



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

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Author(s)	Julia Schellenberg, Europeana Foundation
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¹ <https://pro.europeana.eu/project/europeana-dsi-4>

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Highlights

In January 2020, we released Metis V1.7 and eCloud V1.8. The release includes improvements to workflows (e.g. Metis dataset search), support of streaming formats in the media service, as well as improvements to the eCloud infrastructure.

In January, we updated over 3 million records which overall led to increased data quality on Europeana CSP, visible in content and metadata tier statistics.

The EuropeanaTech task force on 3D content in Europeana published its final report in January². It contains recommendations to Europeana and the community of providers of 3D content in three areas: (1) updating the Europeana Publishing Framework and Publishing Guide to encourage and guide the provision of high-quality 3D content; (2) calling for actions on file formats, viewers and delivery platforms, metadata schemas, content labeling, broken links; (3) training and collaboration.

Our efforts towards integration of Europeana resources on educational platforms over 2019, resulted in four new integrations by December 2019: (1) Unsplash³ online platform (US, worldwide outreach); (2) Lucian Blaga Central University Library of Cluj-Napoca⁴ online platform (Romania); (3) Biblioteca Națională Digitală Moldavica online platform⁵ (Moldova), and (4) OER Commons⁶ online platform (US, worldwide outreach).

In this period, the online spaces dedicated to Europeana Education in the Ministry's respective portals of Spain⁷, Portugal⁸, and France⁹ were updated with new learning resources developed in 2019 in their national languages.

In December the Europe at Work season ended. It shared the story of Europe through our working lives in the past and the present. In partnership with museums, galleries, libraries and archives across Europe, Europeana aimed to show that the working world we inhabit today is rich and varied and is the result of a series of technological and societal changes over time. Dedicated editorials illustrated the story of our working lives in the past and the present through cultural heritage content on Europeana. During the season we published

² <https://pro.europeana.eu/project/3d-content-in-europeana>

³ <https://unsplash.com/education>

⁴ <https://www.bcuculuj.ro/en/library-resources/access-to-web-resources>

⁵ <http://www.moldavica.bnrm.md>

⁶

[https://www.oercommons.org/search?f.search=europeana&f.general_subject=&f.sublevel=&f.alignment_standards=](https://www.oercommons.org/search?f.search=europeana&f.general_subject=&f.sublevel=&f.alignment_standard=)

⁷

<http://procomun.educalab.es/es/articulos/escenarios-pedagogicos-de-europeana-nueva-edicion-del-mooc-europeana-en-el-aula>

⁸ <https://erte.dge.mec.pt/europeana-recursos>

⁹ <https://www.edutheque.fr/utiliser/partenaire/europeana.html>

35 blogs, 20 galleries and one exhibition 'Still a Working Title? Social and Employment Realities' with DG EMPL. The editorial for the season showcased more than 1,100 cultural heritage objects from more than 240 cultural heritage institutions in 35 countries, including each EU Member State. 78,800 visits were made on the blogs, galleries and Industrial Heritage landing page¹⁰ throughout the season from 15th September to end December.

The season also ran a series of collection days which recorded the stories of the people who have worked at industrial heritage sites across Europe. People across Europe could join online, by submitting a story about their working lives, or at events to which they brought their stories along with material such as pictures, diaries, videos and letters. 24 different cultural heritage organisations and venues, including Europeana aggregators in Italy, Finland and Sweden, ran 12 collection day events in cities, towns and villages in nine different countries: Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Portugal, Sweden. 182 stories¹¹ were shared in eight different languages, with more than 300 objects.

Throughout the season, four openly licensed artworks presenting industrial heritage themes were featured in the DailyArt App and four guest blog posts have been published on DailyArt Magazine¹².

The 2019 and fifth edition of the GIFITUP competition was launched in October 2019. This year, two new categories were introduced. 186 submissions were received, generating 47,340 visits to the GIFITUP website during the duration of the contest and voting - winning submission can be seen on the website¹³. The social posts including the hashtag #GIFITUP2019 received more than 10 million views on social media.

GIF IT UP is one of our most successful communications activities. Comparing impressions on social media from September (12.3 million) and October (198.8 million) we can see that the campaign contributed to an enormous increase of over 186.5 million impressions on social media in one month. This number was mainly achieved by the publication of Europeana Gifs on the homepage of <https://giphy.com/> for one day.

In this period, The ENA approved two new task forces: 'New Professionals Task Force'¹⁴ as part of the Europeana Impact community and the EuropeanaTech Task Force 'AI in relation to GLAMs'¹⁵.

¹⁰ <https://www.europeana.eu/portal/en/collections/industrial-heritage>

¹¹

[https://www.europeana.eu/portal/ro/search?q=europeana_collectionName%3A\(125_Europe_at_work\)&view=grid](https://www.europeana.eu/portal/ro/search?q=europeana_collectionName%3A(125_Europe_at_work)&view=grid)

¹² <https://www.dailyartmagazine.com/author/europeana/>

¹³ <https://gifitup.net/>

¹⁴ <https://pro.europeana.eu/project/new-professionals>

¹⁵ <https://pro.europeana.eu/project/ai-in-relation-to-glams>


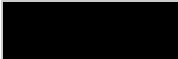
Introduction

The periodic report describes work carried out under Europeana DSI-4 from 1 December 2019 (M16) until 31 January 2020 (M17) based on the implementation plan (B.1 deliverable M12). 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 ended in the reporting period an outcome description is added that highlights the objectives of the activity, outcomes and its value for Europeana DSI.

For each task related Key Performance Indicators (KPIs) and other reporting requirements/metrics as well as associated risks are stated to give a holistic view on the area of work.

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
IIIF	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.

Overview of outcomes

Partner	Outcomes	Progress	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
EF/ PSNC	METIS maintenance (bugs fixing, infrastructure upgrades, refinement of existing features) - 30% of effort in M16/M17	Ongoing	█	█	█	█	█	█	█	█
Data publishing with Metis is extended										
<i>Fully replace the previous publishing system by re-establishing URL redirection and depublication features. We will work on defining requirements and designing solutions for incremental processing.</i>										
EF/ PSNC	Release Metis V1.7 and eCloud V1.8	100%	█	█						
EF/ PSNC	Re-establish URI redirection implemented	60%	█	█	█					
EF/ PSNC	Metis and eCloud are updated with the most stable version of Spring and Java	40%	█	█	█	█				
<i>Prototype methods for new Metis ingestion components</i>										
EF, INESC	Experiments with new ingestion technology with qualifying datasets	Ongoing	█	█	█	█	█	█	█	█
Data publishing speed and reliability is enhanced										
<i>Scale up Metis operations by supporting search of datasets, improving the error reporting mechanisms, and testing the scheduling of aggregation workflows.</i>										

EF/ PSNC	Metis users can search for datasets in Metis	100%	
EF/ PSNC	Design and implementation of a failover solution to improve the resilience of eCloud	40%	
Aggregators and providers increase the speed of data publishing			
<i>Work towards increased publishing speed by recommending a Metis strategy, and by delivering a Metis sandbox pilot to be further tested as part of the Europeana Common Culture generic services project.</i>			
EF	Metis strategic recommendations (MS68)	50%	
EF	Metis strategy: interviews with network members	100%	
<i>Delivering a digital process for agreeing DEAs with partners</i>			
EF	Digital process for agreeing DEAs with partners implemented	5%	

Data publishing with Metis is extended

Release Metis V1.7 and eCloud V1.8 - In January 2020, we released Metis V1.7 and eCloud V1.8. This new release includes:

- Metis Dataset search: users can now search and find datasets in Metis. So far this functionality was possible but only if the user knew the ID of a given dataset.
- Support of streaming formats in media service: the Metis media service can now extract technical metadata for the MPEG-DASH format used for video and audio based on which we can calculate tiers information. The first datasets using this format are provided as part of the Generic Service project Europeana Media. This work contributes to the outcome: Europeana Collections is able to search and play streaming media.
- Timeouts and retry strategy implemented for eCloud applications: those improvements are meant to make Metis more resilient.
- Improved cancellation mechanism in workflow.
- Implementation of the failover mechanism in eCloud for the OAI service.

Data publishing speed and reliability is enhanced

Metis users can search for datasets in Metis - This feature has been released as part of Metis V1.7 and eCloud V1.8 (more information in the text above).

Aggregators and providers increase the speed of data publishing

Metis strategy: interviews with network members - Six interviews were run with experts from the Europeana Foundation, the Europeana Aggregator Forum and the EuropeanaTech network on the six goals that are structuring the Aggregation/Metis Strategy. These

interviews are used to inform the overall strategy but also to give examples of use of specific technologies in a data aggregation context.

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


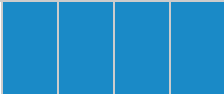





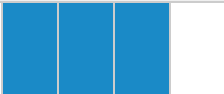
Task 1.2. Collections experience

Partners: EF

Our KPIs are to reach 550,000 visits per month with a 30% user return rate on the collections website. To achieve this we are focusing on making the site more interesting to browse, more accessible through language, faster and more accurate to search, and more discoverable by Google.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Collections website existing portal maintenance (bugs fixing, security & software updates) - 5% of efforts in M16/M17	Ongoing								
Transform browse experience across collections										
<i>Establishing entities to extend horizontal and hierarchical browsability</i>										
EF	Browse functionality released (MS80)	90%								
EF	Updated portal: item page updated (media viewers, multilingual metadata, full-text, related entities)	90%								
EF	Updated portal: editorial content is migrated and available	70%								
<i>Speeding up page load time to attract return visitors</i>										
Work done.										
<i>Achieve video playlist consistency through integration of the Europeana Media player</i>										

EF	Media player integrated in Europeana Collections (Europeana Media GS project)	95%							
<i>Extend browse entities to include high quality people relationships</i>									
EF	More relevant people and better quality relationships between them	30%							
<i>Provide better media support</i>									
EF	Europeana Collections is able to search and play streaming media	70%							
Transform multilingual collections experience									
<i>Work towards translated collection experiences by developing our multilingual strategy for searching, browsing, and viewing</i>									
EF	Options for multilingual search and browse (MS33)	70%							
EF	Call to CHIs to contribute training data sets used to train eTranslation	100%							
<i>Update UI localisation process</i>									
Work done.									
<i>Support of new vocabularies in Metis dereferencing service</i>									
EF	Addition of the Library of Congress Subjects Headings	100%							
Search improvements make Europeana Collections more useful									
<i>Ensure search experiences continue to improve by evaluating the performance of search activity</i>									
EF	Update portal: re-implement all filters including fashion, newspaper and collection-specific ones	95%							
<i>Updating search and indexing process to improve search results</i>									
No work done in M16/M17.									
<i>Full-text search for generic services</i>									
EF	Users can search on user contributed transcriptions and provided subtitles (Enrich Europeana and Europeana Media GS projects)	80%							
<i>Performance testing for Entity API</i>									

EF	Assess Entity API's performance after Solr Cloud migration, to sustain API usage by new Entity-based functions in portal	60%							
<i>Using Ajax to speed up search interactions</i>									
Work done.									
<i>Proof of Concept BERT-based search with Culture Chatbot</i>									
EF	Proof of Concept BERT-based search developed and assessed (Culture Chatbot GS project)	25%							
Europeana Collections are more discoverable by Google									
<i>Re-evaluate organic search strategies, and publication of schema.org for item pages</i>									
No work was done in M16/M17.									
Extend user engagement features									
<i>Enable contributions for upcoming season Industrial Heritage</i>									
Work done.									
<i>Integrate with the Transcribathon platform so that user generated transcriptions are searched on</i>									
EF	User generated transcriptions are searched and seen on Europeana Collections (Transcribathon platform) (EnrichEuropeana)	20%							

Transform multilingual collections experience

Call to CHIs to contribute training data sets used to train eTranslation - As part of our work on multilingualism and automatic translation, we issued a call for CHIs to contribute training datasets to train the eTranslation¹⁶ system (next to a call for feedback on our draft multilingual strategy). The automatic translation service lacks training on cultural data. We encouraged our community to provide any relevant datasets that the eTranslation team could employ, via the ELRC-Share platform.

Addition of the Library of Congress Subjects Headings (LCSH) - A mapping between LCSH and EDM was implemented as part of the Metis enrichment service which means that additional data provided by the vocabulary are added to the Europeana data. LCSH doesn't bring much benefit in terms of multilinguality as it is only in English but it has a lot of references to other vocabularies that can be used to create more links within Europeana. Many vocabularies are also pointing to LCSH such as YSO Finnish Ontology added during

¹⁶ <https://pro.europeana.eu/post/help-build-multilingual-systems-for-digital-cultural-heritage>

the last reporting period. The latest update of the European Film Gateway (DSI partner DFF) datasets has benefited from this new enrichment which has allowed an increase of the metadata tiers.

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
1.1	Traffic on Europeana Collections per month	550,000	389,830	480,735	461,910	436,360	512,781
1.2	Returning visitors on Europeana Collections (%)	30%	12%	12,4%	12,5%	13,4%	12,3%
1.3	Total number of downloads on Europeana Collections	240,000	41,843	87,918	136,509	176,596	229,196
1.4	Total number of click-throughs	800,000	15,651	33,002	52,838	65,757	84,838

Risk assessment: collections experience¹⁷

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Traffic on Europeana Collections (KPI 1.1) is below target	High	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; Transforming the browsing and viewing experiences; Transforming the searching experiences; Transform multilingual collections experience, and; Extending user engagement features
Returning visitors on Europeana Collections (KPI 1.2) is below target: product/content not good enough to encourage people to return	High	Medium	As per mitigation above for KPI 1.1

¹⁷ Note: Limited work was done on the current portal recently. With the launch of the updated portal coming soon, we expect the traffic and user return rate to go up in 2020.

Total number of click-throughs (KPI 1.4) is behind target	High	Low	Place the partner institutions prominent on the new record page, visible for users to click
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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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
Infrastructure is sustainable and high performing										
<i>Specific infrastructure work to safeguard data publishing and the Collections experience includes auditing, consolidating, cleaning, and removing underused infrastructure</i>										
EF	Infrastructure maintenance (bugs, attacks, clean-ups, upgrades, back-ups) - 30% of effort in M16/M17	Ongoing								
<i>Launch of failover environment</i>										
No work was done in M16/M17.										
<i>DNS (Domain Name System) consolidation</i>										
No work was done in M16/M17.										
<i>Re-establishing application monitoring services</i>										
EF	Re-establishing application monitoring services	75%								
EF	Migration of log analysis services (ELK)	50%								
APIs are sustainable and high performing										
EF	The Search and Record APIs are significantly improved (v3)	5%								
EF	Researchers can download dumps for all data sets (MVP)	80%								
<i>Establishing authentication and authorisation services (SSO)</i>										
EF	API and end-users are centrally managed and Single Sign On (SSO) is ready to be used	95%								

Overview of reporting requirements: Quality of service (QoS)¹⁸

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20
Europeana Collections						
Load (rpm ¹⁹)	921	956	921	956	1,161	1,231
Response times (seconds)	1.08	1.05	1.08	1.05	1.14	1.28
Uptime	99.79%	99.98%	99.79%	99.98%	99.96%	99.95%
Europeana APIs						
Load time (rpm)	1,120	1,423	1,433	1,651	1,457	1,392
Response times (seconds)	0.19	0.20	0.23	0.15	0.29	0.22
Uptime	99.92%	99.97%	99.78%	100%	99.94%	99.99%
Europeana Pro						
Response times (seconds)	0.63	0.41	0.40	0.44	0.48	0.48
Uptime	100%	100%	100%	100%	100%	100%

Overview of reporting requirements: Europeana APIs

Month	Total number of APIs requests
August 2019	50,018,729
September 2019	61,480,229
October 2019	63,981,691
November 2019	71,328,411
December 2019	65,034,778
January 2020	62,130,109

Overview of reporting requirements: Europeana REST API²⁰

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20
Number of users that exceeded the average of 5 calls a day	55	51	57	63	47	51

¹⁸ With a high-availability architecture design, the services aims to be available 24x7 with uptime 99.5% (excluding scheduled outages). This includes Europeana Collections and APIs.

¹⁹ Rpm: response per minute.

²⁰ <https://pro.europeana.eu/page/europeana-rest-api>

Number of users that were active for more than 5 days in each month	55	53	59	58	47	51
Total number of users	137	155	156	160	159	149
Number of sign-ups	34	56	61	59	53	57

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;

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

Aggregators and providers were motivated to raise the quality of collections. EF and aggregator partners built appreciation and insight by communicating the value of being part of the Europeana Initiative. EF and aggregating partners supported and assisted content providers and aggregators to ingest content to the Europeana DSI platform via outreach events and workshops (directly and via aggregators), and by one-to-one support.

As part of its efforts EF also redesigns Europeana Pro to drive better outcomes with partners, and releases a statistics dashboard to aggregators and providers.

Overview of outcomes

Partner	Outcomes	Progress	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
	<i>Build appreciation and insight by communicating the value of being part of the Europeana Initiative</i>									

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)	20%	
EF	Train-the-trainer day (MS35)	10%	
EF	Satisfaction surveys (aggregators/CHIs) (KPI 2.1 and KPI 2.2)	5%	
<i>Redesign Europeana Pro to drive better outcomes with partners</i>			
EF	Launch of new Europeana Pro (MS79)	75%	
EF	Full editorial review and update	55%	
EF	Usability testing for Europeana Pro (aggregators, CHIs)	100%	
EF	Usability testing for Europeana Pro (aggregators, CHIs, MC members)	20%	
EF	Chatbot for Europeana Pro (Culture Chatbot GS project)	50%	
<i>Evaluate the implementation of the Europeana Publishing Framework (EPF), research future updates to EPF</i>			
EF	Research future needs for EPF	Ongoing	
EF	Support aggregators in the implementation of the EPF2.0 (MS7)	30%	
EF	Aggregator survey to identify support needs to implement EPF	100%	
<i>Releasing statistics dashboard integrated with Metis</i>			
EF	Dashboard demo to all aggregators followed by a survey	100%	

Redesign Europeana Pro to drive better outcomes with partners

Usability testing for Europeana Pro (aggregators, CHIs) - In December 2019, we conducted the first usability session for Europeana Pro, where we tested the new information architecture (IA) of the website with six aggregators and CHI representatives. This session aimed to ensure that the content on the website is easily findable for our partners. These were individual sessions lasting 45 minutes, where participants were interviewed and asked to

perform three tasks on the site. This session showed that we needed to revise our information architecture because it was not logical for our partners. In January, we put a new IA in place on our test environment and sent out invitations to 22 aggregators, CHI, and MC members, inviting them to participate in a usability session. All 22 invitees accepted. In February, we are conducting these sessions.

Evaluate the implementation of the Europeana Publishing Framework (EPF), research future updates to EPF

Aggregator survey to identify support needs to implement EPF - We surveyed the aggregators to understand if they need support with the implementation of the EPF and what this support should look like. Eleven accredited aggregators filled the survey and the majority needs some kind of support. We offered a number of support options for aggregators to choose from. The majority of the aggregators would like to have example records compliant with all tiers of the EPF to understand from the records in xml (or json) and the display in on the collections website - what brings a metadata record from one tier to the other. In addition we will work on a knowledge base to provide written documentation and answer typical questions that aggregators had so far to better understand the classification of their data.

Releasing statistics dashboard integrated with Metis

Dashboard demo to all aggregators followed by a survey - the first version of the statistics dashboard was shared with aggregators in December via the Europeana Aggregator Forum and the Data Quality Committee. A specific demo session as well as a survey were organised to collect feedback both on the data information offer and usability of this first version. The following questions were asked:

- What are the statistics presented in this Dashboard that are the most valuable to you?
- Why are these statistics valuable to you? What goals will these statistics help you to achieve?
- How often would you need statistics such as these? What would be the ideal distribution method for these statistics?
- How do you feel about accessing other provider or data providers' statistics? (as it is currently in the dashboard)
- How do you feel about these statistics being public?

Feedback from the 13 survey respondents and the participants of the demo showed that the current statistics as presented in the dashboard are sufficient to get an overview of the tiers per datasets for reporting activities, input into the data quality plans. More details would be needed to support aggregators and CHIs in their data quality improvement efforts (identification of specific issues or errors inside specific records for instance). Some improvements on the user interaction were proposed that could potentially be implemented in the current version of the dashboard.

Overview of KPIs²¹

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
2.1	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	95%					
2.2	Percentage of surveyed aggregators that rate the relation with Europeana 4 or higher on a likert scale of 1-5	65%					
2.3	Total number of national workshops run	2	0	1	2	2	2

Overview of reporting requirements

Description	Sep M13	Nov M15	Jan M17	Mar M19	May M21	Jul M23
Total number of individual CHIs supported by DSI aggregators (cumulative per year ²²)	38	121	143	-	-	-
Total number of countries that received support by DSI aggregators (cumulative per year)	17	26	29	-	-	-
Total number of new institutions under Europeana DSI-4 (cumulative per year)	8	24	31	-	-	-

Overview of communication and dissemination efforts

Partner	Name of event	Activity	Location	Date
Photoco ns	WeAre#EuropeForCulture crowdsourcing in Nicosia	In the framework of the co-creation sessions for this project, to build local exhibitions of cultural and crowdsourced heritage, we actively promoted Europeana and the use of	Nicosia, CY	16-20/12/2019

²¹ KPI 2.1 and KPI 2.2 are measured once a year. Last measurement was in July 2019. Next measurement is expected in June 2020.

²² Europeana DSI-4 year 1 (M1, September 2018 - M12, August 2019) - year 2 (M13, September 2019 - M24, August 2020)

		Europeana content and digitized tens of heritage photographs which will be processed for future ingestion to Europeana.		
MCA	Presentation	Presentation of DCH valorisation including Europeana initiatives and its partners.	Paris, FR	12/12/2019
BL	MINT Training Workshop	Introduction to metadata transformation using MINT	London, UK	9/12/2019

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 collections 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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Data publication (DSI, Generic services, and others)	Ongoing								
<i>Resolving the issue of low quality data (tier 0) in the collections experience, resolving broken link issues in collections experience, and agreeing actions coming from the audit of the longtail of data issues</i>										
EF	Address data quality issues in the repository (e.g. broken links)	Ongoing								
EF	Automated solution for identifying broken links (MVP)	50%								
<i>Raise quality by establishing data quality plans and resolution processes with aggregators and data providers</i>										
DSIA	Data quality improvements and new content	Ongoing								
EF	Review of data quality plans and	70%								

	ingestion planning for Europeana Common Culture ²³							
EF	Set-up a ticketing system to report data issues to aggregators (MS29)	60%						

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
2.4	Data in tier 1	< 30%	40.10%	40.10%	40.12%	40.12%	39.15%
2.5	Data in tier 2	> 35%	20.70%	20.40%	20.41%	20.41%	20.66%
2.6	Data in tier 3	> 5%	9.00%	9.00%	8.99%	8.99%	9.17%
2.7	Data in tier 4	> 30%	29.80%	30.50%	30.48%	30.48%	31.02%
2.8	Tier 2 and above (high quality content)	> 70%	59.40%	59.90%	59.88%	59.88%	60.85%
2.9	Tier 3 and above (high quality + reusable content)	> 35%	38.80%	39.50%	39.47%	39.47%	40.19%
2.10	Number of broken links (out of total) ²⁴	0					

Overview of reporting requirements

Description	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
Number of datasets updated (out of total)	56	22	25	25	51
Number of records updated (out of total)	1,403,073	642,259	645,628	971,554	3,142,327
Data in Tier 0 (metadata)	52.80%	53.32%	53.32%	53.32%	48.86%
Data in Tier A (metadata)	37.70%	37.31%	37.31%	37.31%	39.10%
Data in Tier B (metadata)	9.00%	8.83%	8.83%	8.83%	9.59%
Data in Tier C (metadata)	0.50%	0.54%	0.54%	0.54%	0.81%

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

²⁴ This KPI is tight to the outcome 'Automatic identification of broken links (MVP)' which needs to be implemented.

Data quality improvements per aggregator based on the EPF²⁵

Month	Total ²⁶	Content				Metadata			
		Tier 1	Tier 2	Tier 3	Tier 4	Tier 0	Tier A	Tier B	Tier C
APEF									
Aug 19	302,950	87.19%	4.16%	8.43%	0.22%	98.55%	1.45%	0.00%	0.00%
Nov 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%
BL (Europeana Sounds)									
Aug 19	449,175	84.90%	2.61%	6.98%	5.51%	50.62%	16.70%	25.40%	7.28%
Nov 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%
CARARE / AthenaRC									
Aug 19	1,878,861	23.77%	16.48%	2.61%	57.14%	27.29%	21.66%	46.21%	4.84%
Nov 19	1,878,861	23.77%	15.41%	3.68%	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%
MCA²⁷									
Aug 19	2,633,200	58.51%	34.30%	5.29%	1.91%	27.96%	51.77%	20.20%	0.07%
Nov 19	2,654,375	58.30%	34.13%	5.68%	1.89%	27.73%	52.07%	20.13%	0.07%
Jan 20	2,643,467	58.29%	34.51%	5.7%	1.49%	27.84%	50.85%	21%	0.29%
eFashion									
Aug 19	810,817	10.79%	88.53%	0.03%	0.65%	0.00%	9.02%	90.98%	0.00%
Nov 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%
DFF (EFG - The European Film Gateway)									

²⁵ 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.

²⁶ The total figure are excluding all content not compliant to the EPF (tier 0).

²⁷ 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).

Aug 19	589,369	81.55%	18.30%	0.00%	0.15%	59.13%	28.00%	12.87%	0.00%
Nov 19	582,236	82.21%	17.64%	0.00%	0.15%	59.86%	27.17%	12.90%	0.08%
Jan 20	615,384	77.80%	22.06%	0.00%	0.14%	56.63%	19.80%	12.96%	10.61%
NISV (EUscreen)²⁸									
Aug 19	503,980	74.39%	23.74%	0.26%	1.60%	70.96%	29.04%	0.00%	0.00%
Nov 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%
AIT-Graz (OpenUp!)									
Aug 19	7,621,396	2.17%	12.80%	7.26%	77.78%	71.45%	28.55%	0.00%	0.00%
Nov 19	8,117,543	2.04%	12.06%	6.99%	78.91%	73.20%	26.80%	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%
PhotoCons									
Aug 19	415,388	50.64%	28.36%	19.18%	1.82%	0.00%	37.08%	62.92%	0.00%
Nov 19	413,530	50.88%	29.17%	16.67%	3.30%	0.00%	40.46%	59.54%	0.00%
Jan 20	412,025	51.06%	28.91%	16.72%	3.31%	0.00%	40.24%	59.76%	0.00%

BL (Europeana Sounds)

For the months M17-M18, Europeana Sounds was able to make improvements to several data provider's metadata. The most important improvement was remapping 21,000 records from CNRS-CREM (Centre for Research in Ethnomusicology). These are in copyright recordings and their Europeana pages now contain embedded streamable audio in the isShownBy field, thereby moving from content Tier 1 to content Tier 2 - increasing the amount of Tier 2 material from 11,000 to 33,000 records (6.7%). This has had the added benefit of making more content available for the Europeana Media project to test on its universal player.

Europeana Sounds has also improved its metadata quality by increasing the number of records with language attributes and geographical information. As a result, the amount of material at metadata Tier B has increased from 118,000 (25.8%) to 156,000 (31.6%).

CARARE / AthenaRC

²⁸ 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.

During the reporting period, we updated collections for the Swedish National Heritage Board (SNHB) and the Discovery Programme. The SNHB update raised the metadata quality from Tier 0 to Tier B by adding language labeling and correcting an issue with the geospatial data.

The Discovery Programme update included remapping of collections provided during the LoCloud and 3D ICONS projects, and added new content. Furthermore CARARE provided support to both the Sharing New Perspectives (Share3D) and Europeana Archaeology generic services projects during the period. The first content was published for Share3D.

DFF (EFG - The European Film Gateway)

During the reporting period, the sets Lichtspiel-Kinemathek Bern (LKB) and Národní filmový archiv (NFA) were updated. For all three sets metadata tier increased. As a result of the republication, 8,2% of the LKB records are now metadata tier A, 22,1% are metadata tier B, and 69,7% are metadata tier C.

Furthermore, with the implementation of dereferencing of Library of Congress Subject Headings (LCSH) URLs by the Europeana team, the metadata tier for following sets was raised from tier B to tier C. Museo Nazionale del Cinema (MNC): 64% of the records are now in tier C (134 records), Cinémathèque Royale de Belgique (CRB): 94% (218), Jugoslovenska Kinoteka (JK): 99% (67), Filmoteca Espaniola (FE): 2% (1), Cineteca Nazionale (CN): 89% (8), La Cineteca del Friuli (CDF) 94% (30).

AIT-Graz (OpenUp!)

Two new partners delivered datasets to Europeana for the first time in this period (Real Jardín Botánico Madrid RJB-CSIC, Museu de Ciències Naturals de Barcelona). [Here is a short quote from MCNB: *"We are very happy to appear as a Museum in Europeana, and this is only the beginning. Next year we will increase the number of records and collections. Thank you very much!"*]

Photocons

UNITED ARCHIVES updated their entire datasets, either to fix issues and improve metadata and to add new records.

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	Medium	Medium	The new collections portal 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

quality, which is a risk for this KPI 2.8 and KPI 2.9 (Tier 2 and Tier 3 and above) to be achieved.		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.
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Task 2.3. Published data is further enriched for end users

Partners: EF

In recognition that there are limits to what aggregators, CHIs, and EF can do to improve data at scale, we are also investing in APIs that would allow third-parties, external to EF, to suggest enrichments. Annotation API is a new data service that will also be the interface by which running Generic services projects (Crowd Heritage and Enrich Europeana) are going to pass crowdsourced enrichments to the platform.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
<i>Extend the EDM annotation profile and the API to cover new GS requirements</i>										
EF	EDM model for annotations agreed and finalised	95%	█	█	█	█				
EF	Updated Annotation API for generic services	95%	█	█	█					
<i>Display annotations on item pages</i>										
EF	Annotations are available to the users on collections website	60%	█	█	█	█				

Risk assessment: published data is further enriched for end users

Risk	Likelihood of occurrence	Impact	Mitigation strategy
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.

Task 2.4. Influence and organise global interoperability efforts to benefit CHIs

Partners: EF

Global interoperability across the CHI network is an important foundation of Europeana's work. 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. Updates to the Europeana Data Model will also be implemented on an ongoing basis.

Overview of outcomes

Partner	Outcomes	Progress	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
<i>Maintain and extend interoperability by co-ordinating the development and documentation of the Europeana Data Model</i>										
EF	EDM updated (documentation, model)	Ongoing	█	█	█	█	█	█	█	█
<i>Supporting data mapping and conversions with stakeholders</i>										
EF	Conversation with stakeholders on data mapping (Wikimedia)	Ongoing	█	█	█	█	█	█	█	█
<i>Producing and disseminating research reports</i>										
EF	Producing and disseminating research reports	Ongoing	█	█	█	█	█	█	█	█
<i>Co-ordinating and contributing to working groups, task forces, and committees</i>										
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	█	█	█	█	█	█	█	█
<i>EuropeanaTech community²⁹</i>										
EF, NISV	EuropeanaTech community coordination (SG activities, Twitter, mailing list)	Ongoing	█	█	█	█	█	█	█	█
EF	EuropeanaTech WG: Data Quality Committee ³⁰	Ongoing	█	█	█	█	█	█	█	█
EF	EuropeanaTech TF: Interoperability of	80%	█	█	█	█				

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

³⁰ <https://pro.europeana.eu/project/data-quality-committee>

	annotations and user sets ³¹								
EF, CARARE	EuropeanaTech TF: 3D content in Europeana ³²	100%							
EF	EuropeanaTech TF: AI in relation to GLAMs ³³	10%							

EuropeanaTech community

EuropeanaTech TF: 3D content in Europeana - The task force published its final report in January³⁴. It contains recommendations to Europeana and the community of providers of 3D content in three areas: (1) updating the Europeana Publishing Framework and Publishing Guide to encourage and guide the provision of high-quality 3D content; (2) calling for actions on file formats, viewers and delivery platforms, metadata schemas, content labeling, broken links; (3) training and collaboration.

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
2.11	Total number of reference papers or presentations	10	2	3	3	4	4
5.5	Satisfaction of EuropeanaTech members ³⁵	35		-12			

Research publications and outreach events

Partner	Name of event	Activity	Location	Date
INESC-ID, EF	IEEE BigData 2019	Publication and presentation of research paper "Automated interpretability of linked data ontologies: an evaluation within the cultural heritage domain"	Los Angeles, USA	9-12/12/2019

³¹ <https://pro.europeana.eu/project/interoperability-of-annotations-and-user-sets>

³² <https://pro.europeana.eu/project/3d-content-in-europeana>

³³ <https://pro.europeana.eu/project/ai-in-relation-to-glams>

³⁴ <https://pro.europeana.eu/project/3d-content-in-europeana>

³⁵ The NPS score has shown to be less valuable to make conclusions on user satisfaction in the EuropeanaTech community. We will investigate (better) methods to show user satisfaction for communities in the upcoming months.

2.5. Maintain Europeana Licensing Framework and Rightsstatements.org

Partners: EF

The Europeana Licensing Framework (ELF) standardises rights related information and practices across cultural heritage domains and EU member states. The Europeana Licensing Framework will be maintained and updated by EF.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
Europeana Licensing Framework (ELF)										
EF	ELF management (review of ELF policies, support rights issues in data ingestion process, update documentation, implementation of rightsstatements.org)	Ongoing								
EF	Management of the adoption of multilingual rights information	Ongoing								
EF	Contribute to NEMO IP working group ³⁶	Ongoing								
EF	Europeana strategy to manage copyright 2020+	80%								
EF	Europeana DPS Copyright toolkit	80%								
EF	Develop UGC policy to support Europeana and Europeana Generic Services	90%								
EF	Connect Europeana data back into Creative Commons search	70%								
Europeana Copyright community³⁷										
EF	Europeana Copyright community management	Ongoing								
EF	Europeana Copyright community: Twitter ³⁸	Ongoing								
EF	Europeana Copyright community: work plan 2020	70%								
Rightsstatements.org³⁹										

³⁶ <https://www.ne-mo.org/about-us/working-groups/working-group-digitalisation-and-ipr.html>

³⁷ <https://pro.europeana.eu/network-association/special-interest-groups/europeana-copyright>

³⁸ <https://twitter.com/europeanaipr?lang=en>

³⁹ <https://rightsstatements.org/en/>

EF	RightsStatements.org management	Ongoing	■	■	■	■	■	■	■	■	■	■
EF	RightsStatements.org: translations	Ongoing	■	■	■	■	■	■	■	■	■	■
EF	RightsStatements.org: development of implementation package	45%	■	■	■	■	■	■	■	■	■	■
EF	Development of new membership model	100%	■	■	■	■	■	■	■	■	■	■
EF	Development of new business model	50%	■	■	■	■	■	■	■	■	■	■
EF	Implementing recommendations of membership model	10%	■	■	■	■	■	■	■	■	■	■

Rightsstatements.org

Development of new membership model - Recommendations for a new membership model based on motivation and need, is approved by the Steering Committee of the Consortium. A new model was developed to contribute towards a sustainable operating model, and to respond to the needs of members, and the limitations of the current model which is at near-capacity. The new fee based model acknowledges the different stages of maturity that an organisation may be at in implementing the statements, and matches this with what each member is looking to get from the membership. The consortium will work towards implementing the recommendations through Q1/2 2020.

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M15	Jan M16
2.12	Percentage of active aggregators that integrated rightsstatements.org in their infrastructure ⁴⁰	35%					

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.

⁴⁰ This KPI is measured one a year. Next measurement expected in June 2020.

Work Package 3: Fostering reuse of digital cultural heritage resources

WP3 fosters reuse of digital cultural heritage by community engagement and markets 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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
Communication and dissemination										
EF	Europeana Pro communications (blogs ⁴¹)	Ongoing								
EF	Europeana Education LinkedIn group; Europeana Education Facebook Group ⁴² ; Twitter under #EuropeanaEducation ⁴³	Ongoing								
Europeana Education community										
EF	Europeana Education community coordination	Ongoing								
EF	Best practices and case studies on using digital culture in education	100%								
EF	Europeana Education community work plan 2020	50%								
Integration of Europeana resources on educational platforms										
EF	Integration of Europeana content on Unsplash	100%								
EF	Lucian Blaga Central University Library of Cluj-Napoca	100%								

⁴¹ <https://pro.europeana.eu/pages/blog/news/markets/education>

⁴² <https://www.facebook.com/groups/EuropeanaEducation/>

⁴³ <https://twitter.com/hashtag/europeanaeducation>

EF	Biblioteca Națională Digitală Moldavica	100%							
EF	OER Commons	100%							

Europeana Education community

Best practices and case studies on using digital culture in education - In January, as a commitment to the community working plan 2019, we published a blog post⁴⁴ on Europeana Pro describing the best practices of our dedicated members over the last months to foster the use of digital culture in education at the national level.

Integration of Europeana resources on educational platforms

Integration of Europeana content on Unsplash (US) - Unsplash is a platform through which over 150,000 photographers and institutions share their open content for reuse. The platform has worldwide outreach with millions of users and in particular students. Since January they launched an initiative for education featuring images from Europeana⁴⁵, as well as many other cultural heritage institutions⁴⁶. For the occasion, we have also published a blog post on Pro⁴⁷ explaining this content integration.

Integration of Europeana content on Lucian Blaga Central University Library of Cluj-Napoca online platform (Romania) - After a workshop in October 2020 to train a group of Romanian educators in the University Library Cluj-Napoca (mentioned in the previous report), the organization included a link to the Europeana CSP and the Guide to Use Europeana in Romanian as an international resource.⁴⁸

Integration of Europeana content on Biblioteca Națională Digitală Moldavica online platform (Moldova) - As a result of the activities around Europeana resources for education organized by the library in October and November 2019⁴⁹, a link to the collections website was included in their online platform⁵⁰. A list of resources for education are also available in the blog⁵¹ of the library.

Integration of Europeana content on OER Commons (US, worldwide outreach) - In December 2019, selected resources for education were included in OER Commons⁵², a public digital

⁴⁴

<https://pro.europeana.eu/post/ena-education-community-in-practice-10-ways-to-promote-the-use-of-digital-cultural-heritage>

⁴⁵ <https://unsplash.com/@europeana>

⁴⁶ <https://unsplash.com/education>

⁴⁷ <https://pro.europeana.eu/post/bringing-europeana-to-new-audiences-with-unsplash-for-education>

⁴⁸ <https://www.bcuccluj.ro/en/library-resources/access-to-web-resources>

⁴⁹ <https://pro.europeana.eu/post/europeana-education-in-the-republic-of-moldova>

⁵⁰ <http://www.moldavica.bnrm.md>

⁵¹ <https://cpescmd.blogspot.com/2019/10/europeana-platforma-europeana-dedicata.html>;

<http://cpescmdlib.blogspot.com/2019/10/europeana-prietenul-cultural-al.html>

⁵²

https://www.oercommons.org/search?f.search=europeana&f.general_subject=&f.sublevel=&f.alignment_standard=

library of open educational resources. OER Commons is a freely accessible online library that allows teachers and others to search and discover open educational resources and other freely available instructional materials.

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
EF and EUN	Europeana and Sustainable Development through Citizenship ⁵³	Webinar	Online	22/01/2020

Subtask 3.1.1. Maintain and develop governmental partnerships (Ministries of Education)

Partners: EF

EF continued to establish collaborations with Ministries of Education in Europe. Main outcomes of these collaborations include the representation of Europeana DSI and selected Europeana resources on their national educational portals, API integration and connections to teachers on a national level.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Collaboration with Ministries of Education (Greece and Croatia)	Ongoing								
EF	Online spaces updated (Ministries of Spain, Portugal, France)	100%								

Online spaces updated (Ministries of Spain, Portugal, France)

In this period, the online spaces dedicated to Europeana Education in the Ministry's respective portals of Spain⁵⁴, Portugal⁵⁵, and France⁵⁶ were updated with new learning resources developed in 2019 in their national languages.

⁵³ https://www.youtube.com/watch?time_continue=744&v=-9Ue4flfkFM

⁵⁴

<http://procomun.educalab.es/es/articulos/escenarios-pedagogicos-de-europeana-nueva-edicion-del-mooc-europeana-en-el-aula>

⁵⁵ <https://erte.dge.mec.pt/europeana-recursos>

⁵⁶ <https://www.edutheque.fr/utiliser/partenaire/europeana.html>

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Long standing conversations 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

Subtask 3.1.2. Maintain and develop non-commercial partnerships

Partners: EF, EUN, EUROCLIO

EUN and EUROCLIO are our key noncommercial partners.

EUN coordinates two groups of teachers to raise awareness about the collections website and to foster their reuse of cultural heritage for digital learning: Europeana Teacher User Group and Europeana Teacher Ambassador network. The Europeana Teacher Ambassador network will support the project by leading the development of learning scenarios with Europeana content as well as the promotion and adoption of these resources at national level. The Europeana Teacher User Group will animate the Teach with Europeana blog⁵⁷ by adding new learning scenarios and stories of implementation and delivering feedback to other teachers.

EUROCLIO will continue to publish digital learning resources with Europeana content on Historiana⁵⁸ to raise general awareness of the existence of Europeana as an educational resource in their network of history teachers across Europe.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Aug
			M16	M17	M18	M19	M20	M21	M22	M23
European Schoolnet (EUN)										
EUN	Communication and dissemination activities	Ongoing								
EUN	Teasers (short videos) for teachers and	50%								

⁵⁷ <https://teachwitheuropeana.eun.org/>

⁵⁸ <https://historiana.eu/#/>

	ministries		
EUN	Europeana MOOC (EN) updated (MS40)	100%	
EUN	Europeana MOOC (FR/IT/ES/PT) (MS41)	70%	
Historiana			
EUROCLIO	Communication and dissemination activities	Ongoing	
EUROCLIO	SEO of published Europeana content on Historiana	Ongoing	
EUROCLIO	eLearning activities developed (MS45)	25%	
EUROCLIO	Source collections published (MS43)	100%	
EUROCLIO	Teaching Training Package updated (MS44)	100%	
EUROCLIO	Fit for education case study (MS46)	35%	

European Schoolnet (EUN)

*Europeana MOOC (EN) updated (MS40)*⁵⁹ - The rerun of the English version of the massive online course 'Europeana in your classroom: building 21st-century competences with digital cultural heritage' of 2020 started 13 January with more than 1.000 registrations. The course will last five weeks with an estimated workload of four hours per week, ending the classes on the 26 February.

Historiana

Source collections published (MS43) - 12 new source collections⁶⁰ were added to the Historiana platform. These are:

1. People at work⁶¹
2. In what ways are national personifications used in propaganda and satire⁶²
3. Contrasting catholic and protestant art⁶³
4. How did coffee become a global commodity⁶⁴

⁵⁹ https://www.europeanschoolnetacademy.eu/courses/course-v1:Europeana+Culture_EN+2020/about

⁶⁰ <https://historiana.eu/#/historical-content>

⁶¹ <https://historiana.eu/#/historical-content/source-collections/people-at-work>

⁶²

<https://historiana.eu/#/historical-content/source-collections/in-what-ways-are-national-personifications-used-in-propaganda-and-satire>

⁶³ <https://historiana.eu/#/historical-content/source-collections/contrasting-catholic-and-protestant-art>

⁶⁴ <https://historiana.eu/#/historical-content/source-collections/how-did-coffee-become-a-global-commodity>

5. In what ways did roman inventions affect later developments in european life⁶⁵
6. In what ways did greek inventions affect later development in european life⁶⁶
7. Life in europe in the fifties⁶⁷
8. Precursors to the reformation⁶⁸
9. Industrial inventions⁶⁹
10. Mathematics and magic⁷⁰
11. Bologna and the rise of medieval universities⁷¹
12. In what ways are nation states illustrated in artistic imagery⁷²

Teaching Training Package updated (MS44) - The 2020 guide for teachers was updated⁷³ by simplifying the structure and making it easier to read. Only the basic pieces of information remained in the structure linking to separate files and step-by-step tutorials. Background reading suggestions were included and the new source collections were added.

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
3.1	Total number of learning resources using Europeana data	Min. 200		2	2	14	59 ⁷⁴
3.2	Total number of integrations of Europeana data in learning environments	5	1	1	1	4	5
3.3	Satisfaction rate in the education market (NPS) ⁷⁵	66		62	62		

⁶⁵

<https://historiana.eu/#/historical-content/source-collections/in-what-ways-did-greek-inventions-affect-later-development-in-european-life>

⁶⁶

<https://historiana.eu/#/historical-content/source-collections/in-what-ways-did-roman-inventions-affect-later-developments-in-european-life>

⁶⁷ <https://historiana.eu/#/historical-content/source-collections/life-in-europe-in-the-fifties>

⁶⁸ <https://historiana.eu/#/historical-content/source-collections/precursors-to-the-reformation>

⁶⁹ <https://historiana.eu/#/historical-content/source-collections/industrial-inventions>

⁷⁰ https://historiana.eu/#/historical-content/source-collections/mathematics_and_magic

⁷¹ <https://historiana.eu/#/historical-content/source-collections/bologna-and-the-rise-of-medieval-universities>

⁷²

<https://historiana.eu/#/historical-content/source-collections/in-what-ways-are-nation-states-illustrated-in-artistic-imagery>

⁷³ <https://www.euroclio.eu/historiana-teacher-training-guide-v3-january-2020/>

⁷⁴ Outcomes are related to the implementation of milestones (MS40, MS41, MS45, MS71).

⁷⁵ The NPS is calculated based on the average of NPS scores received at individual workshops, MOOCs, conferences/presentations throughout the year.

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
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

Subtask 3.1.3. Maintain and develop commercial partnerships

Partners: EF

The commercial partners were the least responsive group out of our three target ones (governmental, noncommercial and commercial). Therefore, we will lower the priority of this educational user group and re-direct the efforts towards collaborations with CHI's educational departments. In this way, our activities will be more aligned with Europeana's strategic focus on cultural heritage institutions.

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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Europeana Research advisory board ⁷⁶	Ongoing	█	█	█	█	█	█	█	█
CLARIN	Content integration in CLARIN VLO (evaluation, selection, integration)	70%	█	█	█					
AthenaRC	Research on community generated content initiatives	90%	█	█	█					
EF	OCLC integration	70%	█	█	█	█	█	█	█	
EF	KULeuven event (Europeana	70%	█	█	█	█				

⁷⁶ <https://pro.europeana.eu/page/research-advisory-board>

	Research Grants programme)									
EF	Swedish National Heritage board event (Europeana Research Grants programme)	20%								
EF	University of Amsterdam events (Europeana Research Grants programme)	10%								
Communication and dissemination										
EF, ATHENA RC	Europeana Pro communications (blogs) ⁷⁷	Ongoing								
EF	Twitter: @Eurresearch ⁷⁸	Ongoing								
Europeana Research community										
EF	Europeana Research community coordination	Ongoing								
EF	Research community TF: Research requirements ⁷⁹	75%								

Overview of KPIs

No.	Description	Target M12	Aug M12	Target M24
3.4	Total number of case-studies implementing Europeana on research infrastructures	3	1	3 ⁸⁰

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

⁷⁷ <https://pro.europeana.eu/pages/blog/news/markets/academic-research>

⁷⁸ <https://twitter.com/eurresearch?lang=en>

⁷⁹ <https://pro.europeana.eu/project/research-requirements>

⁸⁰ Based on the Europeana Research strategic plan delivered in July 2019 the integration of Europeana sources into research platforms will not be a priority. Therefore this KPI is not valid anymore.

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	High	High	Create awareness of the importance of the FAIR principles

Task 3.3. Engage with creative industries communities

Partners: EF

The creative industries market is large and heterogenous and thus the outreach activities there are time and labour intensive. Considering the available limited resources, the strategic focus on CHIs and the higher priority of other markets (for example, education), we will reduce the effort for the creative industries market. In this line of thought, EF funding opportunities for creative professionals, such as the Europeana Challenges and match funding calls, will be discontinued. We will inform the current users of the existing Europeana Labs channels (Twitter and newsletter) about this change and we will investigate a suitable API strategy.

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 our markets education and academic research are described under the tasks related to the market under Work Package 3: Fostering reuse of digital cultural heritage resources.

Task 4.1. Communication and dissemination to CHIs and expert communities

Partners: EF, and Lovegrove

The primary communications platform for this market and our stakeholders is Europeana Pro⁸¹. Communication to CHIs and expert communities will be disseminated through a number of key channels including Twitter and LinkedIn expert groups.

⁸¹ <https://pro.europeana.eu/>

Overview of outcomes

Partner	Outcomes	Progress	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
Europeana Pro										
EF	Publication of Pro News ⁸²	Ongoing								
EF	Pro News theme: Reflections (Dec)	100%								
EF	Pro News theme: Public domain (Jan-Feb)	50%								
EF	Pro News theme: 3D (March)	15%								
EF	Europeana Strategy 2020-2025 page	70%								
Europeana Communicators community⁸³										
EF	Europeana Communicators community management	Ongoing								
EF	Europeana Communicators: monthly newsletter ⁸⁴	Ongoing								
EF	Europeana Communicators: work plan 2020	100%								
EF	Europeana Communicators ListServ set up	100%								

Europeana Pro

Pro News theme: Reflections (Dec) - Pro News ended the year with a short and seasonal theme of 'Reflection' (900 views) looking at the successes of the Europeana 2019 conference, the work of the Europeana Network Association and the most popular news posts from the year.

Europeana Communicators: work plan 2020 - The Europeana Communicators Steering Group finished its Work Plan for 2020 in this period. This plan will be submitted to the Management Board in February, ahead of the March deadline.

Europeana Communicators ListServ set up - a ListServ was set up to distribute messages to the community. It will be rolled out in the next period.

Overview of reporting requirements

Description	Sep	Oct	Nov	Dec	Jan
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⁸² <https://pro.europeana.eu/blog>

⁸³ <https://pro.europeana.eu/network-association/special-interest-groups/europeana-communicators-group>

⁸⁴ <https://us3.campaign-archive.com/home/?u=ad318b7566f97ecc895e014e&id=a76d355759>

	M13	M14	M15	M16	M17
Number of visits to Europeana Pro per month	25,487	25,898	26,105	19,910	21,950

Task 4.2. Communication and dissemination to 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 550,000 visits per month. Communication activities function on channels that Europeana owns (e.g. collections website, Transcribathon.eu) through for example blogs and our newsletters. We will also promote Europeana content on high-impact channels, where the users already are, like social media (e.g. Facebook, Twitter, Pinterest) and work in collaboration with partners (e.g. GIPHY, DailyArt) to reach wider communities.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF, Consortium	Editorial strategy, partner engagement, preparation and publication (blogs ⁸⁵ , galleries ⁸⁶ , exhibitions ⁸⁷)	Ongoing								
EF	Generic services editorial support (planning, advise, editing, publishing)	Ongoing								
EF	Marketing strategy and communication: newsletter and social media (Facebook, Twitter, Instagram, Pinterest)	Ongoing								
EF	Marketing strategy and partnerships (DailyArt, GIF IT UP)	Ongoing								
Seasons										
EF	Europe at Work season (MS78)	100%								
EF	Europe at Work season: collection days	100%								
EF	Europe at Work season: Daily Art cooperation	100%								
Exhibitions										

⁸⁵ <https://blog.europeana.eu/>

⁸⁶ <https://www.europeana.eu/portal/en/explore/galleries>

⁸⁷ <https://www.europeana.eu/portal/en/exhibitions/foyer>

EF	Still a Working Title? Social and Employment Realities (with DG EMPL)	100%	█								
EF	The Sounds of the Trenches	100%	█	█							
EF	Celebrating Europe: Seasonal traditions across Europe (Europeana Common Culture Generic Services action)	80%	█	█	█						
EF	The Silk and the Blood: Images of Authority in Byzantine Art and Archaeology (BYZART)	50%	█	█	█	█	█				
Transcribathons											
EF	Transcribathons: Enrich Europeana	Ongoing	█	█	█						
Partnerships											
EF	GIF IT UP contest 2019	100%	█								

Seasons

Europe at Work season - in December the Europe at Work season ended. It shared the story of Europe through our working lives in the past and the present. In partnership with museums, galleries, libraries and archives across Europe, Europeana aimed to show that the working world we inhabit today is rich and varied and is the result of a series of technological and societal changes over time. Europe at Work brought stories of our personal working lives together with archive material on industrial and labour-related heritage. During the season we published 35 blogs, 20 galleries and one exhibition 'Still a Working Title? Social and Employment Realities' with DG EMPL. Dedicated editorials illustrated the story of our working lives in the past and the present through cultural heritage content on Europeana. The editorial for the season showcased more than 1,100 cultural heritage objects from more than 240 cultural heritage institutions in 35 countries, including each EU Member State. 78,800 visits were made on the blogs, galleries and Industrial Heritage landing page⁸⁸ throughout the season from 15th September to end December.

Europe at Work season: collection days - the season also run a series of collection days which recorded the stories of the people who have worked at industrial heritage sites across Europe. People across Europe could join online, by submitting a story about their working lives, or at events to which they brought their stories along with material such as pictures, diaries, videos and letters. 24 different cultural heritage organisations and venues, including Europeana aggregators in Italy, Finland and Sweden, ran 12 collection day events in cities, towns and villages in nine different countries: Finland, France, Germany, Ireland,

⁸⁸ <https://www.europeana.eu/portal/en/collections/industrial-heritage>

Italy, Luxembourg, Netherlands, Portugal, Sweden. 182 stories⁸⁹ were shared in eight different languages, with more than 300 objects.

Europe at Work season: Daily Art cooperation - Throughout the season, four openly licensed artworks presenting industrial heritage themes were featured in the DailyArt App and four guest blog posts have been published on DailyArt Magazine⁹⁰.

Exhibitions

*Still a Working Title? Social and Employment Realities (with DG EMPL)*⁹¹ - an exhibition in partnership with the European Commission and contemporary European artists on social and employment realities in Europe, and the principles of the European Pillar of Social Rights, as they are lived by Europeans every day. Net Promoter Score: 59 (53 responses). Since publication on December 18 the exhibition received 5,951 visits (31 January).

*The Sounds of the Trenches*⁹² - drawing on archive material from Europeana, in particular, its 1914-1918 and music collections, *The Sound of the Trenches* examines the importance of music during World War One, before, during and after the battle. Net Promoter Score: 46 (152 responses). The exhibition was published on 30th January.

Partnerships

GIF IT UP contest 2019 - The 2019 and fifth edition of the GIFITUP competition was launched in October 2019. We aimed to increase our reach to new and wider audiences and to promote engagement with Europeana digital content. EF collaborated with international partners including DPLA (Digital Public Library of America), Digital NZ (New Zealand), Trove (National Library of Australia), and the leading online GIF site GIPHY to run and promote the competition. This year, two new categories were introduced. The Industrial heritage category was designed to support the Europe at Work season and encourage the users to remix industrial heritage related content. The Children and Teenagers category aimed to encourage the development of digital skills and copyright literacy among young audiences and to involve educators in creative use of the content available on Europeana CSP.

186 submissions were received, generating 47,340 visits to the GIF IT UP website during the duration of the contest and voting - winning submission can be seen on the website⁹³. The social posts including the hashtag #GIFITUP2019 received more than 10 million views on social media. GIF IT UP is one of our most successful communications activities. Comparing impressions on social media from September (12.3 million) and October (198.8 million) we can see that the campaign contributed to an enormous increase of over 186.5 million

⁸⁹

[https://www.europeana.eu/portal/ro/search?q=europeana_collectionName%3A\(125_Europe_at_work\)&view=grid](https://www.europeana.eu/portal/ro/search?q=europeana_collectionName%3A(125_Europe_at_work)&view=grid)

⁹⁰ <https://www.dailyartmagazine.com/author/europeana/>

⁹¹ <https://www.europeana.eu/portal/en/exhibitions/social-and-employment-realities>

⁹² <https://www.europeana.eu/portal/en/exhibitions/the-sound-of-the-trenches>

⁹³ <https://gifitup.net/>

impressions on social media in one month. This number was mainly achieved by the publication of Europeana Gifs on the homepage of <https://giphy.com/> for one day.

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
4.1	Satisfaction rate for Europeana Collections	43			17		
4.2	Satisfaction rate for exhibitions (average per year)	53	60	60	60	59	56
4.3	Reach of Europeana data on third parties	170 million	12 million	25.5 million	38.6 million	50.5 million	63.5 million
4.4	Reach of Europeana data on social media (impressions) ⁹⁴	82 million	12.3 million	198.8 million	233.3 million	254.7 million	282.9 million

Overview over reporting requirements

Description	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
Total engagement on social media (shares, likes, comments)	171,374	229,056	194,611	239,002	250,736

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
SPK	Publication	Publication of the "Atlas of digitised newspapers" including a section on Europeana Newspapers ⁹⁵	Online	30-01-2020

Risk assessment: communication and dissemination to European citizens

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Satisfaction rate for Europeana Collections is low (KPI 4.1)	Medium,	Medium	Constant improvement of Europeana Collections; investigate more elaborated mechanisms to measure user satisfaction

⁹⁴ Facebook, Twitter, Pinterest, GIPHY

⁹⁵ <https://www.digitisednewspapers.net/histories/europeana/>

Reach of Europeana data on social media (KPI 4.4): Changes to the algorithms and pricing on social media platforms	Medium	Medium	Diversification of channels, tools and platforms used
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Work Package 5: Animate and further enlarge the Europeana Network Association

Under WP5 EF supports the Europeana Network, instituted and organised in the Europeana Network Association (ENA)⁹⁶, its Members Council and Management board, ENA task forces (TF) and working groups (WG), as well as ENA communities. EF also connects to various stakeholders via its EU presidency events.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	ENA: general support (agendas, meeting reports)	Ongoing								
EF	ENA monthly newsletter ⁹⁷	Ongoing								
EF	Europeana LinkedIn Group	Ongoing								
EF	Europeana 2019 annual event: satisfaction survey (MS65)	100%								

Europeana 2019 annual event: satisfaction survey (MS65)

The survey targeted 276 attendees of the Europeana 2019 event with an aim to assess participant satisfaction with the event. The response was positive with a 34% response rate (85 responses). Most respondents were from a GLAM background. Most respondents stated that attending this conference and annual Europeana conferences in general helps them grow a network, collaborate with others at and after the conference, to stimulate new projects or to be more involved in projects, and gather useful knowledge and information. The survey is still being analyzed and the final results will be provided in the next reporting period.

Overview of KPIs

No.	Description	Target	Sep	Oct	Nov	Dec	Jan
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⁹⁶ <https://pro.europeana.eu/network-association>

⁹⁷ <https://pro.europeana.eu/resources/document-archive/newsletters-and-updates>

		M24	M13	M14	M15	M16	M17
5.1	Satisfaction of the ENA members with the ENA ⁹⁸	35					
5.2	Number of members in the ENA	2,250	2,587	2,625	2,625	2,684	2,722

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
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 5.1. ENA governance

Partners: EF

EF will work with the ENA Members Council (MC) and Management Board (MB) and discuss topics of interest for the ENA.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	ENA Monthly management board meetings	Ongoing								
EF	WG: 2019 Governance working group	Ongoing								
EF	MC virtual meeting	20%								

Task 5.2. ENA task forces and working groups

Partners: EF

ENA members take on specific subjects or areas of common interest by participating in task forces⁹⁹ and working groups¹⁰⁰.

⁹⁸ The metric is expected in April 2020 as part of ENA impact assessment.

⁹⁹ Running task forces are mentioned in the corresponding subject section. More information is available on Europeana Pro. <https://pro.europeana.eu/network-association/task-forces>

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	General support (approval and evaluation process)	Ongoing								
EF	New task forces: New Professionals Task Force and AI in relation to GLAMs Task force	100%								

In this period, The ENA approved two new task forces: 'New Professionals Task Force'¹⁰¹ as part of the Europeana Impact community and the EuropeanaTech Task Force 'AI in relation to GLAMs'¹⁰².

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
5.3	Number of active task forces	5	3	3	3	5	5

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
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

Task 5.3. ENA communities

Partners: EF

The ENA organises communities of trans-national network of experts and specialists in the fields of creating, preserving and publishing digital cultural heritage online. Communities support the delivery of the Europeana DSI by developing policy and strategic advice on topics that the ENA members find relevant for the Europeana Initiative. The members can sign up to receive the newsletters, join various communication channels and social media

¹⁰⁰ Running working groups are mentioned in the corresponding subject section. More information is available on Europeana Pro. <https://pro.europeana.eu/network-association/working-groups>

¹⁰¹ <https://pro.europeana.eu/project/new-professionals>

¹⁰² <https://pro.europeana.eu/project/ai-in-relation-to-glams>

groups, and attend community-related events and meetings. Under supervision of the MC, there are six active communities in the ENA¹⁰³.

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	General support for ENA communities (process coordination)	Ongoing								
EF	ENA communities work plans	20%								

Overview of KPIs

No.	Description	Target M24	Sep M13	Oct M14	Nov M15	Dec M16	Jan M17
5.4	Number of active communities in the ENA	4	6	6	6	6	6

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Community members show little activity and engagement	Medium	Low	Provide calls to action, meeting and webinars, useful tools and material, active information flow

Task 5.4. 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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Output report from Finnish Presidency on multilingual digital cultural heritage event	90%								
EF	Croatian Presidency event (MS56)	25%								
EF	German Presidency event (MS56)	15%								

¹⁰³ Community efforts are mentioned in the corresponding subject section. More information is available on Europeana Pro. <https://pro.europeana.eu/network-association/special-interest-groups>

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.

Overview of outcomes

Partner	Outcomes	Progress	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
Europeana Impact Framework										
EF	Europeana Impact Framework management	Ongoing	█	█	█	█	█	█	█	█
EF	Update of Impact toolkit	Ongoing	█	█	█	█	█	█	█	█
EF	Europeana Impact Playbook V2	95%	█	█	█	█				
Europeana Impact community										
EF	Europeana Impact community management	Ongoing	█	█	█	█	█	█	█	█
EF	Europeana Impact community work plan	60%	█	█	█	█				
EF	Europeana Impact community survey	100%	█							
EF	New Professionals Task Force ¹⁰⁴	5%		█	█	█	█	█	█	█

Europeana Impact community

Europeana Impact community survey - the survey attracted 25 respondents - a disappointing result despite extending the time and extra promotion. Overall however, the responses went some way to validating the planned work for the impact community; 1/ sharing case studies and examples of impact research remains the most valuable activity for members to learn about and increase their confidence in the area of impact. 2/ There is strong interest in online courses to support learning more about impact, and in particular 90% respondents were interested in the idea of a 'crash course'. The impact community steering committee will submit a proposal for a task force to further develop the 'crash course' on from the trial version run at Europeana 2019, and will continue to encourage the community to share case studies and practice around impact. We'll explore different ways to reach and engage with the community through the forums we have available to us.

¹⁰⁴ <https://pro.europeana.eu/project/new-professionals>

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
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 6.1. 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

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
DEN, EF	New dashboards prepared, tested and refined	70%								
DEN, EF	Redesign of the ENUMERATE Observatory	70%								

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. Develop a report on 10 cases on the impact of opening up high quality cultural heritage in terms of reuse and economic benefits

Partners: DEN and EF

Overview of outcomes

Partner	Outcomes	Progress	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Impact design workshops	100%								
EF	Impact assessment: national workshops	70%								
EF	Impact assessment: Education MOOCs	95%								

EF	Impact assessment: ENA	25%	
EF	Impact assessment: rights frameworks	10%	
EF	Impact assessment: Europe at work season	60%	
EF	Impact assessment: events & conference	40%	
EF	Impact assessment: communities	25%	

Impact design workshops

In December 2019, colleagues from across Europeana were brought together for a second workshop to validate progress made in the development of a 'Theory of Change' for Europeana. Colleagues advised on appropriate indicators as part of a preliminary data collection plan that could help us assess Europeana's impact. The output was a more precise 'Theory of Change' which can inform the approach to strategy development. Efforts are in process to ensure that this is aligned with activity across the organisation, and that the language used is consistent and that our focus reflects our approach towards user engagement.

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Assessments cannot be completed on time due to external factors during the process (e.g. insufficient data collection)	Low	High	Involving internal stakeholders and members of the network to provide motivation and opportunity to support this work to ensure a timely completion.

Task 6.3. Cost-benefit analysis

Partners: EF

Status: Not started, EF will evaluate possible options in February 2020.

As part of this contract, EF will subcontract an expert to develop a cost-benefit analysis on Europeana DSI.

Work Package 7: Governance

Partners: EF

Under WP7 EF reports to the European Commission, the Expert Group on Digital Cultural Heritage and Europeana (DCHE)¹⁰⁵ 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.

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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
			M16	M17	M18	M19	M20	M21	M22	M23
EF	Project management	Ongoing	█	█	█	█	█	█	█	█
EF	New metrics framework	70%		█	█					
EF	B.1 Implementation plan	50%		█	█	█				
EF	B.2/B.3 Periodic reports M16	100%	█							
EF	D.1 Communication and dissemination plan	50%		█	█					

B.2/B.3 Periodic reports M16

In December, we delivered the B.2/B.3 Periodic reports to EC reporting on progress and outcomes achieved in the period between October and November 2019.

¹⁰⁵ <https://ec.europa.eu/digital-single-market/en/expert-group-digital-cultural-heritage-and-europeana-dche>

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	High	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	Medium	Low	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	NDLI: UNESCO 2019 ¹⁰⁶	Speaking and presentation of Europeana Initiative	New Delhi, India	09-11/12/2019

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 1 ¹⁰⁷	Sep 19	Nov 19	Jan 20	Mar 20	May 20	Jul 20
WP1: European DSI platform	57.10%	55.78%	52.18%	50.66%	52.02%			
WP2: Content supply	10.95%	10.9%	13.40%	11.57%	11.05%			
WP3: Content reuse	9.69%	10.33%	10.98%	9.93%	9.55%			

¹⁰⁶ <http://kedl2019.ndl.gov.in/>

¹⁰⁷ 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	8.93%	8.04%	8.21%	7.62%	8.05%			
WP5: Europeana Network Association	6.44%	7.75%	7.75%	12.91%	11.55%			
WP6: Impact of digitisation and reuse of cultural heritage	1.32%	1.16%	1.11%	1.59%	1.78%			
7. Governance	1.96%	0.36%	0.24%	0.46%	0.33%			
8. Phasing-in and phasing-out period	0.50%	0.02%	0.00%	0.00%	0.00%			
9. Project and programme management	3.11%	5.66%	6.13%	5.26%	5.67%			
Total	100%	100%	100%	100%	100%			

Deviations, change requests and adjustments

No deviations and adjustments from the implementation plan (B.1 deliverable, M12).

Major changes in staff, if applicable

INESC-ID has a new directorship: Maria Inês Camarate de Campos Lynce de Faria (president); Jorge Manuel dos Santos Ribeiro Fernandes; João Paulo Baptista de Carvalho; José Carlos Vilela Pimentel; Rodrigo Seromenho Miragaia Rodrigues.

BL has a new senior contact for Europeana DSI. Richard Ranft, Head of Sound & Vision is retiring. Until a new Head of Sound & Vision is in place, the contact will be Dr Richard Price, Head, British Contemporary Collections.

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	Dec M16	Jan M17	Feb M18	Mar M19	Apr M20	May M21	Jun M22	Jul M23
EF	Programme coordination	Ongoing								
EF	EuropeanaMedia ¹⁰⁸	Ongoing								
EF	CrowdHeritage ¹⁰⁹	Ongoing								
EF	EnrichEuropeana ¹¹⁰	Ongoing								
EF	CultureChatbot ¹¹¹	Ongoing								
EF	CultureMoves ¹¹²	Ongoing								
EF	Sharing New Perspectives, your 3D view on Europeana ¹¹³	Ongoing								
EF	Fifties in Europe Kaleidoscope ¹¹⁴	Ongoing								
EF	Opening Up Historiana ¹¹⁵	Ongoing								
EF	Judaica Europeana 2.0 ¹¹⁶	Ongoing								
EF	LinBi ¹¹⁷	Ongoing								
EF	Europeana Archaeology ¹¹⁸	Ongoing								
EF	Europeana Common Culture ¹¹⁹	Ongoing								

¹⁰⁸ <https://pro.europeana.eu/project/europeana-media>

¹⁰⁹ <https://pro.europeana.eu/project/crowd-heritage>

¹¹⁰ <https://pro.europeana.eu/project/enrich-europeana>

¹¹¹ <https://www.jhn.ngo/culture-chatbot/>

¹¹² <https://www.culturemoves.eu/>

¹¹³ <https://share3d.eu/>

¹¹⁴ <https://www.photoconsortium.net/50s-in-europe-kaleidoscope/>

¹¹⁵ <https://www.euroclio.eu/project/opening-up-historiana/>

¹¹⁶ <https://www.jhn.ngo/judaica-europeana-20/>

¹¹⁷ <https://linbi.eu/>

¹¹⁸ <https://pro.europeana.eu/project/europeana-archaeology>

¹¹⁹ <https://pro.europeana.eu/project/europeana-common-culture>

Annex: Updates towards milestones

This section states milestones to be delivered in December 2019 (M16) and January 2020 (M17). 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
M8 - April 2019				
MS59	WP6	Impact Playbook version 2.0	Impact Playbook version 2.0 published	Delayed, Expected in Mar 20 - M19 (confirmed by EC)
M14 - October 2019				
MS38	WP2	Europeana Aggregators' Forum meeting	Meeting took place	Done
MS42	WP3	Communication plan for the promotion of Europeana in education	Document ready	Done
M15 - November 2019				
MS17	WP1	Report on the Quality of Service of the platform	-	Done ¹²⁰
MS39	WP3	Meetings of the teacher ambassador network	Confirmation of the WP leader that meeting took place	Done
MS51	WP3	Europeana Research Grants Programme	Europeana Research Grants Programme published	Done
MS53	WP5	Europeana Network MC meetings	Confirmation of the WP leader that meeting took place	Done
MS54	WP5	Europeana Network AGM	Confirmation of the WP leader that meeting took place	Done
MS56	WP5	Europeana EU presidency events	Confirmation of the WP leader that meeting took place	Done
M16 - December 2019				
MS13	WP2	Resolution of low quality data in tier 0	Confirmation by the WP leader	Delayed, expected in Mar 20 - M19

¹²⁰ EF reported and will report on the quality of services (e.g. uptime, load and response time) in the periodic reports.

				(confirmed by EC)
MS23	WP1	Report on provisions to adopt user feedback, technology changes	-	Done ¹²¹
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	Delayed, expected in Mar 20 - M19 (confirmed by EC)
M17 - January 2020				
MS40	WP3	Updated MOOC (English)	Confirmation by WP leader	Done
MS44	WP3	Update Teacher Training Kit	Confirmation of the WP leader	Done
M18 - February 2020				
MS19	WP2	Evaluation of broken links in the repository	Milestone document delivered	Expected in time
MS24	WP1	Report on improvement of search	-	Done ¹²²
MS27	WP4	Two new thematic collections created	Two new thematic collections created	Done ¹²³
MS29	WP1	Evaluate passing user feedback directly to data provider (content and metadata quality)	Milestone document delivered	Expected in time
MS33	WP1	Evaluate options for multilingual search and browse	Milestone document delivered	Delayed, expected in Mar 20 - M19 (confirmed by EC)
MS34	WP1	Updated source code on GitHub	-	Done ¹²⁴
MS49	WP3	Europeana Challenges	Europeana Challenges initiated	Cancelled (confirmed by EC)

¹²¹ EF reported and will report on provisions to adapt user feedback, technology changes in the C.2 Users and usage reports.

¹²² EF reported and will report on improvements of search in the A.1 Platform report.

¹²³ 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>).

¹²⁴ EF updated and will update the source code upon every deployment. Updates are done almost daily. <https://github.com/europeana>

MS55	WP5	ENA annual report	ENA annual report published	Expected in time
MS63	WP8	Transfer test	Transfer test executed	Delayed, expected in May 20 - M21 (confirmed by EC)
MS68	WP1	Metis strategic recommendations	Milestone document delivered	Delayed, expected in Mar 20 - M19 (confirmed by EC)
MS69	WP1	Review of as-is architecture landscape	Milestone document delivered	Delayed, expected in May 20 - M21 (confirmed by EC)
MS79	WP2	Launch of new Europeana Pro	Confirmation by PO	Delayed, expected in Mar 20 - M19 (confirmed by EC)
M19 - March 2020				
MS41	WP3	MOOC in two other languages each year (2019 and 2020)	Confirmation by WP leader	Expected in time
MS47	WP3	Participation of Europeana in Open Education Week	Confirmation by WP leader	Expected in time
MS53	WP5	Europeana Network MC meetings	Confirmation of the WP leader that meeting took place	Expected in time
MS62	WP5	DCHE/Subgroup meeting	Meeting took place	Expected in time
MS66	WP1	Study on engagement element	Study on engagement element ready	Expected in time

Annex: Progress on deliverables (M1-M24)

This table states progress on deliverables and what deliverables were submitted to EC.¹²⁵

ID	Description	Due month	Status
A.1	Platform reports	Every 10 months, starting M10	M10 Delivered to EC
B.1	Implementation Plan	Every 6 months, starting M1	M1, M6, M12 Delivered to EC; M18 Delayed, expected in Mar 20 - M19 (confirmed by EC)
B.2/B.3	Periodic reports	Every 2 months, starting M2	M2, M4, M6, M8, M10, M12, M14, M16, M18 Delivered to EC
B.4	Annual report	Every 12 months, starting M12	M12 Delivered to EC
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 Delivered to EC
C.4	Stress and disaster recovery test reports	Every 9 months, starting M9	M9 Delivered to EC M18 Delayed, expected in Apr 20 - M20 (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
E.1	Transfer of assets and liabilities report	M01, M10 (for E.1 and E.2) and M01, M06, M12 (for E.3) and then for all: 4 months before the contract ends (M20, April 2020) or M32 (April 2021)/44 (April 2022) in case of renewals	M1, M10 Delivered to EC
E.2	Transfer process report		M1, M10 Delivered to EC
E.3	Employed staff report		M1, M6, M12 Delivered to EC

¹²⁵ Note: the schedule of deliverables was updated in January 2020.

Annex: Glossary of terms

Formal definitions of terms used frequently are detailed in the glossary of terms¹²⁶ 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: https://www.europeana.eu/portal/en/explore/people/61016-alphonse-mucha.html
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, transform, validate and enrich metadata. https://metis.europeana.eu/home
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

¹²⁶ <https://pro.europeana.eu/resources/standardization-tools/glossary>

	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. https://en.wikipedia.org/wiki/Schema.org
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.