



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

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DELIVERABLE

B.2/B.3 Periodic report M38

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

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

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Highlights

The Europeana Sport season continued in September 2021, building on activities that commenced in DSI-4 Y3. So far a total of 75 editorials were published during the Europeana Sport season. During the European Week of Sport (23 and 30 September 2021), a sporting history email course was created and promoted. We also published two exhibitions (Looted Library, Reconstructed Library – Books of Riga Jesuit College in Riga and Uppsala² and China in perspective³).

We completed an evaluation of paid elements used for 2021 campaigns. We will use the findings to inform 2022 paid promotion and other future campaigns, including giving indications on what kind of product and content performs best, and the benefits of different channels for different types of campaign.

In September, we established the Digital Transformation Task Force⁴ which brings Initiative wide stakeholders together to (build on the) work done on capacity building to support the digital transformation of the GLAM sector. The Task Force responds to the current challenges facing the sector, and to collectively understand and agree on a clear, initiative wide practical plan of action. In the Taskforce are two representatives of the Europeana Network Association, Europeana Aggregators forum, Europeana Foundation and two independent members.

² <https://www.europeana.eu/exhibitions/looted-library-reconstructed-library/>

³ <https://www.europeana.eu/exhibitions/china-in-perspective>

⁴ <https://pro.europeana.eu/project/digital-transformation-task-force>

Introduction

The periodic report describes work carried out under Europeana DSI-4 from 1 September 2021 until 30 September 2021 (M37) based on the implementation plan (B.1 deliverable M36). The report is organised in four work packages (WP), one work package for each of the three priorities of the Europeana strategy 2020-2025⁵. The three strategic priorities are: Priority #1: Strengthen the infrastructure; Priority #2: Improve data quality; and Priority #3: Build capacity. The fourth work package reports on programme management efforts and the balance of efforts as well as the integration of other project outcomes (including Generic Services (GS) projects) into Europeana DSI.

All outcomes to be completed as stated in B.1 Implementation plan M36 are included in this periodic report. All implementation plan outcomes are stated in the overview of outcomes tables with completion rate and expected due date. In case an outcome ends in the reporting period a description is added that highlights the objective and result of the outcome and its value for Europeana DSI. Key Performance Indicators (KPIs) as well as other reporting metrics are also presented, and discussed in case of notable occurrences.

For each task associated risks are stated and assessed based on probability of occurrence and severity of impact.⁶ The risk assessment is reviewed and updated bi-monthly, in case changes occurred for a risk (updates or new risks) an explanation is added to the risk assessment.

Explanatory notes for tables reporting - colour codes

	Outcomes as stated in the implementation plan M36 ⁷
	Colour blue indicates the expected timeframe of the outcome
	Colour black indicates that an outcome was completed in the reporting period
%	Progress until end of current reporting period

⁵ <https://pro.europeana.eu/page/strategy-2020-2025-summary>

⁶ Probability and impact are rated with 5 levels (very high (5), high (4), medium (3), low (2), or very low (1)). The risk rating is probability multiplied by impact. If probability is medium (3) and impact is high (4), then the rating would be 12 (3 x 4). The rating gives an understanding of the risk and its effects on the operations of the Europeana services. A risk rating above 15 can be seen as high risk while a rating of 25 is devastating.

⁷ Outcomes as stated in the implementation plan are marked with light blue background to be able to refer back to the initial implementation plan.

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
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
DFF	Deutsches Filminstitut & Filmmuseum e.V., Germany
EFHA	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
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
DSI AGG	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

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

Work package 1: Strengthen the infrastructure

WP1 maintains and continuously improves Europeana DSI's main services and functionality. It focuses on an easy and rewarding data publishing process (task 1.1.), a satisfying website experience for our users (task 1.2.), and a reliable and high performing platform infrastructure (task 1.3.). The work package also provides engagement activities for users to discover Europeana's digital cultural content (task 1.4.).

Task 1.1. Easy data publishing

Partners: EF and PSNC

Europeana DSI-4 offers a fully functional data and aggregation infrastructure through Metis (<https://metis.europeana.eu/>) which allows EF to import, transform, validate and enrich metadata for aggregators. This year, developments will continue to revolve around the implementation of the aggregation strategy⁸. We will speed up and enhance the reliability of the publishing process via Metis (objective 1.1.1.), support data providers in the testing of their data via the Metis Sandbox (objective 1.1.2.) and also invest in a fast-track for publishing data in Europeana (objective 1.1.3.).

Overview of outcomes: easy data publishing

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 1.1.1. Extend and maintain Metis								
EF, PSNC	Incremental media processing implemented	Not started	Jun '22					
PSNC	eCloud data model reviewed and refactored	10%	Aug '22					
PSNC	Data storage mechanisms in eCloud optimised	Not started	Aug '22					
EF, PSNC	System upgrades and performance are maintained (bugs fixing, infrastructure upgrades, refinement of existing features) - 15% of M37	Ongoing	-					
Objective 1.1.2. Enable Metis Sandbox								

⁸ <https://pro.europeana.eu/post/europeana-dsi-4-aggregation-strategy>

EF, PSNC	Metis <i>Extended Sandbox</i> supports one additional data source for conversion to EDM ⁹	5%	Dec '21					
EF	Tiers calculation module in Metis <i>Extended Sandbox</i> available	Not started	Jan '22					
EF	Training resources (V1) for Metis Sandbox (for Aggregators) developed	Not started	Feb '22					
EF	Feedback for further development of the Metis <i>Extended Sandbox</i> is collected	Not started	Apr '22					
EF, PSNC	Metis <i>Extended Sandbox</i> data sources options for conversion to EDMs extended ¹⁰	Not started	Aug '22					
EF	Metis Sandbox consolidated and maintained	Ongoing	-					
Objective 1.1.3. Enable fast track publishing workflow								
EF, PSNC	Report on review and proposed amendments to the Aggregation Strategy roadmap (including progress update)	Not started	Apr '22					
EF, PSNC	Validated Aggregation Strategy roadmap actions implemented	Not started	Jul '22					
EF	MS1 Report on progress on the aggregation strategy delivered (internal)	Not started	Aug '22					

eCloud data model reviewed and refactored - An investigation was run to identify the parts of the eCloud model and Cassandra database structure which could be simplified, refactored and/or decommissioned. A plan has been created and will be progressed on during Y4.

Metis Extended Sandbox supports one additional data source for conversion to EDM - Before moving to the implementation of new data conversion routines, we are focusing on the implementation of additional methods to import data in the Sandbox (http import and OAI harvesting).

Risk assessment: easy data publishing

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R1.1	The work planned for DSI-4 Y4 may require more preparation of requirements analysis and design than	High (4)	Low (2)	8	The work needs to be planned in smaller iterations which means that the products (such as Metis or the Sandbox) may	-

⁹ Final outcome is planned for completion by the end of DSI-4 Y4 but several iterations will be released throughout the year.

¹⁰ Final outcome is planned for completion by the end of DSI-4 Y4 but several iterations will be released throughout the year.

	envisaged which may delay implementation.				not have all the expected functionalities implemented at once.	
R1.2	The Generic services are bringing extra requirements for data ingestion that require modifications in Metis.	Medium (3)	Low (2)	6	The roadmap needs careful management and amendment if needed. Further discussion will take place with projects to better understand their requirements, and any conflicts with the DSI will be discussed with EC.	- ¹¹

Task 1.2. Europeana website experience

Partners: EF and AIT Vienna

The Europeana website (www.europeana.eu) is the single multilingual access point to digital resources of European heritage. This year we aim to see the website maintain 500,000 visits a month (KPI 1.1) with a 15% user return rate (KPI 1.2). To achieve this, the consortium maintains and continuously improves the website with a focus on a satisfying experience for users. We will extend user engagement features to attract more return visitors (objective 1.2.1.). Improvements to search are a key aspect of website experience that we will continue to invest in (objective 1.2.2.). The extension of features to support the multilingual strategy are also critically important for reaching and retaining new audiences (objective 1.2.3.).

Overview of outcomes: Europeana website experience

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
EF	Europeana website usability and performance maintained (bugs fixing, security & software updates) - 20% of M37	Ongoing	-					
Objective 1.2.1. Extend user engagement features								
EF	About us page redesigned (implementation)	50%	Nov '21					
EF	Organisation pages available on Collections hub page	Not started	Dec '21					
EF	Delete functionality for user account available	50%	Jan '22					
EF	Classic portal decommissioned	Not	Mar '22					

¹¹ The GS activities impacting the DSI aggregation infrastructure activities have been completed and integrated into the platform. There are no similar impacting activities identified in the currently running GS projects.

		started						
EF	Homepage redesigned (implementation)	10%	Jun '22					
Objective 1.2.2. Deliver better search experience								
EF	Recommendations service (API and front end) is extended to support entity powered collections and user specific recommendations ¹²	80%	Dec '21					
EF	New design for search filters implemented	5%	Feb '22					
EF	Update on Search Strategy roadmap	Not started	Feb '22					
EF	New design for entity filters implemented	Not started	Mar '22					
EF	Search by location/georeference criteria (indexing implementation) (M-F20)	Not started	Apr '22					
EF	Tuning the weight of different fields in ranking (M-F8) (first experiments)	Not started	Jun '22					
EF, AIT Vienna	New transcriptions are displayed and searchable live	Not started	Aug '22					
EF	Search widget for editorial content implemented similar to how the related entity collections appear in search	Not started	Aug '22					
EF	MS2 Report on progress on the search strategy delivered (internal)	Not started	Aug '22					
EF	Search relevance and performance maintained	Ongoing	-					
Objective 1.2.3. Extend multilingual reach								
EF	Multilingual search for the Spanish destination implemented and deployed	70%	Dec '21					
EF	First implementation and evaluation of the metrics and KPIs ¹³ , focusing on entities	10%	Feb '22					
EF	Update on Multilingual Strategy roadmap	Not started	Feb '22					
EF	Multilingual search for the Spanish destination further evaluated for technical	Not started	Apr '22					

¹² The recommendation engine itself is developed by Europeana XX Generic Services project.

¹³ KPIs here stand for targets for data quality or multilinguality we will start measuring and not KPIs we will report on.

	quality and further improved and assessed strategically and technically for transposition to other languages							
EF	Prioritise normalisation of not-yet normalised tags (in original and dereferenced data)	Not started	Jun '22					
EF	MS3 Report on progress on the multilingual strategy delivered (internal)	Not started	Aug '22					
EF	Maintain user interface translations in supported languages	Ongoing	-					

Reporting metrics: Europeana website experience

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 1.1	Traffic to Europeana website	Number of visits per month	Monthly	500,000	484,996	398,029	395,430	456,285
KPI 1.2	Returning visitors to Europeana website	Percentage of returning visitors	Monthly	15%	12.10%	12.58%	12.30%	5.6%
KPI 1.3	Satisfaction rate for Europeana website	Average satisfaction on a 5-point Likert scale ¹⁴	Bi-annual	75%	-	-	-	Expected Jan '21
KPI 1.4	Downloads on the Europeana website	Total number of downloads (cumulative)	Monthly	240,000	441,546	120,891	11,160	38,150
RM 1.1	New visitors to the Europeana website	Total number of new visitors per month	Monthly	-	335,618	301,710	292,203	430,320
RM 1.2	Visit duration on the Europeana website	Average time spent per visit	Monthly	-	01:23	01:21	01:40	01:55
RM 1.3	Page views on Europeana website	Average amount of	Monthly	-	2.46	2.64	2.75	2

¹⁴ The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

		pages viewed per visit						
RM 1.4	Click-throughs to partner websites	Total number of click-throughs (cumulative)	Bi-monthly	-	132,665	181,182	11,878	80,078
RM 1.5	User feedback for the Europeana website	Total number of user feedback received via feedback button (cumulative)	Bi-monthly	-	335	959	66	80

To abide by the GDPR law, at the end of August 2021, we changed the cookie banner on the website to allow people to select the cookies they wish to accept and we switched our analytics tool from Google Analytics (GA) to Matomo. Looking at the traffic numbers in September, these changes did not impact our overall traffic numbers but they did impact our return rate since people can now opt out of the Matomo tracking cookies which signal if the person is a new or returning visitor. For September, we calculated the return rate based on the number of returning visits we see in Matomo (25,965 visits).

Interestingly to note, 26,331 visits declined the cookie banner. We don't know if people who declined to be tracked are new or returning visits. Then we also have 468 visits who 'accepted selected' cookies for whom we don't know if they accepted Matomo analytics or not and we also have some people who did not interact with the cookie banner.

Additionally, we notice that the downloads and click-throughs to the provider website are recorded slightly differently in Matomo versus Google Analytics. So we see a slight increase in these numbers compared to last year. We will monitor these developments over the next period.

Risk assessment: Europeana website experience

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R1.3	Traffic on Europeana website (KPI 1.1) is below target	High (4)	Medium (3)	12	Continuing our experiments on making record pages more discoverable to Google; expanding editorials with seasons, exhibitions; promotions and activities engaging users; better promotion of APIs to engage with developer and institutional reuse	-

R1.4	Returning visitors on Europeana website (KPI 1.2) is below target: product/content not good enough to encourage people to return	High (4)	Medium (3)	12	Optimising the browsing and viewing experiences; optimising the searching experiences; optimising multilingual experience; extending user engagement features; expanding editorials with seasons, exhibitions; promotions and activities engaging users	-
R1.5	Satisfaction rate for the Europeana website is low	Medium (3)	High (4)	12	Review europeana.eu user feedback and behaviour and take appropriate actions; monitor website performance; constant improvement of the Europeana website	-
R1.6	Expectations regarding multilingual strategy are higher than what available language technology enables us to implement	High (4)	Low (2)	8	Regularly evaluate and communicate the results of evaluation to stakeholders. Adapt plans to the performance level of technology.	-

Task 1.3. Reliable platforms

Partners: EF and AIT Vienna

High availability and performance (objective 1.3.1.) is an important priority for the Europeana services. With a high-availability architecture design, we aim for our main products to be available 24/7 with an uptime of 99.5% (excluding scheduled outages).

Overview of outcomes: reliable platforms

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 1.3.1. APIs and infrastructure are high-performing								
EF, AIT Vienna	Full disaster recovery test completed ¹⁵	Not started	Mar '22					
EF	Recommendation service is fine-tuned and production ready	Not started	Jun '22					
EF	Alternative hosting platforms investigated	Not started	Jun '22					

¹⁵ This outcome will feed into C.4 Stress and disaster recovery test reports (March 2022).

EF	Solr and Mongo reindexed ¹⁶	Ongoing	-				
EF, AIT Vienna	Core APIs are maintained (incidents, bugs, technical debt improvements, software updates, releases) - 15% of M37	Ongoing	-				
EF	Infrastructure is maintained (bugs, attacks, clean-ups, upgrades, back-ups) - 15% of M37	Ongoing	-				

Reporting metrics: reliable platforms

No.	Description	Measured by	Frequency	Aug 2020	Aug 2021	Sep 2020	Sep 2021
RM 1.6	Response time of Europeana website	Average time (seconds) for single record per month	Monthly	1.50	1.1	1.49	2.1
RM 1.7	Uptime of Europeana website	Average in % for single records per month	Monthly	99.19	99.86	99.12	99.73
RM 1.8	Response time of APIs (all)	Average response time (seconds) per month	Monthly	0.28	0.17	0.28	0.18
RM 1.9	Uptime of APIs (all)	Average in % per month	Monthly	99.99	99.98	100	99.98
RM 1.10	Response time of Europeana Pro	Average response time (seconds) per month	Monthly	0.85	0.88	0.89	0.87
RM 1.11	Uptime of Europeana Pro	Average in % per month	Monthly	100	100	100	99.99
RM 1.12	Uptime of Metis	Average in % per month	Monthly	100	100	100	100

Overall platform performance metrics kept stable and of high quality comparing 2020/2021. In September, we saw a slight increase in response time on the Europeana website which most likely were due to the IBM cloud performance. We will continue to monitor performance over the coming period.

Risk assessment: reliable platforms

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
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¹⁶ Outcomes in other tasks require a reindexing activity. The planning will be aligned with those outcomes.

R1.7	High traffic in form of attacks can cause interruptions in the service	Low (2)	High (4)	8	Anti-flooding mechanism to limit the traffic to real users;	-
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Task 1.4. Discoverability of digital cultural content

Partners: EF, DSI AGG, EUN, and EuroClio

Our efforts to publish digital cultural content can only be valued when material is found and consumed. Therefore, the ability for European citizens, educational audiences and API consumers to discover content is critical to the success of the Europeana Initiative. The foundation of our discoverability efforts are Europeana’s high-quality editorial features that will highlight captivating collections and stories (objective 1.4.1.). Through communication and promotion, EF will bring this material to the attention of our audiences, drive traffic to the Europeana website, and engage with digital culture (objective 1.4.2.). Activities with educational communities will cultivate partnerships for teaching and learning (objective 1.4.3.). Efforts to support third-party developers' use of the Europeana APIs will help to diversify the usage of digital cultural content (objective 1.4.4.).

Overview of outcomes: discoverability of digital cultural content

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 1.4.1. Deliver high-quality editorial features								
EF	Europeana Sport season content ¹⁷ published and promoted	100%	Sep '21					
EF	Black History Month (autumn season)	20%	Oct '21					
EF	Women’s History Month	Not started	Mar '22					
EF, DSI AGG	Editorial content (exhibitions, blogs and galleries) ¹⁸ published and promoted	Ongoing	-					
EF, DSI AGG	Stories page ¹⁹ and new feature pages ²⁰ published and promoted	Ongoing	-					
EF	New European Bauhaus ²¹ content published	Ongoing	-					

¹⁷ Editorials from the Europeana Sport Generic Services project contributed to this outcome <https://pro.europeana.eu/project/europeana-sport>

¹⁸ Editorials from (Europeana) Generic Services projects contribute to this outcome.

¹⁹ <https://www.europeana.eu/stories>

²⁰ For example: <https://www.europeana.eu/pandemics>

²¹ <https://www.europeana.eu/new-european-bauhaus>

EF	European Year of Youth content published	Ongoing from Jan 2022							
EF	Exhibition: Looted Library, Reconstructed Library – Books of Riga Jesuit College in Riga and Uppsala	100%	Sep '21						
EF	Exhibition: China in perspective	100%	Sep '21						
Objective 1.4.2. Communication and dissemination to European citizens									
EF	GIF IT UP organised	60%	Oct '21						
EF	Black History Month promoted	20%	Oct '21						
EF	Women's History Month promoted	Not started	Mar '22						
EF	Digital Storytelling Festival promoted	Not started	May '22						
EF	Newsletter and social media posts (Facebook, Twitter, Instagram, Pinterest) published ²²	Ongoing	-						
Objective 1.4.3. Engage with educational communities									
EuroClio	Historiana learning resources support different media types (including audio and audiovisual sources)	40%	Dec '21						
EF	Annual Open Education Week: contribution added	Not started	Mar '22						
EF	All Digital Week campaign: contribution added	Not started	Mar '22						
EUN	4 runs and language versions of the Digital Education with Cultural Heritage MOOC launched	10%	Mar '22						
EuroClio	Training session on partner pages organised	10%	Apr '22						
EUN	Europeana Education competition finalised	Not started	May '22						
EuroClio	Webinar series for Historiana users (4 webinars organised)	10%	May '22						

²² Editorial outcomes of GS projects are promoted.

EuroClio	Train-the-trainers sessions organised	10%	Jul '22	■	■	■	■	■
EuroClio	15 multilingual Historiana eLearning activities produced	Not started	Aug '22					
EUN	55 new multilingual learning scenarios produced and curated to publish in the Teaching with Europeana blog	Not started	Aug '22					
EuroClio	Dashboard on Historiana for partners to gain insights into usage available	Not started	Aug '22					
EF	Blogs and social media posts (LinkedIn, Facebook, Twitter) published	Ongoing	-					
EF	Europeana Education community ²³ supported	Ongoing	-					
EF	Built with Bits	25%	Jan' 22	■	■	■	■	■
Objective 1.4.4. Attract API users and grow data usage								
EF	API outreach strategy updated (internal)	5%	Jan '22	■	■	■	■	■
EF	API libraries, FAQs, and tutorials maintained and updated	Not started	Aug '22					
EF	Europeana API services presented at relevant CH events	Ongoing	-					
EF	1:1 support and changes/improvements of Europeana API services communicated to users	Ongoing	-					

Europeana Sport season content published and promoted - The Europeana Sport season continued in September 2021, building on activities that commenced in DSI-4 Y3. In September 2021, 9 editorials were published (8 blogs and 1 gallery) covering topics such as football in Girona²⁴, the Sokol movement²⁵ and surprising sports at the Olympic Games²⁶. These new editorials bring the total editorials published during the Europeana Sport season to 75. All the published editorial was included on feature pages relating to sport²⁷, the Olympic and Paralympic Games²⁸, and other relevant topics (e.g. women's history when the editorial is about a female athlete). Each editorial was promoted through social media with bespoke advertising campaigns. Two blogs in particular aimed to create more interactive features - Spot the difference: 6 sport puzzles to play

²³ <https://pro.europeana.eu/page/europeana-education>

²⁴ <https://www.europeana.eu/blog/100-years-of-football-in-girona>

²⁵ <https://www.europeana.eu/de/galleries/sokol-movement>

²⁶ <https://www.europeana.eu/blog/surprising-sports-at-the-olympic-games>

²⁷ <https://www.europeana.eu/de/sport>

²⁸ <https://www.europeana.eu/de/the-olympic-games>

and Spot the ball: 5 sport puzzles to test your skills - providing games and puzzles to play. During European Week of Sport, a sporting history email course was created and promoted. Daily emails with compilations of sport-themed editorials were sent between 23 and 30 September 2021 to 333 subscribers.

Three collection day events were held in three countries during this month: an event at the Amsterdam Olympic stadium, an event at Polangis school in Paris and an event at EPIC The Irish Emigration Museum in Dublin.²⁹

*Exhibition: Looted Library, Reconstructed Library – Books of Riga Jesuit College in Riga and Uppsala*³⁰ - The exhibition told the story of the former library of Riga and its unique and important collection of books. It was curated by the National Library of Latvia in partnership with Uppsala University Library, Uppsala University Museum Gustavianum, University of Latvia Academic Library, and the University of Latvia. The exhibition was part of the Rīga Jesuit College Library (1583–1621) project, which focuses on identifying the copies from the former Riga Jesuit library and bibliographical reconstruction of a collection of books important to the cultural heritage of Latvia.

*Exhibition: China in perspective*³¹ - The exhibition explored Chinese culture and history through European heritage collections. It was developed within the framework of the Generic Services project *PAGODE: Europeana China*, and featured collections with a wide range of museum collections. This exhibition was created in conjunction with a physical book, with the goal of having both a physical and digital aspect to exploring European perspectives on Chinese cultural heritage.

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
EF	'Image-based digital collections in cultural heritage institutions' (German National Library)	Presented Europeana's user engagement approach at conference on on the digitisation of cultural heritage	Leipzig, Germany	16/09/ 2021
EF	Built with Bits Introductory Workshop ³²	Two-days workshop to learn more about the New European Bauhaus, the blended learning Council recommendations and practices on immersive technologies. EF also presented the two month Built with Bits program ³³ .	Online	30/09/ - 01/10/ 2021

²⁹ Events were organised under the Europeana Sport GS project. <https://pro.europeana.eu/project/europeana-sport>

³⁰ <https://www.europeana.eu/exhibitions/looted-library-reconstructed-library/>

³¹ <https://www.europeana.eu/exhibitions/china-in-perspective>

³² <https://pro.europeana.eu/event/built-with-bits-kick-off-workshop>

³³ <https://pro.europeana.eu/page/built-with-bits-designing-virtual-spaces-for-the-future>

Reporting metrics: discoverability of digital cultural content

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 1.5	Satisfaction rate for exhibitions	Average satisfaction on a 5-point Likert scale (cumulative) ³⁴	Monthly	75%	53 (NPS)	89%	90%	86%
KPI 1.6	Reach on social media	Total number of impressions on social media (Facebook, Pinterest, GIPHY, Instagram, Twitter) (cumulative)	Monthly	450 million	689.9 million	592.2 million	40.7 million	31.7 million
KPI 1.7	Learning resources for education ³⁵	Total number of resources using Europeana data (cumulative)	Monthly	50	442	181	4	Expected Jan 2021
KPI 1.8	External learning environments for education	Total number of integrations of Europeana educational offers (cumulative)	Monthly	5	8	4	-	1
KPI 1.9	Satisfaction rate of educational communities	Average satisfaction on a 5-point Likert scale (cumulative)	Monthly	75%	67 (NPS)	87%	-	Expected Dec 2021
RM 1.13	Editorial outcomes: exhibitions	Number of exhibitions created (cumulative)	Bi-Monthly	-	10	9	2	2
RM 1.14	Editorial outcomes: blogs	Number of blogs created (cumulative)	Bi-Monthly	-	131	149	15	11
RM 1.15	Newsletter subscribers	Total number of subscribers	Bi-Monthly	-	49,368	50,155	49,372	49,151

³⁴ The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

³⁵ Metric excludes multilingual resource variations.

RM 1.16	Social media engagement	Total number of likes, shares, comments per month (Facebook, Twitter, Pinterest, Instagram)	Monthly	-	669,586	258,422	395,197	239,236
RM 1.17	Social media followers/fans	Total number on social media (Facebook, Twitter, Pinterest, GIPHY, Instagram)	Monthly	-	215,699	227,983	217,499	228,518
RM 1.18	Educators actively involved in creating learning resources (EUN)	Total number of educators (cumulative)	Once a year	-	2,032	1,197	-	Expected Aug 2022
RM 1.19	Countries coverage of contributing educators (EUN)	Total number of countries (cumulative)	Once a year	-	37	28	-	Expected Aug 2022
RM 1.20	Participants completing the MOOC	Total number of participants (cumulative)	Upon occasion	-	668	547	-	Expected Apr 2022
RM 1.21	Reach to Europeana Education community	Number of people reached per month (mailing list, LinkedIn, Facebook)	Bi-monthly	-	5,983	8,545	6,093	8,652
RM 1.22	API usage (REST API)	Number of API users that exceeded the average of 5 calls a day per month	Monthly	-	51	49	63	49

RM 1.23	API usage (REST API)	Number of API users that were active for more than 5 days in each month	Monthly	-	57	47	56	45
RM 1.24	API usage (REST API)	Total number of requests per month (external traffic)	Monthly	-	-	15.7 million	³⁶	13.8 million
RM 1.25	API users (REST API)	Total number of API users per month	Monthly	-	180	153	209	175
RM 1.26	API sign-ups (REST API)	Number of API sign-ups per month	Monthly	-	85	44	89	78

In September 2021 we published 11 new blogs³⁷ and two exhibitions³⁸. In total all exhibitions published in DSI-4 Y4 received a very good average satisfaction score of 86%. Comparing metrics from 2020 with 2021 shows that social media engagement was higher in 2020. We assume that this can be attributed to the increased usage during the COVID-19 pandemic. More information is also available in the C.2/C.3 Users and Usage report M35 (submitted July 2021).³⁹

Between August and September 2021 we saw a drop of 1,000 newsletter subscribers. We see that many school/student/researcher addresses get discontinued at the end of the academic year combined with the fact that less people sign up during summer might have affected the decrease.

Comparing 2020 and 2021 we can see lower API usage and engagement for August and September. We will review the metrics as part of the upcoming C.2/C.3 Users and usage report comparing and looking at a longer period of time to see if this is a trend or only applies to a short period of time.

In 2020 we produced more educational resources than in 2021. This is due to a change in our strategy from quantity to quality. We have developed in DSI-4, a total of 959 learning materials, 778 over the first two years. This massive production of pedagogical materials brought us the need for more quality control, curation, enrichment and multilinguality. Last year we invested more efforts on translating but also adding new categories on the learning scenarios and stories

³⁶ In 2020 we tracked the total number of API requests (including internal requests, for example by the Europeana website). Therefore the numbers are not comparable.

³⁷ <https://www.europeana.eu/en/blog>

³⁸ <https://www.europeana.eu/en/exhibitions/a-century-of-technology>

³⁹ Available on the Europeana DSI-4 project page in the document section. <https://pro.europeana.eu/project/europeana-dsi-4>

of implementation on the *Teaching with Europeana*⁴⁰ blog (like key competencies promoted, type of implementation or methodology and trend), with the aim to make them more findable and reusable.

The lower number of MOOC participants when comparing 2020 and 2021 is due to the fact that in 2020 we had 5 runs of the MOOC (ENG+PT+ESP+IT+FR) while in 2021 just one (ENG). Comparatively, the 2021 results are very good.

We also saw one new integration of Europeana educational offers in an external learning environment. In September, EUScreen started to promote a new educational space⁴¹ in their portal, which integrates Europeana resources for education. It also showcases a promotional video, a webinar for educators interested in the learning opportunities of AV content, the Subtitle-a-thon platform and the White Paper of the Europeana AV Task Force. This is a space that targets mainly teachers and CHI professionals working in education that aim to use AV content in their practice.

Risk assessment: discoverability of digital cultural content

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R1.8	Editorials which depend on third party contributions might not progress as planned	Medium (3)	Medium (3)	9	Frequent communication with third party contributors; provide support and advice as required.	-
R1.9	Reach of Europeana data on social media: changes to the algorithms and pricing on social media platforms	Medium (3)	Medium (3)	9	Adaptation and diversification of channels, tools and platforms used	-
R1.10	School lockdowns for COVID	High (4)	Medium (3)	12	Most of the activities with teachers are planned for the digital environment but some necessary implementations with students might be hampered.	-
R1.11	Complete new strategy involving CHIs professionals in the	Medium (3)	Low (2)	6	Continuation of the strategy in DSI-4 Y4	_ ⁴²

⁴⁰ <https://teachwitheuropeana.eun.org/learning-scenarios/>

⁴¹ https://blog.euscreen.eu/euscreen_education/

⁴² The text of the risk was slightly updated to show that we will be able to deliver what we committed to in Europeana DSI-4. However, we are not sure how many non-formal educators will be engaged. |

	education initiative. Some activities may have lower impact than expected.					
R1.12	Contact info of API key holders is outdated or API key holders are not interested in 1:1 communication and support, leading to loss of contact with API user group	Low (1)	Medium (3)	3	Follow up with current API key holders to update information, ensure engaging 1:1 outreach campaigns	⁴³
R1.13	Outreach to new developers does not generate interest and might prevent growing Europeana API community	Medium (3)	Medium (3)	9	Review documentation, improve API user experience.	-

Work package 2: Improve data quality

WP2 will increase high-quality content and metadata (task 2.1) to improve access and reusability of digital content. This will include new technological approaches of enriching data, such as crowdsourcing and machine-learning (task 2.2). These efforts will contribute to a more satisfying user experience on the Europeana website.

Task 2.1. Quality assured data

Partners: EF, SPK, and DSI AGG (APEF, BL, CARARE, MCA, EFHA, DFF, NISV, AIT-Graz, Photocons, NTUA)

The data issues that have developed over the past decade can only be resolved through a multi-year effort. In the next year, EF and DSI AGG will continue to work with data providers to raise the quality of content and metadata (objective 2.1.1.). We will also maintain and further develop our data and publishing frameworks and standards (objective 2.1.2.) while influencing global interoperability and technological innovation through our networks (objective 2.1.3.).

Overview of outcomes: quality assured data

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 2.1.1. Raise the quality of content and metadata								

⁴³ This risk was updated to reflect that we have updated the API Key signup form in DSI-4 Y3 to mitigate the issue, which has lowered the likelihood of the risk occurring.

EF	Publishing guide is updated with additional guidance on 3D requirements for content	70%	Jan '22					
EF	Report on actions taken to re-engage with inactive partners (internal)	Not started	Feb '22 Aug '22					
EF, DSI AGG	MS4 DSI AGG annual work plan review (internal)	Not started	Feb '22 Aug '22					
EF	Normalisation of dates in the metadata implemented	Not started	Jun '22					
EF	Mislabelled 3D content corrected in the Europeana database	Not started	Aug '22					
EF	Precision of the content tier measurement of 3D content in Europeana is improved	Not started	Aug '22					
EF, DSI AGG	Recommendations for identifying and managing diversity in cultural heritage data (internal)	Not started	Aug '22					
SPK, EF	Report on OCR full-text processing and quality improvement and its impact on display and search ⁴⁴ delivered (internal)	Not started	Aug '22					
DSI AGG	Data quality improvements and new content delivered ⁴⁵	Ongoing	-					
EF	Data partners supported with data quality improvements and data publication (DSI, Generic services ⁴⁶ , and others)	Ongoing	-					
EF	Regular link resolution process is maintained	Ongoing	-					
Objective 2.1.2. Maintain data and publishing frameworks, standards and documentation								
EF	Training resources (V1) for Statistics Dashboard developed	Not started	Mar '22					
EF	First implementation of the field warnings concept to flag longtail data issues with titles and descriptions	Not started	Jun '22					
EF,DSI AGG	MS5 New recommendations and updated requirements for services and products	Not started	Jul '22					

⁴⁴ Contributes to FT-F3 in the Search Improvement Strategy.

⁴⁵ Detailed information on DSI AGG work as well as progress achieved will be provided in the annual review of work plans.

⁴⁶ For more information on data quality improvements and data ingestion from the Generic Services projects, please see [Annex 5: GS outcomes integration overview](#).

	focusing on content in the EPF developed (including a report of the status of EPF) (internal)							
EF	Statistics Dashboard maintained	Ongoing	-					
EF	EDM updated and documented	Ongoing	-					
Objective 2.1.3. Influence global interoperability and technological innovation								
EF, NISV	EuropeanaTech community ⁴⁷ is supported	Ongoing	-					
EF	Data Quality Committee ⁴⁸ is supported	Ongoing	-					
EF	IIIF Discovery Technical Specification Group ⁴⁹ is supported	Ongoing	-					
EF	Data mapping and conversions with stakeholders is supported	Ongoing	-					

Reporting metrics: quality assured data

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 2.1	High quality content	Percentage of Tier 2 + material (excluding content Tier 0)	Monthly	>70%	63.23%	68.19%	64.05%	68.22%
KPI 2.2	High quality and reusable content	Percentage of Tier 3+ material (excluding content Tier 0)	Monthly	>50%	41.77%	46.25%	42.39%	46.28%
KPI 2.3	High quality metadata (search, browse and explore)	Percentage of Tier A+ material (excluding content Tier 0)	Monthly	>70%	55.32%	64.97%	56.29%	65%
KPI 2.4	Europeana Research and Development contributions	Total number of reference papers or presentations (cumulative)	Monthly	10	7	13	2	1
RM 2.1	Broken links in the repository	Number of broken links (out of total)	Quarterly	-	1.5 million	-	-	796,534

⁴⁷ <https://pro.europeana.eu/page/europeanatech>

⁴⁸ <https://pro.europeana.eu/project/data-quality-committee>

⁴⁹ <https://iiif.io/community/groups/discovery/>

RM 2.2	Non-EPF compliant content (Tier 0)	Percentage of Tier 0 content	Monthly	-	NEW	15.81%	17.18%	15.79%
RM 2.3	Updates to datasets	Total number of newly created and updated datasets per month (out of total)	Monthly	-	47	9	40	21
RM 2.4	Updates to records	Total number of newly created and updated records per month (out of total)	Monthly	-	905,602	369,951	1,728,100	406,254
RM 2.5	New CHIs published on Europeana website	Total number of new CHIs (cumulative)	Once a year	-	NEW	141	-	Expected Aug '21
RM 2.6	New content on the Europeana website	Total number of new datasets published (cumulative)	Bi-monthly	-	-	NEW	-	8
RM 2.7	Records in the data repository	Total number of records (excluding content tier 0)	Monthly	-	50 million	52.3 million	51.3 million	52.6 million
RM 2.8	Records in the data repository by accredited aggregators	Total number of records (excluding content tier 0)	Bi-monthly	-	NEW	35.0 million	32.3 million	34.5 million
RM 2.9	Reach to EuropeanaTech community	Number of people reached per month (Mailing list, Twitter)	Bi-monthly	-	5,689	6,384	5,749	6,438

In September 2021, we updated 21 datasets and 406,254 records which led to an increase of high quality content and metadata. We published eight new datasets (for example⁵⁰). Comparing 2020 and 2021 we could increase content and metadata quality. Progress was made towards reducing broken links and we also recorded less non-EPF compliant content.

⁵⁰ https://www.europeana.eu/en/search?page=1&view=list&query=edm_datasetName%3A577%2A

We saw one new research and development reference publications in September 2021:

Partner	Name of activity	Activity	Location	Date
EF	25th International Conference on Theory and Practice of Digital Libraries (TPDL21)	Presentation of the poster "Automatic Translation and Multilingual Cultural Heritage Retrieval: A Case Study with Transcriptions in Europeana"	Online	13-14/09/2021

Risk assessment: quality assured data

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R2.1	Data partners don't control content quality and have difficulties to incentivise the improvement of content quality.	High (4)	Medium (3)	12	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.	-

Task 2.2. Enriched data

Partners: EF, AIT Vienna, F&F, and DSI AGG (AIT Graz, APEF, Photocons)

The focus on enriched data is vitally important to the future of the Europeana Initiative. As the scale of data publishing grows, new technological approaches are needed to improve the accessibility and use of cultural heritage data. The extension of entities to support better browsing will help categorise items more usefully for website visitors (objective 2.2.1.). The use of crowdsourcing will see data quality enriched before it is ingested by Europeana while Artificial Intelligence (AI) technologies will support multilinguality, search and data quality (objective 2.2.2.).

Overview of outcomes: enriched data

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 2.2.1. Extend entities to support better browsing								
EF	Enrichment with new entities for new/updated items available	Not started	Mar '22					
EF, AIT Vienna	Curation pilot within entity pages completed	Not started	Aug '22					

EF	Representation of organisation entities is improved	Not started	Aug '22					
EF, AIT Vienna	Entity collection is maintained, improved and expanded	Ongoing	-					
EF	Data enrichments reviewed, assessed and integrated (DSI, Generic Services, and others)	Ongoing	-					
Objective 2.2.2. Use of crowdsourcing and AI to enrich metadata								
EF	Agreement on further AI/ML experiments and assessments	15%	Jan '22					
EF	Report on two selected areas for experimentation and assessment of AI (including assessment of relevant work in GS projects) (internal)	Not started	Jul '22					
AIT Graz	Curated metadata enrichment and curated content clustering through expert crowdsourcing	10%	Aug '22					
APEF	Tool for automated topic detection updated to beta version	10%	Aug '22					
APEF	2 projects on enriching metadata via crowdsourcing completed	10%	Aug '22					
Photoco ns	2 crowdsourcing campaigns to enrich data completed	10%	Aug '22					
F&F, EF	Transcribathon runs/events organised and transcriptions transferred to Europeana	Ongoing	-					
F&F	Transcribathon.eu maintained	Ongoing	-					

Risk assessment: enriched data

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R2.2	Some entity relations are currently of low quality.	High (4)	Low (2)	8	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.	-
R2.3	The existence of plans with regards to employing AI in	Medium (3)	Low (2)	6	Clearly position Europeana's current effort as being experimental.	-

	Europeana raise wrong expectations on the capacity of the technology to fix all of Europeana's data problems			Regularly report on evaluation and observed limitations of the available technology (especially with respect to scarcity of data to correctly train AI systems)	
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Work package 3: Build capacity

WP3 will support professionals and partners to build capacity for digital transformation in three principal areas. We will engage with professionals and partner organisations by organising and supporting events and by providing training and professional development resources (task 3.1.). Secondly, we will nurture our networks, in particular by supporting the governance and operations of the Europeana Network Association (ENA) and Europeana Aggregators' Forum (EAF). This will also include communication and promotion of activities and resources to our networks (task 3.2.). Finally, we will strengthen national infrastructures by supporting the adoption of Europeana standards and frameworks and by reinforcing the value delivered by the Europeana Initiative towards digital transformation of the cultural heritage sector (task 3.3.).

Task 3.1. Build capacity of aggregators and professionals

Partners: EF, F&F, DEN, and DSI AGG (APEF, BL, CARARE, MCA, EFHA, DFF, NISV, AIT-Graz, Photocons, NTUA)

Under this task we will build capacity to support the digital transformation within the cultural sector. We will continue to develop a programme of high quality events and raise the standards of practices and knowledge building activities (objective 3.1.1.). As part of our capacity building activities we will continue to deliver a variety of events for professionals (objective 3.1.2.). To be able to increase the knowledge in the sector we will also organise and support training activities and provide professional development resources (objective 3.1.3.).

Overview of outcomes: build capacity of aggregators and professionals

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 3.1.1. Develop event programming and training practices								
EF	Method for assessing satisfaction of training resources implemented	Not started	Jan '22					
EF	Impact assessment of Europeana 2021 conference delivered (internal)	5%	Apr '22					

EF	Guidelines for delivering training and development activities developed (public)	5%	Jun '22	■	■	■	■	■
EF	Events Toolkit updated (public)	Not started	Jul '22					
EF	Evaluation of CHI satisfaction with capacity building services and tools delivered	Not started	Jul '22					
EF	Events programme supported and improved (events calendar, formats, tools)	5%	Aug '22	■	■	■	■	■
EF	Activities of the international Events Manager Group coordinated ⁵¹	Ongoing	-					
Objective 3.1.2. Deliver events for professionals and partners								
EF	Europeana Annual Conference 2021 organised	25%	Nov '21	■	■	■		
EF	Europeana Aggregators' Forum Fall meeting organised	50%	Nov '21	■	■	■		
EF	Europeana Aggregators' Forum & annual outreach event organised	Not started	Jul '22					
EF	Themed programme of events supported and delivered (ENA and communities, EAF, DSI AGG and others)	Ongoing	-					
Objective 3.1.3. Deliver training and professional development resources								
EF	Version 1 of Europeana Knowledge Base for aggregators released (public)	20%	Jan '22	■	■	■	■	■
EF	Report on the assessment of training needs for Europeana technical tools and services completed (internal)	Not started	Jan '22					
DEN	DEN Leadership programme 2nd Cohort completed	5%	Jun '22	■	■	■	■	■
EF, DEN	Feasibility report for DEN Leadership programme for Europeana completed (internal)	5%	Jul '22	■	■	■	■	■
EF	Knowledge sharing activities, training and resources delivered and published	Ongoing	-					

⁵¹ The Events Managers Group includes several partner organisations including: Liber, Creative Commons, RightsConn, NEMO, Museum Computer Network, GIJN, Accessnow, IFLA, EuropaNostra and WiKi Foundation.

EF	Crowd-sourced open inventory of training opportunities maintained	Ongoing	-					
DSI AGG, F&F	Training workshops, webinars and/or one-to-one support provided	Ongoing	-					
EF, DEN	DEN Leadership programme call for application and participant selection	90%	Oct '21					

Reporting metrics: build capacity of aggregators and professionals

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 3.1	Aggregator satisfaction with Europeana (accredited aggregators)	Average satisfaction on a 5-point Likert scale ⁵²	Once a year	75%	69%	82.2%	-	Expected Aug '22
KPI 3.2	CHI satisfaction with aggregator (partner in Europeana DSI-4)	Average satisfaction on a 5-point Likert scale	Once a year	75%	-	N/A ⁵³	-	Expected Jul '22
RM 3.1	Events organised for professionals	Number of events (cumulative)	Bi-monthly	-	NEW	55	3	3
RM 3.2	Participants attending events for professionals	Number of participants (cumulative)	Bi-monthly	-	NEW	3,393	213	98
RM 3.3	Satisfaction rate for events for professionals	Average satisfaction on a 5-point Likert scale (cumulative)	Bi-monthly	-	NEW	NEW	NEW	NEW ⁵⁴
RM 3.4	Satisfaction rate for annual conference (Europeana 2021)	Average satisfaction on a 5-point Likert scale	Once a year	-	-	-	-	Expected Jan '21

⁵² The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

⁵³ Unfortunately, we received only 20 responses, which is too low to allow for it to be representative. Therefore we did not acknowledge the satisfaction rate in the Europeana metrics tracking.

⁵⁴ To avoid user research fatigue we will only measure satisfaction at a smaller range of selected events.

RM 3.5	CHIs supported by DSI aggregators	Total number of CHIs supported by individual consultation (cumulative)	Bi-annual	-	200	206	-	Expected Feb '21
RM 3.6	Coverage of CHIs supported by DSI aggregators	Total number of countries that received support by individual consultation (cumulative)	Bi-annual	-	30	29	-	Expected Feb '21
RM 3.7	Outreach to CHIs	Total number of new CHIs collaborating with DSI aggregators (cumulative)	Bi-annual	-	46	46	-	Expected Feb '21
RM 3.8	Events delivered through the EAF training programme	Number of events delivered by DSI AGG and EF (cumulative)	Bi-monthly		NEW	59	-	2
RM 3.9	Participants attending EAF training programme	Number of participants in events delivered by DSI AGG and EF (cumulative)	Bi-monthly		NEW	NEW	NEW	54

In September 2021, EF held three events for professionals⁵⁵ with 98 participants attending in total. DSI AGG (co)organised two training events, these included workshops, webinars or presentations at an outreach event in the period.

Overview of communication and dissemination efforts: build capacity of aggregators and professionals

Partner	Name of event	Activity	Location	Date
Events organised for professionals				

⁵⁵ <https://pro.europeana.eu/page/webinars>

EF	Social Media and Heritage Management: paves the way towards an inclusive approach ⁵⁶	Workshop	Online	02/09/2021
GLAMers	Europeana- GLAMers events ⁵⁷	Webinar	Online	29/09/2021
EF	Built with Bits kick-off workshop ⁵⁸	Workshop	Online	30/09/2021
Events delivered through the EAF training programme				
AIT Graz (Open Up!) ⁵⁹	International Joint Workshop on "Semantic Web and Ontology Design for Cultural Heritage" (SWODCH 2021)	Whole workshop focussed on ontology design for cultural heritage; presentation on vocabularies usage for automated enrichment of cultural image data, including an introduction to Europeana; benefit: promotion of Europeana, Europeana enrichment and natural (history) content linking with culture content	Online	20-21/09/2021
APEF	Monthly seminar of Data Archiving and Networked Services (DANS)	Part of a monthly series organised by DANS, this session concentrated on the importance of metadata quality and standardisation; APEF presented together with colleagues from DARIAH and the Parthenos project	Online	28/09/2021

Risk assessment: build capacity of aggregators and professionals

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R3.1	Professionals/ Aggregator training and development activities do not meet the needs of the partners, and we do not grow the audience for these	Low (2)	High (4)	8	We work with the ENA and EAF to develop a training and development approach that can be implemented and measured under the capacity building framework. We will regularly review feedback	-

⁵⁶ <https://pro.europeana.eu/event/social-media-and-heritage-management>

⁵⁷ <https://pro.europeana.eu/event/practices-of-digitally-mediated-youth-engagement-in-glams-during-the-pandemic>

⁵⁸ <https://pro.europeana.eu/event/built-with-bits-kick-off-workshop>

⁵⁹ <https://swodch2021.inf.unibz.it/>

					from participants, and implement a holistic approach to promoting these activities to reach a wide audience.	
R3.2	Capacity Building Framework does not meet partner expectations or needs	Low (2)	High (4)	8	Ensure the framework is developed and implemented collaboratively with stakeholders, and an effective feedback cycle is established.	-

Task 3.2. Nurture networks

Partners: EF, CLARIN and NISV

Under this task we will maintain and develop effective governance as well as the operational activities of the Europeana Network Association (ENA)⁶⁰ and Europeana Aggregators' Forum (EAF)⁶¹ (objective 3.2.1. and objective 3.2.2.). We will facilitate digital change by developing connections with professionals, partners and other networks, such as research communities (objective 3.2.3.). We will continue to improve our offers by undertaking user and market research (objective 3.2.4.) and we will communicate and promote the value of the Europeana Initiative to our networks and beyond (objective 3.2.5.).

Overview of outcomes: nurture networks

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 3.2.1. Effective governance of Network services (ENA/EAF)								
EF	ENA General Assembly organised	30%	Nov '21					
EF	ENA Governance renewed (MC election and MB appointment)	10%	Jan '22					
EF	ENA Governance working group ⁶² supported	Ongoing	-					
EF	ENA and EAF periodic meetings organised (incl. ENA MB and MC, and EAF Steering Group and Forum)	Ongoing	-					
EF	MC election campaign	30%	Nov '21					
Objective 3.2.2. Maintain and develop operational activities of ENA/EAF								

⁶⁰ <https://pro.europeana.eu/network-association/sign-up>

⁶¹ <https://pro.europeana.eu/page/aggregators>

⁶² <https://pro.europeana.eu/project/governance-working-group>

EF	Climate Action Community launched	20%	Nov '21	■	■	■		
EF	ENA community work plans 2022 published	Not started	Feb '22					
NISV, EF	Annual reports 2021 (ENA and EAF) published	Not started	Feb '22					
NISV, EF	Annual work plans 2022 (ENA and EAF) published	Not started	Feb '22					
EF	Recommendations on how to feedback task force recommendations to wider community (internal)	Not started	Feb '22					
EF	Report of Diversity & Inclusivity Task Force published	Not started	Jun '22					
EF	Reporting model for network engagement extended	Not started	Jul '22					
EF	New aggregators reviewed for accreditation	Ongoing	-					
EF	General management support for Task Forces, Working Groups and communities (ENA/EAF/Europeana Initiative)	Ongoing	-					
EF	The Europeana Climate Action Manifesto launched	10%	Nov '21	■	■	■		
Objective 3.2.3. Reach out and engage with other communities and networks								
EF	Events of Research Grants Programme 2021 completed	Not started	Aug '22					
EF, CLARIN	Outreach outcomes to research communities published	Not started	Aug '22					
EF	Europeana Research community ⁶³ and Research Advisory Board ⁶⁴ supported	Ongoing	-					
EF	Partnerships supporting the digital transformation of the cultural sector nurtured	Ongoing	-					
EF	Partnership with Europeans Students Association for Cultural Heritage developed	Ongoing	-					
EF	Europeana Research Grants Programme 2021 winners selected	95%	Oct '21	■	■			

⁶³ <https://pro.europeana.eu/page/europeana-research>

⁶⁴ <https://pro.europeana.eu/page/research-advisory-board>

EF	Europeana Research community videos published	10%	Dec '21	■	■	■	■	
CLARIN	Adding high-level resources to resource families in the VLO	5%	Dec '21	■	■	■	■	
Objective 3.2.4. Develop user and market research								
EF	Pro user survey completed	Not started	Mar '22					
EF	Report on improved offers for professional audiences in the cultural sector completed (internal)	5%	Apr '22	■	■	■	■	■
EF	Marketing, communications and product development benchmarking and insight developed	Ongoing	-					
EF	Evaluation of paid element of 2021 holistic campaign completed	100%	-	■				
Objective 3.2.5. Communicate and promote activities to professionals and partners								
EF	Dissemination strategies for key channels (Twitter, LinkedIn, Europeana Pro) delivered (internal)	5%	Feb '22	■	■	■	■	■
EF	Europeana Pro maintained and improved (technical infrastructure, user journeys, accessibility)	Ongoing	-					
EF	Pro editorials published (e.g. Pro News and themes)	Ongoing	-					
EF	Promotional activities promoted (Newsletter, Twitter, LinkedIn) ⁶⁵	Ongoing	-					
EF	Europeana Communicators community ⁶⁶ supported	Ongoing	-					
EF	Accessibility review on Europeana Pro	50%	Nov '21	■	■	■		

Evaluation of paid element of 2021 holistic campaign completed - In 2021 we started testing some holistic approaches: promoting the 'evergreen' offer of the Europeana Initiative, ensuring outputs and outcomes that are still relevant and usable are promoted beyond their initial launch or announcement; and ensuring that approach is joined-up across relevant channels. The objective was to raise awareness of our offer to professional audiences and part of this activity included a paid campaign, across Facebook, LinkedIn and Twitter. We researched, planned and developed

⁶⁵ Including GS editorials published on Europeana Pro.

⁶⁶ <https://pro.europeana.eu/page/europeana-communicators-group>

five fortnightly campaigns promoting different areas. We promoted both a specific tool/product and the general offer for research, copyright and impact. And we promoted the general offer for our webinars and network. In total our adverts were seen nearly 3.5 million times, engaged with over 9,000 times and the campaign drew over 5,000 directly trackable people to Europeana Pro between April and August. We have written up our evaluation and will use it to inform 2022 paid promotion and other future campaigns, including giving indications on what kind of product and content performs best, and the benefits of different channels for different types of campaign.

Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
EF	OCCAM Translate Webinar	Participation as invited tester/researcher in the test session about the OCCAM tool ⁶⁷ , where items from the Europeana Newspapers Collection were used. The preparation of this event also helped make connections between the EU funded OCCAM project and the Europeana Translate GS project.	Online	23/09/2021
CLARIN	CLARIN Annual Conference ⁶⁸	Screencast 'CLARIN services in the European Open Science Cloud (EOSC) ⁶⁹ featuring CLARIN integration of Europeana resources	Online	27-29/09/2021

Reporting metrics: nurture networks

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 3.3	Growth of Europeana Network Association members	Number of members in the ENA	Monthly	3,000	3,142	3,160	3,208	3,209
KPI 3.4	Satisfaction of the Europeana Network Association members with the ENA	Average satisfaction on a 5-point Likert scale ⁷⁰	Once a year	75%	31 (NPS)	-	-	Expected Jun '22
KPI 3.5	Communities in the Europeana Network Association	Number of active communities	Once a year	6	6	6	6	Expected Aug '22

⁶⁷ https://www.youtube.com/watch?v=l6klnVTor_g

⁶⁸ <https://www.clarin.eu/event/2021/clarin-annual-conference-2021-virtual-event>

⁶⁹ https://www.youtube.com/watch?v=YvZ9Y_uyr7M

⁷⁰ The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

KPI 3.6	Task forces in the Europeana Initiative	Number of active task forces per month (ENA, EAF, Initiative)	Monthly	5	6	5	8	3
RM 3.10	Working groups in the Europeana Initiative	Number of active working groups per month (ENA, EAF, Initiative)	Bi-monthly	-	2	3	2	3
RM 3.11	Active members in the Europeana Initiative	Number of members participating in task forces and working groups per month (ENA, EAF, Initiative)	Bi-monthly	-	NEW	145	125	145
RM 3.12	Reach to Europeana Climate Action community	Number of people reached per month (tbc) ⁷¹	Bi-monthly	-	NEW	NEW	NEW	Expected Nov '21
RM 3.13	Research events and tutorials	Total number delivered (cumulative)	Bi-monthly	-	4	3	1	Expected Mar '22
RM 3.14	People reached with research events and tutorials	Total number of people participating (cumulative)	Bi-monthly	-	300	280	120	Expected Mar '22
RM 3.15	Research Grants outcomes	Total number of outcomes delivered (cumulative)	Bi-monthly	-	-	4	1	Expected Jul '22
RM 3.16	Reach to Europeana Research community	Number of people reached per month (Discussion list, Twitter)	Bi-monthly	-	4,940	6,181	5,013	6,275
RM 3.17	Traffic to Europeana Pro	Number of visits per month	Monthly	-	20,241	21,646	27,316	22,290

⁷¹ Channels still need to be established and we expect to be able to report on the metric starting from November 2021.

RM 3.18	Returning visitors to Europeana Pro	Percentage of visitors returning	Monthly	-	32.70%	30.10%	38.20%	34.20%
RM 3.19	New visitors to Europeana Pro	Total number of new visitors per month	Monthly	-	13,615	15,120	16,882	14,667
RM 3.20	Satisfaction rate for Europeana Pro	Average satisfaction on a 5-point Likert scale ⁷²	Once a year	-	42 (NPS)	-	-	Expected Jul '22
RM 3.21	Reach to Europeana Communicators community	Number of people reached per month (Newsletter, LinkedIn, mailing list)	Bi-monthly	-	1,188	2,524	1,465	2,596

Comparing 2020 and 2021 we see that the number of ENA members kept stable. In 2020 we did a membership campaign where 74% of members renewed their membership. In the past months the numbers of ENA members increased to now arrive at the same amount of members as before the campaign.

In September 2021, we moved to Matomo reporting instead of Google Analytics and also implemented the Klaro cookie banner. From September onwards, users who reject cookies will not be tracked as part of our traffic and user return figures which might result in lower figures.⁷³

Traffic is lower in September 2021 compared to September 2020. This drop was expected. Firstly, over the summer when we ran Matomo and Google Analytics side by side we noticed that Matomo recorded lower figures (around 800 fewer a month), and the September 2021 figure does not include people who reject the cookies (this figure is around 6% of visitors). Finally, we had fewer campaigns launching in September 2021 compared to September 2020, in particular the Europeana 2020 Call For Proposals was launched in September 2020 and was very popular, whereas in 2021 it was launched earlier in the Summer.

Risk assessment: nurture networks

⁷² The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

⁷³ Note: In September, when our developers at Two Kings first implemented the cookie banner on Europeana Pro their interpretation of the GDPR rules misaligned with the implementation on europeana.eu, which resulted in the need to calculate the numbers for September manually afterwards. Especially for user return we could not calculate the number accurately and in alignment with Europeana.eu we expect the changes implemented over the summer might have more impact on user return than currently stated (to be reviewed with the next report).

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R3.3	Task forces do not finish recommendations on time	Medium (3)	Low (2)	6	Manage expectations and be aware of potential impact for Europeana DSI; accommodate extension of task force work	-
R3.4	Community members show little activity and engagement	Medium (3)	Low (2)	6	Provide calls to action, meeting and webinars, useful tools and material, active information flow	-
R3.5	CHIs are not aware of research development contributions	Medium (3)	Low (2)	6	All research developments should benefit CHIs, benefits should be communicated to CHIs, initiatives (conferences/workshops) to improve digital skills and literacy of CHI professionals	-
R3.6	Digital collections do not comply with the FAIR principles ⁷⁴ and are not considered to meet the quality criteria to be used in academic research	High (4)	Low (2)	8	Create awareness of the importance of the FAIR principles in the GLAM sector.	-
R3.7	Research grants: format of the events to be adapted on the basis of the pandemic's course	High (4)	Low (2)	8	The COVID-19 pandemic may oblige us to change the format (from in-person to digital) for the in person events planned for the first half of 2022. In this case, the amount of the grant will be reduced (per contract). If the grant recipients ask to cancel their events, the contract will be withdrawn.	- ⁷⁵

Task 3.3. Strengthen national infrastructures

Partners: EF

⁷⁴ <http://www.go-fair.org/fair-principles/>

⁷⁵ We modified the description of this risk, adapting it to the results of the call for proposals launched in 2021.

Under this task we will maintain and develop activities that demonstrate the value of the Europeana Initiative to national infrastructures. We will manage and further develop Europeana frameworks and standards (objective 3.3.1.) and we will develop policies and standards that enable open access to digital cultural heritage (objective 3.3.2.). We will also continue to develop the Europeana Impact and Capacity Building Frameworks to enable activity and evidence of digital transformation in the sector (objective 3.3.3.). Finally, we will engage with EU Member States to raise awareness of the Europeana Initiative (objective 3.3.4.).

Overview of outcomes: strengthen national infrastructures

Partner	Outcomes	Progress	Due date	Sep M37	Oct M38	Nov M39	Dec M40	Jan M41
Objective 3.3.1. Manage and develop Europeana frameworks and standards								
EF	Europeana general framework design developed (V1)	50%	Feb '22					
EF	Europeana Glossary updated to harmonise framework design and management components (internal)	Not started	Feb '22					
EF	Europeana frameworks compliance with framework design evaluated	Not started	Mar '22					
EF	EPF updated following the Europeana general framework design (public)	Not started	Jul '22					
EF	Europeana Glossary ⁷⁶ updated and maintained	Ongoing	-					
Objective 3.3.2. Develop and maintain an interoperable licensing framework								
EF	Strategy to encourage the accurate assignment of rights information to Europeana material created (internal)	60%	Dec '21					
EF	Data protection guidance for the Europeana Initiative developed (internal)	Not started	Feb '22					
EF	Training resources (V1) to support the choice of accurate rights statements developed (public)	Not started	Feb '22					
EF	CB Playbook tested with Europeana Copyright community	Not started	Jun '22					
EF	Europeana Copyright community ⁷⁷ supported	Ongoing	-					

⁷⁶ <https://pro.europeana.eu/page/glossary>

⁷⁷ <https://pro.europeana.eu/page/europeana-copyright>

EF	Page ⁷⁸ with multilingual and multi-jurisdictional copyright tools maintained and developed	Ongoing	-						
EF	RightsStatements.org consortium supported	Ongoing	-						
Objective 3.3.3. Develop processes and enable evidence of digital transformation									
EF	Europeana Capacity Building Framework (V2) developed (internal)	Not started	Apr '22						
EF	Enumerate survey completed	Not started	Jun '22						
EF	Capacity Building for Digital Transformation Task Force: outcomes published	10%	Jun '22						
EF	Europeana Impact Playbook Phase four published	Not started	Jun '22						
EF	Metrics framework to evidence digital transformation developed and implemented	Ongoing	-						
EF	Supportive tools and resources for capacity building developed and made available	Ongoing	-						
EF	Europeana Impact community ⁷⁹ supported	Ongoing	-						
EF	Digital Transformation Task Force established	100%	Sep '21						
Objective 3.3.4. Engage with Member States									
EF	Slovenian Presidency event organised	10%	Dec '21						
EF	Slovenian Presidency Europeana conference report published	Not started	Mar '22						
EF	French Presidency event organised	Not started	Mar '22						
EF	French Presidency Europeana conference report published	Not started	Aug '22						
EF	Country reports ⁸⁰ updated	Ongoing	-						
EF	Country reports published (summer version)	95%	Oct '21						

⁷⁸ <https://pro.europeana.eu/page/copyright-tools-and-resources>

⁷⁹ <https://pro.europeana.eu/page/europeana-impact-community>

⁸⁰ <https://pro.europeana.eu/page/member-states>

Digital Transformation Task Force established⁸¹ - The Task Force brings Initiative wide stakeholders together to (build on the) work done on capacity building to support the digital transformation of the GLAM sector. The Task Force responds to the current challenges facing the sector, and to collectively understand and agree on a clear, initiative wide practical plan of action. In the Taskforce are two representatives of the Europeana Network Association, Europeana Aggregators forum, Europeana Foundation and two independent members.

Reporting metrics: strengthen national infrastructures

No.	Description	Measured by	Frequency	Target	Aug 2020	Aug 2021	Sep 2020	Sep 2021
KPI 3.7	Take up of rs.org	Percentage of active aggregators that integrated rs.org in their infrastructure	Once a year	35%	71%	72.50%	-	Expected Aug '22
RM 3.22	Use of rs.org by accredited aggregators	Percentage of accredited aggregators that share data on Europeana using a rights statements from the rs.org	Once a year	-	NEW	82.50%	-	Expected Aug '22
RM 3.23	Use of rs.org rights statements	Number of objects published on the Europeana website with a rs.org rights statement (excluding content Tier 0)	Bi-annual	-	New	18.3 million	-	Expected Feb '22
RM 3.24	Reach to Europeana Copyright community	Number of people reached per month (Mailing list, Twitter)	Bi-Monthly	-	2,604	3,816	2,874	3,864
RM 3.25	Reach to Europeana Impact community	Number of people reached per month (Newsletter, LinkedIn)	Bi-Monthly	-	1,220	1,904	1,352	2,131

⁸¹ <https://pro.europeana.eu/project/digital-transformation-task-force>

RM 3.26	Satisfaction with the Europeana EU presidency events	Average satisfaction on a 5-point Likert scale ⁸²	Upon occasion	-	-	70%	-	Expected Jan '22
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Risk assessment: strengthen national infrastructures

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R3.8	Rightsstatement.org: Challenge to build a sustainable consortium 2021 - especially more challenging post-covid	Low (2)	Medium (3)	6	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.	-
R3.9	Ongoing Impact research cannot be completed or updated in a timely manner due to external factors during the process (e.g. insufficient data collection)	Medium (3)	Medium (3)	9	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.	-
R3.10	Impact toolkit is not being used	Low (2)	Medium (3)	6	Work with the community to help people learn how to use it and to make it more accessible for them to use. We are scheduling webinars to guide	-

⁸² The average satisfaction on a 5-point Likert scale is translated into % (e.g. an average of 3.6 stars equals a satisfaction rate of 72%).

					professionals through the toolkit and to introduce the resources available. We are also developing a question bank to make the process of using the toolkit even more accessible.	
R3.11	In an online environment co-creation sessions and workshops as part of the presidency conferences are challenging. There is a risk that the shared understanding is not achieved and the recommendations are not sufficiently implemented.	Medium (3)	Medium (3)	9	Explore and use methods and tools that allow for ideation and collaborative co-creation resulting in shared understanding amongst the participants.	-

Work package 4: Programme management

EF will provide high-quality programme management for Europeana DSI-4 (task 4.1.). We will manage good relations with Europeana DSI Generic services (GS) projects and the integration of GS project outcomes (task 4.2.). We will work closely with the European Commission, the Expert Group on Digital Cultural Heritage and Europeana (DCHE) and its subgroups to review activities and developments of the Europeana Initiative (task 4.3.). Full documentation of Europeana DSI will also be provided to facilitate the transfer processes to a successor supplier (task 4.4.).

Task 4.1. Programme management of Europeana DSI-4

Partners: EF

EF will coordinate Europeana DSI-4 as described in the tender and B.1 Implementation plan M36.

Overview of outcomes

Partner	Outcomes	Progress	Sep M37	Oct M38	Nov M39	Dec M40
EF	Programme management	Ongoing				

Balance of efforts

The balance of efforts table states the foreseen and actual percentages of resources allocated to each of the four work packages and its related tasks.

Balance of efforts per Work Package

Work package	Foreseen	Actual Sep 2021
WP 1: Strengthen the infrastructure	49.50%	48.69%
Task 1.1. Easy data publishing	11.60%	11.85%
Task 1.2. Europeana website experience	14.90%	16.21%
Task 1.3. Reliable platforms	8.40%	5.55%
Task 1.4. Discoverability of digital cultural content	14.60%	15.08%
Work package 2: Improve data quality	17.50%	19.41%
Task 2.1. Quality assured data	12.50%	13.92%
Task 2.2. Enriched data	5.00%	5.49%
Work package 3: Build capacity	26.50%	25.46%
Task 3.1. Build capacity of aggregators and professionals	10.80%	10.18%
Task 3.2. Nurture networks	9.60%	9.76%
Task 3.3. Strengthen national infrastructures	6.10%	5.52%
Work package 4: Programme management	6.50%	6.44%
Task 4.1. Programme management of Europeana DSI-4	6.00%	6.07%
Task 4.2. Relations with Europeana DSI Generic Services projects	0.20%	0.18%
Task 4.3. Governance (DCHE)	0.10%	0.19%
Task 4.4. Phasing-in and phasing-out periods	0.20%	0.00%
TOTAL	100%	100%

Major changes in staff, if applicable

No changes in M37.

Risk assessment: Programme management of Europeana DSI-4

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
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R4.1	Individual outcomes require more work than anticipated which might affect other outcomes committed to	Low (2)	Medium (3)	6	Careful planning of efforts and resources needed for individual work, communication and awareness building of challenges, agreeing on priorities	-
R4.2	Additional work or extended scope of work is done which might affect other outcomes committed to	Medium (3)	Medium (3)	9	Management of expectations towards individual outcomes, communication and awareness building of challenges, agreeing on priorities	-

Task 4.2. Relations with Europeana Generic Services projects⁸³

Partners: EF

EF maintains regular contact with the funded Europeana and other Generic Services (GS) projects (e.g. via Basecamp groups) and supports them with ingestion of content and metadata (if applicable), consultation on the Europeana frameworks, policy and development guidelines, tool integration into Europeana CSP and dissemination of the project results. Specific work undertaken in the reporting period is described in the respective subject areas of this report (e.g. technical developments, editorial contributions).

The table below shows the progress against Annex 5 of the implementation plan of all Generic Services project outcomes that are related to Europeana DSI-4.

In particular, progress on the data targets is measured against published items on the Europeana website. The progress does not reflect the work done by Europeana or project partners before their publication. Therefore, a progress value of 0% is shown if there are no published records. If the progress of delivering data and processing of records has started, we will show this in the status column as 'On track' or 'Delayed'.

Furthermore, enrichments will be measured only when the associated records are published in the Europeana website. The enrichment validation process is very time consuming due to the technical validation requirements and it can be affected by changes of the ingestion status of the associated records. Therefore, it is not possible to have an exact measurement before the ingestion of all associated data is completed. However, we will indicate the progress of the work done in the status column. If the progress of delivering enrichments has started, we will show this in the status column as 'On track' or 'Delayed'.

⁸³ This section also highlights other projects the DSI platform is involved with.

Overview of progress: Generic Services projects against Annex 5 (project start - end of the current reporting period)

Objective 4.2.2. Supporting Europeana Generic Services (CEF-TC-2019-1) call						
Partner	Outcomes	DSI-4 contribution	Due Date	Progress	Status	Comments
Pagode Europeana China⁸⁴						
GS/DSI	16,325 new items ingested	Task 2.2 Enriched data	Sep 21	100%	Done	98% of the delivered records are in Tier 4.
GS/DSI	More than 22,000 items enriched via annotations and crowdsourcing. In total, 85,705 automatic enrichments and 27,668 crowdsourced enrichments were published in Europeana.	Task 2.1 Quality assured data	Sep 21	100%	Done	
GS/DSI	4 editorial pieces in Europeana Pro.	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Sep 21	100% ⁸⁵	Done	
GS/DSI	43 editorial pieces in Europeana.eu	Task 1.4 Discoverability of digital cultural content	Sep 21	100% ⁸⁶	Done	
GS/DSI	2 online capacity building workshops	Task 3.1. Build capacity of aggregators and professionals	Sep 21	100%	Done	EF members presented in the workshops.
Europeana XX: Century of Change⁸⁷						
GS/DSI	100,000 new high quality objects and 15,000 upgraded records	Task 2.1 Quality assured data	Nov 21	80%	Delayed	Not all promised records have been delivered by the partners and some of

⁸⁴ <https://pro.europeana.eu/project/pagode-europeana-china>

⁸⁵ 1 project page, 2 events pages and 1 news piece.

⁸⁶ 21 editorials and 22 browse entry points

⁸⁷ Project officially requested an extension of three months until 31 November 2021.

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

						the data targets regarding project's GA have been changed.
GS/DSI	2.5 million enrichments (semantic and translation enrichments) via EDM ingestion.	Task 2.2 Enriched data	Nov 21	tbc ⁸⁸	Delayed	Partners' data was delivered later than the agreed plan.
GS	Recommendation Engine: Final update and sync of recommendation engine, acceptance or rejection feature for the recommendations, extension of the recommendation engine to support entity powered collections and user specific recommendations	Task 1.2. Europeana website experience	Nov 21	90%	On track	
GS	Improvement in Europeana Media Player to support the display of subtitles in multiple languages for a single video.	Task 1.2. Europeana website experience	Sep 21	0%	Delayed	Partners have not yet delivered related updates for the Media Player
GS/DSI	Publication of subtitles on Europeana.eu	Task 2.2 Enriched data	Nov 21	0%	Delayed	Partners have not yet delivered the subtitles to Europeana
GS	35 editorials in Europeana.eu	Task 1.4 Discoverability of digital cultural content	Nov 21	106% ⁸⁹	Done	By September 2021 more than the promised amount of editorials were delivered. In total, 37 editorials were published. We expect to have more editorials after September 2021.
GS	16 editorials in	Task 3.2. Nurture	Nov 21	50% ⁹⁰	On	8 editorials on

⁸⁸ The progress related to data enrichments will be shown once all associated records have been ingested.

⁸⁹ 37 editorials published (17 galleries, 18 blogs, 2 exhibitions)

⁹⁰ 8 editorials published (4 event pages, 3 news pieces, 1 project page)

	Europeana Pro	networks			track	project results are scheduled to be published before the end 2021.
Europeana Sport⁹¹						
GS/DSI	23.900 new digital objects and 5.050 improved digital objects	Task 2.1 Quality assured data	Sep 21	57%	On track	
GS/DSI	250 user-generated content (stories and associated objects)	Task 2.1 Quality assured data	Sep 21 ⁹²	93%	Delayed	At the end of September 2021, there were c. 230 stories shared. The Europeana Sport project runs until 2022, even though the ingestion of the user/generated content is delayed, the project still has time to aggregate the remaining 30 stories as the project ends in 2022.
GS	40 editorials in Europeana.eu	Task 1.4 Discoverability of digital cultural content	Dec 21	78% ⁹³	On track	By the end of September 2021, the Europeana Sport project had delivered 36 editorials. More editorial will be delivered in the remainder of 2021 and 2022, and will exceed the targets on this activity.
GS/DSI	8 related editorials in Europeana Pro	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Jan 22	75% ⁹⁴	On track	

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

⁹² There is no clear project deadline for aggregation of user-generated content, so we have decided to assign the same deadline as the one for content aggregation.

⁹³ 36 editorials have been published (22 blogs, 5 galleries,, 4 browse entry points)

⁹⁴ 6 editorials pieces have been published (2 event pages, 3 news pieces, 1 project page)

GS	10 collections days events held	Task 3.1. Build capacity of aggregators and professionals	Sep 21	130%	Done	13 collection day events were held, both as online campaigns (3) and in-person events (9) or hybrid events (1)
GS	2 workshops held	Task 3.1. Build capacity of aggregators and professionals	Dec 21	100%	Done	2 workshops 'Copyright in the aggregation of sports content' ⁹⁵ and 'Copyright in the user contribution of sports content' ⁹⁶
ARMA - The Art of Reading in The Middle Ages⁹⁷						
GS/DSI	21,300 new records (50 of these will be 3D)	Task 2.1 Quality assured data	Mar 22	0%	On track	
GS	20 editorials in Europeana.eu.	Task 1.4 Discoverability of digital cultural content	Feb 22	35% ⁹⁸	On track	Partners delivered 18 drafts until this date. 7 editorials have been published. The remaining editorials are being proofread and scheduled.
GS	1 online exhibition available in five languages ⁹⁹	Task 1.4 Discoverability of digital cultural content	Oct 21	75%	On track	Partners are evaluating machine translation (from eTranslation tool) at the moment. Corrected translations will be published by the end of December 2021.
GS	25 curatorial activities in Europeana.eu (11 learning activities - blogs, instructional videos, learning scenarios, 5 instagram stories, 1 online activity pack, 1 multi online learning pack, 1 feature	Task 1.4 Discoverability of digital cultural content	Feb 22	5%	On track	Curatorial activities are being produced.

⁹⁵ <https://www.youtube.com/watch?v=h2wEbKuTGtl>

⁹⁶ <https://www.youtube.com/watch?v=E0j1xp-KKlw>

⁹⁷ <https://pro.europeana.eu/project/pagode-europeana-china>

⁹⁸ 7 editorials have been published (1 gallery, 6 blogs)

⁹⁹ English, Dutch, German, Czech, Slovenian and French

	page, 6 topic pages ¹⁰⁰ or cards groups ¹⁰¹)					
GS	Recommendation on the implementation of IIF	Task 2.1 Quality assured data	Feb 22	0%	Not started	
Objective 4.2.3. Supporting Europeana Generic Services (CEF-TC-2020-1) call						
Jewish History Tour¹⁰²						
GS/DSI	35,000 new records without enrichments	Task 2.1 Quality assured data	Jan 22	0%	On track	
GS	Validation methodology for enrichments is ready	Task 1.2. Europeana website experience	Jun 22	5%	On track	
GS/DSI	Enhancement of Europeana API with geospatial querying	Task 2.2 Enriched data	Jul 22	0%	Not started	
GS/DSI	Editorials in Pro	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Aug 22	20% ¹⁰³	On track	More editorials in Pro are foreseen until the end of the project Sep 22
GS	1 webinar with a series of 3 sessions	Task 3.1. Build capacity of aggregators and professionals	Sep 21	100%	Done	
WEAVE - Widen European Access to Cultural Communities Via Europeana						
GS/DSI	5,265 new records (165 3D objects, 100 videos and 5000 photographs)	Task 2.1 Quality assured data	Aug 22	0%	On track	WEAVE partners have delivered records to Europeana but they are not yet published
GS/DSI	Integration of the WEAVE toolkit into Europeana CSP	Task 1.4 Discoverability of digital cultural content	Aug 22	0%	Not started	
GS	6 editorials in Europeana Pro ¹⁰⁴	Task 3.2. Nurture networks and Task	Aug 22	17%	On track	More editorials in Pro are foreseen until the

¹⁰⁰ A type of automatically created Collection page that presents items for an entity-defined theme or subject, for example, [music](#).

¹⁰¹ Cards groups are manually curated subtopics within a feature page.

¹⁰² <https://pro.europeana.eu/project/jewish-history-tours>

¹⁰³ 1 project page and 1 event page

¹⁰⁴ 1 editorial piece published (1 project page)

		4.2. Relations with Europeana Generic Services projects				end of the project Sep 22
GS	Editorials in Europeana.eu	Task 1.4 Discoverability of digital cultural content	Aug 22	0%	Not started	Editorials are foreseen to be published periodically during DSI-4 Y4
GS	1 Europeana WEAVE LabDay and 3 Europeana WEAVE cafés	Task 3.1. Build capacity of aggregators and professionals	Mar 22	40%	On track	Europeana WEAVE LabDay will be held on 18 Oct.
GS	Best practices in intangible heritage content and recommendations for metadata enrichment of community (and minority) collections	Task 3.1. Build capacity of aggregators and professionals	Mar 22	0%	Not started	
GS	3 online events for minority communities	Task 3.1. Build capacity of aggregators and professionals	Mar 22	0%	Not started	
Europeana Enrich+¹⁰⁵						
GS/DSI	100,000 new records	Task 2.1 Quality assured data	Nov 21	0%	Delayed	
GS/DSI	10 Editorials in Pro ¹⁰⁶ and or Editorials in Europeana.eu	Task 3.2. Nurture networks and Task 1.4 Discoverability of digital cultural content	Aug 22	10%	On track	Editorials are foreseen to be published during DSI 4-year and before end project Sep 22
Europeana Subtitled¹⁰⁷						
GS/DSI	6,000 AV records	Task 2.1 Quality assured data	May 22	0%	On track	
GS/DSI	Enrichments	Task 2.2 Enriched data	Aug 22	0%	Not started	
GS/DSI	Integration of the AI pipeline with the Europeana CSP via de	Task 2.2 Enriched data	Mar 22	0%	Not started	

¹⁰⁵ <https://pro.europeana.eu/project/enricheuropeana>

¹⁰⁶ 1 project page has been published

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

	Europeana APIs; adaptations to the Annotation API and Full-text API for subtitles and transcriptions to meet project requirements; support for multilingual subtitles display on the Europeana Media Player					
GS	2 Editorials in Pro ¹⁰⁸	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Aug 22	50%	On track	
GS	24 editorials in Europeana.eu ¹⁰⁹	Task 1.4 Discoverability of digital cultural conte	Aug 22	10%	On track	Editorials are foreseen to be published periodically starting Oct 21 until end project Nov 22
CRAFTED - Enrich and promote traditional and contemporary crafts¹¹⁰						
GS	Editorials in Pro	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Aug 22	10% ¹¹¹	On track	
GS	Editorial in Europeana.eu	Task 1.4 Discoverability of digital cultural content	Aug 22	0%	Not started	Editorials are foreseen to be published during DSI-4 Y4
Other GS projects with outcomes to be integrated in DSI						
Europeana Translate¹¹²						
GS	Editorials in Pro	Task 3.2. Nurture networks and Task 4.2. Relations with	Aug 22	10% ¹¹³	On track	

¹⁰⁸ 1 editorial published (1 project page)

¹⁰⁹ 24 editorials in Europeana.eu (4 blogs, 9 galleries, 1 exhibition)

¹¹⁰ <https://pro.europeana.eu/project/crafted>

¹¹¹ 1 editorial published (1 project page)

¹¹² <https://pro.europeana.eu/project/europeana-translate>

¹¹³ 1 editorial published (1 project page)

		Europeana Generic Services projects				
J-Ark European Jewish Community Archive¹¹⁴						
GS	Europeana Pro piece	Task 3.2. Nurture networks and Task 4.2. Relations with Europeana Generic Services projects	Aug 21	10% ¹¹⁵	On track	

Europeana Pagode - In September, one Europeana Generic Services project from (CEF-TC-2019-1) call¹¹⁶ successfully concluded. Pagode Europeana-China¹¹⁷ aimed to support cultural institutions and other public and private partners to increase the amount of high-quality and reusable content and metadata they make accessible through Europeana. For this, the project aggregated more than 16,000 records in Tier 4 and it delivered more than 23,000 items with automatic enrichments and more than 4,500 items enriched via crowdsourcing. The project also delivered more than 20 engaging editorials on Chinese Heritage and more than 20 browse entry points, including an online exhibition and a feature page. Finally, the project built the capacity of cultural heritage professionals by hosting two online workshops on semantic enrichments and metadata curation.

Finally, two new projects under two different calls successfully started during the reporting period. The first project 'CRAFTED': Enrich and promote traditional and contemporary crafts¹¹⁸ is funded under Europeana (CEF-TC-2020-1)¹¹⁹ call and aims to support the transfer of European crafts to future generations by aggregating, enriching and promoting tangible crafts heritage and preserving intangible skills and knowledge from craftsmen and artisans. The second project 'J-Ark'- European Jewish Community Archive¹²⁰ is funded under the eArchiving (CEF-TC-2020-2)¹²¹ and aims to promote the adoption of eArchiving solutions and standards by the European cultural heritage sector, using Jewish heritage as its source material.

Risk assessment: relations with Europeana Generic Services projects

ID	Risk	Probability	Impact	Rate	Mitigation strategy	Change
R4.3	Generic Services projects bring extra requirements (for data ingestion and	Medium (3)	High (4)	12	Implementation of a new process for better coordination of the	-

¹¹⁴ <https://pro.europeana.eu/project/j-ark-european-jewish-community-archive>

¹¹⁵ 1 editorial published (1 project page)

¹¹⁶ <https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/apply-funding/2019-europeana>

¹¹⁷ <https://pro.europeana.eu/project/judaica-europeana-2-0>

¹¹⁸ <https://pro.europeana.eu/project/crafted>

¹¹⁹

<https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/apply-funding/2020-cef-telecom-calls-proposals>

¹²⁰ <https://pro.europeana.eu/project/j-ark-european-jewish-community-archive>

¹²¹ <https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/apply-funding/2020-earchiving>

	<p>reingestion, technical updates, editorials, comms). As the GS requirements can be time-sensitive and time consuming, DSI work might be delayed to accommodate and fulfill these requests.</p>			<p>respective ingestions of the projects.</p> <p>Raising awareness of the partners early in the project of the importance of ingestion timelines and of the need to comply with the agreed time of submission.</p> <p>Monthly internal GS team meeting for better coordination and risk mitigation.</p> <p>Continuous collaboration with project partners to flag and mitigate possible risks.</p>	
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Task 4.3. Governance (DCHE)

Partners: EF

Under this task EF reports to the European Commission, the Expert Group on Digital Cultural Heritage and Europeana (DCHE)¹²² and its sub-groups the status of the Europeana DSI platform, activities and developments as well as re-prioritise developments of the platform based on received feedback and validation with users.

No activities in M37.

¹²² <https://ec.europa.eu/digital-single-market/en/expert-group-digital-cultural-heritage-and-europeana-dche>

Task 4.4. Phasing-in and phasing-out periods

Partners: EF

The task provides up-to-date information to the European Commission on assets and liabilities related to the Europeana platform and tests phasing-out and transfer processes to a successor supplier.

No activities in M37.

Annex: Updates towards milestones

The table states milestones to be delivered in Europeana DSI-4 Y4 (1 September 2021 - 31 August 2022).

MS No.	WP	Description	Verification	Due date	Status
MS1	WP1	MS1 Report on progress on the aggregation strategy delivered (internal)	Milestone document sent to EC	M48 (Aug 2022)	Due
MS2	WP1	MS2 Report on progress on the search strategy delivered (internal)	Milestone document sent to EC	M48 (Aug 2022)	Due
MS3	WP1	MS3 Report on progress on the multilingual strategy delivered (internal)	Milestone document sent to EC	M48 (Aug 2022)	Due
MS4	WP2	MS4 DSI AGG annual work plan review (internal)	Milestone document sent to EC	M42 (Feb 2022) M48 (Aug 2022)	Due
MS5	WP2	MS5 New recommendations and updated requirements for services and products focusing on content in the EPF developed (including a report of the status of EPF) (internal)	Milestone document sent to EC	M47 (Jul 2022)	Due

Annex: Progress on deliverables (M37-M48)

This table states progress on deliverables and what deliverables were submitted to EC (1 September 2021 - 31 August 2022).¹²³

ID	Description	Due month	Due	Done
A.1	Platform reports	Every 10 months, starting M10	M40 (Dec 2021)	-
B.1	Implementation Plan	M01 and every 12 months thereafter	-	-
B.2/B.3	Periodic reports	Every 2 months, starting M2	M40 (Dec 2021) - M48 (Aug 2022)	M38 (Oct 2021)
B.4	Annual report	Every 12 months, starting M12	M48 (Aug 2022)	-
B.5	Final report	M48 (Aug 2022) in case of renewals	M48 (Aug 2022)	-
C.1	Technical documentation	Every 12 months, starting M32	M44 (Apr 2022)	-
C.2/C.3	Users and usage report	Every 5 months, starting M5	M40 (Dec 2021), M45 (May 2022)	-
C.4	Stress and disaster recovery test reports	Every 12 months, starting M31	M43 (Mar 2022)	-
D.1	Communication and dissemination plan	Every 9 months, starting M9	M45 (May 2022)	-
D.2	Study on impact of digitisation and reuse of cultural heritage	October every second year, starting Y2 ¹²⁴	M47 (Jul 2022)	-
E.1	Transfer of assets and liabilities report	4 months before the contract ends: M44 (April 2022) in case of renewals	M44 (April 2022)	-
E.2	Transfer process report			
E.3	Employed staff report			

¹²³ Note: the schedule of deliverables was updated in January 2020 and August 2020. Changes to the schedule have been confirmed by EC.

¹²⁴ EF proposed to postpone the deliverable. The change is communicated to EC.

Annex: Glossary of terms

Formal definitions of terms used frequently are detailed in the glossary of terms¹²⁵ 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: IIF image server	The IIF image server allows to efficiently store, share and provide access to IIF 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

¹²⁵ <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.