

2019 ANNUAL REPORT TO CENL

Name of country: **Estonia**

Name of library or equivalent national-level organization: **National Library of Estonia (NLE)**

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1. General overview of recent major developments at the National Library of Estonia

The milestone of 2019 was the start of the reconstruction project of the library building. After reconstruction, the library will be a multifunctional public space, flexibly combining library services and the functions of an educational and cultural centre. The full reconstruction of the library building will bring new communications, new floor plan and considerably improved energy performance. The library will be sharing the renovated building with the units of the Estonian National Archives that are located in Tallinn.

2. Note of the reporting library's relationship to government, citation of legislation which sets out the Library's mandate, and any other legislation which directly or indirectly affects the library's operations

In 2019 the Ministry of Culture initiated the preparation of the new Public Libraries Act which would give additional tasks to the NLE for initiating and supervising major development projects for the entire library network.

3. Key facts and figures (size of major collections, number of staff, total operating budget, etc).

Items in physical collections: 3 234 366

Items in e-collections: 603 775

Visits to the reading area: 200 483

Use of NLE databases: 2 531 768

Chats: 1500

Registered users: 43 389

New registered users in 2019: 7431

Home lending: 42 211

Educational activities for schools: 398

Gallery exhibitions: 22

Exhibition visitors: 15 000

Cultural events and programmes: 155

Seats for users: 560

Staff: 250

For the past four years, the NLE has been evaluating its performance with the Net Promoter Score which has been improving year by year – from 73% in 2018 to 87% in 2019 (the goal of 2019 was 75%). The NLE social media channels enjoyed 20% more followers than in the previous year.

4. New developments in creating and building collections

Under the Legal Deposit Copy Act, the NLE has since 2017 been collecting digital legal deposit copies. The results have been improving year by year thanks to consistent work with publishers for whom the submission of the print files was unaccustomed in the first years. In 2019 the library succeeded in acquiring the legal deposit copies of all publications issued that year and also the missing copies from the two previous years.

To supplement the collections of old and rare books, the NLE continued to order digital copies of rare publications missing in Estonia (e.g from the libraries in Göttingen, Halle and Stockholm).

5. New developments in managing and introducing collections

Three exhibitions stood out in 2019. The first one – *The Song Celebration Library* - was dedicated to the tradition of song celebration festivals and marked 150 years from the first festival. It introduced the print materials related to the festival and stored in the NLE collections. Its sub-exhibition of festival posters later toured Estonian schools.

An extensive exhibition project accompanied the launching of the first Estonian National Atlas which was prepared by the University of Tartu geographers and local map publisher Regio on the basis on the National Library's and National Archives' collections.

An impressively designed exhibition *Dannebrog* celebrated the 800 years of the Danish flag, telling about the ties between Denmark and Estonia over centuries and displaying the corresponding documents and photos from the collections of the Estonian National Archives and the National Library.

In recent years, the library has focused on educational cooperation with schools by providing educational programmes that introduce the NLE collections as well as activities that enrich the curriculum. The library's Educational Centre has carried out a number of innovative initiatives: in cooperation with a local language school a language level based search game *Seek and You Shall Find* was prepared for adults with a mother tongue other than Estonian; a four-month digital literacy programme was prepared for children from third countries; 8 new educational programmes were created for school children from primary school to gymnasium level; a *Friends of the National Library Club* was established for teachers aiming to introduce the programmes and other activities offered to schools by the NLE; with the help of other NLE colleagues, three escape rooms were designed which introduced the library and its services, promoted reading and gave guidance in information search.

6. New developments in access services

In providing lending services, a new era began with taking into use the self-service Book Dispenser which enables to collect and return the borrowed material 24/7 and contact-free. This also marked the successful end to a development project of implementing RFID-technology. An extensive marketing campaign introduced the new option, as a result self-service returns and loans increased notably.

7. Digital library developments e.g. collections/digitisation/IT systems

An important task of the NLE is the development of shared library services for the entire Estonian library network. In 2019 the library worked on more than 20 development projects that supported countrywide e-services or the operation of the NLE. These included preparations for modernising the NLE Digital Archive, a network platform for lending e-publications, an innovative project *Books on the Move* which would enable to borrow and return items from and to the collections of all Estonian libraries via one single environment.

In 2019 the NLE began to work on the prototypes of two services employing artificial intelligence – *Automatic Indexing* and enquiry answering service *Ask Us*.

The challenge of the year was the regulation of IT-activities. Since 2018, the NLE has been outsourcing all IT-services and the development of IT-projects to the Information Technology Centre for the Ministry of Finance. After mapping the services, fixing service levels and analysing processes, both the NLE and the IT Centre came to the conclusion that for best results the library should take over the development of IT projects while the IT Centre would continue to offer the maintenance services of workplaces. Thus the NLE re-established its IT-Department.

The worldwide digital developments require to support the continuous improvement of librarians' digital competence skills. With the support of the Ministry for Economic Affairs and Communications and in cooperation with a local training company BCS, the NLE carried out 22 training courses for librarians, providing the participants with skills and know-how that enable to instruct library readers to use the national e-services. The two-year project ended in 2019, giving 1000 librarians a certificate of *e-Citizens' Tutor*.

For its own staff, the NLE launched a special programme for improving digital competencies in 2018 that continued through 2019. The programme had 5 modules: basic principles of the digital world, information competencies, digital content, digital safety and digital way of life. Modules 3 to 5 were carried out in 2019, each consisting of individual study, compulsory test and optional learning events.

8. Examples of collaboration between the reporting library and other national collecting institutions (libraries, archives and museums)

A major cooperation event was the international 7th Estonian Digital Humanities Conference, jointly organised by the National Library, the Estonian Literary Museum and the Estonian Digital Humanities Society on 4-6 December. The theme of the conference was *Use of Digital Cultural Heritage in Research and Education* and it served to improve the accessibility of cultural heritage and to promote the use of digital heritage sources.

On 26 April the NLE hosted the meeting of CENL Copyright Working Group. Participation in this working group has offered invaluable experience and contacts.

The NLE is one partner in a nationwide mass digitisation project, initiated by the Ministry of Culture and lead by the Estonian Literary Museum. The aim of the project is to make 1 500 000 pages of Estonian printed heritage digitally available in the digital archive DIGAR managed by the National Library. The task of the NLE is the selection of material and determining of copyright.

The NLE services are developed according to service design principles, engaging users and other libraries. In 2019 the library organised a service design conference in cooperation with the Tallinn Technical University Department of Business Administration, sharing the experience of Estonian and Finnish experts. The conference also introduced MA theses from students who had undertaken the task of designing the services of the NLE.