CENL

Foundation Conference of European National Librarians

Annual Report 2019 - 2020

Foundation Conference of European National Librarians

CENL Annual Report 2019-20

Contents

Dear CENL Members,

When many of us met last in a most beautiful corner of this earth, at the National Library of Norway in Mo I Rana, we discussed a multitude of interesting topics, such as the future role of librarians, artificial intelligence and serving diverse communities. We felt heroic having made the adventurous journey over mountains in small propeller aeroplanes, and it gave us a fantastic feeling of achievement and some refreshing headspace to think about the future.

None of us would have predicted the year which lay ahead, and which has changed so many aspects of the ways we operate as national libraries, maybe permanently. The Covid-19 pandemic has had a profound and all-encompassing impact on our lives, and it has overshadowed much of the work we, as Europe's national libraries, are here to do. The past months have been a truly testing period, for our staff but also for each and every one of us as library leaders as we have tried to steer our organisations through so many unprecedented challenges.

As I write this message to you all, my own organisation, the British Library, remains closed to staff and public, whilst some of you have already restarted opening your doors. Over the past months I have with keen interest read about the many experiences which you have so willingly shared with others, and I would like to thank you all for participating in our surveys and in our calls for information. Hearing from this community has made me feel that we are not alone in dealing with a very unique set of challenges, and it has made me more thankful than ever to be part of the CENL family.
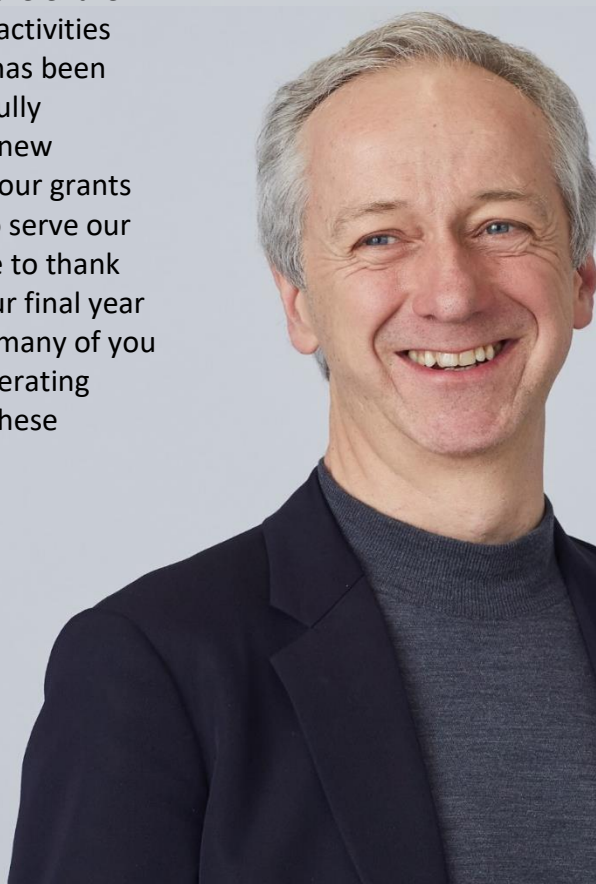
This month we would have met for our Annual General Meeting in Brussels and, as you know, this has been postponed to the autumn. It is crucial that we reflect on this year together, that we learn from each other and continue to support one another, and I yearn for a time when we can all be in the same room again, thinking together about what comes next. The AGM programme will give ample opportunity to share our collective thoughts on post-pandemic working, collecting and serving the public, and I do hope that many of you will be able to come and join us, either physically or possibly virtually, something which seems to have become a normality in a matter of only a few weeks.

In the meantime I am very happy to be sending you, on behalf of the entire CENL Executive Committee, the CENL Annual Report which spans activities between June 2019 and May 2020. As you will be able to read, it has been another busy and industrious year during which we have successfully launched a new CENL website and Twitter account, elected three new network groups and facilitated the sharing of knowledge through our grants and bursary programmes. The CENL Secretariat have continued to serve our community before and throughout the pandemic, and I would like to thank the team for their dedication and hard work. As we prepare for our final year as hosts of the Secretariat we look forward to connecting with as many of you as possible to discuss the reshaping our services, buildings and operating models, and to be prepared for whatever lies ahead. Let's tackle these changes together!

With warmest regards,

Roly Keating, CENL Chair, June 2020

2. Activities June 2019 - May 2020

2.1 CENL Secretariat

The CENL Secretariat Team

2019/20 has been the busiest year yet for the CENL Secretariat based at the British Library and run by the British Library's International Office.

● The Secretariat planned and coordinated four Executive Committee meetings. ● Two members of the Secretariat visited the Royal Library of Belgium to plan the Annual General Meeting 2020. ● We successfully completed the audit of 2019 accounts on time. ● We administered and promoted the bursary and grant schemes, supporting three Erland Kolding Nielsen grant projects. ● We launched a new CENL website with improved networking capability as well as a Twitter account. ● We began liaising with the National Library of Turkey on the 2021 AGM. ● We continued work with Hans Petschar on refining the CENL survey of library spaces. ● We carried out a training and development survey as well as a service strategy survey.

The team has seen a number of changes in the last year.

With Shezza Rashwan commencing her maternity leave we have had a wonderful addition to the team in Eleanor Cooper, who continued to lead on the bursary and grant schemes. George Ofori joined us part-time to look after the CENL communications updates to the website and the Twitter account. **See section 6** for a full report on those activities. Cecile Communal has done a sterling job in continuing to lead on all aspects of financial management and coordinating the AGM. Giuliano Levato continued to provide administrative support and monitors all CENL email communications. Marcie Hopkins continues to head the Secretariat and acts as CENL Secretary.

Clockwise from top left: Giuliano, Cecile, Marcie, George, Shezza and Eleanor

2.2 CENL Executive Committee

Meetings

The Executive Committee met on four occasions over the course of the year:

- August 2019 in Athens
- November 2019 in Dublin
- January 2020 in Bratislava
- April 2020 via Zoom

The meetings aimed to further the strategic priorities of CENL. The meetings covered a number of topics including CENL's focus on developing our people with the promotion of the grant and bursary schemes.

2.3 Erland Kolding Nielsen Grant

In January 2017, CENL introduced a grant to celebrate the enormous contribution Erland Kolding Nielsen made to the development of European libraries throughout his long and distinguished career as Director General of the Royal Library in Denmark from 1986-2017. Erland had known about the grant before he passed away and was very grateful and supportive of the scheme.

The annual Erland Kolding Nielsen Grant awards library projects which promote international collaboration and strengthen bonds between CENL libraries. The scheme will run for 5 years initially.

The grant applications can focus on any aspect of international library collaboration including:

- Development of collections (physical and digital)
- Improving research
- Educational or cultural services including exhibitions
- Promoting interlibrary staff communications
- Infrastructure development
- Staff development

In 2017, 2018, 2019 and 2020, written proposals were requested by the Executive Committee and successful applicants were announced at the Annual General Meeting. The successful applicants whose projects have now been completed have provided reports to CENL Secretariat and these have been uploaded on the CENL website.

2017 Grants

Moldova – the National Library of the Republic of Moldova hosted an international conference with five national libraries (Estonia, Latvia, Lithuania, Romania and Ukraine) in order to share best practice enabling Moldova to integrate with the European library community. The conference, titled *'The development of collaboration of the European libraries in virtual space,'* was held in Chisinau, Moldova on 1-2 November 2017. Full report.

Latvia – On 10-11 May 2018, the National Library of Latvia in Riga hosted an international seminar titled *'Book Exhibitions and their Audiences'*. Representatives from 13 libraries and three museums, as well as museology theoreticians and artists, came together to share and discuss their experiences of creating and managing visitor-centered book exhibitions, particularly focusing on the challenges they have faced and solutions with which they have experimented. Full report.

2018 Grants

Estonia – An international conference, titled *'Imagine a National Library,'* took place at the National Library of Estonia on 25-26 October 2018 to celebrate the 100th anniversary of the library. The conference presented an opportunity to discuss the meaning and functions of national libraries in our society today. The presentations outlined trends in the directions that libraries, and national libraries in particular, are heading. Particular attention was given to services offered and physical spaces as well as the sustainability of national libraries. Collaborators included: the Netherlands, Sweden, Latvia, Lithuania, and Norway. Representatives of the national libraries of Moldova and Bosnia and Herzegovina were also in attendance. Full report.

Serbia – On 4-5 October 2018, the National Library of Serbia in Belgrade hosted an international workshop on digitization, digital collection management and digital preservation as part of the South-East European National Librarians Conference (SEENL). Representatives from nine national libraries – Albania, Bulgaria, Bosnia and Herzegovina, Croatia, Greece, Macedonia, Montenegro, Serbia and Slovenia – participated in the two-day workshop. They had the opportunity to share and exchange knowledge and practices in

the areas of digitization. Current, ongoing digitization projects were presented, including the common ones, stressing the significance of networking, resource exchange and the strategic improvement of digitization through continual cooperation in future projects. Full report.

2019 Grants

CENL received a large number of excellent EKN Grant applications in 2019 and it was decided that, exceptionally, three grants would be awarded for this year. One project has been completed to date, but sadly the global Covid-19 pandemic and the consequent closure of libraries around the world has meant that the other two projects have been postponed. Updates will be given via the CENL website and newsletters.

Lithuania – On 15 November 2019, the Martynas Mažvydas National Library of Lithuania hosted an International conference, *'21st Century Libraries: Traditions & Innovations,'* as part of the *'Live Libraries'* celebration happening across the Baltic region to mark the 100 year anniversaries of all Baltic National Libraries (2018-2019). Speakers highlighted some common problems ailing libraries in the present era. Participants and guests were encouraged to share their visions of the role and impact of libraries on 21st century society in their many guises – as disseminators of information and applied research institutions – exploiting inter-institutional and international opportunities for collaboration. Full report.

Russia – **/Postponed/** – An EKN Grant was awarded to The National Library of Russia to host an international conference in St Petersburg in May 2020. The theme of the conference is international cooperation between European national libraries, dedicated to the 225 year anniversary of the National Library of Russia. The conference presents an international platform for open dialogue and the exchange of experiences among experts in the library field from all over Europe. A key topic will be the role of international cooperation between libraries in the global information exchange, its impact on the development of science, culture and education in different countries. Unfortunately, the conference has had to be postponed until the spring of 2021.

Austria – **/Postponed/** – The Austrian National Library was awarded an EKN grant in 2019 to host an international workshop, '*Exploring & Sharing the Danube Collections*'. The goal of the workshop is to prepare a digital collection on the Danube, which will be uploaded on the National Libraries websites and on the *Europeana* website. The workshop was originally scheduled to take place in conjunction with the exhibition on *'The Danube'* in spring 2020, but unfortunately neither the workshop nor the exhibition can take place at this time and consequently the workshop has been postponed until later in 2020.

2020 Grants

United Kingdom – An EKN grant was awarded to the British Library for a 2021 conference, titled 'National Libraries Now: International Perspectives on Library Curation'. Bringing together professionals from national libraries around the world, the conference aims to critique the role of the curator, the idea of national heritage, the digital availability of collections, libraries' social responsibility, how collections are built and interpreted, and explore the subject of inclusion. In light of the expected long-term impact of the current global crisis, delegates will be given the opportunity to participate in the conference remotely.

2.4   Skills and Knowledge Exchange Bursaries

CENL's Skills and Knowledge Exchange Bursary programme was launched for members in 2017. The annual budget is €30,000 for as many as 30 individual bursaries up to the value of €1,000 per application. Applications can be made for any skills and knowledge exchange activity, such as:
- Visiting a national library for face-to-face mentoring and shadowing to learn new skills and share experiences
- Attending a training event (e.g. tutorial, workshop, seminar, conference) run by other members
- Running a workshop for members to attend and share best practice
- Preparing a webinar or online event for members.

Below are short summaries of the successful exchanges that took place in 2019:

Croatia

From 4-6 December, 2019, the National Library of Estonia hosted the 7th Estonian Digital Humanities Conference. Dragana Koljenik of the Croatian Institute for Librarianship at the National and University Library in Zagreb was awarded a CENL bursary to attend the conference and to give her presentation, 'Networks of Virtual Exhibitions'. In addition, during her visit she aimed to gain insights from her peers into the newest developments in the field of digital humanities and to use the knowledge gained at the conference to further develop the National and University Library in Zagreb's own projects. Full report.

Bosnia and Herzegovina

From 28-31 October, 2019, Dr Ismet Ovčina, Director of the National and University Library of Bosnia and Herzegovina visited the National and University Library St. Kliment Ohridski in Skopje, Macedonia. During his visit, he was able to update the cooperation agreement between North Macedonia and Bosnia and Herzegovina, and to discuss ideas for future exhibitions featuring manuscripts from both countries. He also met with representatives of the Librarian Association of North Macedonia, and had discussions with those editorial board members of the Journal *Bosniaca* based at the Library St. Kliment Ohridski. Full report.

Romania

From 2-4 October, 2019, a delegation from the National Library of Romania visited the Austrian National Library. The Director General, Carmen Mihaiu, the Head of Institutional Development Department, Adriana Elena Borună, and Librarian in the International Relations Compartment, Claudia Mărgărit, met with colleagues in Austria to discuss finding new strategies for improving their services for users, ways to improve their editorial and cultural products and to promote the National Library of Romania's rich cultural heritage. Full report.

2.5 CENL Surveys

1 – Library Spaces Survey

Following a recommendation arising at the 2017 AGM in London, CENL conducted a survey of library spaces in 2018/2019. All over the world we have seen the creation of new libraries during recent years, including new national library buildings that have been inaugurated or redesigned in Europe. The role of libraries and national libraries is changing and is in permanent transition. This process of transformation caused by the digital revolution and by changes within the economic and political environment has impacted library spaces, staffing and library services. To understand and to meet future needs of national libraries the survey aimed to collect information national library spaces in European National libraries.

The survey collected information on Scope and Core Functions of National Libraries, Physical Spaces, Location and Urban Spaces Reading Rooms and Staffing. The chapter on Scope and Core Functions included a section on history and bibliography and a photographic documentation of library spaces. 38 National Libraries have submitted their surveys and the full results have been uploaded on the new CENL website. For Centuries European National Libraries have served their nations in supporting research and contributed to the development of an inclusive civic society. The individual surveys of National Library Spaces showcase the diversity of European National Libraries and their impressive investments in making the continent's cultural heritage accessible to all.

While all European National Libraries took measures to open up spaces for all kinds of readers and users, a few spectacular examples catch the eye:

- In September 2019 the National library of Luxembourg opened a new building to the public, with 14.000 visitors exploring the new Kirchberg site the first weekend.
- In December 2018 the National Library of Greece opened its doors to the public in its new premises at the Stavros Niarchos Foundation Cultural Center in Athens. The library was relocated to a new 22,000-square meter building, with free access for Researchers, students, and the general public.
- The French National Library and the British Library have become part of huge urban planning projects with their renovations of the site Richelieu in Paris and St. Pancras in London.
- Many National Libraries have augmented their exhibition spaces and even created new museums to let uses explore their treasures.

The creation of virtual spaces and flexible physical spaces for teaching and education are on the future agenda of European National libraries – a process which will be enforced by the latest developments and the impact of the COVID 19 crises on the development of national libraries worldwide.

National Library Spaces surveys completed by the following libraries are available to read on the CENL website https://www.cenl.org/members/surveys/

National Library of Armenia	National Library of Greece	Russian State Library
National Library of Austria	National Library of Ireland	National Library of Russia
National and University Library of Bosnia and Herzegovina	Martynas Mazvydas National Library of Lithuania	National and University Library of Slovenia
National and University Library in Zagreb, Croatia	National and University Library St. Kliment Ohridski	The Central National Library of Florence
National Library of Azerbaijan	National Library of Denmark	Boris Yeltsin Presidential Library
Royal Library of Belgium	National Library of Latvia	National Library of Serbia
Cyprus Library	National Library of Liechtenstein	Slovak National Library
Malta Libraries / The National Library of Malta	National Library of the Republic of Moldova	National Library of the Czech Republic
The British Library	National Library of Luxembourg	National Library of Spain

The National Library of Finland	National Library of Estonia	National Library of Sweden
National Library of France	National Library of the Netherlands	Swiss National Library
German National Library	National Library of Poland	National Library of Turkey
National Library of Romania		The Vatican Library

Report submitted by Hans Petschar, Executive Committee Member, National Library of Austria

2 – Training and Development Survey

In 2016, CENL conducted a survey to collect the training and development needs of CENL member libraries, with the aim that skills and knowledge exchange opportunities across our community could be coordinated better. The CENL Executive decided to refresh the survey in 2019 and a new questionnaire was sent to all CENL members. The survey, completed by the main person responsible for training and development at the member library, gathered information on the following:

- Levels of expertise or skills across a number of activities – categorised as either high, medium or low – and whether they wished to share their knowledge or experience with other members
- Training and development needs.
- Details of any training events, webinars or online resources available over the next 12 months which could be shared with other CENL members.

Our findings are based on the completed surveys, received by 28 October, 2019, of **thirty member libraries** (Austria; Azerbaijan; Belgium; Bosnia and Herzegovina; Croatia; Czech Republic; Denmark; Estonia; France; Georgia; Germany; Greece; Iceland; Ireland; Latvia; Liechtenstein; Lithuania; Malta; Netherlands; Norway; Poland; Romania; Russia (Boris Yeltsin Presidential Library and The National Library of Russia); Serbia; Slovenia; Spain; Switzerland; Turkey; UK.)

Our analysis was able to highlight the main activities where skills and expertise were strongest across the board, e.g. cataloguing, conservation/preservation and digitisation projects, as well as the areas where skills and expertise development was most needed, e.g. business development, fundraising, digital scholarship and linked data. Further analysis revealed the uniformity, or otherwise, in the skill level for these different activities. Member libraries consistently self-reported high or medium levels of skill in some activities, such as conservation. Other areas, for example licencing and electronic legal deposit, showed an even split of low, medium and high levels of skill.

Paired with other responses from the survey, the following areas were identified as those with the greatest need for training:

- Linked Data
- Digital Scholarship
- Risk Management
- Web Archiving and
- Digital Library Management Systems.

However, the first 4 areas listed here were also those where other member libraries were least able to provide training, with Linked Data and Digital Scholarship being most in-demand but offering the fewest opportunities for skills exchange. One possible solution would be to provide themed workshops, thereby allowing many to access the knowledge and expertise of a few.

High priority areas for training have been identified along with those member libraries with the greatest need and those with the greatest ability to share skills. This information is useful when CENL continues to work further on its knowledge and skills exchange activities, and will be of use to CENL members who may be considering applying for a CENL bursary to visit another institution with skills in an area they need to develop. Furthermore, the CENL website will promote training opportunities for CENL members in those areas, and the CENL network groups will be encouraged to think about skills gaps and how their work may be assisting to fill those gaps.

Should you like to read the whole report, please get in touch with the CENL Secretariat.

3. CENL Working Groups Update

3.1 CENL Copyright and Information Law Working Group

Members

- Ben White (UK), (Chair)
- Jerker Rydén (Sweden), (Vice-Chair)
- Frederic Lemmers (Belgium)
- Zdenek Matusik (Czech Republic)
- Lene Hedegaard Johansen (Denmark)
- Pekka Heikkinen (Finland)
- Harold Codant (France)
- Dorothea Zechmann (Germany)
- Patrick Peiffer (Luxembourg)
- Annemarie Beunen (Netherlands)
- Mia Aasli (Norway)
- Nicoleta Rahme (Romania)
- Dragana Milunovic (Serbia)
- Jan Kovacik (Slovakia)
- Maja Bogataj (Slovenia)
- Andrea Schreiber (Switzerland)

Network

- Christian Recht (Austria)
- Patrick Peiffer (Luxembourg)
- Karmen Linask (Estonia)
- Pierantonio Metelli (Italy)
- Ivi Smitt (Estonia)
- Guðrún Tryggvadóttir (Iceland)

The CENL Copyright (and other legal matters) Working Group met on 12 September, 2019 at the British Library, London.

The main activity has been working as part of the European coordination group with EBLIDA, LIBER, Sparc Europe, IFLA, European Universities Association, Science Europe, Public Libraries 2020 and *Europeana* on policy matters relating to a revision to EU copyright law.

European Union
The Directive (EU) 2019/790 of the European Parliament and of the Council of 17 April 2019 on copyright and related rights in the Digital Single Market and amending Directives 96/9/EC and 2001/29/EC (The DSM Directive) has to be implemented by 7 June, 2021 at the latest.

Report submitted by Jerker Rydén, Vice Chair

3.2 CENL Federation of European Publishers Working Group

Members

- Ute Schwens, Deutsche Nationalbibliothek (German National Library) (Chair)
- Richard Price, British Library
- Lucinda Jones, Koninklijke Bibliotheek (National Library of the Netherlands)
- Jonny Edvardsen, Nasjonalbiblioteket (National Library of Norway)
- Karmen Stular Sotosek, Narodna and University Library (National and University Library of Slovenia)
- Frédérique Joannic- Seta, Bibliothèque nationale de France (National Library of France)
- Jessica Sänger, Boersenverein (German Publishers Association)
- Catherine Blache, Syndicat national de l'édition (French Publishers Association)
- Anne Bergman-Tahon, FEP
- Piero Attanasio, Associazione Italiana Editori (Italian Publishers Association)
- Barbara Kalumenos, STM

The Working Group met twice over the period June 2019 to January 2020: on 6 September in Brussels, and on 17 January in Frankfurt. The main discussions focused on the following issues:

CENL Working group review: Following the letter sent by Roly Keating questioning the future of the FEP-CNL working group, the working group will be turned into a contact group between publishers' representatives and national libraries. It will continue to keep both groups updated about its activities, in particular by sharing a link to its annual report in their newsletters. Participants agreed to focus on issues of common interest such as legal deposit of e-books and the 2019 Copyright directive on out-of-commerce (OOC) works and 'text and data mining/ TDM**'.**

Implementation of the directive on Copyright in the Single Market, in particular: **Practical implementation of out-of-commerce (OOC) workflows -** Follow up of ongoing projects, including the licensing service of OOC works of the DNB.

National developments in text and data mining (TDM) - FEP referred to its reflection about a tool for right-holders to reserve their rights in the framework of the TDM exception of article 4 as far as content freely accessible online is concerned. National libraries shared their activities aiming at helping researchers to do TDM, such as the BNF Corpus project, as well as challenges met.

National developments and best practices on issues in the field of digital libraries, digitization, e-publishing, accessibility and audiobooks.

Report submitted by the Chair, Ute Schwens

The next meeting is scheduled for next ***September 2020 in The Hague.***

4. CENL Representation on ISNI International Agency

4.1   CENL May 2020 update on the International Standard Name Identifier (ISNI)

The ISNI International Agency (ISNI-IA) governs the assignment and registration of ISNI identifiers (ISNIs) globally and formulates policies and practices to support ISNI and promote its widespread adoption. ISNIs can be assigned to the public identities of persons, organizations or 'personas' of each, usually for parties active in the creative sector.

This report summarizes the key highlights from the ISNI-IA from 2019 to May 2020. This report does not cover activities of individual Registration Agencies and Members.

Activity Highlights

The ISNI-IA Board has begun reviewing the ISNI business model and will introduce changes to subscriptions and pricing incrementally.

A Music Industry Advisory group has been established to support the interests of the many music industry Member and Registration Agencies that have joined ISNI in the last 18 months.

The Bibliothèque nationale (BnF) and the British Library hosted a second ISNI Summit, this time in Paris, to discuss and determine the future representation of libraries in the governance of ISNI as well as sharing experiences among the library member network. The Summit endorsed the establishment of a Library Consultation Group of all ISNI Library members and a Steering group was formed to take forward initial planning for how this will work and be structured. This group will in due course elect one of their number to be a Member of the ISNI Governing Board to provide a broad representation for the global spread of the ISNI member Libraries. 10 CENL libraries are already directly part of the ISNI membership and therefore part of this wider consultation group.

The BnF and the BL also held subsequent discussions on the future representation of CENL on the ISNI Board following the formation of the Library Consultation Group. It was agreed with the ISNI IA that the formal role of CENL on the Board will end and formal letters have been exchanged recognising the major contribution that CENL has made to the success of ISNI by giving its name and endorsement to the project from its beginning in 2010. The BL and the BnF will continue their current role on the Board for the time being but directly representing their own institutions and their ongoing work supporting the ISNI IA through their quality assurance service to the database.

Structure and Membership Categories

ISNI-IA has a governing Board, drawn primarily from representatives of the Founding Members of ISNI (**CENL – represented by the British Library and the Bibliothèque nationale de France – see update below)**, CISAC, IFRRO, OCLC) plus Ringgold.

The Board Chair is Michael Healy from the Copyright Clearance Center in the USA. The Executive Director is Tim Devenport, who also works for EDItEUR.

The ISNI Assignment Agency (ISNI-AA), operated on ISNI's behalf by OCLC, maintains the centralised ISNI database and associated technical services, including matching algorithms and programs that sample data, check for anomalies and enrich data.

The ISNI Quality Team (ISNI-QT), currently drawn from staff of the Bibliothèque nationale de France and the British Library, evaluates new data sources, reviews statistical samples, and corrects records flagged for manual review, as well as responding to end user input.

Most importantly, ISNI-IA is supported financially and substantively by its global membership of regular Members and Registration Agencies, numbering **40 organisations** at the time of writing. Ongoing assignment and maintenance of ISNIs is delivered through the operations of its membership network.

Current Membership

The overall Membership of the ISNI has grown by 17 during 2019-20. The 57 member organisations in the ISNI network as of May 2020 are as follows (overleaf); CENL libraries in the ISNI network are highlighted in bold.

Registration Agencies

- **Biblioteca Nacional de España (BNE)**
- **Bibliothèque et Archives nationales du Québec (BAnQ)**
- **Biblioteka Narodowa, Poland**
- **Bibliothèque nationale de France**
- **Bibliothèque nationale de Luxembourg**
- **British Library, United Kingdom**
- **Koninklijke Bibliotheek, Netherlands**
- **National Library of Finland**
- MVB
- BTLF (Société de gestion de la Banque de Titres de Langue Française)
- Casalini Libri, Italy
- Cercle de la Librairie/Electre, France
- China Knowledge Centre for Engineering Sciences and Technology (CKCEST)
- CI (Consolidated Independent)
- Identification Agency (IDA)
- Quansic

- National Assembly Library of Korea
- National Library of Korea
- Numerical Gurus, United States
- Program for Cooperative Cataloging (PCC)
- Pro Music Rights
- Rakuten Kobo
- Ringgold Inc., United States/United Kingdom
- SoundExchange Inc
- Soundways
- YouTube
- Legal Deposit Libraries in the UK and Ireland ISNI Consortium:
    - The British Library
    - Bodleian Library, University of Oxford
    - Cambridge University Library
    - National Library of Scotland
    - National Library of Wales
    - Library of Trinity College Dublin, University of Dublin

Members

- Agence Bibliographique de l'Enseignement Supérieur, France
- Apple
- Archives nationales de France
- Booknet Canada
- Brill
- Centre Español de Derechos Reprográficos, Spain (CEDRO)
- Centrale Discotheek Rotterdam (CDR)
- Copyrus, Russia
- FCT|FCCN, Portugal
- Legal Deposit Libraries in the UK and Ireland ISNI Consortium
- Harvard University, United States
- Hogeschool Van Arnhem en Nijmegen

- Iconoclaste
- Irish Copyright Licensing Agency
- ISSN International Centre
- Library of Congress, United States
- MacOdrum Library, Carleton University, Canada
- National Library of New Zealand
- **National Library of Norway**
- **National Library of Sweden**
- Publishers Licensing Services, UK
- Technische Universiteit Eindhoven
- Universiteit Leiden
- Universiteit Van Amsterdam
- Vrije Universiteit Amsterdam
- Wageningen University & Research

Statistics

ISNI holds public records of over **11.02 million identities**, including:

- 10.26 million individuals
- 933,039 organisations

The ISNI database is a cross-domain resource with direct contributions from 51 sources, including the Virtual International Authority File (VIAF), an aggregation of data from major national and research libraries
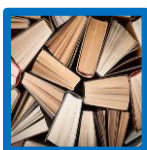
Report submitted by Andrew McEwan, British Library

5. Selection of new CENL Network Groups

Following the review of CENL working groups undertaken by the CENL Secretariat and CENL Chair in 2019, a call for applications for new CENL network groups was sent to all CENL members on 21 October, 2019, with an application deadline of 20 December, 2019.

By the given deadline, five applications were received and three were selected by the Executive Committee at their meeting on 25 January in Bratislava:

5.1   Books and Audiences Network Group

Chair: Inga Surgunte, National Library of Latvia
Treasurer: Vanessa Braekeveld, KBR
Secretary: Vanessa Braekeveld, KBR

Members
National Library of Latvia, Royal Library of Belgium, British Library, Royal Library of the Netherlands, National Library of Estonia, German National Library, German Museum of Books and Writing, University of Leicester, Marsh's Library, Lodret Vandret (independent publisher).

5.2   Artificial Intelligence Application Network Group

Chair: Jean-Philippe Moreux, BnF
Treasurer: Svein Arne Brygfjeld, National Library of Norway
Secretary: Svein Arne Brygfjeld, National Library of Norway

Members
Bibliothèque nationale de France, National Library of Norway, National Library of Austria, National Library of Czech Republic, British Library, National Library of Estonia, National Library of Sweden.

5.3   Copyright Network Group

Chair: Maja Bogataj Jančič - Intellectual Property Institute, Slovenia
Treasurer: Frederic Lemmers, KBR
Secretary: Matthew Lambert, British Library

Members
National Library of Serbia, National Library of Czech Republic, National Library of Switzerland, Bibliothèque nationale de France, Royal Library of Belgium, Royal Library of the Netherlands, National Library of Slovenia, National Library of Finland, National Library of Germany, National Library of Slovakia, National Library of Romania, National Library of Estonia, National Library of Sweden, British Library, National Library of Austria, National, Library of Denmark, National Library of Norway, National Library of Bulgaria.

We congratulate all new CENL Network Groups and look forward to their updates over the coming months. All Chairs of the network groups have also been invited to contribute to the CENL AGM in October 2020 in Brussels.

6. CENL Communications and New Website

6.1   New CENL Website

Throughout the year the CENL Secretariat continued on the delivery of the CENL Communications and Strategy Plan for 2019-20. A major component was a brand new CENL website (www.cenl.org), which launched in November 2019. The website was built by British company Brother, which is also providing technical support for 12 months until June 2020.

The website is aimed first at the public and library professionals to promote the activities of CENL and CENL libraries, as well as giving a better understanding of the role that CENL libraries play in collecting and preserving the written, published and recorded output of their nations. The website is also aimed at CENL members and provides a space for them to network with each other via a members' area, accessible only to CENL members.

The public sections of the website include:

- 'About CENL': providing information about the organisation – its history, mission, 2018-2022 strategic plan and an interactive map of its members.
- 'Members libraries': a directory of the 48 CENL member libraries with pictures, information and contact details for each library.
- 'News & events': listing events, exhibitions, and conferences organised by CENL members and any news regarding their institutions.
- 'Reports & publications': providing access to over 500 annual reports, dating back to 1993, for all the CENL member libraries and over 30 surveys run by the CENL Secretariat. The previous CENL working groups all have a section on this page with information and documents available to download on their work. And similarly, the new CENL network groups all have a dedicated section on this page with information on the work and membership of each group.

The members' area includes:

- Information on the upcoming AGM (hotel information, programme, registration).
- Information on the bursary scheme including the application form.
- Information on the EKN Grant scheme including the application form.
- Forum to discuss themes and topics shared by the CENL community.
- Access to CENL archive documents.

CENL is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) Accessibility regulations 2018.

How users reach the CENL website

The top routes by which users come to the CENL website are via organic searches using web-based tools such as Google and Baidu, direct searches, referrals from other sites, and by clicking links on social media sites.

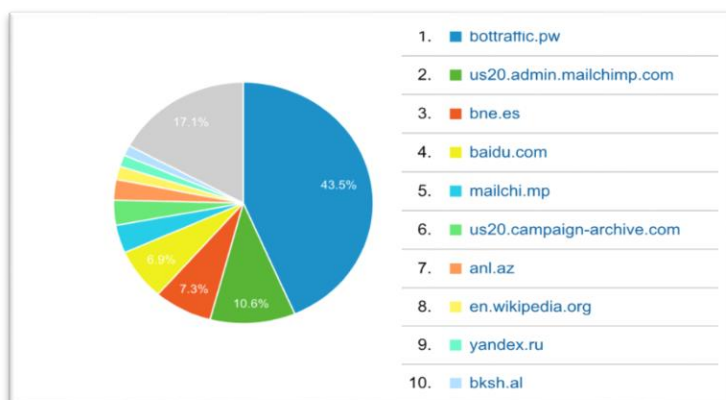|			
1.	Organic Search	1,917	66.04%
2.	Direct	572	19.70%
3.	Referral	388	13.37%
4.	Social	26	0.90%

The majority of users, around 66%, access the CENL website via organic searches.

Direct web searches account for around 20% of visitors to the CENL website.

Around 13% reach the site from referral channels, including campaign applications such as Mailchimp, and through hyperlinks.

Just 1% were directed to the CENL pages from links on social media sites.

The first CENL newsletter was published in January 2020 and successfully improved the referral rate from outsourced applications directly to the website. Mailchimp, amongst others aided in generating an organic flow of referrals, which directly increased user sessions and durations.

New visitors vs returning visitors

The percentage of visitors returning to the site did not show significant change between the periods December 2019 to January 2020, and February to March 2020, remaining at around 14%.

Weekly users within the first quarter of 2020

There is a consistency of daily activity and sessions, with the number of users visiting the website every week ranging from 200 to 250, on average. The CENL website has been active for 6 months only, hence the little difference in new visitors versus returning visitors within the months presented here.
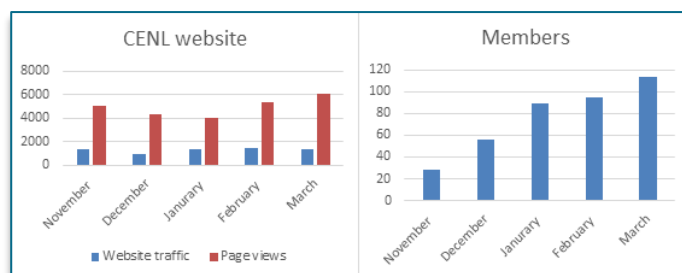

Website traffic

Overall, the website has seen steady levels in traffic from the 4th quarter of 2019 through to the middle of May, 2020. There are noticeable increases in the numbers of members visiting the site and the overall number of page views. There has been a corresponding decline in the average bounce rate (the rate at which visitors immediately leave the

CENL	November	December	January	February	March	April	May
Members	28	56	89	95	113	117	121
Website traffic	1345	966	1302	1409	1358	1543	1496
Page views	5081	4316	4012	5369	6097	6438	7730
Bounce rate	54.05%	51.76%	53.05%	49.85%	50.38%	48.76%	49.26%

site), which indicates that users are beginning to spend longer on the platform. To date, there have been 9,340 website hits and over 39,000 page views. Traffic to the website is currently growing steadily, with users gaining access via different channels.

Moreover, the number of page views continues to rise. We intend for the page views to increase further once more traction has been gained on the forums and network group pages. CENL currently has 113 registered members with over 90% subscribed to the monthly newsletter.

Popularity of pages

The figures displayed in the table indicate the top 25 most popular pages on the CENL website for the period 25 November, 2019 (launch day) to 31 March, 2020.

As expected, the homepage (indicated by a **/** in the table) – as the landing page for the website – has the highest number of user visits.

The registration page is at number 7, and the CENL members' area is at number 10 on the list. This illustrates a correlation between the registering stages of a CENL member, followed by their gained access to the member's page.
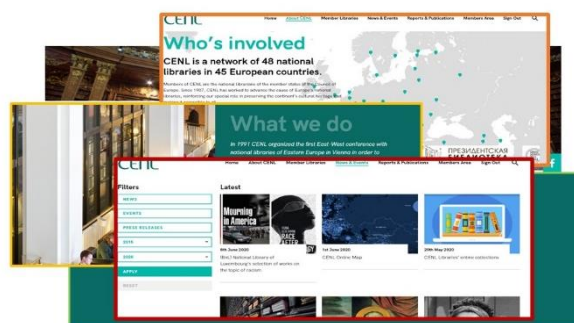
News and events are popular pages, ranking at number 4 on the table. Reports and publications are in 6th place.

Geographical spread

This list represents the geographical spread of countries that consistently engage with the CENL website. With the exception of the USA in position 2, the majority of users of the CENL website are from Europe.

	Page	Unique Page Views
		8,829
		% of Total: 100.00% (8,829)
1.	/	1,635
2.	/about-cenl/	529
3.	/member-libraries/	496
4.	/news-events/	382
5.	/library/bibliotheque-nationale-de-france/	361
6.	/reports-and-publications/	305
7.	/sign-in-register	218
8.	/library/national-and-university-library-st-kliment-ohridski/	203
9.	/library/national-library-of-romania/	130
10.	/members/	112
11.	/library/national-library-of-albania-biblioteka-kombetare/	103
12.	/tolkien-voyage-en-terre-du-milieu/	103
13.	/bursaries/	101
14.	/library/national-library-of-turkey/	99
15.	/library/the-central-national-library-of-rome/	96
16.	/coronavirus-disease-covid-19-advice-for-the-public/	88
17.	/contact/	85
18.	/library/nacionalna-i-univerzitetska-biblioteka/	71
19.	/library/slovak-national-library-slovenska-narodna-kni/	63
20.	/library/deutsche-nationalbibliothek-german-national-library/	58
21.	/library/national-library-of-portugal/	58
22.	/networkgroups/books-and-audiences-network-group/	57
23.	/library/national-library-of-austria-osterreichische-nationalbibliothek/	55
24.	/sign-in-register?updated=true	55
25.	/members/archive/network-groups/	54

1.	🇬🇧	United Kingdom	476	8.31%
2.	🇺🇸	United States	276	9.22%
3.	🇪🇸	Spain	179	4.77%
4.	🇸🇰	Slovakia	136	2.94%
5.	🇲🇰	North Macedonia	114	3.40%
6.	🇹🇷	Turkey	114	2.80%
7.	🇮🇹	Italy	110	3.15%
8.	🇫🇷	France	101	2.91%
9.	🇳🇱	Netherlands	100	2.38%
10.	🇵🇱	Poland	98	2.28%
11.	🇩🇪	Germany	88	2.63%
12.	🇭🇷	Croatia	82	1.89%
13.	🇷🇺	Russia	82	1.68%
14.	🇷🇸	Serbia	78	2.14%
15.	🇬🇷	Greece	77	1.93%
16.	🇧🇬	Bulgaria	75	1.68%
17.	🇷🇴	Romania	69	1.40%
18.	🇯🇵	Japan	62	2.10%
19.	🇦🇱	Albania	56	1.51%
20.	🇱🇻	Latvia	56	1.16%
21.	🇫🇮	Finland	52	1.68%
22.	🇱🇹	Lithuania	51	1.23%
23.	🇳🇬	Nigeria	49	1.61%
24.	🇬🇪	Georgia	46	1.30%
25.	🇧🇪	Belgium	44	1.37%

6.2   New CENL Newsletter

A Mailchimp account was created to send a monthly newsletter to all of the CENL members signed up to the CENL website.

Out of 113 members, 113 had subscribed to the monthly CENL newsletter by the middle of May 2020, with one non-CENL member also subscribing.
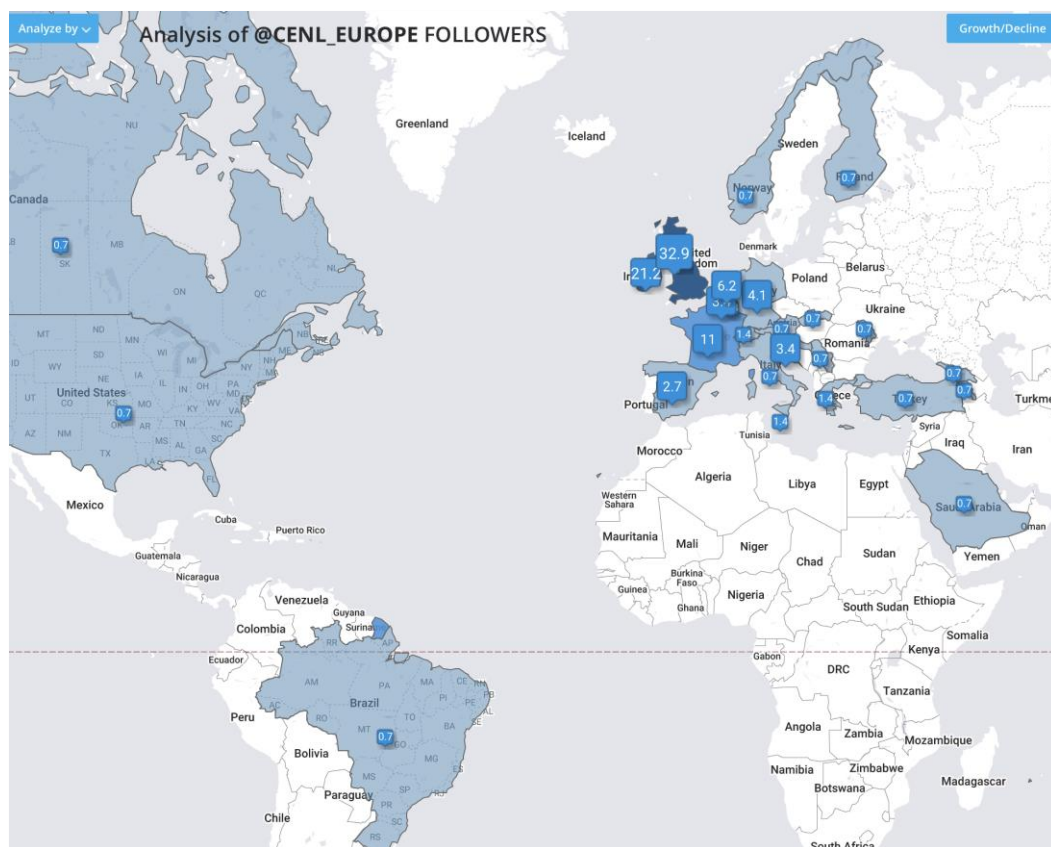
- **January**: newsletter sent to 64 subscribers. 38 people opened it (54.4%) and 10 clicked through to longer stories (15.6%).
- **February**: sent to 91 subscribers. 43 opened it (48.3%) and 30 clicked through (22.5%).
- **March**: sent to 102 subscribers. 39 opened it (39.0%) and 16 clicked through (16%)
- **April** sent to 107 subscribers. 51 opened it (48.6%) and 19 clicked through (18.1%).
- **May** sent to 114 subscribers. 49 opened it (44.5%) and 29 clicked through (26.4%).

6.3   New CENL Twitter Account

We also launched a new CENL Twitter account (@CENL_EUROPE) to promote CENL's image as an inclusive and international body that builds community for its members, embraces innovative technologies and values user engagement. The account currently has 173 followers and has posted 235 tweets and 28,200 impressions.
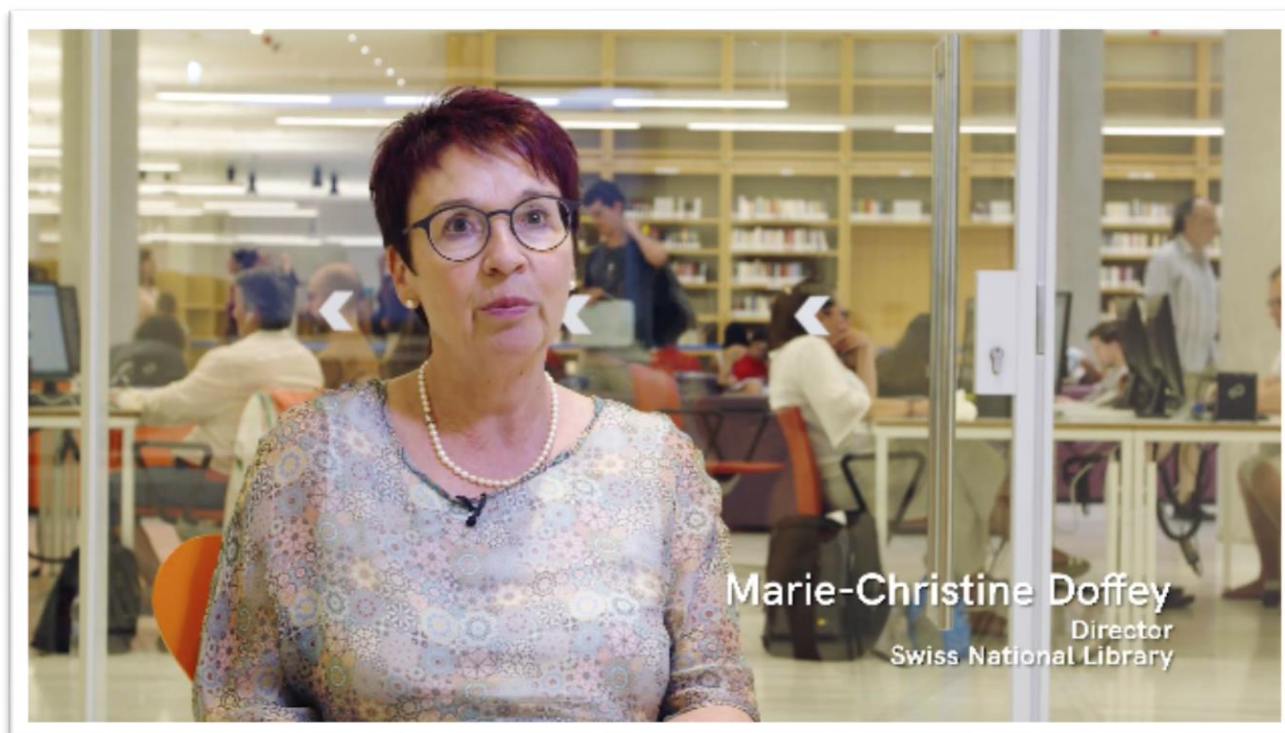

This is a geographical analysis of CENL's Twitter followers, showing how far our message regarding community and national library awareness travels. The majority of CENL website followers are within Europe, however, we are connected to many throughout the Americas as well as the Middle East.

6.4　Promotional Video

As part of the website and Twitter account launch, we created a 3-minute promotional video to present the work of CENL and its member libraries. Produced by Buzz Films, the video includes footage of CENL libraries and interviews with CENL directors filmed at the National Library of Greece in August 2019 and at the National Library of Luxembourg in September 2019. The video can be seen on the main page of the CENL website and was also shared on Twitter.

As of 15 May, 2020, the video has had 14,408 total impressions, 2,139 media views, 195 total engagements, 71 media engagements, 23 likes, and 12 re-tweets.

![CENL logo – Foundation Conference of European National Librarians](logo)

7. Welcome to New Members

CENL extends a warm welcome to the seven new directors who have joined us this year:

Clockwise from the top:
- Carmen Mihaiu, National Library of Romania
- Frank Scholze, German National Library
- Prof. Ivanka Stričević, PhD, National and University Library in Zagreb, Croatia
- Pavel Tereshchenko, Boris Yeltsin Presidential Library
- Karin Grönwall, National Library of Sweden
- Viljem Leban, National and University Library of Slovenia
- Piro Misha, National Library of Albania.