



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

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1 Introduction

The activity report describes the activities performed in Europeana DSI-4 in the period between 1 September 2018 until 31 October 2018. It states progress towards objectives, updates of milestones, progress on KPIs, derivations and adjustments from the implementation plan, and an overview of the balance of efforts until the end of September 2018. At the end of the report an overview on progress on deliverables, a list of communications and dissemination activities (such as events and conferences attended along with online and offline publications), a risk assessment registry, as well as a list on pre-existing rights to material used by Europeana DSI-4 participants is attached.

2 Progress towards objectives

This chapter provides a short overview over highlights currently implemented under Europeana DSI-4 related to the strategic objectives, as specified in the Europeana DSI-4 tender.

Objective 1

Offer a viable variety of options for end users to discover, use and engage with content they like; refine the value propositions of the platform for all target user groups; ensure that the platform functionality and other services meet those purposes.

Europeana Collections: item page

The item page, which makes up a significant proportion of traffic, will now promote other Europeana content. The new item page is currently being connected to other content across Europeana. When a user is on the new item page and that item exists in a gallery, exhibition or blog post, the related content will be promoted on the right hand side. This means that more than 25% of our records will be connected to some other related content on Europeana automatically. EF has completed this work for blog posts, galleries and entities, while exhibitions is still in progress. This contributes towards our target of increasing our user retention.

Europeana Newspapers

To enhance the discoverability of newspaper titles, EF implemented browse pages which allow the user to navigate through the titles. These pages are curated editorially, and can be structured as needed. For example, browse by country of origin, or browse A-Z. These pages are functionally complete, however not visible, as these are currently being curated in preparation for the launch of Europeana Newspapers (expected Q4 2018/Q1 2019).

EF assessed options for supporting full-text search on Europeana Collections based on a proposal¹ by the University of Sheffield and will evaluate these findings based on previous recommendation².

Search technologies

The completeness measure for Europeana records is now contributing to the ranking logic of Europeana search results: we surface objects with better metadata on top of the results. In accordance to this, we now publish the completeness measure in the API.

In October, EF presented its work on semantic and multilingual interoperability and search at a workshop with other CEF DSIs organized around the automatic translation DSI (eTranslation). Possible actions to experiment with automatic translation in Europeana (and a wider culture) context as well as to contribute input to eTranslation work were discussed and agreed on.

EF started the evaluation of the alpha version of our API's Schema.org output. The publication of metadata in this form, as part of our SEO efforts, is intended to make our data better understandable (and searchable) by web search engines such as Google.

Europeana Collections: editorial contributions

In the reporting period, in total nine galleries (e.g. Autumn in Art³) and 12 blogs (e.g. Banned Authors – who got on the Index Librorum Prohibitorum?⁴) were published for end-users.

EF together with the partners of the Rise of Literacy Generic Services project undertook several activities to promote the theme to end-user, e.g. several blogs⁵ were published. The query for the Manuscript thematic collection⁶ was updated retrieving now over 200k objects and is envisaged to further grow throughout the Rise of Literacy Generic Service project.

Together with the partners of the Migration in the Arts and Science Generic Services project, an online exhibition called 'People on the Move: How Migration has changed the World'⁷ was published. Drawing on rich cultural heritage from Europeana Collections, the exhibition explores the enriching effects of migration by highlighting the stories of inspiring individuals and communities. In the context of the Europeana Migration campaign and thematic collection, we continued to collect user-generated content. We continued

¹ https://docs.google.com/document/d/1OvFsXyo2l_ndwcrVh-gVzge08eBJFaZkZWnvo-PHx2Y/edit

² https://docs.google.com/document/d/1WfyWtxwnApByoZiF4hBx74_aQzFFa6XliBDif0d8l1c/edit

³ <https://www.europeana.eu/portal/en/explore/galleries/autumn-in-art>

⁴ <http://blog.europeana.eu/2018/09/banned-authors/>

⁵ <http://blog.europeana.eu/tag/rise-of-literacy/>

⁶ <https://www.europeana.eu/portal/en/collections/manuscripts>

⁷ <https://www.europeana.eu/portal/en/exhibitions/people-on-the-move>

promotional activity to encourage users to collect stories through this functionality. To date 337 stories have been published.

In the light of the 1914-1918 Centenary Tour the spotlight in September was on Hungary and in October on Italy with dedicated galleries⁸ and hero images featured on Europeana 1914-1918. Additionally, the GIF IT UP⁹ competition, which takes place throughout the month of October, has introduced a new category¹⁰: gifs created from WWI materials will be awarded a special prize, as part of the First World War Centenary. This provided a particular spotlight for Europeana 1914-1918 stories.

Thematic Campaign(s)

As part of the EYCH 2018, the Europeana Migration campaign and the 1914-18 Centenary Tour campaigns are both ongoing. Both campaigns will finish November/December 2018.

The Europeana Migration campaign held five collection days in October/September, in Zagreb (Croatia), Belgrade (Serbia), Pisa (Italy) and two events in Luxembourg. More than 50 stories were shared at the events. In context of the collection day in Croatia, Europeana achieved great visibility with an interview on a prime time Croatian tv show 'Goodmorning Croatia' with one of EF's representative talking about our contribution to the EYCH 2018 and Europeana Migration.

As part of the Europeana 1914-18 Centenary Tour, five Transcribathons (three events in Germany, Italy and Cyprus and 2 online runs "Centenary Run" and "Nature of Turkestan") and one Collection Day (Hungary) were organised in cooperation with heritage institutions throughout Europe. 26 stories were contributed and more than 670 documents transcribed. The Centenary Run - a 6-week long online transcription marathon to commemorate the centenary of the end of the First World War was launched in October leading up to the Centenary Tour Finale event in November. The overall winner will win a trip to Brussels to compete at the Europeana 1914-1918 Centenary Tour Finale Transcribathon¹¹ on 27-28 November 2018 at the House of European History.

Objective 2

Maintain and further develop a fully operational data and aggregation infrastructure; the infrastructure should be optimised in order to facilitate content provision from content holders; improve data and metadata quality; create, implement and continuously improve efficient ingestion procedures for providers and aggregators.

Development of Metis

⁸ Hungary: <https://www.europeana.eu/portal/nl/explore/galleries/1914-1918-hungary>; Italy: <https://www.europeana.eu/portal/en/explore/galleries/1914-1918-italy>

⁹ <https://gifitup.net/about/>

¹⁰ <https://gifitup.net/world-war-i/>

¹¹ <https://transcribathon.com/en/runs/brussels/>

The migration of all 58 million records in Europeana to PSNC was completed in October¹². Currently, EF is testing the performance of the servers but also the integrity of the migrated data. EF is also preparing the release of Metis which is planned for November 2018.

Data quality improvements

The first iteration of the metadata component of the EPF was published on Europeana Pro¹³. Next steps are (1) to elaborate on the sales pitch and amend the existing EPF booklet to cover the metadata component and (2) to create an inventory of our database using the metadata specifications and use this to refine the criteria for each of the three metadata tiers. A proposal for establishing a strategy for descriptive metadata was presented and discussed at the last Europeana Aggregators' Forum meeting in Berlin (October 2018). Work is in progress to identify how this can be incorporated into the metadata component of the Europeana Publishing Framework.

As reported earlier, it is still a challenge to measure tier progress consistently and regularly due to technical issues. Our previous media service has not created a full set of technical metadata for all 58 million records, which is a necessary prerequisite to measure tier progress. With the launch of Metis including a new media service we expect to solve these technical issues to be able to reprocess records that have no technical metadata to date. This will happen over the next few months.

Due to the migration of the data to a new infrastructure and the preparation for the launch of Metis, ingestion was frozen over summer and just started again in October. Therefore, the number and quality of datasets per category (tiers) has not changed in Europeana DSI-4. The final result of Europeana DSI-3, which is also the baseline for Europeana DSI-4 is still reflecting the current status in October 2018.

A great highlight is that we already reached our KPI target for tier 2+ material for the first year of the tender. The target was set to 40% of tier 2+ material and currently 48% of records comply to tier 2+. This to a large degree was achieved by updating lots of newspapers, updating the data from BnF and publishing 5 million tier 4 records from Naturalis.

Objective 3

Enable incorporation of new content, seeking to broaden the overview of Europe's cultural heritage; encourage new content holders to join Europeana and foster their active involvement.

Aggregating partners prepared or executed outreach activities for new data providers. Main activities by aggregating partner are summarized in in the periodic report (B.2 deliverable, M2) under requirement A.2. Metadata and content quality.

¹² <https://metis-publish-portal.eanadev.org/portal/en>

¹³ <https://pro.europeana.eu/post/publishing-framework>

Objective 4 and Objective 5

Improve content distribution mechanisms to accelerate discovery and maximise visibility, as well as take-up of the platform by fostering creative re-use in third-party products and services.

Improve/widen visibility and content discovery through strong relationships and joint ventures with a broad range of stakeholders (e.g. apps developers) and cultural and creative industries (CCIs) to engage new audiences.

Europeana Education

To raise awareness about the educational value of digital cultural data and to increase the use of Europeana content EF (and educational partners EUN and Euroclio) participated in several workshops and conferences/events. Please see periodic report (B.2 deliverable) and work package 3: Foster reuse of digital cultural heritage resources for more details.

The open call¹⁴ to identify the 12 Europeana Teacher Ambassadors was completed. Over 110 teachers from 21 countries answered. In order to ensure the widest geographical spread possible, the 12 countries from where the ambassadors will be selected will be Croatia, Finland, France, Greece, Hungary, Italy, Malta, Poland, Portugal, Romania, Spain and Turkey. The selection is currently being validated by the respective Ministries of Education.

Europeana Research

EF and CLARIN reached out to researcher audiences at four events/conferences in the Netherlands, France, Italy and UK to connect the cultural sector with digital humanities and research infrastructures. Please see periodic report (B.2 deliverable) and work package 3: Foster reuse of digital cultural heritage resources for more details.

The third edition¹⁵ of our Research Grants Programme on WWI topic ran between 5 September and 15 October. It closed with 22 applications, with most of the proposed host institutions based in Italy (7), Spain (6), France (3). The applications are in the process of review and evaluation by the Europeana Research Advisory Board. The winners will be notified by 16 November and formally announced at a dedicated WWI commemoration event on 27-28 November at the House of European History in Brussels.

Objective 6

Coordinate, sustain and grow the Europeana Network Association with the aim of increasing the number of content providers and organisations reusing the content available through Europeana.

¹⁴ <http://fcl.eun.org/web/guest/news/details?articleId=3133047>

¹⁵ <https://pro.europeana.eu/post/research-grants-programme-2018-call-for-submissions-open>

The major focus of the Network Association was on setting up six Network communities¹⁶. We worked on establishing the rules and functional terms of reference for the communities, and accommodating task forces and working groups within those.

EF started the 2018 Members Council elections¹⁷, inviting the Network members to come forward or to step up again as to fill at least 28 open seats by submitting their candidacy online¹⁸ before 13 November 2018.

Objective 7

Maintain an international, interoperable licensing framework catering to the needs of data partners, users and creative reuse.

EF prepared the next steps for the copyright community to support the implementation of the ELF. A rights statements webinar was hosted in September with four attendees from the copyright community. A survey was sent to participants to better understand how the webinar met their needs and how it can be scaled to a larger group.

To support the implementation of rightsstatements.org Spanish, Finnish, Finland-Swedish and Polish translations are currently being undertaken by partners and members of the Network.

The new consent system of the Data Exchange Agreement (DEA), as a principal element of the Europeana Licensing Framework, between Europeana Foundation and each content provider was approved by EF after a consultation of aggregators and data providers. The main changes were to update terminology and definitions to reflect current practices. The new DEA is functional for new data providers since September 2018.

Objective 8

Implement existing, and – where appropriate - develop new strategies, services and business models to help move towards financial sustainability.

EF's current strategy and planned implementations for 2018 can be seen in the Business plan 2018¹⁹ following the Europeana 2015-2020 strategy²⁰. EF is currently working with DCHE/expert groups, and under supervision of the Commission, to create a new strategy.

¹⁶ <https://pro.europeana.eu/network-association/special-interest-groups>

¹⁷

<https://pro.europeana.eu/post/2018-europeana-network-association-members-council-elections-calling-new-councillors>

¹⁸ <https://app.smartsheet.com/b/form/fdebc3642961439a8547d9c7c880146f>

¹⁹ <https://pro.europeana.eu/post/europeana-business-plan-2018-democratizing-culture>

²⁰ <http://strategy2020.europeana.eu/update/>

Objective 9

Take all necessary measures to host and integrate the results of projects funded under CEF calls for proposals for generic services.

On 29-30 October representatives of the Generic Services projects (GS1 and GS2) met in the Europeana offices, The Hague. Eleven projects were presented by the individual project representatives and EF gave presentations on several areas of interest to the audience (including editorial strategy, European Collections, APIs, Re-use, Branding, ENA and communities). Project participants also met in one-to-one meetings with EF staff to discuss support on individual areas in more detail.

In September/October, EF attended kick-off meetings of the Generic Services projects Crowd Heritage²¹, Enrich Europeana²² and Europeana Media²³. EF started investigating requirements towards collaboration with and/or integration into the Core Service Platform.

EF will report on activities and developments towards the integration of the projects into the Core Service Platform in the A.1 Platform reports (M10).

Objective 10

Identify methods and key performance indicators to measure and benchmark progress towards the objectives mentioned above and in particular the use of the platform, access to content, improvement of the quality of metadata and content as well as the reuse of the cultural heritage content accessible through Europeana. A cost benefit analysis should also be provided in order to better define future strategies.

The Europeana DSI-4 implementation plan states milestones to track progress overtime time and key performance indicators to follow performance of the platform. Please see section [3 Updates towards milestones](#) and section [4 Key performance indicators](#) for more details.

²¹ <https://pro.europeana.eu/project/crowd-heritage>

²² <https://pro.europeana.eu/project/enrich-europeana>

²³ <https://pro.europeana.eu/project/europeana-media>

3 Updates towards milestones

This chapter list milestones to be delivered in September (M1) and October 2018 (M2). All milestones were achieved according to plan, except MS1.2 Version of Metis updated, which is planned for November 2018.

MS No.	WP/task	Description	Verification	Status																		
M1 - September 2018																						
MS1.1	WP1/Task 1.1.	Change development process in place and updated	Document describing process in place	Done																		
EF added more details to the change management process and adjusted the process to meet organisational needs and workflows (see Annex 1 for more details).																						
MS1.2	WP1/Task 1.1. (A.1.2)	Version of Metis updated	Confirmation by the PO	In progress, planned for M3																		
Metis as a tool for publishing metadata in Europeana is strongly tight with the infrastructure supporting the Europeana APIs and Europeana Collections. At the same time of releasing Metis, EF is also migrating its infrastructure to new servers hosted at PSNC, Poland. Because of the strong dependency between the two projects was decided to release both the new infrastructure and Metis at the same time if possible, which has induced a small delay on this milestone. If we should have issues with the release of the new infrastructure, we will still proceed with the release of Metis (planned for November 2018).																						
MS1.8	WP1/Task 1.1. (A.2.3)	Division of tiers (data quality) in Europeana DSI	Division by Tiers measured	Done																		
The distribution of tiers is as follows:																						
<table border="1"> <thead> <tr> <th>EPF compliance</th> <th>No of records</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>Not compliant to EPF</td> <td>9,610,588</td> <td>16.5%</td> </tr> <tr> <td>Tier 1</td> <td>20,677,325</td> <td>35.5%</td> </tr> <tr> <td>Tier 2</td> <td>14,503,251</td> <td>24.9%</td> </tr> <tr> <td>Tier 3</td> <td>2,388,085</td> <td>4.1%</td> </tr> <tr> <td>Tier 4</td> <td>11,066,737</td> <td>19.0%</td> </tr> </tbody> </table>					EPF compliance	No of records	Percent	Not compliant to EPF	9,610,588	16.5%	Tier 1	20,677,325	35.5%	Tier 2	14,503,251	24.9%	Tier 3	2,388,085	4.1%	Tier 4	11,066,737	19.0%
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Tier 3	2,388,085	4.1%																				
Tier 4	11,066,737	19.0%																				
MS1.11	WP1/Task 1.1. (A.5)	Tools to log and present advanced statistics about platform usage in place and accessible to Commission Services	Tools to log and present statistics about platform usage in place	Done																		
EF uses a variety of tools to log and present advanced statistics about our platform usage. Main tools are Google Analytics, Hotjar, Optimal Workshop, and SurveyMonkey for user satisfaction surveys. Tools can be made accessible to Commission Services on request. For more details																						

please see [Annex 2](#).

MS1.12	WP1/Task 1.1. (A.6.7)	API documentation published and updated	Confirmation by the PO	Done
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The API documentation²⁴ informs about six APIs, namely: Search, Record, Annotations, Entities, OAI-PMH, and SPARQL. The documentation is regularly updated with latest releases and new developments as they become publicly available.

MS1.13	WP1/Task 1.1. (A.6.8)	API logging infrastructure in place	Confirmation by the PO	Done
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All requests to the production APIs are presently being logged to a central logging service (ELF stack). It primarily fulfils service level monitoring and also supports some business logic metrics such as API usage metrics and end-user usage patterns.

MS1.15	WP1/Task 1.2. (B.2.4)	Exhibition schedule	Exhibition schedule ready	Done
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The exhibition schedule detailing title, theme and expected publication date can be found in [Annex 3](#).

MS1.43	WP9/Task 9.1.	All-staff meetings	Confirmation by WP leader that meeting took place	Done
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The Europeana DSI-4 kick-off meeting took place in Hilversum, The Netherlands on 27-28 October 2018.

M2 - October 2018

MS1.48	WP1/Task 1.1.	Service satisfaction metrics established	Metrics established	Done
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EF measures the services offered by the Europeana initiative including data publication, APIs, Europeana Collections, business development (reuser services), and Network Association. How satisfied are our partners and users with the services we provide? And, specifically which touch point(s) of the service are our partners and users less satisfied with? A current and updated list of satisfaction metrics can be found here²⁵.

MS1.6	WP1/Task 1.1. (A.2.2)	Aggregators data quality work plans	Documents ready	Done
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The data quality work plans of all DSI aggregating partners are completed and available on request.

²⁴ <https://pro.europeana.eu/resources/apis>

²⁵

<https://docs.google.com/document/d/1tnkvpdYU9zgczaoaKmTlMAy3bRWqVjBP77iUCNdKWxc/edit?usp=sharing>

MS1.14	WP1/Task 1.2. (B.2.3)	Updated Europeana Newspapers editorial	Document with editorial plan in place	Done
<p>SPK and EF compiled an editorial plan describing how EF's different editorial channels (exhibitions, galleries, blog, browse entry points) will be utilised to best showcase the variety of topics, diverse national perspectives and general wealth of content that can be found in the Europeana Newspaper thematic collection. Europeana Newspapers aims to publish one editorial output per month, in coordination with the overall Europeana Collections editorial plans²⁶.</p>				
MS1.19	WP2/Task 2.1.	Schedule of content provider support events	List of events	Done
<p>DSI aggregating partners and EF scheduled a number of events. A list of completed and planned events is available in this table²⁷.</p>				
MS1.25	WP3/Subtask 3.1.2.	Communication plan for the promotion of Europeana in education	Document ready	Done
<p>The communication plan for the promotion of Europeana in education is detailed as part of the overall communication plan, delivered in M1 (D.1 Communication and dissemination plan).</p>				

²⁶

<https://docs.google.com/document/d/1tnkvpdYU9zgczaoaKmTLmAy3bRWqVjBP77iUCNdKWxc/edit?usp=sharing>

²⁷

<https://docs.google.com/spreadsheets/d/1WAEW1RJCdmfdgiR5D9QLIXIbWfFQ5ooQpdx0mi-hDyQ/edit#gid=1613890381>

4 Key Performance Indicators

KPIs for the first year of the tender (1 September 2018 until 31 August 2019) are detailed in the table below. The table states the KPIs related to the individual work package, how the KPI is measured, and the target towards the KPI to be reached by 31 August 2019.

KPIs are measured at the end of the month, as this interferes with the submission of the activity report by the end of the month, the October report states the figures as recorded at the end of September 2018.

As of the early stage of implementation of Europeana DSI-4 many KPIs are still in progress to be measured.

KPI id	Task/req.	Description	Measured by	30 September 2018	Expected progress Y1 (August 2019)
1. Operating, maintaining and developing Europeana DSI as the pan-European online cultural platform					
1.1	Task 1.2. (B.2.3.)	Satisfaction rate for Europeana collections	Net Promoter Score	In progress ²⁸ , expected December 2018	30
1.2	Task 1.2. (B.2.4.)	Satisfaction rate for exhibitions	Net Promoter Score	In progress ²⁹	30
1.3	Task 1.1. (A.2.)	Data quality	Data in tier 2 or higher as a percentage of the total	48%	40%
1.4	Task 1.1. (A.2.)	Data available for distribution	Data in tier 3 or higher as a percentage of the total	23.1%	30% ³⁰

²⁸ In Europeana DSI-3, EF measured Europeana Collections' Net Promoter Score every quarter to give a balanced view of user satisfaction across the calendar year. This, in addition to other surveys and polls run on Europeana Collections, led to some users expressing survey fatigue. In Europeana DSI-4, we will reduce the frequency of measuring Net Promoter Score to 3 times per year - measuring every 4 months. Net Promoter Score will be measured in December 2018, April 2019 and August 2019. The latest Net Promoter Score for Europeana Collections was measured in August 2018. The average Net Promoter Score across Europeana DSI-3 was 48.

²⁹ EF measures NPS on each of the newly published online exhibitions until the number of respondents reaches at least 100 in order to provide a comparable sample of users. At the end of Europeana DSI-3 the average NPS score for exhibitions published in 2018 was 46. In M1 (September 2018) no exhibitions was published. Metrics will be reported on in the next activity report (M4, December 2018).

³⁰ As required by the tender specifications, we aim to increase to 10% more data in tier 3 or above per year. At the start of Europeana DSI-4 this percentage stood at 20%.

1.5	Task 1.2. (B.5.)	Take up of rightsstatements.org	Percentage of active aggregators that integrated rightsstatements.org in their infrastructure	Not measured ³¹	25%
1.6	Task 1.1 - Task 1.2.	Europeana Research and Development contributions	Total number of reference papers or presentations	6	10
2. Content supply					
2.1	Task 2.1	CHI satisfaction	Percentage of surveyed CHIs that rate the relation with its aggregator (partner in Europeana DSI-4) 4 on a likert scale of 1-5	Not measured ³²	60%
2.2	Task 2.1	Aggregator satisfaction	Percentage of surveyed aggregators that rate the relation with Europeana 4 on a likert scale of 1-5	Not measured ³³	60%
3. Fostering reuse of digital cultural heritage resources					
3.1	Task 3.2	Reach of Europeana data on third parties	Total number of impressions from third parties (Wikimedia)	11,973,990	150 million
3.2	Task 3.2.2	Reach of Europeana data on social media	Total number of impressions on social media (Facebook, Twitter, Pinterest, GIPHY)	7,203,835	82 million
3.3	Task 3.2.1	Engagement with the education market	Total number of learning resources using Europeana data	In progress	Min. 200
3.4	Task 3.2.1	Engagement with the education market	Total number of integrations of Europeana data in dynamic learning environments	In progress	5

³¹ This KPI will be measured once during the first year of Europeana DSI-4 and results will be available latest by August 2019 (M12).

³² We will work with the Europeana Aggregators' Forum how to best measure CHI satisfaction. This still needs to be planned properly. It is currently not planned to measure CHI satisfaction in the first year of DSI-4.

³³ This is planned to be measured before the end of 2018 and will be included in the activity report (M6, February 2019).

3.5	Task 3.1.1	Satisfaction rate in the education market	Net Promoter Score of teachers using Europeana	61 ³⁴	20
3.6	Task 3.2.1	Use of Europeana in research infrastructures	Total number of case-studies implementing Europeana	In progress	3
3.7	Task 3.1.2	Use of Europeana in academic research	Total number of case-studies of grant winners	In progress	3
3.8	Task 3.1.2	Satisfaction of users in the academic research market	Baseline for Net Promoter Score set	In progress	yes
3.9	Task 3.1.3	Use of Europeana in the creative industries market	Total number of cases of new works, products or services using Europeana content	In progress	20
4. Communication and dissemination					
4.1	Task 4.1	Traffic on Europeana Collections	Number of visits to platform per month	374,296	500,000
4.2	Task 4.1	Engagement on Europeana products: returning visitors	Returning visitors on Europeana Collections	12,4%	30%
4.3	Task 4.1	Engagement on Europeana products: downloads	Total number of downloads on Europeana products during the contract period	26,192	180,000
4.4	Task 4.1	Engagement on Europeana products: click-throughs	Total number of click-throughs during the contract period	31,580	800,000
5. Animate and further enlarge the Europeana Network Association					
5.1	Task 5.1	Satisfaction of the Europeana	Net Promoter Score	In progress	30

³⁴ NPS score as average taken from metrics measured at three workshops.

		Network Association members with the Europeana Network Association			
5.2	Task 5.1	Attraction of new members	Number of members in the ENA	2,064	2,000
5.3	Task 5.1	Activity in the network	Number of active task forces	4	5
5.4	Task 5.4	Activity in the network	Number of active communities in the ENA	6	3
5.5	Task 5.4	Satisfaction of EuropeanaTech members	Net Promoter Score	In progress	30

5 Balance of efforts (up to September 2018)

The Balance of efforts table states the percentages of resources allocated to each of the nine work packages of the Europeana DSI-4 project. The numbers are stated cumulative while the September figures reflect the time frame 1 September 2018 until 30 September 2018.

Work package	Foreseen Percentage of the full contract value in the tender	Sep 18
1. Operating, maintaining and developing European DSI as the pan-European online cultural platform	57.10%	54.08%
2. Content supply	10.95%	12.28%
3. Fostering content reuse of digital cultural heritage resources	9.69%	9.50%
4. Communication and dissemination	8.93%	11.09%
5. Animate and further enlarge the Europeana Network Association	6.44%	6.13%
6. Studying the impact of digitisation and reuse of cultural heritage	1.32%	1.07%
7. Governance	1.96%	0.00%
8. Phasing-in and phasing-out period	0.50%	0.06%
9. Project and programme management	3.11%	5.79%
Total	100%	100%

6 Deviations, change requests and adjustments

No deviations and adjustments from the implementation plan (B.1 deliverable, M1).

7 Major changes in staff, if applicable

No major changes in staff.

8 Progress on deliverables (M1-M12)

Deliverable number	Description	Due month	Status
A.1	Platform reports	M10	
B.1	Implementation Plan	M1	Delivered to EC
B.2	Periodic reports	M2, M4, M6, M8, M10, M12	M2 Delivered to EC
B.3	Activity reports	M2, M4, M6, M8, M10, M12	M2 Delivered to EC
B.4	Annual report	M12	
C.1	Technical documentation	M9	
C.2	Users and usage report	M5, M10	
C.3	Content supply & reuse reports	M10	
C.4	Stress and disaster recovery test reports	M9	
D.1	Communication and dissemination plan	M1, M9	M1 Delivered to EC
E.1	Transfer of assets and liabilities report	M1, M10	M1 Delivered to EC
E.2	Transfer process report	M1, M10	M1 Delivered to EC
E.3	Employed staff report	M1, M6, M12	M1 Delivered to EC

9 Communication and dissemination activities

The table below lists communication and dissemination efforts undertaken outside of the channels owned by the consortium (including website, blogs and social media). The table shows conferences and events attended by the consortium as well as on- and offline publications.³⁵ During the reporting period the consortium was involved globally in almost 30 activities covering 15 countries.

Partner	Name of event	Activity	Location	Date	Link
EF	EuroMed 2018	Presentation	Cyprus	29/10/2018	https://www.euromed2018.eu/
EF	International Journal on Digital Libraries (IJDL)	Research Journal Article	Online	28/10/2018	https://rdcu.be/babty
Euroclio	Annual eTwinning Conference: eTwinning and our Heritage: Where the past meets the future	Workshop	Warsaw, Poland	25-27/10/2018	
EF	Shaping Access! More Responsibility for the Cultural Heritage: iRights	Presentation	Berlin, Germany	25-26/10/2018	https://www.iccrom.org/classifieds/classified-event/shaping-access-more-responsibility-cultural-heritage
EF	MTSR2018	Publication and presentation of research paper	Limassol, Cyprus	24/10/2018	http://www.mtsr-conf.org/index.php/programme
EF	International Conference on the Re-Use of Images	Presentation	Paris, France	22-23/10/2018	https://www.inha.fr/fr/agenda/parcourir-par-annee/en-2018/octobre-2018/de-nouvelles-democraties-du-savoir.html
EF	INHA Conference on	Presentation	Paris, France	22/10/2018	https://www.inha.fr/fr/agenda/parcourir-par-annee/en-2018/octobre-2018/

³⁵ Communication and dissemination activities on the Europeana platform (Europeana Collections and Europeana Pro) and consortium partners websites, social media (LinkedIn, Twitter, Facebook) as well as outreach activities (such as Collection days and Transcribathons) are described related to the activity in the B.2 and D.1 deliverables.

	Image Rights Arts				de-nouvelles-democraties-du-savoir.html
EF	CEF-related Workshops on Semantic interoperability and Multilingual Public Services	Presentation and workshop	Brussels, Belgium	18/10/2018	https://ec.europa.eu/cef-digital/wiki/display/ETCOMMUNITY/Semantic+Interoperability+for+Multilingual+DSIs
APEF	"PRESENTING ARCHIVES PORTAL EUROPE, THE GOOGLE OF ARCHIVE" – a workshop on the usage of internet for historical & archival research	Workshop	Belgrade, Serbia	17/10/2018	https://www.facebook.com/180908415273554/photos/a.766844540013269/2079534155410961/?type=3&theater
EF	All Digital Summit 2018	Presentation	Brussels, Belgium	17-18/10/2018	https://summit.all-digital.org/
EF	Cultural & Creative Cities for All Workshop	Presentation	Brussels, Belgium	11/10/2018	http://ec.europa.eu/research/index.cfm?pg=events&eventcode=DD17ACAB-FE1F-CD9C-D8101A2C99A1C632
EF	Webinar DCMI/ASIST	Webinar: SKOS: Overview and Modeling of Controlled Vocabularies	Online	11/10/2018	https://www.asist.org/events/webinars/skos-overview-and-modeling-of-controlled-vocabularies/
EF	THE ARTS+	Presentation + panel discussions. Interview	Frankfurt, Germany	10/10/2018	https://theartsplus.com/2018/10/10/when-we-build-standards-together-we-can-create-data-that-flows-on-the-web-whatever-the-platform-or-the-system/
EF, CLARIN	CLARIN annual conference	Stand + panel participation	Pisa, Italy	08-10/10/2018	https://www.clarin.eu/event/2018/clarin-annual-conference-2018-pisa-italy

SPK	Bibliotheca Baltica 2018	Presentation on Europeana Newspapers	Rostock, Germany	05/10/2018	https://www.bb2018.uni-rostock.de/en/
EF	World Teacher Day	Presentation	Brussels, Belgium	05/10/2018	https://ec.europa.eu/epale/en/node/82838
EF	8th International Conference of Art Libraries	Representation	Amsterdam, NL	04-05/10/2018	https://www.rijksmuseum.nl/en/whats-on/symposiums/8th-international-conference-of-art-libraries
EF	Erfgoed Plus	Presentation	Leuven, Belgium	26/09/2018	https://www.erfgoedplus.be/thema/contactdag-2609
EF	Cultural Heritage day at EBU Brussels	Presentation	Brussels, Belgium	25/09/2018	https://www.ebu.ch/events/2018/09/european-cultural-heritage
EF	5th International Cultural heritage Conservation & Digitisation (CHCD2018)	Presentation	Beijing, China	13-14/09/2018	
EF	Building Library Labs	Special session	London, UK	13-14/09/2018	https://www.eventbrite.co.uk/e/building-library-labs-tickets-40101779502#
EF	SEMANTiCS2018	Publication and presentation of research paper	Vienna, Austria	13/09/2018	https://2018.semantics.c/agggregation-cultural-heritage-collections-through-web-data
EF	Goodmorning Croatia	TV interview related to Europeana Migration	Zagreb, Croatia	11/09/2018	https://magazin.hrt.hr/460844/europeana-prica-o-europi-i-ljudima-koji-ovdje-zive
EF	Bridging the Divide - 13th Bled Strategic Forum - Slovenia	Presentation	Bled, Slovenia	11/09/2018	https://www.bledstrategicforum.org/wp-content/uploads/2018/09/2018-BSF-Programme-Bridging-the-Divide-EN.pdf
EF, AIT Vienna	DCMI 2018	Publication and presentation of research paper	Porto, Portugal	11/09/2018	http://dublincore.org/conference/2018/abstracts/#559

EF	Measuring Change in Digital Humanities: Recap of the Workshop on Impact Factors and Success Criteria	Blog report	Online	10/09/2018	https://www.dariah.eu/2018/09/10/measuring-change-in-digital-humanities-recap-of-the-workshop-on-impact-factors-and-success-criteria/
EF	TPDL 2018	Tutorial	Porto, Portugal	10/09/2018	http://www.tpd1.eu/tpd12018/tutorials/europeana-hands-on-session/
EF	DCMI 2018	Special session	Porto, Portugal	10/09/2018	http://dublincore.org/conference/2018/abstracts/#a2
EF	Open GLAM Mexico	Presentation	Mexico-City, Mexico	05/09/2018	http://agendadigital.cultura.gob.mx/openglam/

10 Update on risk assessments

Related to	Risk	Likelihood of occurrence	Impact	Mitigation strategy
Task 1.1. Maintenance and continuous improvement of the Europeana DSI's main functionalities				
MS1.1 Change development process in place and updated	The process becomes very theoretical and thus not useful in practice.	Low	Medium	Follow the process carefully, update what does not work and integrate the process in general workflows.
MS1.48 Service satisfaction metrics established	None			
Requirement A.1. Metadata repository				
MS1.2 Version of Metis updated	There is no update of Metis to report	Low	High	As this report comes at the beginning of DSI4, it will report on the latest status of Metis.
MS1.3 User group for improvement of Metis set up	The group is not formed on time	Low	High	We will start the recruitment process for the Metis user group at the very beginning of DSI4 to prevent delays.
Requirement A.2. Metadata and content quality				
KPI 1.3 Data quality - 40% Data in tier 2 or higher	Data partners to focus on metadata instead of content quality, which is good for us but a risk for this KPI to be achieved. A second risk is that the control for that KPI is with CHIs and less with aggregators or EF.	Medium	Medium	The finalisation and publication of the EPF metadata will help mitigating the first risk as we can then also develop a KPI on metadata level. To mitigate the 2nd risk, training workshops and national workshops can help to source more tier 3+ material.
KPI 1.4 Data available for Distribution - 30% Data in tier 3 or higher	Same as KPI 1.7	Medium	Medium	Same as KPI 1.7

KPI 1.5 Take up of rightsstatements.org	none			
MS1.4 EPF updated	EF and partners cannot agree in time about the requirements for metadata quality in the EPF	Low	High	Initial talks about the EPF have already started. The base-line requirements will be agreed upon first.
MS1.5 Rightsstatements.org Business Plans 2019	none			
MS1.6 Aggregators data quality work plans	Aggregators will not have the data quality plans ready in time.	Medium	High	Initial Focus on data quality improvement and analysis by EF
MS1.7 Half yearly review of the data quality plans	none			
MS1.8 Division of tiers (data quality) in Europeana DSI	Automatic classification of records fails because of technical problems			Manual investigation of the database to create an estimate of the tier distribution.
MS1.10 Overview of new (potential and proposed) content providers per Aggregating Partner	none			
Requirement A.4. Mechanisms for probing broken links				
MS1.9 Evaluation of broken links in the repository	none			
Requirement A.5. Log files on user behaviour and usage analytics				
MS1.11 Tools to log and present advanced statistics about platform usage in place and accessible to Commission Services	The statistics will not deliver the required information	Low	Medium	Setting expectations and increasing communication on statistics and possibilities.

Requirement A.6. Application Programming Interface (API)				
MS1.12 API documentation published	none			
MS1.13 API logging infrastructure in place	none			
Task 1.2. Continuous improvement of service functionalities and the user interfaces				
Requirement B.2. Visualization and display				
KPI 1.1 Satisfaction rate for Europeana Collections	none			
KPI 1.2 Satisfaction rate for exhibitions	none			
MS1.46 Study on engagement element	none			
MS1.14 Updated Europeana Newspapers editorial	none			
MS1.15 Exhibition schedule	none			
MS1.16 Overview of data providers that have signed the new DEA	none			
Task 1.3. General conditions for delivery of the requirements				
Maintaining and further developing the platform infrastructure				
KPI 1.6 Europeana Research and Development contributions	Proposals for presentations/publications rejected, not enough resource to disseminate our work any more			Re-focus dissemination efforts. Encourage other partners to disseminate their work to relevant venues.

MS1.17 Review of as-is architecture landscape	none			
Task 2.1. Promote organisational and technical requirements for publication of cultural heritage data and the uptake of frameworks				
KPI 2.1 CHI satisfaction	Unable to reach the CHIs directly	medium	high	The CHIs will be reached via aggregators (domain and national). The survey will run if a representative sample can be reached.
KPI 2.2 Aggregator satisfaction	none			
MS1.19 Schedule of content data support events	none			
MS1.20 Aggregator spaces on Europeana Pro	Aggregators will not deliver sufficient information, or information will be outdated soon	low	high	Information will be requested early and will be reviewed regularly. Information will be based on EF's CRM-system.
Task 3.1 Engage with the communities interested in reuse				
KPI 3.3 Engagement with the education market	none			
KPI 3.5 Satisfaction rate in the education market	none			
KPI 3.8 Satisfaction of users in the academic research market	none			
MS1.21 60 new learning scenarios integrating Europeana resources	none			
MS1.22 Meetings of the teacher	none			

ambassador network				
MS1.23 Updated MOOC (English)	none			
MS1.24 MOOC in two other languages (2019)	none			
MS1.25 Communication plan for the promotion of Europeana in education	none			
MS1.26 12 Europeana source collections	none			
MS1.27 Update Teacher Training Kit	none			
MS1.28 12 eLearning activities	none			
MS1.29 Participation of Europeana in Open Education Week	none			
MS1.30 Business Plan for Europeana Research 2019	Not enough commitment for this plan from non-funded partners	medium	high	Involving the Research early in this work.
MS1.47 Alpha version of Europeana Pro	none			
Task 3.2. Market and audiences outreach				
KPI 3.4 Engagement with the education market - integrations of Europeana data in dynamic	none			

learning environments				
KPI 3.7 Use of Europeana in research Infrastructures - Case-studies of using Europeana	none			
KPI 3.4 Use of Europeana in the creative industries Market - cases of new works, products or services using Europeana content	none			
Task 3.3. Facilitate the development of new products and services by reuser communities				
KPI 3.8 Use of Europeana in academic research - case-studies of grant winners	none			
MS1.31 Europeana Challenges	none			
MS1.32 Europeana Match funding programme	Match-funding programme might not continue and funding will transfer to challenges.	low	low	Funding to be transfer with a same or similar focus to challenges.
MS1.33 Europeana Research Grants Programme	none			
Task 3.4 Work with major platforms and development of platform functionalities to increase use of Europeana content communities				
KPI 3.1 Reach of Europeana	none			

data on third parties - Total number of impression				
Task 4.1. Communication and dissemination of Europeana				
KPI 4.1 Traffic on Europeana Collections	No growth in the number of the returning visitors, not enough interesting (curated) content, too high costs of promotion			Paid traffic generation
KPI 4.2 Engagement on Europeana products: returning visitors	Product/content not good enough to encourage people to return			Curated content series, retargeting
KPI 4.3 Engagement on Europeana products: downloads	Less items available for download or less need for downloads (low risk)			Marketing activities encouraging downloads (reuse, contests, challenges)
KPI 4.4 Engagement on Europeana products: click-throughs	No need to click through (if content is fully explorable on Europeana), low quality content that required a click-through being depublished			Increasing visibility of partner institutions on a record page
KPI 3.2 Reach of Europeana data on social media	Changes to the algorithms and pricing on social media platforms			Diversification of channels, tools and platforms used
Task 4.2. Run an a series of activities showcasing the value of digital cultural heritage to a variety of audiences				
MS1.34 3-4 Transcribathons organised	none			
MS1.35 European event at the House of	none			

European History in Brussels				
Task 5.1. Support the ENA in attracting citizens, professionals and institutions with an interest in digital cultural heritage				
KPI 5.1 Satisfaction of ENA members with the ENA	none			
KPI 5.2 Attraction of new members	Number of new members lags behind expectation	low	high	Introduce membership campaigns and focus on benefits of the ENA and its communities.
KPI 5.3 Activity in the network	none			
MS1.45 Satisfaction survey with ENA members	none			
MS1.36 Europeana Network MC meetings	none			
MS1.37 Europeana Network AGM	none			
Task 5.2. ENA Secretariat				
MS1.38 ENA annual report				
Task 5.4. Europeana Network Communities				
KPI 5.4 Activity in the network - Number of active communities	none			
KPI 5.45 Satisfaction of EuropeanaTech members	none			

Task 5.5 Europeana EU presidency events to connect to member statesMS1.39
Europeana EU
presidency events

none

Task 7.1. Report to the Advisory CommitteeMS1.41 Advisory
Board meetingEC's investiture of the
Advisory Board is
delayed

low

high

Accept the risk and focus
on the next advisory
board meetings.**Task 8.3. Develop, document and test redeployment**MS1.42 Transfer
test report

none

Task 9.1. Project management of Europeana DSI-4MS1.43 All-staff
meetings

none

MS1.44
Europeana DSI-4
general assembly

none

11 Updated list of pre-existing rights

This is a current list of pre-existing rights related to activities and outcomes of Europeana DSI. Communication and PR-activities from all partners are not considered outcomes or results, as is content produced by data or content providers, delivered to Europeana and aggregators.

1. Europeana Foundation (EF)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by Europeana Foundation, before 31 August 2017, whether published or not;	Copyright	Stichting Europeana
The europeana.eu domain name; registered trade mark No. 005444435 filed with the Office for Harmonisation in the Internal Market (OHIM) by Stichting European Digital Library; registered trademark No. 010036853 filed with OHIM by Stichting Europeana on 10/06/2011;	Registered Trademark(s)	Stichting Europeana
The metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements;	Licenses, database rights and copyright	Stichting Europeana
All rights which the Stichting Europeana holds under its agreements with data providers (the Data Exchange Agreements), concluded before 31 August 2017.	License(s)	Stichting Europeana

2. AIT Angewandte Informationstechnik Forschungsgesellschaft mbH (AIT GRAZ)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by AIT Angewandte Informationstechnik Forschungsgesellschaft mbH, before 31 August 2017, whether published or not;	Copyright	AIT Angewandte Informationstechnik Forschungsgesellschaft mbH
Any document or digital object, created by OpenUp!, before 31 August 2017, whether published or not;	Copyright	OpenUp! Partners
OpenUp! project website: http://open-up.eu/en , including ownership of the domain name, hosting,	Copyright	OpenUp! Consortium

CMS, design, texts, shared documents (deliverables, minutes, presentations, other documents from project meetings and working groups, etc.); training material		
OpenUp! Natural History Aggregator; workflow, including harvest, mapping to ESE/EDM transformation, enrichment with - currently three - supplemental resources, transfer via OAI-PMH Interface to Europeana	Copyright, data base rights	OpenUp!

3. AIT Austrian Institute of Technology GmbH (AIT VIENNA)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object created by AIT VIENNA before 31 August 2017, whether published or not	Copyright	AIT Austrian Institute of Technology GmbH
The Annotations API service	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The Entity API service	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The Image Similarity Search service	Licenses, database rights and copyright	AIT Austrian Institute of Technology GmbH
The Music Information Retrieval service	Licenses, database rights and copyright	AIT Austrian Institute of Technology GmbH
The Europeana-Client library, implementing support for remote invocation of Europeana Search API	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The API-Commons library, implementing non-functional support for API development.	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The Annotation-Id library, implementing object serialization into JSON-LD format.	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The Europeana Datasets library, implementing support for aggregating user defined datasets from Europeana	Licenses, copyright	AIT Austrian Institute of Technology GmbH
The User Sets API	Licenses, copyright	AIT Austrian Institute of Technology GmbH

4. Archives Portal Europe Foundation (APEF)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Archives Portal Europe front-end: includes design, texts (English originals), technical settings/definition of the search index, source code for portlets in various parts of the front-end such as Search, Directory, Featured Documents, Topics, etc.	Copyright	APEF
Archives Portal Europe front-end section for registered users: includes design, texts (English originals), source code for portlets/functionalities in "My pages" (saved searches, bookmarks, collections)	Copyright	APEF
Redmine / Jira bugtracker tools	Licenses	APEF
Local Data Preparation Tool: includes design, source code for various parts (admin, conversion, validation, conversion to EDM, reports and extensions, creation/edition, etc.). XSLT-s, schema files, etc.	Copyright	APEF
OAI-PMH repository; Search Widget	Copyright	APEF
Archives Portal Europe back-end (dashboard): includes design, source code for various parts (admin, country manager/institution manager accounts, uploads, conversion, validation, publication/indexing, previews, conversion to EDM, delivery to Europeana, downloads, dashboard profiles, reports, creation/edition, etc.), XSLT-s, schema files, etc.	Copyright	APEF
APE API services	Copyright	APEF
Manuals for using the Archives Portal Europe and its tools (English originals): i.e. Country Manager Manual, Institution Manager Manual, Manual for the DPT, Manual for the OAI Console, Instructions for the search widget	Copyright	APEF
APEF wiki including all content (all manuals and technical documentation)	Copyright	APEF
Ownership of the URL archivesportaleurope.net including all subpages	Copyright	APEF
Admin access to portal(s) and dashboard(s) in all five server environments	Licenses	APEF
Ownership of the URL archivesportaleurope.eu including all subpages	Copyright	APEF

Ownership of contracts with Leaseweb with regard to the servers for the portal and the dashboard	Copyright/licenses	APEF
apeEAD: includes schema file(s), documentation and manuals	Copyright	APEF
EAG 2012: includes schema file(s), documentation and manuals	Copyright	APEF
apeEAC-CPF: includes schema file(s), documentation and manuals	Copyright	APEF
apeMETS /apeMETSRights: includes schema file(s), documentation and manuals	Copyright	APEF
Mapping and conversion to ESE and EDM	Copyright	APEF
APEnet project website: apenet.eu, including ownership of the domainname, hosting, CMS, design, texts, shared documents (deliverables, minutes, presentations, other documents from project meetings and working groups, etc.);	Copyright/licenses	APEF
APEx project website: apex-project.eu, including ownership of the domainname, hosting, CMS, design, texts (except for Articles section), shared documents (deliverables, minutes, presentations, other documents from project meetings and working groups, etc.)	Copyright/licenses	APEF
APEF website: archivesportaleuropefoundation.eu, including ownership of the domainname, hosting, CMS, design, texts (except for Articles section), shared documents (deliverables, minutes, presentations, other documents from project meetings and working groups, etc.)	Copyright/licenses	APEF
Ownership/admin access to the social media accounts (Facebook, Twitter, LinkedIn, YouTube, Vimeo, etc.)	Copyright/licenses	APEF
All videos as produced for the tutorial section of the APEnet, APEx and APEF websites mentioned above as well as for the youtube and vimeo channels	Copyright	APEF
All Archives Portal Europe content, ie metadata and digital objects, either created before or after 31 August 2017	Copyright	APEF partners and content providers

5. Athena Research and Innovation Center in Information Communication and Knowledge Technologies (ATHENARC)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
The MORE aggregator software, metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements.	Licenses, database rights and copyright	Athena Research and Innovation Centre
Any document or digital object, created by Athena Research and Innovation Centre, before 31 August 2017, whether published or not	Copyright	Athena Research and Innovation Centre
The LoCloud vocabulary service, databases, source code and software licences	Licenses, database rights and copyright	Angewandte Informationstechnik Forschungsgesellschaft mbH (AIT)
The LoCloud vocabulary matching and background linking services, databases, source code and licences	Licenses, database rights and copyright	University of the Basque Country
The LoCloud geolocation enrichment services, databases, source code and licences	Licenses, database rights and copyright	Institute for the Protection of Cultural Heritage of Slovenia
The LoCloud language identification service	Licenses, database rights and copyright	Athena Research and Innovation Centre
The LoCloud Geo-normalization service	Copyright	Athena Research and Innovation Centre
The LoCloud Geo coordinate transformation service	Copyright	Athena Research and Innovation Centre
The MORE Subject mappings service	Copyright	Athena Research and Innovation Centre
The MORE Temporal mappings service	Copyright	Athena Research and Innovation Centre
The CARARE MINT software, databases, source code and licences	Licenses, database rights and copyright	National Technical University of Athens

6. The British Library Board (BL)

The British Library Board was the lead partner of the Europeana Sounds project and continues to lead the Europeana Sounds Task Force. Europeana Sounds' aggregation tool is based on MINT software developed by partner NTUA and made available under the GPL licence. Data providers, who were partners or associate partners of Europeana Sounds, signed the Data Exchange Agreement (DEA) with EF and provided their content and metadata in accordance with the DEA.

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by The British Library, before 31 August 2017, whether published or not;	Copyright	The British Library
Any document or digital object, created by Europeana Sounds before 31 August 2017, whether published or not;	Copyright	Europeana Sounds Partners

7. Connecting Archaeology and Architecture in Europe (CARARE)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by CARARE, before 1 September 2018, whether published or not	Copyright	CARARE
The CARARE.eu domain name	Registered domain name	2Culture Associates Ltd
Any document or digital object, created by either the CARARE project or the CARARE CLG before 1 September 2018 whether published or not.	Copyright	CARARE (Connecting Archaeology and Architecture in Europe) company limited by guarantee
The contact databases, metadata, source code, software licences, computers and usage rights over computer storage, hosting and connectivity agreements.	Licenses, database rights and copyright	CARARE

8. CLARIN ERIC (CLARIN)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
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Any document or digital object, created by CLARIN ERIC, before 31 August 2017, whether published or not;	Copyright	CLARIN ERIC
The metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements;	Licenses, database rights and copyright	CLARIN ERIC

9. Stichting Digitaal Erfgoed Nederland (DEN)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by Stichting Digitaal Erfgoed Nederland, before 31 August 2017, whether published or not;	Copyright	Stichting Digitaal Erfgoed Nederland

10. Deutsches Filminstitut - DIF e.V. (DIF)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object created by DIF before 31 August 2017, whether published or not	Copyright	DIF
The metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements;	Licenses, database rights and copyright	DIF
The europeanfilmgateway.eu domain name	Registered Trademark(s)	DIF

11. Deutsche Nationalbibliothek (DNB)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object, created by Deutsche Nationalbibliothek, before 31 August 2017, whether published or not;	Copyright	DNB or DDB
The metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements;	Licenses, database rights and copyright	DNB or DDB

12. European Fashion Heritage Association (EFASHION)

Pre-existing material	Rights to pre-existing material	Identification of rights holder
Any document or digital object created by Europeana Fashion International Association before 31 August 2017, whether published or not	Copyright	eFashion
The europeanafashion.eu domain name	Registered domain name	eFashion
The eFashion MINT software, databases, source code and licences	Licenses, database rights and copyright	National Technical University of Athens
The metadata databases, digital object databases and source code; software licences; computers and usage rights over leased computers and computer storage, hosting and connectivity agreements;	Licenses, database rights and copyright	eFashion

13. EUN Partnership AISBL (EUN)

EUN Partnership will develop, under the Europeana DSI-4 project, a set of teaching and training materials using an already established activity template, the Learning Scenario (template belonging to the Future Classroom Lab, developed in the iTEC project 2010-2014) and, using these materials, will create a Massive Online Open Course (MOOC), to be hosted on the European Schoolnet Academy. Additionally, EUN will develop a set of Learning Scenarios, which use an already established updated Learning Scenario template (developed under the Scientix 3 project). The European Schoolnet Academy is a private initiative of EUN Partnership, in the form of a professional development platform focusing on innovation in the school and classroom, which offers free massive open online courses (MOOCs) for teachers in primary and secondary schools. All the teaching and training materials, and the MOOC will be made available under Creative Commons, allowing derivatives.

Pre-existing material	Rights to pre-existing material	Identification of rights holder
FCL Learning Scenario template and toolkit	Copyright	EUN Partnership aisbl
European Schoolnet Academy	Copyright	EUN Partnership aisbl
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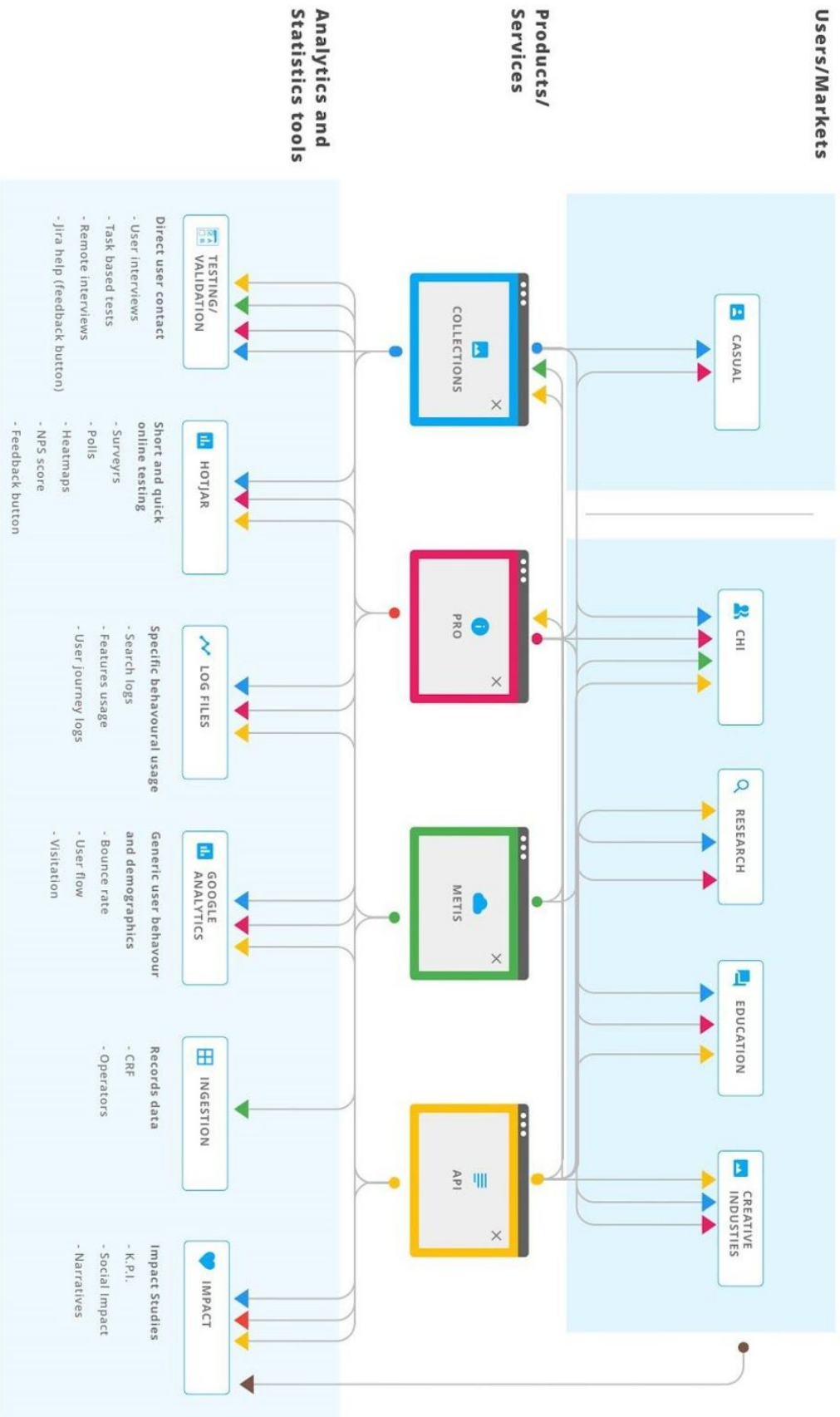
Annex 1: Change management process

EF added more details to the change management process (please see figures on the next pages) and adjusted the process to meet organisational needs and workflows.

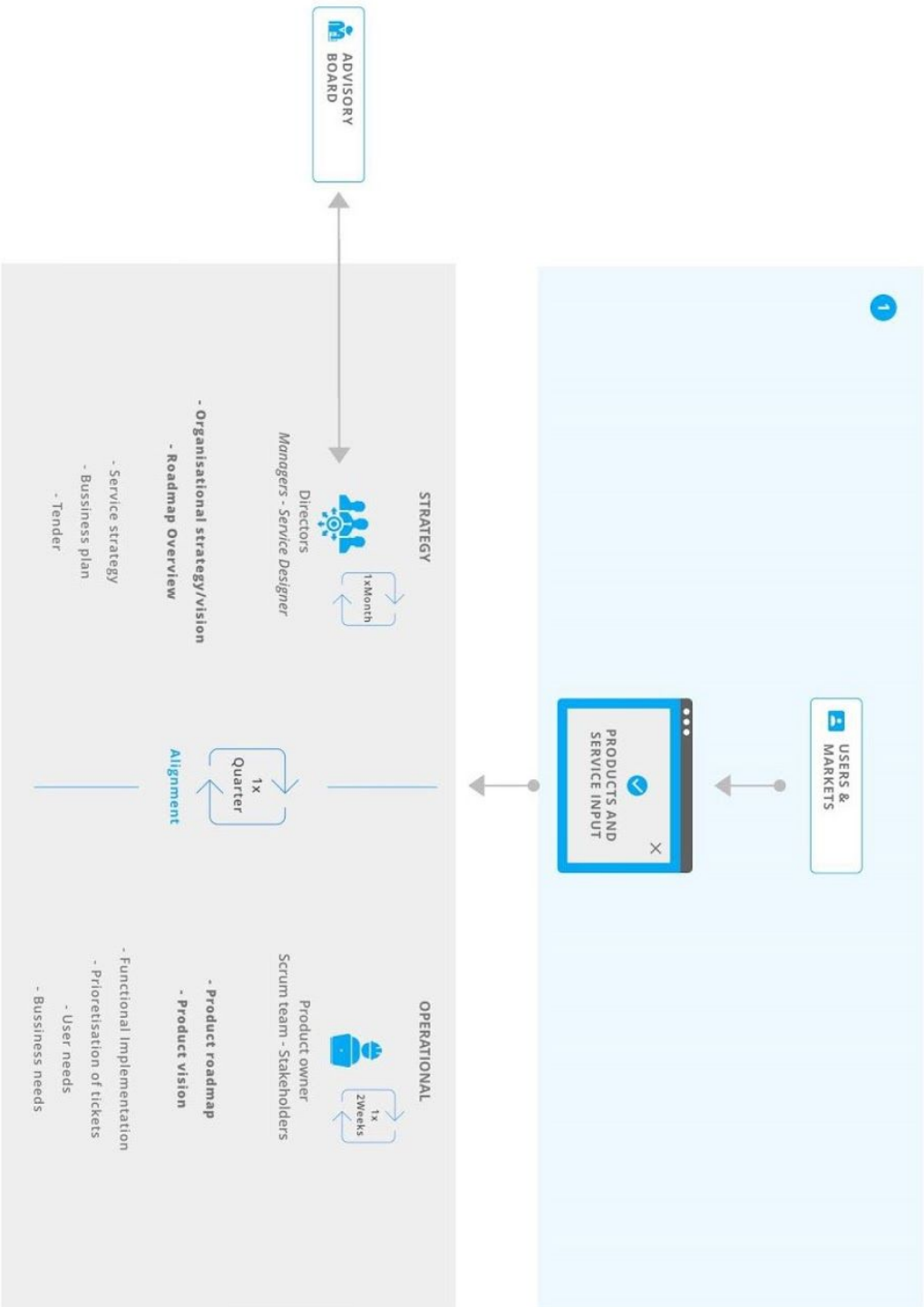
Updates are:

- The first meeting is between the Product Owner, Business Owner, and Manager Strategic planning. These parties sit together to create a vision for the domain at question, e.g. How can we increase our user return rate over the next year and beyond? In constructing a compelling vision, three areas need to be accessed: the viability of an organisation, the desirability of the users and the feasibility of the resources. Business Owner is responsible for voicing the current concerns on the viability of the organisation that this product could address over the coming years. Manager Strategic planning expresses their observations on what users desire and how it is essential to address some of the changes in their behavior. Product Owner accesses the feasibility of proposed activities.
- This vision is presented to the Executive and the Technical directors in a strategic direction meeting which takes place twice a year. In this meeting, the directors access the proposed vision and give the go-ahead to implement.
- Following the strategic direction meeting the Product Owner and the Manager of Strategic planning construct a roadmap with all the major releases needed to achieve this vision. Based on this roadmap the Product Owner then writes user stories and estimates those with their team to create a realistic delivery roadmap. Technical director reviews this roadmap and agrees on it with the Executive director.
- The delivery roadmap is evaluated on a monthly basis by the Product Owner and the Manager of Strategic planning to access if we are still on track with the project and if any dependencies need to be addressed by other teams to ensure that this project is successful.

PRODUCTS AND SERVICE INPUT



DECISION MAKING PROCESS



Annex 2: Tools to log and present advanced statistics about platform usage

We use a variety of tools to log and present advanced statistics about our platform usage. Main tools are Google Analytics, Hotjar, Optimal Workshop, and SurveyMonkey for user satisfaction surveys.

Google Analytics: this tool gives an overview of the items, blog posts, exhibitions and galleries that received most visits on Europeana Collections over a specified period and the primary sources of traffic. It gives us a good overview of the most popular content we hold, what our users are searching for on Europeana Collections (e.g., what search terms they use to find the information they are looking for) and in search engines to land on Europeana Collections.

Hotjar: is a visual tool that shows how visitors are using the website. It offers a variety of functionalities such as heatmaps, recordings, funnels, forms and feedback polls. Heatmaps permit us to see how users are interacting with specific pages, where they click and till which point they scroll down the page. It is an excellent tool for page optimization. Recordings are video recordings of actual users on our website. Here we can follow people as they are navigating the site and detect if people are struggling to find the information they need because the navigation isn't clear or if they are encountering a bug on the website that is preventing them from completing their action. Funnels or conversion funnels evaluate how useful our pages are in converting users to customers. How many users take the action we want them to take after visiting a specific page? We use forms and feedback polls to gather user feedback on a particular feature or website as a whole.

Optimal Workshop: this is a great tool to test the information architecture of the website. We use the tree testing and card sorting functionalities to decide on the information priorities for a website or a page. Which information do our users find most relevant at a particular stage of their user journey and where would they expect to see this information in the page layout.

UsabilityHub: this tool offers the possibility to perform a one-click, preference and five-second test. These tests are great to gain understanding which elements on a page are most prominent and draw the user's eye, and if all calls to action on a page are visible and inviting enough to convert a user.

SurveyMonkey: is a form generator. We use this tool to send our user surveys to ask for their satisfaction with our products.

Annex 3: Exhibition schedule

No.	Title	Theme	Exp Pub Date
1	People on the Move: How Migration Has Changed the World ³⁶	Migration	October 2018
2	An Eye for Detail: Pattern and Perspective in Vintage Photography	Photography	November 2018
3	The Rise of Literacy in Europe	Rise of Literacy	December 2018
4	Finding love in newspapers - partner search advertisements from the past	Newspapers	January 2019
5	The transition from handwritten to printed texts	Rise of Literacy	February 2019
6	Women in Arts and Sciences	Art & Science	March 2019
7	Colonial newspapers	Newspapers	April 2019

³⁶ <https://www.europeana.eu/portal/en/exhibitions/people-on-the-move>