forces and working groups</b>										
EF	General support (approval and evaluation process)	Ongoing								
EF	New task forces (New Professionals Task Force; AI in relation to GLAMs Task force; Impact Lite Task Force; How-to guide for labelling cultural heritage Task Force)	100%								
<b>Objective 5.1.4. ENA communities</b>										
EF	General support for ENA communities (process coordination)	Ongoing								

<sup>78</sup> <https://pro.europeana.eu/resources/document-archive/newsletters-and-updates>

EF	ENA communities work plans	100%							
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*Members Council (MC) virtual meeting* - The objective of the Members Council meeting was to present the new Europeana Strategy 2020 - 2025 and briefly discuss how the Strategy reflects on currently accelerated digital transformation and where they can lead the process. Another objective was the process of final review and approval of the 2020 community work plans and community related Task Force proposals. Finally, the Council discussed closer collaboration with the EAF, ENA budget, ENA 2020 Membership campaign, planned impact assessment and satisfaction survey, and activities of the ENA Climate Group.

*New task forces* - in this period, The ENA approved four new task forces: 'New Professionals Task Force'<sup>79</sup> and 'Impact Lite Task Force'<sup>80</sup> are part of the Europeana Impact community, task force 'How-to guide for labelling cultural heritage'<sup>81</sup> being part of the Copyright community, and the EuropeanaTech Task Force 'AI in relation to GLAMs'<sup>82</sup>.

*ENA communities work plans* - the 2020 work plans of the six active communities were formally approved by the Members Council and will be published in the first half of April 2020. The work plans specify community Steering Group composition, community aspirations and priority areas to focus on in 2020, planned task forces, communications tools and budget required for 2020.

#### *Risk assessment*

<b>Risk</b>	<b>Likelihood of occurrence</b>	<b>Impact</b>	<b>Mitigation strategy</b>
Losing a high number of ENA members: membership campaign planned for 2020 will ask members to re-confirm their membership	Medium	Medium	Encourage re-confirmation by sending reminders, communicating the value of being an ENA member
Task forces do not finish recommendations on time	High	Low	Manage expectations and be aware of potential impact for Europeana DSI; accommodate extension of task force work
Community members show little activity and engagement	Medium	Low	Provide calls to action, meeting and webinars, useful tools and material, active information flow

<sup>79</sup> <https://pro.europeana.eu/project/new-professionals>

<sup>80</sup> <https://pro.europeana.eu/project/impact-lite>

<sup>81</sup> <https://pro.europeana.eu/project/how-to-guide-for-labelling-cultural-heritage>

<sup>82</sup> <https://pro.europeana.eu/project/ai-in-relation-to-glams>

## Reporting metrics

No.	Description	Measured by	Fre- quency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
KPI 5.1	Attraction of new Europeana Network Association members	Number of members in the ENA	Monthly	2,250	2,722	2,770	2,827
KPI 5.2	Satisfaction of the Europeana Network Association members with the ENA	Net Promoter Score	Once a year	35	-	-	Expect. Jun 2020
KPI 5.3	Activity in the network	Number of active task forces per month	Monthly	5	5	4	6
KPI 5.4	Activity in the network	Number of active communities in the ENA	Monthly	3	6	6	6
RM 5.1	Activity in the network	Number of active members per month (TFs, WGs, MB, MC, Community SG)	Monthly	-	100	90	100
RM 5.2	Activity in the network	Number of active working groups per month	Monthly	-	2	2	2
RM 5.3	Outreach to the EuropeanaTech community (Mailing list, Twitter)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	5,361
RM 5.4	Outreach to the Europeana Research community (Mailing list, Twitter)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	4,157

RM 5.5	Outreach to the Europeana Education community (mailing list, LinkedIn, Facebook)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	4,018
RM 5.6	Outreach to the Europeana Copyright community (Mailing list, Twitter, newsletter)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	2,026
RM 5.7	Outreach to the Europeana Impact community (Newsletter, LinkedIn)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	877
RM 5.8	Outreach to the Europeana Communicators community (Newsletter, LinkedIn, mailing list)	Number of people reached per month (subscribers, followers)	Monthly	-	-	-	497

## **Task 5.2. Europeana EU presidency events**

**Partners:** EF

EF organises presidency events with the Member States holding the presidency of the Council of the EU in order to secure the network's outreach to EU Member States.

### *Overview of outcomes*

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
EF	Output report from Finnish Presidency on multilingual digital cultural heritage event	100%								
EF	Croatian Presidency event (MS56)	N/A								
EF	German Presidency event (MS56)	30%								



*Output report from Finnish Presidency on multilingual digital cultural heritage event* - The final report of Finland's Presidency Europeana meeting on multilingualism<sup>83</sup> in Espoo (October 2019) was published in February and shared with the speakers and participants. The report summarises the key outcomes of the meeting including the benefits, challenges and solutions identified in relation to multilingualism in digital cultural heritage. The collaborative work of the cultural heritage institutions, ministries of culture and Europeana truly helps support advancing the multilingual strategy in the sector. Europeana is developing a recommended multilingual strategy and roadmap paper that builds on this report from the meeting in Finland.

*Croatian Presidency event (MS56)* - Due to concerns around the coronavirus COVID-19, and for the health and safety of our colleagues, partners and network, the Croatian Ministry of Culture and Europeana decided to cancel the Europeana meeting on the theme of 'impact' planned on 21-22 April 2020 in Zagreb. Despite the event cancellation, our work on developing a practice of impact assessment for the cultural heritage sector continues.

#### Reporting metrics

No.	Description	Measured by	Frequency	Expected progress Y2	Jan 2020	Feb 2020	Mar 2020
RM 5.9	Satisfaction with the Europeana EU presidency events	Percentage of surveyed participants that rate the event 4 or higher on a likert scale of 1-5 (average per year)	After every event		-	-	Expected Oct 2020

## Work Package 6: Studying the impact of digitisation and reuse of cultural heritage

WP6 contributes to the study of the impact of digitisation and reuse of cultural heritage by investigating the status of digitisation in Europe, and by researching the added economic value of opening up cultural heritage resources for reuse.

### **Task 6.1. Statistics on digitisation of cultural heritage in Europe and study on the cost and funding (per MS) of digitisation of cultural heritage**

**Partners:** DEN and EF

Costs of digitisation were one of the four themes of the ENUMERATE framework. Statistical data on costs and their development over time are available as a result of four core surveys

<sup>83</sup> <https://pro.europeana.eu/post/benefits-challenges-and-solutions-for-multilingual-digital-cultural-heritage>

(2012-2017), including funding, and used to indicate the economics behind digitisation of cultural collections in Europe. We will continue to develop the ENUMERATE dashboards in collaboration with Member State coordinators and stakeholders.

#### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
<b>Objective 6.1.1. Develop improved ENUMERATE dashboards &amp; observatory</b>										
DEN, EF	New dashboards prepared, tested and refined	70%	█	█	█					
DEN, EF	Redesign of the ENUMERATE Observatory	70%	█	█	█					
<b>Objective 6.1.2. Undertake research into the costs &amp; funding of digitisation</b>										
DEN, EF	Study on the costs and funding of digitisation (MS58)	20%	█	█	█	█	█			

#### Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
ENUMERATE data is not sufficient for the stakeholder, members states and policy makers to use	Medium	Medium	User testing to ensure user expectations are met, evaluating the need for a new survey

### **Task 6.2. Assess the impact of services that support the digital transformation of cultural heritage**

**Partners:** DEN and EF

Under this task we develop impact assessment tools, assess our services and activate the Europeana Impact community<sup>84</sup>. We aim to better understand the economic and social impact of digital cultural heritage on people and what the Europeana Initiative can do to support the digital transformation of cultural heritage institutions.

#### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	

<sup>84</sup> <https://pro.europeana.eu/page/europeana-impact-community>

Objective 6.2.1. Develop ten case studies around the impact of Europeana services			
EF	Impact assessment: national workshops	90%	
EF	Impact assessment: Education MOOCs	95%	
EF	Impact assessment: ENA	40%	
EF	Impact assessment: rights frameworks	40%	
EF	Impact assessment: Europe at work season	60%	
EF	Impact assessment: events & conference	70%	
EF	Impact assessment: communities	25%	
Objective 6.2.2. Develop the impact playbook and toolkit			
EF	Europeana Impact Framework management	Ongoing	
EF	Update of Impact toolkit	Ongoing	
EF	Europeana Impact Playbook V2 (MS59)	97%	
Objective 6.2.3. Engage and nurture the Europeana Impact community			
EF	Europeana Impact community management	Ongoing	
EF	Europeana Impact community work plan	95%	
EF	New Professionals Task Force <sup>85</sup>	30%	
EF	Impact Lite Task Force <sup>86</sup>	10%	

*Europeana Impact Playbook V2 (MS59)* - the Impact playbook Phase II was published in the period<sup>87</sup>. In the second phase the user gets familiar with spreadsheets and data collection techniques. Working from the design brief put together in Phase I, the playbook shows how to work with a team through six more steps towards an impact assessment.

#### Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy

<sup>85</sup> <https://pro.europeana.eu/project/new-professionals>

<sup>86</sup> <https://pro.europeana.eu/project/impact-lite>

<sup>87</sup> <https://pro.europeana.eu/post/europeana-impact-assessment-playbook>

Assessments cannot be completed on time due to external factors during the process (e.g. insufficient data collection)	High - updated because of Covid-19	High	Involve internal stakeholders and members of the network to provide motivation and opportunity to support this work to ensure a timely completion.  Set out work to date and a framework and plan (including surveys, etc) in which impact assessment might be completed at a later date, for those impact assessments where it is felt that communication with the sector is affected.
Impact toolkit is not being used	Low	Medium	Work with the community to help people learn how to use it and to make it more accessible for them to use

### **Task 6.3. Cost-benefit analysis**

**Partners:** EF

As part of this contract, EF will subcontract an expert to develop a cost-benefit analysis on Europeana DSI. The work on this task will start in April 2020.

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
		No work done in M18/M19.								

## **Work Package 7: Governance**

**Partners:** EF

Under WP7 EF reports to the European Commission, the Expert Group on Digital Cultural Heritage and Europeana (DCHE)<sup>88</sup> and its sub-groups the status of the Europeana DSI platform, activities and developments as well as re-prioritise developments of the platform based on received feedback and validation with users.

No activities in the reporting period.

<sup>88</sup> <https://ec.europa.eu/digital-single-market/en/expert-group-digital-cultural-heritage-and-europeana-dche>

## Work Package 8: Phasing-in and phasing-out periods

The objectives of this WP are to provide correct and up-to-date information to the European Commission on assets and liabilities related to Europeana DSI and to test phasing-out and transfer processes to a successor supplier.

No activities in the reporting period.

## Work Package 9: Project and Programme Management

### Task 9.1. Project management of Europeana DSI-4

Partners: EF

*Overview of outcomes*

Partner	Outcomes	Progress	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep
EF	Project management	Ongoing								
EF	New metrics framework	85%								
EF	B.1 Implementation plan	90%								
EF	B.2/B.3 Periodic reports M18	100%								
EF	D.1 Communication and dissemination plan M18	100%								
EF	C.2/C.3 Users and usage report	10%								
EF	A.1 Platform reports	25%								
EF	C.1 Technical documentation	50%								
EF	C.4 Stress and disaster recovery test reports	10%								

*B.2/B.3 Periodic reports M18* - In February, we delivered the B.2/B.3 Periodic reports M18 to EC reporting on progress and outcomes achieved in the period between December 2019 and January 2020.

*D.1 Communication and dissemination plan M18* - In February, we delivered D.1 Communication and dissemination plan M18 to EC.

### Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Individual outcomes require more work than anticipated which might affect other outcomes committed to in the tender	Medium	Medium	Careful planning of efforts and resources needed for individual work, communication and awareness building of challenges, agreeing on priorities
Additional work or extended scope of work is done which might affect other outcomes committed to in the tender	High	Medium	Management of expectations towards individual outcomes, communication and awareness building of challenges, agreeing on priorities

### Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
EF	Digital Past conference 2020	Keynote speaker, presentation of Europeana DSI	Aberystwyth, United Kingdom	12-13/02/2020

### Balance of efforts

The Balance of efforts table states the percentages of resources allocated to each of the nine work packages of Europeana DSI-4. The numbers are stated cumulative.

Work package	Foreseen % of the full contract value in the tender	Year 1 <sup>89</sup>	Sep 19	Nov 19	Jan 20	Mar 20	May 20	Jul 20
WP1: European DSI platform	<b>57.10%</b>	55.78%	52.18%	50.66%	52.02%	54.64%		
WP2: Content supply	<b>10.95%</b>	10.9%	13.40%	11.57%	11.05%	10.40%		
WP3: Content reuse	<b>9.69%</b>	10.33%	10.98%	9.93%	9.55%	8.69%		

<sup>89</sup> The balance of efforts is calculated per year. Numbers reflect balance of effort for the first year of Europeana DSI-4 (September 2018 - August 2019). Balance of efforts for year two will be reported on bi-monthly.

WP4: Communication and dissemination	<b>8.93%</b>	8.04%	8.21%	7.62%	8.05%	8.70%		
WP5: Europeana Network Association	<b>6.44%</b>	7.75%	7.75%	12.91%	11.55%	9.78%		
WP6: Impact of digitisation and reuse of cultural heritage	<b>1.32%</b>	1.16%	1.11%	1.59%	1.78%	1.93%		
7. Governance	<b>1.96%</b>	0.36%	0.24%	0.46%	0.33%	0.29%		
8. Phasing-in and phasing-out period	<b>0.50%</b>	0.02%	0.00%	0.00%	0.00%	0.00%		
9. Project and programme management	<b>3.11%</b>	5.66%	6.13%	5.26%	5.67%	5.57%		
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

### Deviations, change requests and adjustments

Derivations and adjustments to milestones and deliverables are stated in [Annex: Updates towards milestones](#) and [Annex: Progress on deliverables \(M1-M24\)](#).

### Major changes in staff, if applicable

No updates for M18/M19.

## Task 9.2. Relations with Europeana DSI Generic Services projects

**Partners:** EF

EF maintains regular contact with the funded Europeana DSI Generic Services (GS) projects (e.g. via Basecamp groups) and makes sure that the core service platform will be able to deliver the required services for these projects. Specific work undertaken in the reporting period is described in the respective subject areas of this report (e.g. technical developments, editorial contributions).

### Overview of outcomes

Partner	Outcomes	Progress	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			M18	M19	M20	M21	M22	M23	M24	
EF	Programme coordination	100%								

EF	EuropeanaMedia <sup>90</sup>	100%	█							
EF	CrowdHeritage <sup>91</sup>	100%	█							
EF	EnrichEuropeana <sup>92</sup>	100%	█							
EF	CultureChatbot <sup>93</sup>	100%	█							
EF	CultureMoves <sup>94</sup>	100%	█							
EF	Sharing New Perspectives, your 3D view on Europeana <sup>95</sup>	100%	█							
EF	Fifties in Europe Kaleidoscope <sup>96</sup>	100%	█							
EF	Opening Up Historiana <sup>97</sup>	80%	█	█	█	█	█			
EF	Judaica Europeana 2.0 <sup>98</sup>	Ongoing	█	█	█	█	█	█	█	█
EF	LinBi <sup>99</sup>	Ongoing	█	█	█	█	█	█	█	█
EF	Europeana Archaeology <sup>100</sup>	Ongoing	█	█	█	█	█	█	█	█
EF	Europeana Common Culture <sup>101</sup>	Ongoing	█	█	█	█	█	█	█	█

*Europeana GS2 projects ended* - In the reporting period, seven projects from the Generic Services 2 (GS2) call were concluded. We are in the process of integrating a media player, user transcriptions and annotations for metadata enrichment into Europeana CSP. These projects outcomes will also help increase the engagement with various audiences, including educators, researchers and citizens. Detailed information on project integrations into the platform will be provided in A.1 Platform report (due end of May 2020).

<sup>90</sup> <https://pro.europeana.eu/project/europeana-media>

<sup>91</sup> <https://pro.europeana.eu/project/crowd-heritage>

<sup>92</sup> <https://pro.europeana.eu/project/enrich-europeana>

<sup>93</sup> <https://www.jhn.ngo/culture-chatbot/>

<sup>94</sup> <https://www.culturemoves.eu/>

<sup>95</sup> <https://share3d.eu/>

<sup>96</sup> <https://www.photoconsortium.net/50s-in-europe-kaleidoscope/>

<sup>97</sup> <https://www.euroclio.eu/project/opening-up-historiana/>

<sup>98</sup> <https://www.jhn.ngo/judaica-europeana-20/>

<sup>99</sup> <https://linbi.eu/>

<sup>100</sup> <https://pro.europeana.eu/project/europeana-archaeology>

<sup>101</sup> <https://pro.europeana.eu/project/europeana-common-culture>



## Annex: Updates towards milestones

This section states milestones to be delivered in February 2020 (M18) and March 2020 (M19). In grey the immediate previous reached milestones (M-2) and next (M+2) are added to provide context. Explanations for the individual milestones are described in the respective sections as outcomes.

MS No.	WP	Description	Verification	Status
<b>M8 - April 2019</b>				
MS59	WP6	Impact Playbook version 2.0	Impact Playbook version 2.0 published	Done, Expected in Mar 20 - M19 (confirmed by EC)
<b>M16 - December 2019</b>				
MS13	WP2	Resolution of low quality data in tier 0 <sup>102</sup>	Confirmation by the WP leader	Done, Expected in Mar 20 - M19 (confirmed by EC)
MS23	WP1	Report on provisions to adopt user feedback, technology changes	-	Done <sup>103</sup>
MS43	WP3	12 Europeana source collections each year	Confirmation by WP leader	Done
MS65	WP5	Satisfaction survey with ENA members	Satisfaction survey with ENA members undertaken	Done
MS80	WP1	Browse functionality released	Confirmation by PO	Done
<b>M17 - January 2020</b>				
MS40	WP3	Updated MOOC (English)	Confirmation by WP leader	Done
MS44	WP3	Update Teacher Training Kit	Confirmation of the WP leader	Done
<b>M18 - February 2020</b>				
MS19	WP2	Evaluation of broken links in the repository	Milestone document delivered	Done
MS24	WP1	Report on improvement of search	-	Done <sup>104</sup>

<sup>102</sup> This MS was achieved as part of the release of the updated portal in March 2020.

<sup>103</sup> EF reported and will report on provisions to adapt user feedback, technology changes in the C.2 Users and usage reports.

<sup>104</sup> EF reported and will report on improvements of search in the A.1 Platform report.

MS27	WP4	Two new thematic collections created	Two new thematic collections created	Done <sup>105</sup>
MS29	WP1	Evaluate passing user feedback directly to data provider (content and metadata quality)	Milestone document delivered	Done
MS33	WP1	Evaluate options for multilingual search and browse	Milestone document delivered	Delayed, expected in Apr 20 - M20 (confirmed by EC)
MS34	WP1	Updated source code on GitHub	-	Done <sup>106</sup>
MS49	WP3	Europeana Challenges	Europeana Challenges initiated	Cancelled (confirmed by EC)
MS55	WP5	ENA annual report <sup>107</sup>	ENA annual report published	Done
MS63	WP8	Transfer test	Transfer test executed	Cancelled (confirmed by EC)
MS68	WP1	Metis strategic recommendations	Milestone document delivered	Delayed, expected in Apr 20 - M20 (confirmed by EC)
MS69	WP1	Review of as-is architecture landscape	Milestone document delivered	Delayed, expected in Aug 20 - M24 (confirmed by EC)
MS79	WP2	Launch of new Europeana Pro	Confirmation by PO	Done
<b>M19 - March 2020</b>				
MS41	WP3	MOOC in two other languages each year (2019 and 2020)	Confirmation by WP leader	Done
MS47	WP3	Participation of Europeana in Open Education Week	Confirmation by WP leader	Done
MS53	WP5	Europeana Network MC meetings	Confirmation of the WP leader that meeting took place	Done
MS66	WP1	Study on engagement	Study on engagement	Done

<sup>105</sup> From the start of Europeana DSI-4 EF delivered new thematic collections: Migration (<https://www.europeana.eu/portal/en/collections/migration>), Newspapers (<https://www.europeana.eu/portal/en/collections/newspapers>), Archaeology (<https://www.europeana.eu/portal/en/collections/archaeology>).

<sup>106</sup> EF updated and will update the source code upon every deployment. Updates are done almost daily. <https://github.com/europeana>

<sup>107</sup> ENA annual report was published in the previous period. [https://pro.europeana.eu/files/Europeana\\_Professional/Europeana\\_Network/Association\\_Updates/General\\_Assembly\\_Meeting\\_2019/Annual\\_report\\_2019.pdf](https://pro.europeana.eu/files/Europeana_Professional/Europeana_Network/Association_Updates/General_Assembly_Meeting_2019/Annual_report_2019.pdf)

		element	element ready	
MS84	WP1	Automated solution for identification of broken links (MVP)	Automated solution for identification of broken links (MVP) ready	
<b>M20 - April 2020</b>				
MS9	WP1	Rightsstatements.org Business Plans 2019	Business plan published	Expected in time
MS16	WP1	Digital process for consent in place	Digital process for consent in place	Expected in time
MS35	WP2	Train the trainers day	Confirmation by WP leader	Delayed, Expected in May 20 - M21 (confirmed by EC)
MS38	WP2	Europeana Aggregators' Forum meeting	Meeting took place	Delayed, Expected in May 20 - M21 (confirmed by EC)
MS45	WP3	eLearning activities	eLearning activities delivered	Delayed, Expected in Jul 20 - M23 (confirmed by EC)
MS48	WP3	Strategic Plan for Europeana Research	Strategic Plan ready	Expected in time
MS58	WP6	Study on the costs and funding of digitisation	Study ready	Delayed, Expected in Jun 20 - M22 (confirmed by EC)
MS90	WP4	Chatbot integration	Chatbot integrated	Expected in time
<b>M21 - May 2020</b>				
MS50	WP3	Europeana Match funding programme	Europeana Match funding programme initiated	Cancelled (confirmed by EC)
MS56	WP5	Europeana EU presidency events	Confirmation of the WP leader that meeting took place	Cancelled (confirmed by EC)
MS81	WP1	Metis Sandbox MVP	Metis Sandbox MVP ready	Expected in time
MS82	WP1	Publication of schema.org for item pages	Schema.org for item pages published	Expected in time
MS83	WP1	Establish Client and User Authentication	Client and User Authentication established	Expected in time

## Annex: Progress on deliverables (M1-M24)

This table states progress on deliverables and what deliverables were submitted to EC.<sup>108</sup>

ID	Description	Due month	Done	Due
A.1	Platform reports	Every 10 months, starting M10	M10 Delivered to EC	M20 Delayed, expected in May 20 - M21 (confirmed by EC)
B.1	Implementation Plan	Every 6 months, starting M1	M1, M6, M12, M18 Delivered to EC	-
B.2/ B.3	Periodic reports	Every 2 months, starting M2	M2, M4, M6, M8, M10, M12, M14, M16, M18, M20 Delivered to EC	M22, M24
B.4	Annual report	Every 12 months, starting M12	M12 Delivered to EC	M24
B.5	Final report	Last month of the contract (M24) or M36/48 in case of renewals		
C.1	Technical documentation	Every 9 months, starting M9	M9 Delivered to EC;	M18 Delayed, expected in May 20 - M21 (confirmed by EC)
C.2/ C.3	Users and usage report	Every 5 months, starting M5	M5, M10, M15, M20 Delivered to EC	-
C.4	Stress and disaster recovery test reports	Every 9 months, starting M9	M9 Delivered to EC	M18 Delayed, expected in May 20 - M21 (confirmed by EC)
D.1	Communication and dissemination plan	Every 9 months, starting M1	M1, M9, M18 Delivered to EC	-
D.2	Study on impact of digitisation and reuse of cultural heritage	M14 M24	M14 Delivered to EC	M24
E.1	Transfer of assets and	M1, M10 (for E.1 and E.2) and M1, M6, M12 (for E.3)	M1, M10 Delivered to EC	4 months before the contract ends (M20, April 2020) or M32

<sup>108</sup> Note: the schedule of deliverables was updated in January 2020.

	liabilities report	and then for all: 4 months before the contract ends (M20, April 2020) or M32 (April 2021)/44 (April 2022) in case of renewals		(April 2021)/44 (April 2022) in case of renewals
E.2	Transfer process report		M1, M10 Delivered to EC	
E.3	Employed staff report		M1, M6, M12 Delivered to EC	

## Annex: Glossary of terms

Formal definitions of terms used frequently are detailed in the glossary of terms<sup>109</sup> on Europeana Pro. Additional terms are listed below.

DC	Dublin Core (DC) is a small set of vocabulary terms that can be used to describe digital resources (video, images, web pages, etc.), as well as physical resources such as books or CDs, and objects like artworks.
eCloud	eCloud is a cloud-based infrastructure that allows to efficiently store, share and provide access to digital cultural heritage. The data storage part of eCloud relies on the Cassandra database.
eCloud component: IIIF image server	The IIIF image server allows to efficiently store, share and provide access to IIIF images as one component of eCloud.
ELK	'ELK' is the acronym for three open source projects: Elasticsearch, Logstash, and Kibana. ELK enables the collection, storage, search and visualisation of log data.
Entities	Entities (such as persons, topics and places) are part of the Europeana Entity Collection, a collection of entities in the context of Europeana harvested from and linked to controlled vocabularies, such as Geonames, Dbpedia and Wikidata.
Entity pages	Entity pages showcase related entities towards persons, topics and places. For example: <a href="https://www.europeana.eu/portal/en/explore/people/61016-alphonse-mucha.html">https://www.europeana.eu/portal/en/explore/people/61016-alphonse-mucha.html</a>
Entity API	The Entities API allows to search on or retrieve information from named entities.
MARC21	Format for Bibliographic Data
Metis	Data and aggregation infrastructure through which allows to import,

<sup>109</sup> <https://pro.europeana.eu/resources/standardization-tools/glossary>

	transform, validate and enrich metadata. <a href="https://metis.europeana.eu/home">https://metis.europeana.eu/home</a>
Metis component: Link Checking service	This service allows the checking of links in the EDM data during the aggregation process (when the data is imported the first time but also after it has been published).
Metis component: Media service	This service is responsible for technical metadata extraction and thumbnail generation.
MINT	Mapping tool to define semantic mappings between source and target schemas.
Mongo database	MongoDB is a document database that stores the Europeana data in JSON-like documents. The Europeana APIs relies on Solr to search for records while the metadata associated to those data comes from Mongo.
Newspaper full-text service	This service allows to search for a term in the full-text of newspapers .
Schema.org	Webmasters use this shared vocabulary to structure metadata on their websites and to help search engines understand the published content, a technique known as search engine optimization. <a href="https://en.wikipedia.org/wiki/Schema.org">https://en.wikipedia.org/wiki/Schema.org</a>
Solr index	It is the search engine powering the Europeana Collections portal. Apache Solr is an open-source platform used at Europeana for full-text (e.g. metadata) index and search.
UIM infrastructure	The United Ingestion Manager is the suite of tools used to run the data aggregation activities prior to Metis.