



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

CONTRACT NUMBER - LC - 00822914

DELIVERABLE

B.2/B.3 Periodic report M22

Revision	1.0
Date of submission	30 June 2020
Author(s)	Julia Schellenberg, Europeana Foundation
Dissemination Level	Public



Funded by
the European Union

REVISION HISTORY AND STATEMENT OF ORIGINALITY

Revision History

Revision No.	Date	Author	Organisation	Description
0.1	19-06-2020	Henning Scholz, Antoine Isaac, Julia Fallon, Ash Marriott, Hugo Manguinhas, Zuzana Malicherova, Shadi Ardalan, Aleksandra Strzelichowska, Eleanor Kenny, Andrea Zandarin, Dasha Moskalenko, Alba Irollo, Douglas McCarthy, Isabel Crespo, Julia Schellenberg, Andy Neale	Europeana Foundation	Draft
1.0	30-06-2020	Julia Schellenberg	Europeana Foundation	Final version

Periodic reports can be viewed and accessed online in the document section on the Europeana DSI-4 project page¹.

Europeana DSI-4 is funded by the European Union's Connecting Europe Facility. It is operated by a consortium led by the Europeana Foundation, under a service contract with the European Commission, contract number LC - 00822914.

The European Commission does not guarantee the accuracy of the information and accepts no responsibility or liability whatsoever with regard to the information in this document. Neither the European Commission, nor any person acting on the European Commission's behalf, is responsible or liable for the accuracy or use of the information in this document.

This deliverable contains original unpublished work except where clearly indicated. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

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

TABLE OF CONTENTS

Highlights	4
Introduction	6
Abbreviations	7
Work package 1: Operating, maintaining and developing Europeana DSI as the pan-European online cultural platform	8
Work package 2: Quality assured content supply	16
Work Package 3: Fostering reuse of digital cultural heritage resources	31
Work Package 4: Communication and Dissemination	39
Work Package 5: Animate and further enlarge the Europeana Network Association	46
Work Package 6: Studying the impact of digitisation and reuse of cultural heritage	50
Work Package 7: Governance	54
Work Package 8: Phasing-in and phasing-out periods	54
Work Package 9: Project and Programme Management	55
Annex: Updates towards milestones	59
Annex: Progress on deliverables (M1-M24)	62
Annex: Glossary of terms	64

Highlights

In May we finalised the Aggregation strategy (MS68 Metis strategic recommendations). The strategy is intended to provide long-term direction for the aggregation of European cultural heritage metadata and content. One concept of the strategy, the Metis Sandbox was released as MVP in May (MS81 Metis Sandbox MVP). The Metis Sandbox environment allows aggregators to participate in testing workflows and resolving publishing issues before datasets are processed by the Europeana DPS team.

In April 2020, we experienced the highest number of visits ever recorded for the Europeana website (almost 670k visits). In May we saw a drop aligning again with visit numbers of previous months. We will continue to monitor traffic to see if May numbers can be seen as a drop or the high number of visits in March/April were an exception.

In our efforts to increase multilingual reach on the Europeana website, we finalised the new multilingual strategy in April (MS33 Evaluate options for multilingual search and browse). Building on previous research (technical R&D and user research), recent experiments and the feedback from the network, this document presents a long-term strategy for the improvement of multilingual experiences on europeana.eu.

In April, we published user-added annotations on the Europeana website. The Crowd Heritage project brought user-added annotations to Europeana's annotations API to improve searchability. These user-added annotations are now displayed on the item page.

In May, the first online EAF meeting (MS38 Europeana Aggregators' Forum (EAF) meeting) took place. In total 70 participants (34 accredited aggregators and EF) from 21 countries attended the meeting. Based on the feedback we received from participants in person and via the survey, it was a successful meeting. The 2nd day was used for a copyright workshop (MS35 Train-the-trainer day). More than 50 participants attended the various presentations and breakout sessions during that day.

In April, we implemented a digital process for agreeing DEAs with partners (MS16). Conditions under which data providers are contributing content and metadata to Europeana are outlined in the Europeana Data Exchange Agreement (DEA). We have now started using Zoho Sign to collect eSignatures for the DEAs and the digital process for agreeing DEAs with partners is also reflected on Europeana Pro.

In April, we reached the target (set for the second year of Europeana DSI-4) for Tier 3+ material in the Europeana repository with 40.5% of content being Tier 3+ .

In the reporting period, four Europeana in your classroom MOOCs ended (FR/IT/ES/PT) (MS41). The different national language versions had 969 participants, of which 334

received a certificate. In the post MOOC survey teachers gave 70 NPS on the likelihood of recommending Europeana education resources to other teachers.

In May, Europeana and Europa Nostra, acting in conjunction with the European Heritage Alliance held a webinar to mark the 70th anniversary of the Schuman Declaration. The event aimed to highlight how cultural heritage can be a powerful catalyst for the future of Europe. The event saw 500 participants comprising both high-level representatives of EU Institutions and representatives of Europe's cultural heritage world.

The exhibition *70th anniversary of the Schuman Declaration, 9 May 1950*² was a special collaboration with the Archives of the European Parliament to mark a milestone in post-war political history. Published on 30 April in an unprecedented 24 languages, it was highly rated by audiences (NPS 57) and promoted in tandem with the European Parliament. The exhibition had a high impact on traffic to the Europeana website and on social media with people engaging (shares, likes, comments) with the post on Facebook. The exhibition is available in 24 languages and so were the posts promoting it.

In May, we published the updated and refined ENUMERATE dashboard on Europeana Pro. The ENUMERATE Observatory provides a reliable baseline of statistical data about digitization, digital preservation and online access to cultural heritage in Europe. The dashboard is presented in three themes: Setting the Context (of digitisation in the sector), Investment in Digitisation, and the development of digital collections.

April and May 2020 were two of the most successful months in history for Europeana Pro in terms of traffic to the site, and we believe this was a combination of the re-launched site and our efforts to provide a COVID-19 resources hub for professionals in the sector.

² <https://www.europeana.eu/en/exhibitions/70th-anniversary-of-the-schuman-declaration>



Introduction

The periodic report describes work carried out under Europeana DSI-4 from 1 April 2020 (M20) until 31 May 2020 (M21) based on the implementation plan (B.1 deliverable M18). The work is organised in nine work packages (WP).

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

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

Explanatory notes for tables reporting - colour codes

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

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

Abbreviations

Consortium participants

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

Other

CHIs	Cultural Heritage Institutions
DCHE	Digital Cultural Heritage and Europeana
DPS	Data Partner Services
DSIA	DSI aggregators
EAF	Europeana Aggregators' Forum
EDM	Europeana Data Model
ELF	Europeana Licensing Framework
ENA	Europeana Network Association
EPF	Europeana Publishing Framework
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. The focus for the year revolves around features that speed up and enhance the reliability of the publishing process.

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 1.1.1. Data publishing with Metis is extended										
EF/ PSNC	METIS maintenance (bugs fixing, infrastructure upgrades, refinement of existing features) - 15% of effort in M20/M21	Ongoing	█	█	█	█	█	█	█	█
EF/ PSNC	Metis and eCloud are updated with the most stable version of Spring and Java	75%	█	█	█					
EF/ PSNC	Upgrade dereferencing services	60%	█	█	█					
EF/ PSNC	Dataset depublication release	25%		█	█	█	█			
Objective 1.1.2. Metis data publishing speed and reliability is enhanced										
PSNC	Design and implementation of a failover solution to improve the resilience of eCloud	70%	█	█	█	█	█	█	█	█
EF/ PSNC	Improvement of resilience and performance of Metis/ECloud infrastructure and libraries	40%	█	█	█	█	█	█	█	

Objective 1.1.3. Aggregators and CHIs increase the speed of data publishing			
EF, INESC	Experiments with new ingestion technology with qualifying datasets	Ongoing	
EF	IIIF harvesting implemented (MS5)	85%	
EF	Survey on alternative aggregation mechanisms	100%	
EF	Metis strategic recommendations (MS68)	100%	
EF	Metis Sandbox MVP (MS81)	100%	

Survey on alternative aggregation mechanisms - A public survey on alternative aggregation methods was conducted between April 20 and May 8, 2020. The main objective was to gauge interest of Europeana Network members in the new technologies, especially those related to Linked Data, IIIF, as well as identify possible new pilots with these. The call for participation was published via EuropeanaTech, Twitter, the IIIF community and the Europeana Aggregators Forum. A total of 52 participants completed the survey. Outcomes of the survey are going to be reported in MS5 IIIF harvesting implemented (June 2020).

Metis strategic recommendations (MS68) - The strategy³ is intended to provide long-term direction for the aggregation of European cultural heritage metadata and content. It was delivered to EC in May 2020.

Metis Sandbox MVP (MS81) - The Metis Sandbox environment allows aggregators to participate in testing workflows and resolving publishing issues before datasets are processed by the Europeana DPS team. Users of the Sandbox are able to trigger the workflow from data import all the way through to previewing in a Europeana website environment. Processes such as data import, validation, transformation, normalisation, enrichment, media processing and indexing are part of the predefined workflow of the Sandbox MVP. In the upcoming months we will review feedback from testing being currently undertaken with aggregators, and factor those into implementation planning.

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

³ Available on request.

Task 1.2. Collections experience

Partners: EF

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 1.2.1. Redevelop the Europeana website										
EF	Europeana website maintenance (bugs fixing, security & software updates) - 20% of efforts in M20/M21	Ongoing	█	█	█	█	█	█	█	█
EF	The blogs no longer exist as a separate platform and are authored and displayed in the same format as the rest of the site	70%	█	█	█	█				
EF	IIIF and full-text is visible in newspaper collection	90%		█	█					
Objective 1.2.2. Transform the browsing experience										
EF	Updated portal: item page updated (media viewers, multilingual metadata, full-text, related entities)	80%	█	█	█	█				
EF	People entities will be linked to their profession, such as painter, scientist, engineer	35%	█	█	█	█	█	█		
EF	More relevant people and better quality relationships between them	30%	█	█	█	█	█	█		
EF	Users can explore curated datasets on Europeana Collections	30%	█	█	█	█	█			
Objective 1.2.3. Provide better media support										
EF	User can access MPEG-DASH format files (Europeana website is able to search and play streaming media)	95%	█	█	█					
EF	Media player integrated in Europeana (Europeana Media GS project)	90%	█	█	█					
Objective 1.2.4. Transform the multilingual experience										

EF	Support and implement new vocabularies in the Metis dereferencing service allowing to get more references to entities and multilingual information	Ongoing	
EF	Evaluate options for multilingual search and browse (Multilingual strategy) (MS33)	100%	
Objective 1.2.5. Deliver better search experiences			
EF	Report on improvement of search	80%	
EF	Proof of Concept BERT-based search with Europeana XX: report on search experiments (Europeana XX GS project)	40%	
EF	Full-text search for generic services: Users can search on user contributed transcriptions (Enrich Europeana and Europeana Media GS projects)	95%	
EF	Users can see and scroll to all occurrences of where their keyword was found (IIIF full-text items)	25%	
EF	Improved auto-suggest exists on updated website	70%	
Objective 1.2.6. Extend user engagement features			
EF	Display annotations on item pages (non-media related) (Crowd Heritage GS project)	100%	
EF	Interoperate with Transcribathon.eu platform: User generated transcriptions are seen on Europeana website (Enrich Europeana GS project)	95%	
EF	EDM model for annotations agreed and finalised	95%	
EF	Europeana Sport UGC campaign form available	100%	
EF	Users can log-in to Europeana, like items and create galleries	20%	
Objective 1.2.7. Europeana collections are more discoverable			
EF	Publication of schema.org for Item Pages (MS85)	90%	

EF	Connect Europeana data back into Creative Commons search	60%	
Objective 1.2.8. Europeana collections are more accessible			
EF	Manually audit Europeana collections portal for compliance to Web Content Accessibility Guidelines	80%	
Objective 1.2.9. Europeana items can be easily embedded outside the Europeana website			
EF	Europeana items can be easily embedded outside the Europeana website	70%	

Evaluate options for multilingual search and browse (Multilingual strategy) (MS33) - In April we submitted Europeana's new Multilingual Strategy⁴. Building on previous research (technical R&D and user research), recent experiments and the feedback from the network, this document presents a long-term strategy for the improvement of multilingual experiences on europeana.eu. Multilingual use cases addressed cover the ability to navigate the Europeana website, read editorial content and website copy, search, and read item text. A roadmap identifies logical groupings and sequences of work to demonstrate that implementation of the strategy is achievable, subject to prioritisation and resources.

Display annotations on item pages (non-media related) - The Crowd Heritage project brought user-added annotations to Europeana's annotations API to improve searchability. These user-added annotations are now displayed on the item page (see example records⁵).

Europeana Sport UGC campaign form available - In order to support the work for the Europeana Sport campaign, we extended the UGC platform by adding a form to allow contributions of items relevant to the campaign⁶.

Risk assessment: collections experience

Risk	Likelihood of occurrence	Impact	Mitigation strategy
Traffic on Europeana website (KPI 1.1) is below target	Medium	Medium	Expanding editorials with seasons, exhibitions, promotions and activities engaging users; Continuing our experiments on making records more discoverable to Google; Better promotion of

⁴ Available on request.

⁵ CrowdHeritage: https://www.europeana.eu/en/item/15503/FS_PSK171793alt; Kaleidoscope: https://www.europeana.eu/en/item/9200369/webclient_DeliveryManager_pid_6365906_custom_att_2_simple_viewer

⁶ <https://contribute.europeana.eu/sport>

			APIs to engage with developer and institutional reuse;
Returning visitors on Europeana Collections (KPI 1.2) is below target: product/content not good enough to encourage people to return	High	Medium	Expanding editorials with seasons, exhibitions, promotions and activities engaging users; Transforming the browsing and viewing experiences; Transforming the searching experiences; Transform multilingual collections experience, and; Extending user engagement features
Some entity relations are currently of low quality. Items that show up on the entity/collections pages might appear to the user as being completely unrelated.	High	Medium	Work to improve the quality of the entity relationships is underway in the API team. This includes offering explicit relations coming directly from the entities.
Annotations coming from GS projects are not validated	High	Medium	EF is working together with the GS projects to make sure that all annotations that come in via the Annotations API are properly reviewed by expert users so that they match the quality requirements and value proposition set by Europeana DSI.

Reporting metrics: collections experience

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 1.1	Traffic to Europeana website	Number of visits to the Europeana website per month	Monthly	500,000	660,303	669,268	567,678
KPI 1.2	Returning visitors to Europeana website	Percentage of visitors returning to the Europeana website	Monthly	15%	13.20%	11.50%	12.20%
KPI 1.3	Satisfaction rate for Europeana website	Net Promoter Score (average per DSI year)	Three times a year	43	21	-	Expected, Jul 2020
KPI 1.4	Engagement on Europeana website: downloads	Total number of downloads (cumulative per DSI year)	Monthly	240,000	333,265	358,597	384,051

RM 1.1	New visitors to the Europeana website	Total number of new visitors per month	Monthly	-	489,272	430,033	388,673
RM 1.2	Engagement on Europeana website	Average time spent per visit	Monthly	-	2:13	2:01	1:49
RM 1.3	Engagement on Europeana website	Average amount of pages viewed per visit	Monthly	-	3.29	3.33	3.04
RM 1.4	Engagement on Europeana website	Total number of click-throughs to partner websites (cumulative per DSI year)	Monthly	-	115,745	119,374	124,072 ⁷
RM 1.5	User feedback	Total number of user feedback received via feedback button (cumulative per DSI year)	Monthly	-	-	79	86

In April 2020, we experienced the highest number of visits ever recorded for the Europeana website (almost 670k visits). In May we saw a drop aligning again with the previous number of visits (e.g. February 573,226 visits). We will continue to monitor traffic to see if May numbers can be seen as a drop or the high number of visits in March/April were an exception.

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	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 1.3.1. Infrastructure is sustainable and high performing										
EF	Infrastructure maintenance (bugs,	Ongoing								

⁷ Since April this number only includes click-throughs made via the old portal. Tracking of click-throughs for the updated portal is expected to be implemented at the end of June 2020.

	attacks, clean-ups, upgrades, back-ups) - 80% of effort in M20/M21		
EF	Migration of log analysis services (ELK)	70%	
Objective 1.3.2. Core APIs are maintained			
EF	Researchers can download dumps for all data sets (MVP)	95%	
EF	Clients and users can be centrally managed and Single Sign On is ready to be used (MVP) (MS83)	100%	

Clients and users can be centrally managed and Single Sign On is ready to be used (MVP) (MS83)
- A MVP version of the new Authentication & Authorization service is now available in production. Currently, the service is being integrated with the portal within the scope of the Europeana XX⁸ project to support the login and user functionality which is needed for the first use case of the project, namely user galleries. The next steps for this service will be: upgrade and optimize the service, migrate all APIs and apply front-end style customizations following the Europeana XX designs.

Risk assessment: infrastructure

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

Reporting metrics: infrastructure (quality of service)

No.	Description	Measured by	Frequency	Mar 2020	Apr 2020	May 2020
RM 1.6	Quality of service: Europeana website (single record)	Average response times (seconds)	Monthly	1.19	1.48	1.70
RM 1.7	Quality of service: Europeana website (single record)	Uptime (%)	Monthly	96.31	99.68	99.19
RM 1.8	Quality of service: APIs (all)	Average response times	Monthly	0.30	0.19	0.18

⁸ <https://pro.europeana.eu/project/europeana-xx>

		(seconds)				
RM 1.9	Quality of service: APIs (all)	Uptime (%)	Monthly	96.35	100.00	100.00
RM 1.10	Quality of service: Europeana Pro	Average response time (seconds)	Monthly	0.84	0.84	0.82
RM 1.11	Quality of service: Europeana Pro	Uptime (%)	Monthly	100.00	99.99	99.99
RM 1.12	Quality of service: Metis	Uptime (%)	Monthly	100.00	100.00	100.00

In the past months, we faced some performance issues for the Europeana Website which caused a slight increase in response time and slight decrease of uptime in the reporting period. Since May a significant amount of improvement work has been done and we hope to see changes soon.

Work package 2: Quality assured content supply

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

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

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

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

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

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 2.1.1. Build the capability of aggregators and CHIs										
EF	Helpdesk activities for aggregators	Ongoing	■	■	■	■	■	■	■	■
DSIA	Helpdesk activities for CHIs	Ongoing	■	■	■	■	■	■	■	■
EF, DSIA	Working Groups (Data Quality Committee ⁹ ; IIF & Europeana ¹⁰)	Ongoing	■	■	■	■	■	■	■	■
EF	Develop a 2020 programme of activities for the EAF	N/A	■	■						
EF	Europeana Aggregators' Forum (EAF) meeting (MS38)	100%	■	■						
EF	Train-the-trainer day (MS35)	100%	■	■						
BL	Train-the-trainer webinar	100%	■							
EF	Satisfaction surveys (aggregators) (KPI 2.2)	70%	■	■	■	■				
Objective 2.1.2. Grow our frameworks and standards										
EF	Research future needs for EPF	Ongoing	■	■	■	■	■	■	■	■
EF	Report on implementing a metadata quality framework (MS7)	60%	■	■	■	■	■			
EF	EDM updated (documentation, model, research on future requirements)	Ongoing	■	■	■	■	■	■	■	■
Objective 2.1.3. Provide tools to support digital transformation										
EF	Digital process for agreeing DEAs with partners implemented (MS16)	100%	■							

Develop a 2020 programme of activities for the EAF - a programme of activities for the EAF¹¹ was developed, approved by the EAF Steering Group and presented to the EAF. Core activities for the 2020 programme for the EAF include activities around the EAF meetings,

⁹ <https://pro.europeana.eu/project/data-quality-committee>

¹⁰ <https://pro.europeana.eu/project/iif-europeana-working-group>

¹¹ Available on request.

the review and change of the EAF governance and the development of task forces on topics relevant to the EAF. The foreseen EAF task force activities aim to focus on advocacy efforts, and developing and formalising the train the trainer concept, a training plan to establish efficiently structured training workshops (e.g. EAF working group on IIF adoption, training, and translation of resources started in May in collaboration with the ENA)¹².

Europeana Aggregators' Forum (EAF) meeting (MS38) - this was the first online EAF meeting in the history of the EAF and took place from 6 to 7 May 2020. In total 70 participants (34 accredited aggregators and EF) from 21 countries attended the meeting. Based on the feedback we received from participants in person and via the survey, it was a successful meeting. The revised governance structure was approved by the General Assembly and a third aggregator representative for the EAF Steering Group was elected. Additionally, the Technische Informationsbibliothek (TIB) - AV Portal¹³ was accredited as aggregator, increasing the number of accredited aggregators¹⁴ to 38. The timeline and next steps to develop a policy brief were agreed and aggregators had a chance to pitch their new projects to their colleagues. The 2nd day was used for a copyright workshop, see below.

Train-the-trainer day (MS35) - Training on copyright was high on the wishlist of the aggregators. We ran a half day webinar on copyright as part of the EAF meeting on 7 May 2020 that was very well received. More than 50 participants attended the various presentations and breakout sessions during that day. A follow up programme of webinars is under preparation as well as activities to improve our documentation and training material on copyright.

Train-the-trainer webinar - During the EAF meeting in April 2019 aggregators identified topics of training sessions for aggregators that they would like to offer to each other. This list of topics was used to develop webinars in the framework of the Europeana Common Culture project. For the first webinar the DSI partner BL fulfilled the role of a trainer. In collaboration with DDB, Tom Miles (BL) gave an introduction to OpenRefine and explained on a number of examples how metadata can be cleaned up and improved using OpenRefine. This webinar was delivered on 20 April to more than 30 participants and positively received by the participants (based on the survey responses we got). More details as well as the recording of the webinar is available on Pro.¹⁵

Digital process for agreeing DEAs with partners implemented (MS16) - Conditions under which data providers are contributing content and metadata to Europeana are outlined in the Europeana Data Exchange Agreement (DEA). To fulfill Europeana administrative requirements, up until recently data providers had to sign two copies of the DEA and send

¹² <https://pro.europeana.eu/project/iif-europeana-working-group>

¹³ <https://pro.europeana.eu/organisation/technische-informationsbibliothek-tib-av-portal>

¹⁴ <https://pro.europeana.eu/page/aggregators>

¹⁵

<https://pro.europeana.eu/event/europeana-common-culture-webinar-increasing-raw-data-quality-using-openrefine>

them to the Europeana office in The Hague by post, where they were countersigned by the Executive Director. We evaluated different providers of eSignatures that offer out-of-the-box solutions and we also evaluated off-the-shelf options from leading providers. The most important objective for us was to find a safe and legally-binding solution for signing and authenticating documents digitally. It was also important that it is cost-effective and simple to implement and to allow a seamless integration with Zoho CRM. We have now started using Zoho Sign to collect eSignatures for the DEAs and the digital process for agreeing DEAs with partners is also reflected on Pro.¹⁶

Overview of communication and dissemination efforts

Partner	Name of event	Activity	Location	Date
CARARE	3D Digital Cultural Heritage for resilience, recovery and sustainability ¹⁷	Outreach (Presentation on 3D and accessibility: Raised awareness of standards and interoperability in the context of 3D content)	Online	27/05/2020
APEF	Country Managers meeting	Training workshop	Online	19-20/05/2020
eFashion	EFHA International conference "Europe and Fashion: Questioning Identities and Cultures" ¹⁸	Raising awareness on the Europeana Fashion collection and networking/community event, including an interesting presentation from a fashion scholar comparing Europeana fashion and Google Arts & Culture	Online	15/05/2020
DFF	Projekt European Film Gateway 1914: Eine Zeitreise in 272 Filmen ¹⁹	Blog about WWI films on EFG and Europeana	Online	7/05/2020
BL	OpenRefine webinar	Training workshop	Online	20/04/2020

¹⁶ <https://pro.europeana.eu/page/the-data-exchange-agreement>

¹⁷ <https://ariadne-infrastructure.eu/european-web-conference-on-3d-digital-cultural-heritage-for-resilience-recovery-and-sustainability/>

¹⁸ <https://fashionheritage.eu/efha-2019-international-conference-the-video-section-1/>

¹⁹ <https://www.dff.film/efg-1914/>

DFF	Digitale Filmgeschichte Europas: Das European Film Gateway ²⁰	Podcast about EFG and Europeana	Online	8/04/2020
-----	--	---------------------------------	--------	-----------

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

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 2.1	CHI satisfaction	Percentage of surveyed CHIs that rate the relation with its aggregator (partner in Europeana DSI-4) 4 or higher on a likert scale of 1-5	Once a year	95%	-	-	Expect. Aug 21
KPI 2.2	Aggregator satisfaction	Percentage of surveyed aggregators that rate the relation with Europeana 4 on a likert scale of 1-5	Once a year	65%	-	-	Expect. Aug 20
RM 2.1	Quality assured content supply events	Number of national workshops run (cumulative per year)	Bi-monthly		2	-	2
RM 2.2	CHI outreach to new institutions	Total number of new institutions (cumulative per year)	Bi-monthly		33	-	46
RM 2.3	CHIs supported by DSI-Agg	Total number of individual CHIs supported by DSI-Agg (cumulative per year)	Bi-monthly		165	-	196

²⁰ <https://www.dff.film/filmgeschichte-europas/>

RM 2.4	CHIs supported by DSI-Agg	Total number of countries that received support by DSI-Agg (cumulative per year)	Bi-monthly		29	-	30
--------	---------------------------	--	------------	--	----	---	----

Task 2.2. Raise quality of aggregated data

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

EF works together with aggregators to ensure the quality of collections on the Europeana website meets the standards set for Europeana CSP. The key mechanism for driving this is 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	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 2.2.1. Direct actions for assuring data quality										
EF	Data publication (DSI, Generic services, and others)	Ongoing								
EF	Address data quality issues in the repository (e.g. broken links)	Ongoing								
Objective 2.2.2. Raise quality by establishing data quality plans										
DSIA	Data quality improvements and new content	Ongoing								
EF	Review of data quality plans and ingestion planning (Europeana Common Culture GS project) ²¹	70%								

Risk assessment: Raise quality of aggregated data

Risk	Likelihood of occurrence	Impact	Mitigation strategy

²¹ <https://pro.europeana.eu/project/europeana-common-culture>

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

Reporting metrics: raise quality of aggregated data

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 2.3	Data quality (high quality content)	Percentage of Tier 2 + material	Monthly	> 65%	61.2%	61.6%	61.8%
KPI 2.4	Data quality (high quality + reusable content)	Percentage of Tier 3+ material	Monthly	> 40%	38.8%	40.3%	40.5%
RM 2.5	Data quality: tier 1 (content)	Percentage of data in tier 1	Monthly		38.8%	38.4%	38.2%
RM 2.6	Data quality: tier 2 (content)	Percentage of data in tier 2	Monthly		20.8%	21.3%	21.2%
RM 2.7	Data quality: tier 3 (content)	Percentage of data in tier 3	Monthly		9.2%	9.1%	9.2%
RM 2.8	Data quality: tier 4 (content)	Percentage of data in tier 4	Monthly		31.2%	31.2%	31.4%
RM 2.9	Data quality: tier 0 (metadata)	Percentage of data in tier 0	Monthly		48.2%	47.6%	47.7%
RM 2.10	Data quality: tier A (metadata)	Percentage of data in tier A	Monthly		40.1%	39.9%	39.7%
RM 2.11	Data quality: tier B (metadata)	Percentage of data in tier B	Monthly		10.6%	10.5%	10.6%
RM 2.12	Data quality: tier C (metadata)	Percentage of data in tier C	Monthly		1.2%	1.9%	2.0%

RM 2.13	Data quality: broken links	Number of broken links (out of total)	Monthly		-	-	Expect. Aug 20
RM 2.14	Data quality: datasets updated	Total number of newly created and updated datasets (out of total)	Monthly		48	49	38
RM 2.15	Data quality: records updated	Total number of newly created and updated records (out of total)	Monthly		1,355,160	602,543	498,139
RM 2.16	Data repository: volume	Total number of records in the data repository	Monthly		58,499,242	48,158,166	48,063,721

In the reporting period, we made progress towards our KPIs for data quality. In April, we reached the target for Tier 3+ material in the Europeana repository (set for the second year of Europeana DSI-4).

Data quality improvements per aggregator based on the EPF²²

Month	Total ²³	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%
Mar 20	302,950	87.19%	4.16%	8.43%	0.22%	98.55%	1.45%	0.00%	0.00%
May 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%
Mar 20	455,233	80.40%	7.28%	6.88%	5.44%	43.10%	16.17%	33.54%	7.18%

²² 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.

²³ The total figure is excluding all content not compliant to the EPF (tier 0).

May 20	470,233	78.89%	7.62%	6.07%	7.42%	41.03%	12.59%	39.41%	6.96%
CARARE / AthenaRC									
Aug 19	1,878,861	23.77%	16.48%	2.61%	57.14%	27.29%	21.66%	46.21%	4.84%
Mar 20	1,979,952	22.99%	15.44%	4.79%	56.78%	0.76%	20.77%	72.04%	6.43%
May 20	1,984,246	23.22%	15.07%	3.98%	57.73%	0.81%	20.82%	71.93%	6.44%
MCA									
Aug 19	2,633,200	58.51%	34.30%	5.29%	1.91%	27.96%	51.77%	20.20%	0.07%
Mar 20	2,644,676	58.27%	34.50%	5.74%	1.49%	27.83%	50.83%	20.99%	0.34%
May 20	2,613,254	57.73%	34.92%	5.84%	1.51%	26.93%	51.44%	21.28%	0.35%
eFashion									
Aug 19	810,817	10.79%	88.53%	0.03%	0.65%	0.00%	9.02%	90.98%	0.00%
Mar 20	811,779	10.78%	88.41%	0.03%	0.78%	0.00%	9.17%	90.83%	0.00%
May 20	844,139	10.57%	86.71%	0.03%	2.70%	0.00%	9.33%	88.01%	2.66%
DFF (EFG - The European Film Gateway)									
Aug 19	589,369	81.55%	18.30%	0.00%	0.15%	59.13%	28.00%	12.87%	0.00%
Mar 20	616,422	77.73%	22.13%	0.00%	0.14%	56.54%	19.62%	13.17%	10.68%
May 20	617,545	77.70%	22.15%	0.00%	0.15%	56.43%	19.58%	13.23%	10.75%
NISV (EUscreen)									
Aug 19	503,980	74.39%	23.74%	0.26%	1.60%	70.96%	29.04%	0.00%	0.00%
Mar 20	496,867	74.81%	23.30%	0.26%	1.62%	71.98%	28.02%	0.00%	0.00%
May 20	501,880	74.99%	23.13%	0.26%	1.61%	71.26%	28.74%	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%
Mar 20	8,627,098	1.92%	11.54%	7.23%	79.32%	62.83%	34.20%	2.975	0.00%
May 20	8,636,138	1.92%	11.53%	7.22%	79.34%	62.76%	34.25%	2.98%	0.00%
PhotoCons									
Aug 19	415,388	50.64%	28.36%	19.18%	1.82%	0.00%	37.08%	62.92%	0.00%

Mar 20	404,874	34.87%	44.47%	17.28%	3.3%8	0.38%	59.40%	40.22%	0.00%
May 20	423,842	33.31%	42.86%	18.02%	5.81%	0.36%	61.22%	38.42%	0.00%

BL (Europeana Sounds)

More work has been carried out on the BL dataset (2059209) to include wikidata links to wildlife species, repair broken links and annotate with language attributes. Items from the Irish Traditional Music Archive (2059213) were also revised, repairing broken links, adding language attributes, ensuring thumbnails were displaying properly and ensuring the correct licences were selected.

CARARE / AthenaRC.

CARARE provided an update for KIM BL ([2058611 KIM BL](#)), which added around 5000 new objects to its collection. CARARE also provided an update for the Instituto ([2020738 Instituto de Arqueología Ibérica-Universidad de Jaén](#)), which adds new content to their existing collection. During the period CARARE worked with the Instituto to implement the EDM:TimeSpan class in its data, and in its mapping of the CARARE metadata schema to EDM. As a result of the Instituto agreeing to release its content under a more open licence, 74% of the collection is now tier 3; 24% is at tier 1 largely due to image size.

CARARE is supporting the Share3D project by providing an aggregation service for content published by users of the Share3D dashboard. An update during the reporting period added new 3D objects ([181 Share 3D](#)). All content is at tier 3-4 and the metadata at tier A and B.

MCA

Museu provided 930 articles concerning Archaeology and all are now discoverable in the thematic collection. All resources coming from the CNR - Istituto di Scienze del Patrimonio Culturale and they (PDF files) are in Tier 3 and metadata in Tier B (see dataset: [224 Museu CNR](#)).

Museu also provided 119 items concerning Street Art ([226 Museu efimera](#)) which come from a new Europeana italian provider: "Associazione culturale GoTellGo". The content (image) quality is Tier 4 and the metadata quality is Tier C.

Europeana Fashion

The main highlight for this period is the dataset from [Modemuze](#) consortium (2048221). This was updated, improved and extended with material from Stichting Nationaal Museum van Wereldculturen, Gemeentemuseum Den Haag, Nederlands Openluchtmuseum, Centraal Museum, Amsterdam Museum, Fries Museum, TextielMuseum, Museum Arnhem.

- Wikidata uri's for Agents have been added and dereferenced
- Duplicate entries have been removed
- Metadata quality improvements:

- Centraal Museum: corrected mapping for better data quality on a set of 10025 records
- Allard Pierson: name change of the institution
- Design Museum Den Bosch: obtained dataset with better image quality

For a number of other datasets various improvements were made: [Armuseum](#) (2048220); [Pitti Imagine](#) (2048201); [Wien Museum](#) (2048206); [Pucci archive](#) (2048205); [Victoria & Albert Museum](#) (2048213); [Institute for Museum Research](#) (2048202); [Royal Museums of Art and History](#) (2048204); [Museum of Applied Arts](#) (2048214); [Modemuseum Hasselt](#) (2048230); [MUDE](#) (2048217); [University of Antwerp](#) (2048226); [Royal Library of Belgium](#) (2048229); [ITS](#) (2048231); [Fondazione Cerratelli](#) (2048227); [Peloponnesian Folklore Foundation](#) (2048210). For these a combination of the following actions were undertaken:

- Wikidata uri's for Agents have been added and dereferenced; Geonames references were added (dereferencing pending)
- Language tags were added or have been improved and corrected
- Records with missing image links were removed
- duplication in dataProvider was corrected
- Minor corrections in metadata (e.g. removing empty values for Agents)
- Values for dcterms:spatial have been improved and corrected
- Updated URIs where these were changed by the provider

In particular these changes resulted in a marked improvement for the following sets where between 40-72% of the metadata is now in tier C: [Rossimoda shoe museum](#) (2048207); [Muzealne Mody](#) (2048234); [Les Arts Décoratifs](#) (2048218).

DFF (EFG - The European Film Gateway)

Two major changes occurred in this period 1) a change in the tier calculation (EPF) for videos meant datasets required updating to improve their quality calculation, 2) LCSH URLs can now be dereferenced to improve the metadata quality. These changes resulted in major improvements for the following datasets:

- 08614 eye Film Instituut Nederland:
539 of 699 videos moved from content tier 0 to content tier 1 (=227 records), content tier 2 (=272 records) or content tier 4 (=43 records).
- 08632 Museo Nazionale del Cinema:
All video records moved from content tier 0 to content tier 2 (192 records) and content tier 4 (18 records). 134 of 210 records moved from metadata tier B to C.
- 08630 Arhiva Nacionala de Filme:
All records formerly ranked content tier 0 improved to content tier 2 or 4.

The following sets moved from content tier 0 - content tier 1:

08610 Cinemateca Portuguesa; 08608 Lichtspiel - Kinemathek Bern; 08620 Jugoslovenska Kinoteka here 66 records improved from metadata tier B to C as well.

The set from Cinémathèque Royale de Belgique (08623) was updated to remove records with unfixable links (2 videos), to provide new content (4 videos), as well as to apply dereferencing of LCSH URLs. However, metadata quality has dropped temporarily for most records from metadata tier C to tier B due to the technical issue with dereferencing of Geonames URLs, which is currently being fixed by EF.

[EUscreen.](#)

The LUCE core set (2051933) was reprocessed to take into account the updated tier calculation algorithm for thumbnails.

[AIT-Graz \(OpenUp!\).](#)

The Living Plants set (225 Meise Botanic Garden) is a new set of the Meise data provider published in April and May 2020 in Europeana. The set features high quality photographs of the living plants hosted in the Meise Botanical Garden at Brussels. It contains 9040 data items that connect to about 20.000 photographs from plants all over the world collected and raised by the garden.

[Photocons](#)

A huge upgrade of the KU Leuven legacy set (2024903) brought all the records into tier 4 (some were previously in tier 0).

Topfoto, on the occasion of resolving a huge problem of broken links due to change of servers, agreed to republish this entire legacy set (dataset 2024904) with smaller, non obtrusive watermarks.

Additionally, in this period, some further work was done to refine the publication of the datasets from GS project Kaleidoscope (149), including huge problem-solving with the 7.800 records from Girona

Task 2.3. Influence global interoperability and technological innovation

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

Overview of outcomes

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27
Objective 2.3.1. Influence and organise global interoperability efforts to benefit CHIs										
EF	Conversation with stakeholders on data mapping (Wikimedia)	Ongoing								

EF	Producing and disseminating research reports	Ongoing																		
EF	Contribute to working groups (WG), task forces (TF), and committees	Ongoing																		
EF	Coordinate Rightsstatements.org's Technical Working Group	Ongoing																		
EF	Coordinate the IIF Discovery Technical Specification Group	Ongoing																		
EF	IIF and Europeana working group ²⁴ (EAF, EuropeanaTech community, IIF)	Ongoing																		
Objective 2.3.2. Engage and nurture the EuropeanaTech community²⁵																				
EF, NISV	EuropeanaTech community coordination (SG activities, Twitter, mailing list)	Ongoing																		
EF	EuropeanaTech WG: Data Quality Committee ²⁶	Ongoing																		
EF	EuropeanaTech TF: Interoperability of annotations and user sets ²⁷	80%																		
EF	EuropeanaTech TF: AI in relation to GLAMs ²⁸	35%																		

Research publications and outreach events

Partner	Name of activity	Activity	Location	Date
EF, NISV	EuropeanaTech Insight	Issue 15 on SWIB papers ²⁹	Online	07/05/2020

Reporting metrics: Influence global interoperability and technological innovation

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 2.5	Europeana Research and Development contributions	Total number of reference papers or presentations	Monthly	10	4	4	4

²⁴ <https://pro.europeana.eu/project/iif-europeana-working-group>

²⁵ <https://pro.europeana.eu/network-association/special-interest-groups/europeanatech>

²⁶ <https://pro.europeana.eu/project/data-quality-committee>

²⁷ <https://pro.europeana.eu/project/interoperability-of-annotations-and-user-sets>

²⁸ <https://pro.europeana.eu/project/ai-in-relation-to-glams>

²⁹ <https://pro.europeana.eu/page/issue-15-swib-2019>

2.4. Implement an international, interoperable licensing framework

Partners: EF

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 2.5.1. Address the copyright knowledge gap among CH professionals										
EF	ELF management (review of ELF policies, support rights issues in data ingestion process, update documentation)	Ongoing								
EF	Management of the adoption of multilingual rights information	Ongoing								
EF	Europeana strategy to manage copyright 2020+	90%								
EF	Develop UGC policy to support Europeana and Europeana Generic Services	95%								
EF	Research report into the needs of CHI with differing levels of copyright knowledge and resource, expected due date July 2020 (MS85)	70%								
Objective 2.5.2. Collaborations with initiatives working in and around the field of copyright										
EF	Contribute to NEMO IP working group ³⁰	Ongoing								
EF	Collaborate with OpenGLAM outreach ³¹	Ongoing								
Objective 2.5.3. Promote and improve Rightsstatements.org³²										
EF	RightsStatements.org management	Ongoing								
EF	RightsStatements.org: translations	Ongoing								
EF	RightsStatements.org: development of implementation package	50%								
EF	Rightsstatements.org Business Plans	100%								

³⁰ <https://www.ne-mo.org/about-us/working-groups/working-group-digitalisation-and-ipr.html>

³¹ <https://openglam.org/>

³² <https://rightsstatements.org/en/>

	2020 (MS9)								
EF	Implementing recommendations of membership model	50%							
Objective 2.5.4. Engage and nurture the Europeana Copyright community³³									
EF	Europeana Copyright community management	Ongoing							
EF	Europeana Copyright community communication activities (Twitter ³⁴ , mailing list, newsletter)	Ongoing							

RightsStatements.org Business Plan 2020 (MS9) - In April we published the 2020 work plan of the rights statements consortium³⁵. Throughout 2020, the consortium aims at implementing the revised membership model, including looking at governance and membership fees; developing a sustainable support model for the adoption of the statements, starting with a taskforce that will lead the work; prioritise the translation of members languages, including European languages; continue to explore approaches to expressing indigenous cultural and intellectual property (ICIP) rights through the rights statements; and developing a solution for jurisdiction specific public domain statements.

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 - especially more challenging post-covid	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. Post-covid we are taking steps to specifically re-review the model and simplify in light of the perceived impact.

Reporting metrics: maintain Europeana Licensing Framework and Rightsstatements.org

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 2.6	Take up of rightsstatement.s.org	Percentage of active aggregators that integrated	Once a year	35%	-	-	Expect. Jul 20

³³ <https://pro.europeana.eu/network-association/special-interest-groups/europeana-copyright>

³⁴ <https://twitter.com/europeanaipr?lang=en>

³⁵ <https://drive.google.com/file/d/15uStLAn6fP5VXlZNRdLWpraBCAwhfdBN/view>

		rightsstatement s.org in their infrastructure						
--	--	---	--	--	--	--	--	--

Work Package 3: Fostering reuse of digital cultural heritage resources

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

Task 3.1. Engage with educational communities

Partners: EF, EUN, EUROCLIO

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 3.1.1. Communication and dissemination to educational communities										
EF	Europeana Pro communications (blogs ³⁶)	Ongoing								
EF	Europeana Education LinkedIn group; Europeana Education Facebook Group ³⁷ ; Twitter under #EuropeanaEducation ³⁸	Ongoing								
Objective 3.1.2. Engage and nurture the Europeana Education community										
EF	Europeana Education community coordination	Ongoing								
EF	Development of the Olympic Flame Game by a community member	50%								
EF	Survey with museum educators (collaboration with NEMO ³⁹)	75%								

³⁶ <https://pro.europeana.eu/pages/blog/news/markets/education>

³⁷ <https://www.facebook.com/groups/EuropeanaEducation/>

³⁸ <https://twitter.com/hashtag/europeanaeducation>

³⁹ <https://cultureactioneurope.org/member/nemo-network-of-european-museum-organisations/>

Objective 3.1.3. Engage with educational partners			
EF	Webinar for educators with UNIR ⁴⁰	100%	
Objective 3.1.4. Integration of Europeana resources on educational platforms			
EF	Collaboration with Ministries of Education (Spain , Portugal, France, Greece, Croatia, Italy)	Ongoing	
EF	Video lesson broadcasted by the national television in Croatia (organized by the Ministry of Education)	100%	
EF	Integration of Europeana learning resources in the Institute of Educational Policy ⁴¹ (Ministry of Education in Greece)	70%	
Objective 3.1.5. Increase the use of digital cultural content for learning			
<i>European Schoolnet (EUN)</i>			
EUN	Communication and dissemination activities	Ongoing	
EUN	Development of learning scenarios and stories of implementation (teacher Ambassadors, teacher User group)	Ongoing	
EUN	Europeana MOOC (FR/IT/ES/PT) (MS41)	100%	
<i>Historiana</i>			
EUROCLIO	Communication and dissemination activities	Ongoing	
EUROCLIO	SEO of published Europeana content on Historiana	Ongoing	
EUROCLIO	eLearning activities developed (MS45)	80%	
EUROCLIO	Fit for education case study (MS46)	75%	

Webinar for educators with UNIR⁴² - On 20 April Europeana was invited to organize a masterclass in the Faculty of Education of La Rioja University for their students and future teachers. The aim was to explain how to browse for content in the new portal and show the

⁴⁰ <https://en.unir.net/>

⁴¹ <http://iep.edu.gr/en/>

⁴² <https://en.unir.net/>

learning material available in Europeana Classroom. More than 200 students attended and the video recording⁴³ got more than 1,000 visits so far.

Video lesson broadcasted by the national television in Croatia (organized by the Ministry of Education) - The Croatian Europeana Teacher Ambassador, Ivana Ivana Štiglec, made a video lesson⁴⁴ filmed for the Croatian Ministry of Education using a Europeana resource. The video lesson was broadcast on youtube and on national TV on Friday 22 April.

Europeana MOOC (FR/IT/ES/PT) (MS41) - In May we received the final results of the national language versions of the Europeana in your classroom MOOCs: Portuguese⁴⁵, Italian⁴⁶, French⁴⁷ and Spanish⁴⁸. In total the MOOCs had 969 participants, which 334 received a certificate. In the post MOOC survey teachers gave 70 NPS on the likelihood of recommending Europeana education resources to other teachers.

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
No activities in M20/M21.				

Risk assessment

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

⁴³ <https://www.youtube.com/watch?v=A46WIWEXFm0&t=1397s>

⁴⁴ https://youtu.be/Rm4PYBVCQ_0

⁴⁵ https://drive.google.com/file/d/1Yr_kbhjZnIFC03tXOoNe3McMtqNxRYRs/view?usp=sharing

⁴⁶ <https://drive.google.com/file/d/1q5CWwQMT2-tdiqnQHvjLCVidnahJgezH/view?usp=sharing>

⁴⁷ <https://drive.google.com/file/d/1ckcqBWVs-czJFw0zhvn9JYwQ4Q2vr4B/view?usp=sharing>

⁴⁸ https://drive.google.com/file/d/1uPp6tr5WDp5xk-KuQNGib8sAPLG0_ILD/view?usp=sharing

Reporting metrics: engage with educational communities

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 3.1	Educational communities: learning resources	Total number of learning resources using Europeana data (cumulative per DSI year)	Monthly	200	84	84	170
KPI 3.2	Educational communities: external learning environments	Total number of representations of Europeana educational offers in external learning environments (cumulative per year)	Monthly	5	6	6	6
KPI 3.3	Satisfaction rate of educational communities	Net Promoter Score of teachers using Europeana (average per DSI year)	Monthly	66	59	59	65
RM 3.1	Educational communities: teachers involved	Total number of teachers actively involved in creating learning resources (cumulative per DSI year)	Once a year		-	-	Expect. Aug 2020
RM 3.2	Educational communities: countries reached	Total number of countries of contributing teachers actively involved in creating learning resources (cumulative per DSI year)	Once a year		-	-	Expect. Aug 2020
RM 3.3	Educational communities: MOOC participants	Total number of participants completing the MOOCs (cumulative per DSI year)	Upon completion of MOOC		334	334	668

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	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 3.2.1. Communication and dissemination to research communities										
EF, ATHENA RC	Europeana Pro communications (blogs) ⁴⁹	Ongoing	■	■	■	■	■	■	■	■
EF	Twitter: @Eurresearch ⁵⁰	Ongoing	■	■	■	■	■	■	■	■
Objective 3.2.2. Engage and nurture the Europeana Research community										
EF	Europeana Research advisory board ⁵¹	Ongoing	■	■	■	■	■	■	■	■
EF	Europeana Research community coordination	Ongoing	■	■	■	■	■	■	■	■
EF	Research community TF: Research requirements ⁵²	80%	■	■	■	■	■			
Objective 3.2.3. Increase the visibility and fit of Europeana collections and APIs for research										
CLARIN	Third Content integration in CLARIN VLO (evaluation, selection, integration)	50%	■	■	■	■	■			
AthenaRC	Research on community generated content initiatives	90%	■	■	■	■	■			
EF	University of Utrecht: PHD research (survey) on Europeana aggregators and CHIs	N/A	■	■						
EF	OCLC integration	70%	■	■	■	■	■	■		
Objective 3.2.4. Establish strong synergies between the cultural heritage and research sectors										
EF	Swedish National Heritage board	80%	■	■	■					

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

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

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

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

	events: series of webinars ⁵³ (Europeana Research Grants programme)		■	■	■							
EF	Swedish National Heritage board events: workshop (Europeana Research Grants programme)	40%	■	■	■	■	■	■	■			
EF	University of Amsterdam events (Europeana Research Grants programme)	30%	■	■	■							
EF	Digital Repository of Ireland event (Europeana Research Grants programme)	50%	■	■	■							
EF	Developing the 2020 Research Grant Agenda	40%	■	■	■	■						
Objective 3.2.5. Leverage the opportunities offered by big innovation initiatives												
EF	Collaboration with EOSC and SSHOC project ⁵⁴	Ongoing	■	■	■	■	■	■	■	■	■	■

University of Utrecht: PHD research (survey) on Europeana aggregators and CHIs - EF supported the design of a survey, which was published on Utrecht University website and distributed on the EAF meeting in May and is being promoted through our channels.⁵⁵ The survey results will certainly be relevant to Europeana, as the questions focus on the motivations and expectations that CHIs have in sharing their resources via Europeana.eu, as well as those that heritage professionals have in joining the ENA. We foresee the publication of the main takeaways on Europeana Pro after the defense of the thesis (2021). We will report on the outcome in 2021 again.

MS48 Strategic Plan for Europeana Research - in the reporting period, we submitted MS48 to EC. The milestone reported on the implementation of the strategic objectives outlined in the strategic plan for Europeana Research (submitted June 2019). The proposed activities under the strategy covered the timespan of mid 2019 - end 2020. For this reason, unlike the title of MS48 suggests, the presented document did not constitute a new strategic plan but a progress report on the current state of implementation of the strategic plan.

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
---------	---------------	----------	----------	------

⁵³

<https://pro.europeana.eu/event/webinars-on-digitalised-collections-2020-enriching-research-enriching-metadata-a-2>

⁵⁴ <https://www.sshopencloud.eu/ssh-open-marketplace>

⁵⁵ <https://epglab.sites.uu.nl/2020/05/06/survey-on-europeana/>

EF	DH in the time of Virus. ⁵⁶	Europeana Research contributed to the Twitter conference with a thread. ⁵⁷	Online	02/04/2020
CLARIN	EOSC-hub week. ⁵⁸	CLARIN switchboard demonstration with Europeana resources (Session: Impact of EOSC-hub on science communities).	Online	19/05/2020

Risk assessment

Risk	Likelihood of occurrence	Impact	Mitigation strategy
CHIs are not aware of research development contributions	Medium	Low	All research developments should benefit CHIs, benefits should be communicated to CHIs, initiatives (conferences/workshops) to improve digital skills and literacy of CHI professionals
Digital collections do not comply with the FAIR principles ⁵⁹	High	High	Create awareness of the importance of the FAIR principles
Events & Outputs postponed	High	Low	The COVID-19 pandemic has obliged us to postpone all the in person events planned for March - June 2020 to autumn 2020 or spring 2021. This will cause a delay in delivering the related outputs, originally due by December 2020 at the latest.

Reporting metrics: engage with academic research communities

No.	Description	Measured by	Frequency	Mar 2020	Apr 2020	May 2020
RM 3.4	Research communities: events	Total number of events organised (cumulative per DSI year)	Bi-monthly	1	1	1
RM 3.5	Research communities: outcomes	Total number of outcomes delivered via the events (e.g. reports) (cumulative per DSI year)	Once a year	-	-	Expect. Aug 2020
RM 3.6	Research communities: event participants	Total number of people participated in events (cumulative per DSI year)	Once a year	-	-	Expect. Aug 2020
RM 3.7	Europeana Research:	Total number of representations of EF in international research	Once a year	-	-	Expect. Aug 2020

⁵⁶ <https://apollonis-infrastructure.gr/2020/03/12/dh-in-the-time-of-virus-twitter-conference-02-04-2020/>

⁵⁷ <https://twitter.com/EurResearch/status/1245674419961413632>

⁵⁸ <https://www.eosc-hub.eu/eosc-hub-week-2020/agenda/impact-on-science-communities>

⁵⁹ <https://www.go-fair.org/fair-principles/>

	collaborations	infrastructures or projects (cumulative per DSI year)				
--	----------------	--	--	--	--	--

Task 3.3. Engage with API consumers

Partners: EF

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

Overview of outcomes

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27
EF	API engagement strategy	80%								

Reporting metrics: engage with API consumers

No.	Description	Measured by	Frequency	Mar 2020	Apr 2020	May 2020
RM 3.8	API usage	Number of API users that exceeded the average of 5 calls a day (REST API)	Monthly	61	55	58
RM 3.9	API usage	Number of API users that were active for more than 5 days in each month (REST API)	Monthly	60	54	54
RM 3.10	API usage	Total number of API users (REST API)	Monthly	153	171	195
RM 3.11	API usage	Number of API sign-ups (REST API)	Monthly	55	62	58
RM 3.12	API usage	Total number of requests (all APIs)	Monthly	43,718,806	71,621,377	140,927,477

In May we had an exceptionally high number of requests for the APIs. We expect that one particular user is responsible for the usage (with around 50 million requests). We reached out to the user to ask to reduce the number of requests since it was about to overcome the number of requests made by the portal and therefore put at risk our capacity to serve our end-users. The user informed us that the work was concluded.

Work Package 4: Communication and Dissemination

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

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

Task 4.1. Engage with professionals in the cultural heritage sector

Partners: EF, and Lovegrove

The primary communications platform for this audience and our stakeholders is Europeana Pro⁶⁰. Communication to CHIs and expert communities will be disseminated through a number of key channels including Twitter and LinkedIn expert groups.

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 4.1.1. Communication and dissemination to CHIs and expert communities										
EF	Strategic messaging, engagement on Pro, publication of Pro News ⁶¹	Ongoing	■	■	■	■	■	■	■	■
EF	Pro news and section: COVID-19 response and editorial	100%	■	■						
EF	Pro News theme: 3D (Mar-Apr)	100%	■	■						
EF	Pro News theme: new Europeana websites (May)	100%	■	■						
EF	Europeana Strategy 2020-2025 ⁶² activities	100%	■	■						
EF	Europe Day webinar	100%	■	■						
EF	Pro tourism hub & theme	30%	■	■	■	■	■	■	■	
EF	Promotion and engagement of CHI professionals with, capacity-building	50%		■	■	■				

⁶⁰ <https://pro.europeana.eu/>

⁶¹ <https://pro.europeana.eu/blog>

⁶² <https://pro.europeana.eu/post/europeana-strategy-2020-2025-empowering-digital-change>

	workshops									
Objective 4.1.2. Develop a capacity-building framework around digital transformation										
EF	'Sense-making' report and workshops	15%								
EF	Quick-scan report of 'digital transformation' and 'capacity building' practices in the market	5%								
Objective 4.1.3. Engage and nurture the Europeana Communicators community⁶³										
EF	Europeana Communicators community management	Ongoing								
EF	Europeana Communicators: monthly newsletter ⁶⁴	Ongoing								
EF	'Culture from Home' webinar series	75%								
Objective 4.1.4. Rewarding Europeana Pro experience										
EF	Chatbot integration (Culture Chatbot GS project) (MS90)	100%								
Objective 4.1.5. Developing good practices for running events⁶⁵										
EF	Guidelines for developing online activities - V1	75%								
EF	Train the trainer: 'running effective & engaging online webinars' ⁶⁶	95%								
EF	Testing and refining event formats	50%								
Objective 4.1.6. Delivering an inspiring and engaging Digital Programme⁶⁷										
EF	Europeana 2020 Conference	25%								
EF	ENA & Community professional development webinars	Ongoing								
EF	Refining the digital programme & events section on Europeana Pro	50%								
EF	Europeana Lunch Cafe	Ongoing								

⁶³ <https://pro.europeana.eu/network-association/special-interest-groups/europeana-communicators-group>

⁶⁴ <https://us3.campaign-archive.com/home/?u=ad318b7566f97ecc895e014e&id=a76d355759>

⁶⁵ This objective was added (not in the implementation plan M18) to re-evaluate current practices in event planning also as response to the recent pandemic and our value to the sector towards digital transformation.

⁶⁶ <https://pro.europeana.eu/event/running-webinars-what-we-ve-learnt-so-far>

⁶⁷ See footnote 75 - we are developing news ways of interacting with our audiences online.

Pro News theme: 3D (Mar-Apr) - Throughout March and April, and with some articles published in May, a series of posts on Europeana Pro News explored tools, resources and projects related to 3D across the cultural heritage sector. It aimed to provide inspiration to cultural heritage professionals on the potential of 3D to provide new ways of engaging with cultural heritage content. The series coincided with a special edition of the EuropeanaTech Insight publication on 3D, and highlighted and promoted the synergies with this publication. In total eight articles⁶⁸ were published (including one in February which presented the Task Force on 3D content in Europeana) which received 4,093 views overall.⁶⁹

Pro News theme: new Europeana websites (May) - This short series explored aspects of the new Europeana website, to celebrate its relaunch and to help users understand the additional value provided by the site. The three articles received 958 views.⁷⁰

Europeana Strategy 2020-2025⁷¹ activities - the new strategy is promoted via a summary page on Pro⁷² with a full pdf download. Throughout June, four Pro News pieces will highlight the priorities of the strategy and speak to some of the people who will drive it.

Europe Day webinar - Europeana and Europa Nostra, acting in conjunction with the European Heritage Alliance held a webinar to mark the 70th anniversary of the Schuman Declaration. The event aimed to highlight how cultural heritage can be a powerful catalyst for the future of Europe. The webinar brought together high-level representatives of all the EU Institutions in open conversation with representatives of Europe's cultural heritage world. The Europe Day Webinar⁷³ took place on 9 May 2020. 1,000 people registered for the event (which was held on a Saturday), with an eventual audience of 500 participants comprising both members of the cultural heritage sector and institutional stakeholders. The recording of the Europe Day webinar was shared on social media and had a further 500+ views. The high-level panel comprised: Mariya Gabriel, European Commissioner responsible for Innovation, Research, Culture, Education and Youth; Luca Jahier, President of the European Economic and Social Committee; Nina Obuljen-Koržinek, Minister of Culture, Acting Chair of the EU Council of Ministers (Croatia); Anne Karjalainen, Member of the European Committee of the Regions, Chair of the SEDEC commission; Sabine Verheyen, Member of the European Parliament, Chair of the Committee on Culture and Education; Hermann Parzinger, President of the Prussian Heritage Foundation (Germany); Stéphane Bern, author and TV journalist (France).

⁶⁸ <https://pro.europeana.eu/tags/3d-series>

⁶⁹ Total views of posts from their individual date of publication until 17 June 2020.

⁷⁰ <https://pro.europeana.eu/tags/websites>; Total views of posts from their individual date of publication until 17 June 2020.

⁷¹ <https://pro.europeana.eu/post/europeana-strategy-2020-2025-empowering-digital-change>

⁷² <https://pro.europeana.eu/page/strategy-2020-2025-summary>

⁷³ <https://www.youtube.com/watch?v=xnUMCFx7NWI>

Chatbot integration (Culture Chatbot GS project) (MS90) - we integrated the chatbot functionality⁷⁴ to the Europeana Pro page that lists all the aggregators that work with Europeana. Currently, the chatbot interaction is limited to assisting a user to find an aggregator that matches their data needs. Going forward we will find more use cases for the chatbot so it assists the users in finding what they are looking for and helps us promote some of our tools and services.

Reporting metrics: engage with professionals in the cultural heritage sector

No.	Description	Measured by	Frequency	Mar 2020	Apr 2020	May 2020
RM 4.1	Traffic to Europeana Pro	Number of visits to Europeana Pro per month	Monthly	21,902	29,577	26,574
RM 4.2	Returning visitors to Europeana Pro	Percentage of visitors returning to Europeana Pro	Monthly	7,317	10,405	8,971
RM 4.3	New visitors to Europeana Pro	Total number of new visitors to Europeana Pro per month	Monthly	14,585	19,172	17,603
RM 4.4	Satisfaction rate for Europeana Pro	Net Promoter Score	Once a year	-	-	Expect. Jul 2020

April and May 2020 were two of the most successful months in history for Europeana Pro in terms of traffic to the site, and we believe this was a combination of the re-launched site and our efforts to provide a COVID-19 resources hub for professionals in the sector. Following the launch of this dedicated COVID-19 section on Europeana Pro⁷⁵, individual pages were curated to showcase further examples of tools, resources such as webinars, best practices and other information to support cultural heritage institutions and professionals during the crisis. Additionally, six news posts were published on Europeana Pro News covering Europeana’s response to the crisis, ideas for digital engagement and support for cultural heritage professionals. Between 17 March 2020 - 10 June 2020, these pages and posts received a combined total of 21,173 views (a high amount of visits in relation to the total visit each month to Europeana Pro).

Task 4.2. Engage with European citizens

Partners: EF

⁷⁴ <https://pro.europeana.eu/page/aggregators>

⁷⁵ <https://pro.europeana.eu/page/working-with-you-and-for-you-in-the-time-of-covid-19>

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
Objective 4.2.1. Communication and dissemination to European citizens										
EF	Marketing strategy and communication: newsletter and social media posts (Facebook ⁷⁶ , Twitter ⁷⁷ , Instagram ⁷⁸ , Pinterest ⁷⁹)	Ongoing								
EF	Marketing strategy and partnerships (DailyArt, GIF IT UP)	Ongoing								
Objective 4.2.2. Development of editorial content										
EF, Consortium	Editorial strategy, partner engagement, preparation and publication (blogs ⁸⁰ , galleries ⁸¹ , exhibitions ⁸²)	Ongoing								
EF	Generic Services editorial support (planning, advise, editing, publishing)	Ongoing								
EF	Edible Plants from the Americas (Linking Biodiversity Generic Services)	100%								
EF	The Silk and the Blood (BYZART)	100%								
EF	70th anniversary of the Schuman Declaration, 9 May 1950	100%								

The *Edible Plants from the Americas*⁸³ exhibition was prepared by the LinBi Generic Services project. It was translated into Spanish too, as *Las plantas comestibles que vinieron de América*.

*The Silk and the Blood: Power and Patronage in the Byzantine world*⁸⁴ exhibition was contributed by the BYZART Generic Services project that aimed to enhance Byzantine and

⁷⁶ <https://www.facebook.com/Europeana/>

⁷⁷ <https://twitter.com/Europeanaeu>

⁷⁸ https://www.instagram.com/europeana_eu/

⁷⁹ <https://www.pinterest.de/europeana/>

⁸⁰ <https://blog.europeana.eu/>

⁸¹ <https://www.europeana.eu/portal/en/explore/galleries>

⁸² <https://www.europeana.eu/portal/en/exhibitions/foyer>

⁸³ <https://www.europeana.eu/en/exhibitions/edible-plants-from-the-americas>

⁸⁴ <https://www.europeana.eu/en/exhibitions/the-silk-and-the-blood>

Post-Byzantine archaeological and artistic heritage in Europeana. It has been well received by audiences, earning a Net Promoter Score of 70.

The exhibition *70th anniversary of the Schuman Declaration, 9 May 1950*⁸⁵ was a special collaboration with the Archives of the European Parliament to mark a milestone in post-war political history. Published on 30 April in an unprecedented 24 languages, it was highly rated by audiences (NPS 57) and promoted in tandem with the European Parliament.

Risk assessment: communication and dissemination to European citizens

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

Reporting metrics: Engage with European citizens

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 4.1	European citizens: Reach on social media	Total number of impressions on social media (Facebook, Twitter, Pinterest, GIPHY, Instagram) (cumulative per DSI year)	Monthly	250 million	344,386,707	383,296,886	476,419,407
KPI 4.2	Satisfaction rate for exhibitions	Net Promoter Score (average per DSI year)	Upon release	53	44	51	54

⁸⁵ <https://www.europeana.eu/en/exhibitions/70th-anniversary-of-the-schuman-declaration>

RM 4.5	European citizens: social media engagement	Total number of likes, shares, comments per month (Facebook, Twitter, Pinterest, Instagram)	Monthly		385,229	436,443	569,890
RM 4.6	European citizens: social media followers/fans	Total number of followers on social media (Facebook, Twitter, Pinterest, Instagram)	Monthly		205,516	208,644	210,476
RM 4.7	Reach of Europeana data on wikimedia	Total number of impressions on wikimedia per month	Monthly		13,511,344	16,289,932	16,503,796
RM 4.8	European citizens: newsletter subscribers	Total number of newsletter subscribers	Monthly		49,960	49,876	49,709
RM 4.9	European citizens: newsletter engagement	Opening rate of the monthly newsletter	Monthly		31.6%	24.6%	23.4%
RM 4.10	European citizens: newsletter engagement	Click-through rate of the monthly newsletter	Monthly		5.7%	4.2%	3.1%
RM 4.11	Traffic to exhibitions	Number of visits to exhibitions per month	Monthly		38,732	36,389	64,192
RM 4.12	Editorial outcomes: exhibitions	Number of exhibitions created (cumulative per DSI year)	Monthly		4	6	8
RM 4.13	Traffic to blogs	Number of visits to blogs per month	Monthly		48,428	93,159	51,206
RM 4.14	Editorial outcomes: blogs	Number of blogs created (cumulative per DSI year)	Monthly		29	45	52
RM 4.15	CHIs: content reuse	Number of institutions featured in editorials per month (exhibitions, blogs, galleries)	Monthly		65	139	178

RM 4.16	CHIs: content reuse	Number of countries of data providers presented in editorials per month (exhibitions, blogs, galleries)	Monthly		17	28	29
------------	---------------------------	--	---------	--	----	----	----

In May we had a high increase of impressions on social media. Main driver was the platform GIPHY. One GIF about love⁸⁶ created with Europeana content was featured on the homepage of GIPHY and received more than 63 million views in May.

In May, we also had a high increase of traffic to exhibitions (almost 65,000 visits). The main traffic driver was the *70th anniversary of the Schuman Declaration, 9 May 1950* exhibition. The exhibition also had a high impact on the social media engagement metric with people engaging (shares, likes, comments) with the post on Facebook. The exhibition is available in 24 languages and so were the posts promoting it.

In May, we also reached our target for the satisfaction rate for exhibitions with an NPS of 54 (average per DSI year).

In April, we also saw a peak in traffic for blogs (more than 93,000 visits). Blogs on Easter cultural activities for the family⁸⁷, and cultural heritage GIFs, were especially popular.

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

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

Task 5.1 Engage and nurture the Europeana Network Association






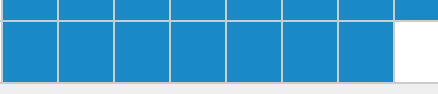




EF will support the Europeana network, instituted and organised in the Europeana Network Association (ENA), its members council and management board, ENA task forces and working groups, as well as ENA communities.

Overview of outcomes

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27

⁸⁶ <https://giphy.com/gifs/gifitup-gifitup2018-5BYqEndtSXdnY97Mks>

⁸⁷ <https://blog.europeana.eu/2020/04/easter-with-art-culture-5-activities-for-the-whole-family/>

Objective 5.1.1. Communication and dissemination activities to ENA members			
EF	ENA: general support (agendas, meeting reports)	Ongoing	
EF	ENA monthly newsletter ⁸⁸	Ongoing	
EF	Europeana LinkedIn Group	Ongoing	
Objective 5.1.2. ENA governance			
EF	ENA Monthly management board meetings	Ongoing	
EF	Members Council meeting	60%	
EF	WG: 2020 Governance working group	Ongoing	
EF	ENA membership campaign	25%	
Objective 5.1.3. ENA task forces and working groups			
EF	General support (approval and evaluation process)	Ongoing	
EF	New task force (Audiovisual playout in Europeana)	90%	
Objective 5.1.4. ENA communities			
EF	General support for ENA communities (process coordination)	Ongoing	

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 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

⁸⁸ <https://pro.europeana.eu/resources/document-archive/newsletters-and-updates>

Community members show little activity and engagement	Medium	Low	Provide calls to action, meeting and webinars, useful tools and material, active information flow
---	--------	-----	---

Reporting metrics: engage and nurture the Europeana Network Association

No.	Description	Measured by	Frequency	Target Y2	Mar 2020	Apr 2020	May 2020
KPI 5.1	Attraction of new Europeana Network Association members	Number of members in the ENA	Monthly	2,250	2,827	2,875	2,998
KPI 5.2	Satisfaction of the Europeana Network Association members with the ENA	Net Promoter Score	Once a year	35	-	-	Expect. Jun 2020
KPI 5.3	Activity in the network	Number of active task forces per month	Monthly	5	6	6	6
KPI 5.4	Activity in the network	Number of active communities in the ENA	Monthly	3	6	6	6
RM 5.1	Activity in the network	Number of active members per month (TFs, WGs, MB, MC, Community SG)	Monthly	-	100	100	100
RM 5.2	Activity in the network	Number of active working groups per month	Monthly	-	2	2	2
RM 5.3	Outreach to the EuropeanaTech community (Mailing list, Twitter)	Number of people reached per month (subscribers, followers)	Bi-Monthly	-	5,361	-	5,567
RM 5.4	Outreach to the Europeana Research community (Mailing list, Twitter)	Number of people reached per month (subscribers, followers)	Monthly	-	4,157	-	4,498
RM 5.5	Outreach to the Europeana Education community (mailing list, Twitter)	Number of people reached per month (subscribers, followers)	Monthly	-	4,018	-	4,749

	list, LinkedIn, Facebook)						
RM 5.6	Outreach to the Europeana Copyright community (Mailing list, Twitter, newsletter)	Number of people reached per month (subscribers, followers)	Monthly	-	2,026		2,424
RM 5.7	Outreach to the Europeana Impact community (Newsletter, LinkedIn)	Number of people reached per month (subscribers, followers)	Monthly	-	877		1,001
RM 5.8	Outreach to the Europeana Communicators community (Newsletter, LinkedIn, mailing list)	Number of people reached per month (subscribers, followers)	Monthly	-	497		698

Task 5.2. Europeana EU presidency events

Partners: EF

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

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
EF	German Presidency event (MS56)	30%								

Reporting metrics: Europeana EU presidency events

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

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

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

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

Partners: DEN and EF

Costs of digitisation were one of the four themes of the ENUMERATE framework. Statistical data on costs and their development over time are available as a result of four core surveys (2012-2017), including funding, and used to indicate the economics behind digitisation of cultural collections in Europe. We will continue to develop the ENUMERATE dashboards in collaboration with Member State coordinators and stakeholders.

Overview of outcomes

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27
Objective 6.1.1. Develop improved ENUMERATE dashboards & observatory										
DEN, EF	New dashboards prepared, tested and refined	100%								
DEN, EF	Redesign of the ENUMERATE Observatory	100%								
Objective 6.1.2. Undertake research into the costs & funding of digitisation										
DEN, EF	Study on the costs and funding of digitisation (MS58)	70%								

Updated & refined ENUMERATE dashboard & Observatory - In May, we published the updated and refined ENUMERATE dashboard on Europeana Pro⁸⁹. The ENUMERATE Observatory provides a reliable baseline of statistical data about digitization, digital preservation and online access to cultural heritage in Europe. The dashboard is presented in three themes: Setting the Context (of digitisation in the sector), Investment in Digitisation, and the development of digital collections. The dashboard was further refined in response to a growing need for data around the development of the digital activities of the European cultural heritage sector. Research was undertaken into the state of participation in the

⁸⁹ <https://pro.europeana.eu/project/enumerate>

survey throughout Member States, and what measures could be put in place to improve participation. Additionally we explored how we can improve how the data gathered through ENUMERATE surveys can be presented to participants and users of the Observatory. The refined observatory and dashboards explore the changes in the sector over the course of surveys, as well as enabling users to draw their own comparisons with EU averages and Member States.

Risk assessment

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

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

Partners: DEN and EF

Under this task we develop impact assessment tools, assess our services and activate the Europeana Impact community⁹⁰. We aim to better understand the economic and social impact of digital cultural heritage on people and what the Europeana Initiative can do to support the digital transformation of cultural heritage institutions.

By undertaking longitudinal research into the impact of the services offered by Europeana, we aim to develop a good understanding of the impact of our services, over the coming years. This research will be analysed and explored in dedicated milestones and D.2 deliverable (due August 2020). Reports will demonstrate the areas where Europeana services deliver impact, as well as observations of how this changes over time. The first report in this regard is prepared as MS60 (due June 2020) addressing the ten areas of research documented in the table below, including case studies for each area.

Overview of outcomes

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27
Objective 6.2.1. Develop research around the impact of Europeana services										
EF	#1: National Workshops 2018-19	95%								

⁹⁰ <https://pro.europeana.eu/page/europeana-impact-community>

EF	#2: Europeana Tech/ Europeana Foundation and IIF implementation	95%	
EF	#3: Europeana 2019 (Annual Conference)		
EF	#4: RightsStatements.org Consortium	ongoing	
EF	#5: Europeana Education MOOCs 2019	100%	
EF	#6: Europeana Presidency Events 2019/20	70%	
EF	#7: Naturalis case study	30%	
EF	#8: Europe at work season 2020	95%	
EF	#9: Europeana Network Association 2020	ongoing	
EF	#10: Europeana Digital Programming Series 2020	ongoing	
EF	Report on ten cases of impact (MS60)	80%	
Objective 6.2.2. Develop the impact playbook and toolkit			
EF	Europeana Impact Framework management	Ongoing	
EF	Update of Impact toolkit	Ongoing	
Objective 6.2.3. Engage and nurture the Europeana Impact community			
EF	Europeana Impact community management	Ongoing	
EF	Europeana Impact community work plan	100%	
EF	New Professionals Task Force ⁹¹	60%	
EF	Impact Lite Task Force ⁹²	10%	

Impact assessment: Europeana Education MOOCs - we conducted a Social Return on Investment (SROI) impact assessment between July and August 2019 to explore and inform future approaches to measuring the value of Europeana Education's value for its main stakeholder group, educators. SROI measures change in a way that tells the story of how change is being created by attributing monetary values to the estimated benefits for the main stakeholder groups and compares the costs of designing and administering the MOOC, as well as any other resources leveraged into it. We learned that for every euro

⁹¹ <https://pro.europeana.eu/project/new-professionals>

⁹² <https://pro.europeana.eu/project/impact-lite>

invested, the MOOC results in a social return for educators that can be valued at between €1.50 and €2.00.⁹³

*Europeana Impact Community Work plan*⁹⁴ - The Impact Community is open to all professionals dealing with cultural heritage who want to understand and build solid cases around the social and economic impact of sharing and using digital cultural heritage. Community goals this year are a continued development of the Impact Playbook⁹⁵, communicating the value of impact design and assessment in the ENA and beyond and helping the development of impact practitioners within their own organisations.

To support these goals in 2020 the Impact Lite Task Force⁹⁶ will develop an Impact lite ‘train the trainers’ course to support the growing number of impact practitioners in our community. This is in addition to the community sponsorship of the New Professionals Programme Task Force⁹⁷.

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

Task 6.3. Cost-benefit analysis

⁹³ The approach and results of this impact assessment are discussed in more detail in MS60 Report on 10 cases of impact (due June 2020).

⁹⁴ <https://pro.europeana.eu/post/impact-community-work-plan-2020>

⁹⁵ <https://pro.europeana.eu/page/impact>

⁹⁶ <https://pro.europeana.eu/project/impact-lite>

⁹⁷ <https://pro.europeana.eu/project/new-professionals>

Partners: EF

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

Partner	Outcomes	Progress	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
			M20	M21	M22	M23	M24	M25	M26	M27
	No work done in M20/M21.									

Work Package 7: Governance

Partners: EF

Under WP7 EF reports to the European Commission, the Expert Group on Digital Cultural Heritage and Europeana (DCHE)⁹⁸ 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.

On 5 May 2020, the 7th Meeting of the Commission Expert Group on Digital Cultural Heritage and Europeana (DCHE) had a virtual meeting. The meeting mainly discussed the role of digital technologies and digital cultural heritage in the context of the COVID-19 crisis, as well as post-crisis recovery and adaptation.

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.

⁹⁸ <https://ec.europa.eu/digital-single-market/en/expert-group-digital-cultural-heritage-and-europeana-dche>

Work Package 9: Project and Programme Management

Task 9.1. Project management of Europeana DSI-4

Partners: EF

Overview of outcomes

Partner	Outcomes	Progress	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
EF	Programme management	Ongoing								
EF	New metrics framework	100%								
EF	B.1 Implementation plan	100%								
EF	B.2/B.3 Periodic reports M20	100%								
EF	C.2/C.3 Users and usage report	100%								
EF	A.1 Platform reports	100%								
EF	C.1 Technical documentation	100%								
EF	C.4 Stress and disaster recovery test reports	100%								

New metrics framework - in close collaboration with EC, EF revised the metrics framework for Europeana DSI-4 (including new structure, updates to KPI targets, and additional metrics).

B.1 Implementation plan - in April, the new implementation plan for Europeana DSI-4 was delivered outlining work planned for the period March - August 2020.

B.2/B.3 Periodic reports M20⁹⁹ - In April, we delivered the periodic report to EC reporting on progress and outcomes achieved in the period between February and March 2020.

C.2/C.3 Users and usage report M20¹⁰⁰ - In April, we delivered the C.2/C.3 deliverable to EC reporting on users and usage patterns of digital cultural content available on Europeana.

A.1 Platform reports - In May, we delivered a platform report to EC reporting on main performance of the platform.

⁹⁹ Available on the Europeana DSI-4 project page in the document section.

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

¹⁰⁰ See footnote 101.

C.1 technical documentation - In May, we reviewed and updated technical documentation of the Europeana platform.

C.4 Stress and disaster recovery test reports - In May, we also reported on stress tests performed on our products in the past month and reviewed our disaster recovery procedure.

Risk assessment

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

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
No activities in M20/M21.				

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 1¹⁰¹	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%	54.64%	55.23%	

¹⁰¹ The balance of efforts is calculated per year. Numbers reflect the 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.

WP2: Content supply	10.95%	10.9%	13.40%	11.57%	11.05%	10.40%	10.17%	
WP3: Content reuse	9.69%	10.33%	10.98%	9.93%	9.55%	8.69%	8.59%	
WP4: Communication and dissemination	8.93%	8.04%	8.21%	7.62%	8.05%	8.70%	8.81%	
WP5: Europeana Network Association	6.44%	7.75%	7.75%	12.91%	11.55%	9.78%	9.21%	
WP6: Impact of digitisation and reuse of cultural heritage	1.32%	1.16%	1.11%	1.59%	1.78%	1.93%	1.97%	
7. Governance	1.96%	0.36%	0.24%	0.46%	0.33%	0.29%	0.24%	
8. Phasing-in and phasing-out period	0.50%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	
9. Project and programme management	3.11%	5.66%	6.13%	5.26%	5.67%	5.57%	5.78%	
Total	100%	100%	100%	100%	100%	100%	100%	

Deviations, change requests and adjustments

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

Major changes in staff, if applicable

No updates for M20/M21.

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	Apr M20	May M21	Jun M22	Jul M23	Aug M24	Sep M25	Oct M26	Nov M27
EF	Programme coordination	Ongoing								
EF	Opening Up Historiana ¹⁰²	N/A ¹⁰³								
EF	Judaica Europeana 2.0 ¹⁰⁴	N/A								
EF	LinBi ¹⁰⁵	N/A								
EF	Europeana Archaeology ¹⁰⁶	N/A								
EF	Europeana Common Culture ¹⁰⁷	75%								
EF	Europeana XX ¹⁰⁸	25%								
EF	Europeana Pagode ¹⁰⁹	N/A								

¹⁰² <https://www.euroclio.eu/project/opening-up-historiana/>

¹⁰³ In the projects marked with N/A (not applicable) we are neither partners nor project coordinators. Therefore a progress indication is not provided.

¹⁰⁴ <https://www.jhn.ngo/judaica-europeana-20/>

¹⁰⁵ <https://linbi.eu/>

¹⁰⁶ <https://pro.europeana.eu/project/europeana-archaeology>

¹⁰⁷ <https://pro.europeana.eu/project/europeana-common-culture>

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

¹⁰⁹ <https://pro.europeana.eu/project/pagode-europeana-china>

Annex: Updates towards milestones

This section states milestones to be delivered in April 2020 (M20) and May 2020 (M21). 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
M18 - February 2020				
MS19	WP2	Evaluation of broken links in the repository	Milestone document delivered	Done
MS24	WP1	Report on improvement of search	-	Done ¹¹⁰
MS27	WP4	Two new thematic collections created	Two new thematic collections created	Done ¹¹¹
MS29	WP1	Evaluate passing user feedback directly to data provider (content and metadata quality)	Milestone document delivered	Done
MS33	WP1	Evaluate options for multilingual search and browse	Milestone document delivered	Done, Apr 20 - M20 (confirmed by EC)
MS34	WP1	Updated source code on GitHub	-	Done ¹¹²
MS49	WP3	Europeana Challenges	Europeana Challenges initiated	Cancelled ¹¹³ (confirmed by EC)
MS55	WP5	ENA annual report ¹¹⁴	ENA annual report published	Done

¹¹⁰ EF reported and will report on improvements of search in the A.1 Platform report.

¹¹¹ 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>).

¹¹² EF updated and will update the source code upon every deployment. Updates are done almost daily. <https://github.com/europeana>

¹¹³ 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 no longer invest in the creative industries market as part of the Europeana DSI-4 core service.

¹¹⁴ ENA annual report was published in the previous period.

https://pro.europeana.eu/files/Europeana_Professional/Europeana_Network/Association_Updates/General_Assembly_Meeting_2019/Annual_report_2019.pdf

MS63	WP8	Transfer test	Transfer test executed	Cancelled ¹¹⁵ (confirmed by EC)
MS68	WP1	Metis strategic recommendations	Milestone document delivered	Done, May 20 - M21 (confirmed by EC)
MS69	WP1	Review of as-is architecture landscape	Milestone document delivered	Delayed, expected in Aug 20 - M24 (confirmed by EC)
MS79	WP2	Launch of new Europeana Pro	Confirmation by PO	Done, 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	Done
MS47	WP3	Participation of Europeana in Open Education Week	Confirmation by WP leader	Done
MS53	WP5	Europeana Network MC meetings	Confirmation of the WP leader that meeting took place	Done
MS66	WP1	Study on engagement element	Study on engagement element ready	Done
MS84	WP1	Automated solution for identification of broken links (MVP)	Automated solution for identification of broken links (MVP) ready	Done
M20 - April 2020				
MS9	WP1	Rightsstatements.org Business Plans 2019	Business plan published	Done
MS16	WP1	Digital process for consent in place	Digital process for consent in place	Done
MS35	WP2	Train the trainers day	Confirmation by WP leader	Done, May 20 - M21 (confirmed by EC)
MS38	WP2	Europeana Aggregators' Forum meeting	Meeting took place	Done, May 20 - M21 (confirmed by EC)
MS45	WP3	eLearning activities	eLearning activities delivered	Delayed, expected in Jul 20 - M23 (confirmed by EC)
MS48	WP3	Strategic Plan for Europeana Research	Strategic Plan ready	Done

¹¹⁵ This milestone relates to the E.2 Transfer process report. As agreed for the updated schedule of deliverables the E.2 deliverable was limited to be delivered in case the contract ends. Therefore this milestone is just needed once the contract ends.

MS58	WP6	Study on the costs and funding of digitisation	Study ready	Delayed, expected in Jun 20 - M22 (confirmed by EC)
MS90	WP4	Chatbot integration	Chatbot integrated	Done
M21 - May 2020				
MS50	WP3	Europeana Match funding programme	Europeana Match funding programme initiated	Cancelled ¹¹⁶ (confirmed by EC)
MS56	WP5	Europeana EU presidency events	Confirmation of the WP leader that meeting took place	Cancelled ¹¹⁷ (confirmed by EC)
MS81	WP1	Metis Sandbox MVP	Metis Sandbox MVP ready	Done
MS82	WP1	Publication of schema.org for item pages	Schema.org for item pages published	Delayed, expected in Jun 20 - M22 (confirmed by EC)
MS83	WP1	Establish Client and User Authentication	Client and User Authentication established	Done
M22 - June 2020				
MS5	WP1	IIIF harvesting implemented	Confirmation by WP leader	Expected in time
MS7	WP1	Report on implementing a metadata quality framework	Report available	Delayed, expected in Aug 20 - M24 (confirmed by EC)
MS39	WP3	Meetings of the teacher ambassador network	Confirmation of the WP leader that meeting took place	Expected in time
MS60	WP6	Report on 10 cases of impact	Reports ready	Expected in time
MS86	WP3	Europeana Education competition 2020	Europeana Education competition 2020 initiated	Expected in time
MS92	WP4	Sport season initiated	Sport season initiated	Delayed, expected in 2021 (confirmed by EC)
M23 - July 2020				
MS25	WP1	Report on user interface satisfaction surveys	-	Done ¹¹⁸
MS30	WP1	Overview of data providers	List presented in periodic	Expected in time

¹¹⁶ Match funding is a method of co-investment of the crowd and a private/public institution. We offered the opportunity for match funding under Europeana DSI-4, especially for the creative industries market. In line with the strategic focus on CHIs and the higher priority of other markets (for example, education), we reduced our effort on the creative industries market.

¹¹⁷ Event is cancelled due to Corona.

¹¹⁸ EF reported and will report on user interface satisfaction surveys in the B.2/B.3 and C.2/C.3 deliverables.

		that have signed the new DEA	report M12	
MS85	WP1	Research report into the needs of CHI with differing levels of copyright knowledge and resource	Report ready	Expected in time

Annex: Progress on deliverables (M1-M24)

This table states progress on deliverables and what deliverables were submitted to EC.¹¹⁹

ID	Description	Due month	Done	Due
A.1	Platform reports	Every 10 months, starting M10	M10, M20 Delivered to EC	-
B.1	Implementation Plan	Every 6 months, starting M1	M1, M6, M12, M18 Delivered to EC	M24 (in progress)
B.2/ B.3	Periodic reports	Every 2 months, starting M2	M2, M4, M6, M8, M10, M12, M14, M16, M18, M20, M22 Delivered to EC	M24
B.4	Annual report	Every 12 months, starting M12	M12 Delivered to EC	M24 (in progress)
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, M18 Delivered to EC;	-
C.2/ C.3	Users and usage report	Every 5 months, starting M5	M5, M10, M15, M20 Delivered to EC	-
C.4	Stress and disaster recovery test reports	Every 9 months, starting M9	M9, M18 Delivered to EC	-
D.1	Communication and dissemination plan	Every 9 months, starting M1	M1, M9, M18 Delivered to EC	-

¹¹⁹ Note: the schedule of deliverables was updated in January 2020.

D.2	Study on impact of digitisation and reuse of cultural heritage	M14 M24	M14 Delivered to EC	M24
E.1	Transfer of assets and liabilities report	M1, M10 (for E.1 and E.2) and M1, M6, 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	4 months before the contract ends (M20, April 2020) or M32 (April 2021)/44 (April 2022) in case of renewals
E.2	Transfer process report		M1, M10 Delivered to EC	
E.3	Employed staff report		M1, M6, M12 Delivered to EC	

Annex: Glossary of terms

Formal definitions of terms used frequently are detailed in the glossary of terms¹²⁰ 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

¹²⁰ <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.