

The logo for CENL, consisting of the letters 'CENL' in a bold, sans-serif font. The background of the entire page is a photograph of a grand, ornate library interior, featuring a large statue of a muscular man in the foreground, a curved balcony with intricate railings, and a ceiling with classical frescoes. The image has a teal color overlay.

# CENL

Foundation Conference of European National Librarians

# CENL

## ANNUAL REPORT 2021- 2022

[WWW.CENL.ORG](http://WWW.CENL.ORG)

# CENL Annual Report 2021-2022

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## Foreword by the Chair of CENL

Dear CENL Members,

In his foreword to last year's report Roly Keating highlighted the friendship, camaraderie and expertise he found in the CENL network during the six years of chairing CENL and hosting the CENL Secretariat.

In December 2021 I started as the chair and the German National Library took over the responsibilities concerning the CENL Secretariat. And we were supported with said friendship, camaraderie and expertise by our predecessors in doing so. We are very grateful for the British Library's successful work of the last six years and for the smooth handover of the secretarial business! The new CENL Secretariat aims to continue the British Library's outstanding work for the CENL community and I am delighted to present its members to you in this report.

As the chair of CENL I plan to continue cooperation and mutual professional exchange at European level and thus to further strengthen the European national libraries as active cultural memory organizations of the future.

It is a challenging time to take over the responsibility as chair of CENL and as host of the CENL Secretariat as we are now dealing with the ongoing pandemic and with a war in Europe: More than two years of the corona virus pandemic lie behind us, but our lives and work continue to be impacted by it. The desire to return to some form of normality is in conflict with the caution and responsibility that is still required. In result, everyday life revolves around considerations of infection risks and prevention. These considerations will probably continue for some time to come while the pandemic situation is evaluated by our governments, measures are adapted and we continue trying to define a new normal.

Despite the ongoing pandemic situation last year's AGM in Brussels (postponed to November 2021) could take place as a physical meeting. It was a pleasure to meet you face-to-face and to discuss about CENL's future and goals. Due to the postponement of the 2021 AGM from June to November the election of CENL's Executive Committee was conducted from April to June 2021 online. The result was ratified at the CENL AGM in Brussels in November 2021, so the new Executive Committee could take up work in December.



On 24th February 2022 our struggles to find our way back to normality in the midst of the pandemic were overshadowed by Russia's attack on Ukraine and the ensuing war. Europe's national libraries stand together in this time of crisis to support our member Lyubov Andriivna Dubrovina, the staff of the Vernadsky National Library of Ukraine and all Ukrainian colleagues. As a first support, the CENL Secretariat has set up the page #StandWithUkraine on CENL.org to comprise any information on help for Ukrainian libraries and librarians. Additions are continuously collected and are very welcome.

As a direct result of the Russian Federation's exclusion from the Council of Europe on 16th March 2022, the CENL membership of the Directors of the Russian State Library in Moscow, the National Library of Russia and the Yeltsin Presidential Library in St. Petersburg ended automatically. In addition, Vadim Duda from the Russian State Library in Moscow ceased to be a member of the Executive Committee. With its remaining seven members the Executive Committee will continue to lead CENL strategically.

The war in Ukraine is a disrupting event to our community and to our cooperation in CENL as both are and will continue to at least be partly defined by the events in Ukraine. Above mentioned friendship, camaraderie and expertise are needed now more than ever in our support of Ukraine and in our continuing efforts for collaboration on a professional level.



I trust that CENL is able to show and live said friendship and camaraderie as we have a long history together. In fact, we can celebrate CENL's 35th anniversary this year.

Since 1987, CENL has worked to advance the cause of Europe's national libraries, reinforcing our special role in preserving the continent's cultural heritage and making it accessible to all. This is a very good basis for shaping the future together, even in challenging times!

With best wishes,

A handwritten signature in blue ink that reads "Frank Scholze". The signature is fluid and cursive, with the first name "Frank" and the last name "Scholze" clearly distinguishable.

Frank Scholze, CENL Chair, May 2022



## 2. Activities June 2021 – May 2021

### 2.1 CENL Executive Committee

2021 saw the regular elections for the Executive Committee (EC). Due to the pandemic situation and the postponement of the AGM the election was conducted online from April to June and ratified at the AGM in November.



Frank Scholze  
Chair



Janne Andresoo  
Vice Chair



Karin Grönvall  
Treasurer



Hans Petschar  
EC Member



Sara Lammens  
EC Member



Laurence Engel  
EC Member



Ivanka Stričević  
EC Member

In December 2021, the term of the new EC officially started. In the beginning of the term, Vadim Duda, the director of the Russian State Library was also a member of the EC but his membership ceased following the exclusion of the Russian Federation from the Council of Europe on 16 March 2022 and the resulting termination of the CENL membership of the librarians from the Russian Federation.

The Executive Committee met virtually on seven occasions over the course of the year. Five of these meetings were carried out by the newly elected Executive Committee. Many thanks go out to the former EC members for their work in the past years and for their dedication to CENL's goals – especially during the pandemic.

The meetings aimed to further the strategic priorities of CENL. The meetings covered a number of topics including CENL's focus on supporting its members during the Covid-19 pandemic and CENL's reaction to the war in Ukraine.

## **2021**

16 September 2021, 18 October 2021

## **2022**

12 January 2022, 10 March 2022, 25 March 2022, 20 April 2022, 23 May 2022

## **2.2 CENL Secretariat**

The responsibility for the CENL Secretariat moved from the British Library to the German National Library in autumn 2021. The new Secretariat is happy that the colleagues of the British Library have been extremely cooperative and have explained everything with patience during the transition period and until now. We would like to express our gratitude for their outstanding work in the past and their continuing support during the last months.



Marcie Hopkins and Cecile Communal from the British Library visited the German National Library on 14 February 2022 to discuss the handover in person.

The official secretary Susanne Oehlschläger leads the new CENL Secretariat. She is joined and supported by several colleagues from the German National Library.



Sabine Schrimpf  
Funds and Grants



Heike Mittel  
Organisation



Julijana Nadj-Guttandin  
Minutes and Papers



Svenia Pohlkamp  
Minutes and Papers



Katharina Schöneborn  
Minutes and Papers



Stefanie Schust  
Minutes and Papers



Stephan Jockel  
Social Media



Kerstin Meinel  
Website and Newsletter



Lisa Zehner  
Website and Newsletter



Michael Duchardt  
Finances

## 2.3 CENL Annual General Meeting

Due to the coronavirus pandemic the Annual General Meeting (AGM) 2021 was postponed to November and then successfully organised as a face-to-face event from 28th November to 30th November 2021 at the Royal Library of Belgium in Brussels.





The AGM 2022 will take place from 18th to 22nd June at the National Library of Türkiye in Ankara.



In 2023, the National Library of France will host the AGM in Paris.



In February 2022, the secretariat opened a call for expression of interest to host the AGM in 2024. There was also the possibility to indicate interest to host the AGM in 2025 or 2026. Three applications reached the secretariat, and after careful consideration, the Executive Committee agreed on the following proposal:

The AGM 2024 shall be hosted by the National Library of Poland in Warsaw, 2025 by the National Library of Scotland in Edinburgh, and 2026 by the National Library of Luxemburg.

## 2.4 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.

The annual Erland Kolding Nielsen Grant awards funds to library projects which promote international collaboration and strengthens 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



Over the past five years, 2017-2021, the CENL Secretariat published an annual call for applications. Written proposals were reviewed by the Executive Committee and successful applicants were announced at the Annual General Meetings. The successful applicants whose projects have now been completed have provided reports to CENL Secretariat and these have been uploaded on the CENL website.

In February 2022, the CENL Secretariat published the annual call for applications, which closed by the end of March 2022. Written proposals were reviewed by the Executive Committee.

### 2022 Grant



**Estonia** – In 2022 the Erland Kolding Nielsen Grant goes to the National Library of Estonia for an in-depth knowledge exchange with the National Library of Luxembourg about the role of the National Library as a competence centre and coordinator of the library network in the country.

## Former grants, completed in 2021/2022



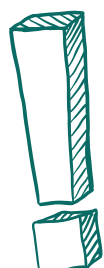
**Estonia** – International seminar on the issues of competencies and training for librarians. See the report on the CENL website: <https://www.cenl.org/grantrecipient/international-seminar-tomorrow-is-t-shaped-work-and-competencies-in-21st-century-library/>



**Bosnia and Herzegovina** – Project for the preservation, protection and presentation of documents from the archives of “The Republic of Poljica” written in Bosancica. See the report on the CENL website: <https://www.cenl.org/grantrecipient/ekn-grant-bosnia-2021-workshop-preservation-protection-presentation-of-archival-documents-test/>



**Russia** – National Library of Russia St. Petersburg: Online conference “Transforming Libraries in the Digital Age” on 24th – 25th and 28th of February 2022: <https://www.cenl.org/online-conference-transforming-libraries-in-the-digital-age/>



The National Library of Russia provided the CENL secretariat with a report about the completed conference, but before it was published on the CENL website and before the final balance of the funds could be paid to the Library, the CENL Membership of Directors from the Russian Federation expired.



## 2.5 Skills and Knowledge Exchange Bursaries

CENL's Skills and Knowledge Exchange Bursary programme was launched for members in 2017. The annual budget was €20,000 for as many as 20 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.

The Corona virus pandemic has had a significant effect on applications for the Skills and Knowledge Exchange Bursary Scheme, as this scheme is mostly used for in-person exchanges and visits. No bursary applications were received in 2020 and 2021 despite the CENL Secretariat advertising the scheme in the CENL Newsletter. In the Executive Committee meeting on 9th June 2021, the Committee discussed options to use the funds in other ways, and decided to offer two more Covid-19 Support Grants in 2021 using the unspent bursary budget.

In 2022, two applications were submitted in February alone (by the National Libraries of Romania and Bulgaria). They were both approved by the CENL secretariat, thereby exploiting the available budget which had been drastically reduced. A third application is pending.

The National Library of Bulgaria has already completed its project. See their report on the CENL website: <https://www.cenl.org/bursaryreport/visit-of-representatives-of-the-bulgarian-national-library-to-the-albanian-national-library-in-tirana/>



Krasimira Aleksandrova, Director of the National Library St. St. Cyril and Methodius, and Piro Misha, Director of the National Library of Albania, sign a Memorandum of Understanding

## 2.6 Covid-19 Support Fund

The Covid-19 Support Fund is a grant to provide funding to help CENL members respond to immediate challenges connected to the Covid-19 crisis, and offer support to adapt and reimagine ways of working together for the longer-term future.

### 2021

The call for applications for the Covid-19 Support Fund was open from 28th June 2021 to 13th August 2021. For the fund of up to €2,500 each, the secretariat received four applications for the 2021 round. The EC agreed in October 2021 on the successful applications for:

- **National Library of Malta**

A digital presentation and accompanying info panels highlighting the rich collections and archival groups in the National Library of Malta's trust, which will travel across the national and public libraries' network as well as to book festivals and fairs.

- **National Library of Moldova**

Improving digital technology equipment for the Center for Continuing Vocational Training in Library and Information Sciences within the National Library. The equipment will be used to record, process and promote training activities for librarians at national and international level (with English subtitles).



### 2022

In 2022, the call for applications for the Covid-19 Support Fund of up to €2,000 was open from 24th February 2022 to 25th March 2022. The Secretariat received two applications for the Covid-19 Support Fund. The EC agreed in April 2022 on the successful application for:

- **National and University Library St. Kliment Ohridski (North Macedonia)**

The project aims to establish a virtual "Book Club" as a kind of digital replacement for the physical presence of the library halls, that have been left without readers during the COVID-19 crisis. The "Book Club" will enable the library's members to interact with each other, to exchange recommendations, experiences, views on the library's collections or books in general, to give their suggestions about the improvement of the existing services in the library, to propose new ones, etc.

## 2.7 Hidden Stories fund

The Hidden Stories Fund aims to support projects to collect, preserve, research and highlight the stories from, by and related to underrepresented communities in our national collections.

### 2021

The call for applications for the Hidden Stories Fund was open from 28th June 2021 to 13th August 2021. For the two funds of up to €2,500 each, the secretariat received four applications for the 2021 round. The EC agreed in October 2021 on the successful applications for:

- **National and University Library St. Kliment Ohridski (North Macedonia)**

Enriching the Library with LGBTQ+ publications - conducting research on the extent to which LGBTQ+ publications are present in the collection and what publications are needed, as resources on queer topics have not previously been acquired in an organised manner, leaving a gap in available literature.

- **National Library of Serbia**

A project to record and preserve women's experiences of the pandemic. Collection Days where women are invited to share stories of their lives during pandemic, especially those in the front lines. A series of lectures from academia, culture and media will accompany these Collection Days.



Illustration of the project „Women talk about challenges during the Covid 19 pandemic“, run by Mikser and UN Women Serbia, from the archived web page of Serbian daily newspaper *Danas*, CC BY-NC (web archive collection is available at the project web page)



## 2022

The 2022 call for applications for the Hidden Stories Fund of up to € 2,000 each was open from 24th February 2022 to 25th March 2022. The Secretariat received four applications for the Hidden Stories Fund. The EC agreed in April 2022 on the successful application for:

- **National Library of Scotland**

This project will produce a series of short videos which highlight items in the library's collection that capture the lives and stories of LGBT people throughout history. This project will focus on pre-1950s items allowing for the discovery of lesser known items and LGBT individuals and the selected stories will reflect this.

- **British Library**

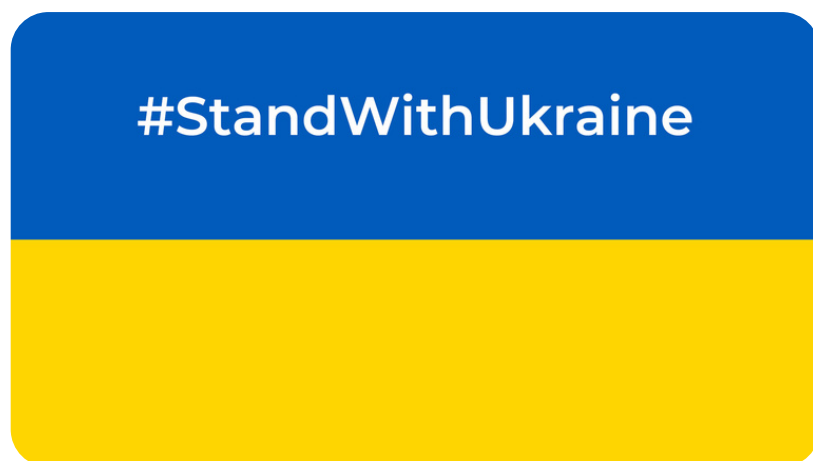
A youth-led project with support from the Library, working closely with local youth group, KCBNA (Kings Cross Brunswick Neighbourhood Association). The Library will support local young people to develop research and interviewing skills exploring their own family histories with sensitivity. British Library curators will help the young people tell their stories through collections pertaining to specific areas of the world: Afghanistan, Somalia, Sudan, Bangladesh and India. The project will be filmed to document the process.



## 2.8 War in Ukraine

On 24th February 2022 the Russian Federation attacked Ukraine and engulfed the country in a war. This was a shocking day for all of us as the very idea of Europe should have prevented such an event. In the following weeks we saw the European countries struggling to find a united path to follow in their actions regarding Russia and in their support of Ukraine.

In CENL, too, we have discussed how to support our member Lyubov Andriivna Dubrovina, the staff of the Vernadsky National Library of Ukraine and all Ukrainian colleagues. As a result, the CENL Secretariat has set up the page #StandWithUkraine on CENL.org to comprise any information on help for Ukrainian libraries and librarians. This website is growing continuously and additions are still very welcome. Please contact the Secretariat if you wish to have any information added or amended.



On 16th March 2022 the Russian Federation was excluded from the Council of Europe. As a direct result, the CENL membership of the Directors of the Russian State Library in Moscow, the National Library of Russia and the Yeltsin Presidential Library in St. Petersburg ended automatically on this day. In addition, Vadim Duda from the Russian State Library in Moscow ceased to be a member of the Executive Committee. These measures were discussed by the Executive Committee in their meeting on 25th March 2022.

The Executive Committee discussed financial consequences of the war in Ukraine in their meeting on 20 April 2022. On the one hand, the membership fee for the National Library of Ukraine will be suspended for this year. On the other hand, further support for the Vernadsky National Library of Ukraine should be provided within the regular CENL grant and bursary programmes.

## 3. CENL Network Groups update

### 3.1 Books and Audiences Network Group

**Chair:** Anete Krumina, National Library of Latvia

**Treasurer & Secretary:** Vanessa Braekeveld, Royal Library of Belgium

**Members:** British Library, Royal Library of the Netherlands, Estonian National Library, National Library of Latvia, German National Library, Royal Library of Belgium, Lodret Vandret - Independent Book Publishers, University of Leicester, University of Manchester, Marsh's Library (Ireland), The Fitzwilliam Museum, University of Cambridge, Rare Books Special Collections, University College London Library, National Library of Scotland, University of Leicester.

**Core team:** Anete Krumina (Group Chair, National Library of Latvia), Vanessa Braekeveld (Group Secretary), Armand De Filippo (University of Leicester) and Susana Sanchez-Gonzalez (University of Manchester) and Inga Surgunte (UNESCO Latvija)

**Mission:** To provide a dynamic environment for discussion, dialogue the exchange of ideas and practices for bringing books and audiences together in exhibition settings, with an ambition to bring our findings to fruition.



#### Webinars 2020-2022

During the three-year period of CENL Network Group Books and Audiences organised three webinars for professionals working with book and literature exhibitions and collections. The webinars gathered together 195 participants from 15 countries, keen to discover brightest examples of recent book exhibitions and projects, and to share and discuss the challenges in the sector.

**Webinar** What to tell and how to tell it in a contemporary book exhibition? (22/10/20)

Available at: <https://www.youtube.com/watch?v=ZscwQN90A9M>

**Webinar** The future for book exhibitions and their audiences (29/10/20)

Available at: <https://www.youtube.com/watch?v=Zw6wq7wD1Qk>



**Webinar** Unbound: exploring accessibility in book exhibitions (28/10/21)

Available at:

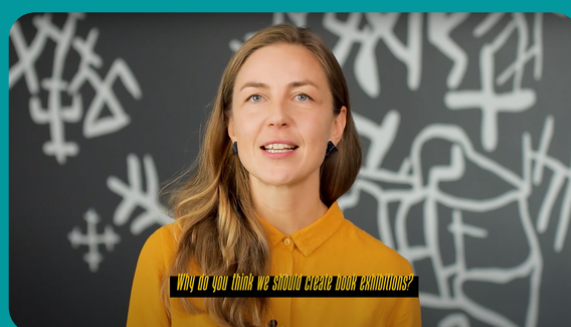
<https://www.youtube.com/channel/UCaJbMMzm0rUbzLOFVNfWMXQ/videos>

A **Webinar** dedicated to Well-being and Health will be held in October 2022

### Video series BANG! Talking heads

In 2021 a video series BANG! Talking heads was launched on YouTube channel of the network group. Short videos of 3 mins allow the network members to share ideas and thoughts on crucial questions for those involved in creating book exhibitions: Why do we think we should create book exhibitions? What have we found to be the greatest challenge in displaying a book? What does the concept of bringing together books and people mean to us?

Season 2 is in planning and will be launched in September 2022.



### Web page

A BANG! web page is being developed with the aim of making all resources accumulated during the first three years available for wider audiences. The web page will also serve as platform for sharing research resources relevant to book exhibitions in various aspects. Lists of resources, provided first of all by the researchers of the network, will provide an academic and practice based foundation for the case studies and approaches to book exhibitions discussed during the webinars. Hopefully, it will also support the community of researchers and practitioners working with book exhibitions in the future.

## 3.2 Artificial Intelligence in Libraries Network Group

**Chair:** Jean-Philippe Moreux, BnF

**Treasurer & Secretary:** Svein Arne Brygfeldt, National Library of Norway

**Members:** Bibliotheque 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, National Library of Luxembourg, Swiss National Library, Royal Library of Belgium and National Library of Denmark

### Introduction and goals of the network group



The demand for better knowledge in the field of Artificial Intelligence is significant, both in the short-term and concrete use of AI in libraries as well as in the long-term potential of the technology. This group will contribute to the general understanding of AI in libraries, and thus leverage the use of AI in libraries.

In March 2021, the network group committed to these actions:

1. Setup an AI survey targeting the European libraries in order to identify local initiatives/projects and local practitioners/managers implied with AI
2. Setup an online registry about what's going on with AI in libraries. This registry will be feed with our inputs and by anyone willing to contribute
3. Enrich our AI Cookbook with more tutorials and use cases
4. Organise a panel during the Fantastic Futures 2021 (BnF, December 2021) conference with CENL top managers about their AI practice/vision

### 2021 activities

#### 1. AI Survey

The survey was launched in September 2021 and was intended to identify the current activities or intentions of European national libraries regarding the use of artificial intelligence. We received 23 responses from the CENL network of 49 national libraries from 45 countries.

This study was also an opportunity to identify new colleagues in connection with AI and to recruit 3 new members from the Royal Library of Belgium and the National Library of Denmark.

## 2. Registry

This action has been cancelled because the ai4lam.org registry has benefited during the year 2021 from an evolution, facilitating the registration and publication of AI initiatives. Another registry of international scope would have been duplicative.

## 3. AI Cookbook

A new work on OCR correction from the National Library of Luxembourg was referenced in the [AI Cookbook](#) in August 2021.

## 4. AI in Libraries round table

A round table was organised during the [Fantastic Futures 2021 conference](#), hosted by the BnF in December 2021, with the directors of the host institutions of the last ai4lam conferences:

- Laurence Engel, Director of the National Library of France
- Mike Keller, Vice Provost and University Librarian and Director at Stanford University
- Aslak Sira Myhre, Director of the National Library of Norway

They discussed the challenges and promises of AI for heritage institutions. Around 300 hundred people attended the conference (on site and online). The [recording](#) of the round table is available online (6:53 mins).



## 2022 activities

### 1. AI Survey

A report has been published in April 2022 on the [CENL web site](#), based on the survey's results.

### 2. Workshop at the BnF

A reflection has started on the holding of a workshop hosted by the BnF Datalab in September 2022. This 2-day workshop will include short presentations and lightning talks from the group members, a round table about AI strategy and roadmap for European libraries and a prospective reflection on the future of this network group.

### 3.3 Copyright Network Group

**Chair:** N.N.

**Treasurer:** Frederic Lemmers, Royal Library of Belgium

**Secretary:** Matthew Lambert, British Library

**Members:** National Library of Serbia, National Library of Czech Republic, Swiss National Library, 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, and National Library of Bulgaria

#### 2022 activities

After the former chair Maja Bogataj stepped down in January 2022, the secretariat asked Mathew Lambert as the secretary of the CR NG to initiate the discussion within the group to find a person who is willing to take over the role as the chair. To date, none of the 20 members of the group showed interest to be the chair.





## 4. CENL Dialogue Forum



The Executive Committee agreed to launch a new format for CENL members to get in touch with other groups and stakeholders. The CENL Dialogue Forum shall be an informal format where CENL members can meet with representatives of other interest groups or organisations to discuss topics of mutual interest.

One of the first Dialogue Forums will be the **FEP-CENL Dialogue Forum**. The partnership between CENL and the Federation of European Publishers (FEP) has a long tradition but faded after the reorganization of working groups in 2019. Now, the dialogue starts anew.

The FEP-CENL Dialogue Forum shall be a space enabling national librarians from the CENL member states to communicate on a par with publishers. The existing FEP-National Libraries Working Group will serve as the nucleus of the FEP-CENL Dialogue Forum.

The Dialogue Forum can have subgroups. One of these subgroups will be the existing “French-German Meeting of Copyrighted Works in Digital Libraries”. Other subgroups are welcome.

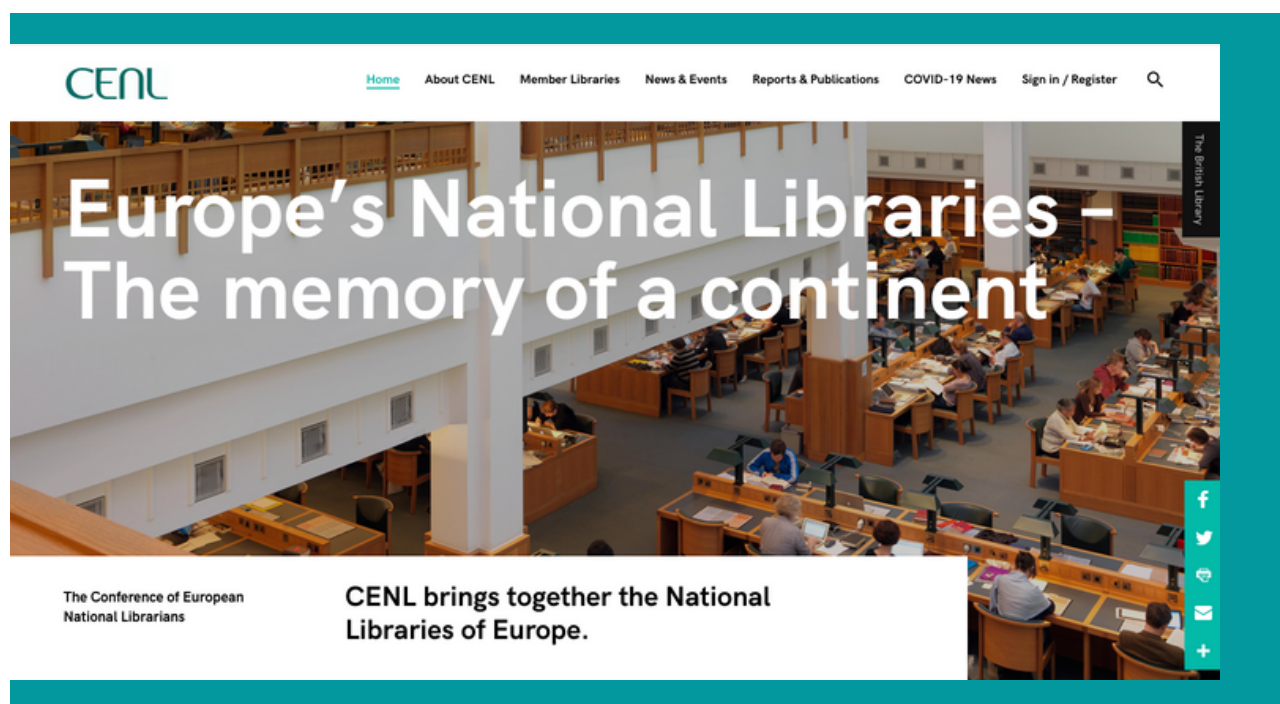
## 5. CENL communication

### 5.1 CENL website

The website is a central information channel of CENL. Especially news and events of the member libraries are published regularly there. It is primarily aimed at the public and library professionals, promoting the activities of CENL and CENL member 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.

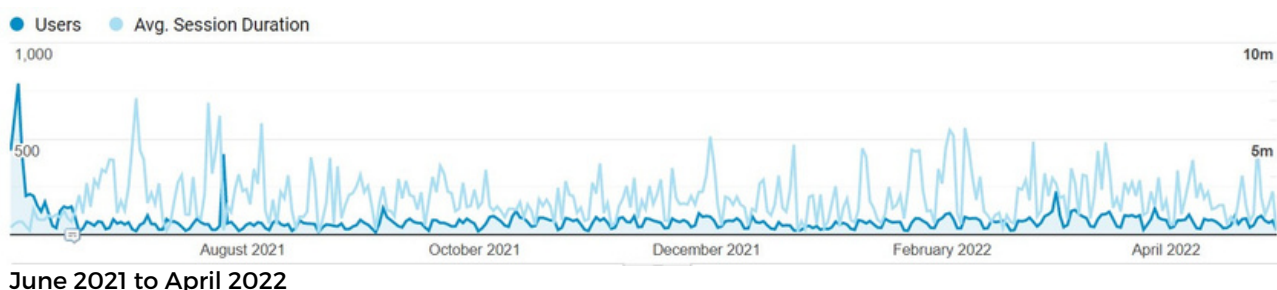
In November 2021, the handover of the web editorial office started with online trainings. Since then, the German National Library has been maintaining the website. The contract with Line Industries as the support company for the website was extended.

In reaction to the war in Ukraine, a dedicated page #StandWithUkraine was published on the website in March 2022. The page bundles support offers and activities of the member libraries and displays related CENL news. At the same time, the CENL Covid 19 page was removed from the main menu.



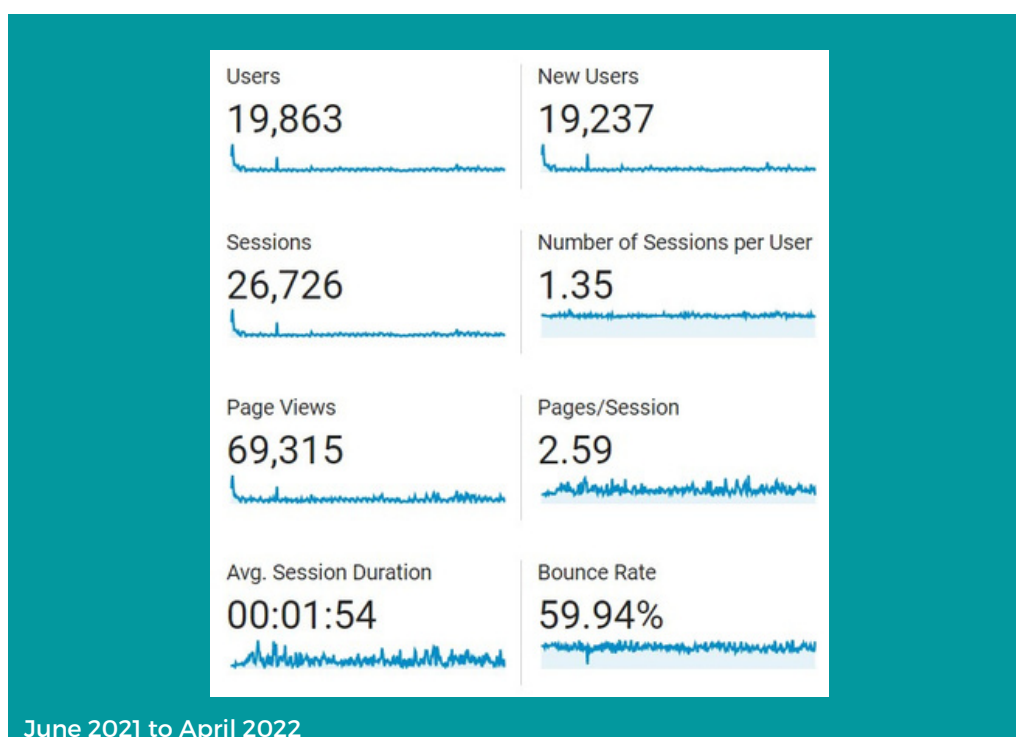
### 5.1.1 Audience overview

In the period of June 2021 to April 2022 CENL website was visited regularly and the data show a constant traffic. Visitors stay in average almost two minutes on the site and look at two to three pages.























From June 2021 to April 2022 about 20,000 users visited the CENL website and started over 26,000 sessions, so 6,000 of the sessions were started by a recognizable returning user as they accepted the use of cookies on the site. All other users are returning as “new” user. The average session duration of almost two minutes corresponds with a decreased bounce rate of 60%. In comparison, from June 2020 to April 2021 the average session duration was only one minute with a bounce rate of 70%, so users are now spending more time on the CENL website. Since its launch in November 2019, the CENL website has received approximately 230,000 page views.

The CENL website currently has 400 registered users, of which 235 are unassigned which means the account was not registered with an e-mail address from a member library. About 70% of the users are subscribed to the monthly newsletter.



The list below shows a ranking of page views in the period of June 2021 to April 2022. As expected, the homepage – as the landing page of the website – has the highest number of page views with 17%. Further down within the top 10 are the pages about the member libraries, the section about CENL and the news and events pages – this is similar to what was reported for last year.

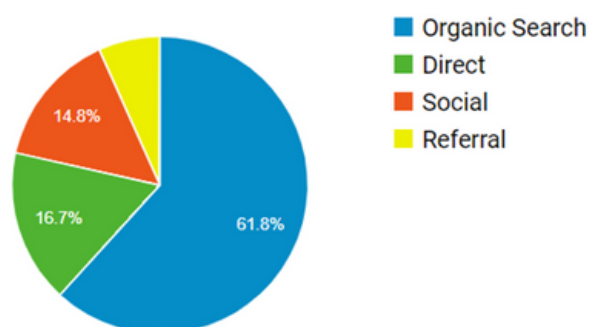
Page		Page Views	% Page Views
1. /		11,619	 16.76%
2. /member-libraries/		5,277	 7.61%
3. /about-cenl/		3,836	 5.53%
4. /news-events/		3,398	 4.90%
5. /library/national-library-of-romania/		1,675	 2.42%
6. /library/national-library-of-turkey/		1,669	 2.41%
7. /reports-and-publications/		1,535	 2.21%
8. /library/bibliotheque-nationale-de-france/		1,325	 1.91%
9. /library/national-and-university-library-st-kliment-ohridski/		968	 1.40%
10. /library/the-central-national-library-of-rome/		892	 1.29%

June 2021 to April 2022

### 5.1.2 Users reach to the CENL website

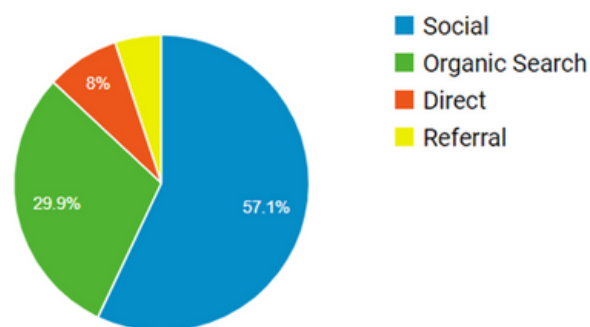
Between June 2021 and April 2022 the top channels by which users came to the CENL website are mostly via organic search which rose to now 62% from 30% in the year before. In equal shares with each about 15% users came via social channels such as Facebook and Twitter or went to the CENL website directly. The greatest comparison falls within the social channel. Due to Covid-19, there was a higher engagement on social media in the year before. In the actual year things are normalizing again to a moderate content share via social media of about 15%.

Top Channels



June 2021 to April 2022

Top Channels











June 2020 to April 2021










































## Social Channels

The list below shows the top 8 social channels bringing visitors to the CENL website. Although CENL does not have an official Facebook page, many of our member libraries do. Therefore, when promoting shared content, their links are directly accessible through the CENL News & Events pages. Within the last 12 months, an overwhelming share of 95% (3,600 sessions) were generated through Facebook.

Social Network	Sessions	% Sessions
1. <a href="#">Facebook</a>	3,606	 94.23%
2. <a href="#">Twitter</a>	196	 5.12%
3. <a href="#">LinkedIn</a>	9	 0.24%
4. <a href="#">Naver</a>	8	 0.21%
5. <a href="#">Line</a>	4	 0.10%
6. <a href="#">Instagram</a>	2	 0.05%
7. <a href="#">Blogger</a>	1	 0.03%
8. <a href="#">WordPress</a>	1	 0.03%

### 5.1.3 Geographical location of usage

The list below represents the geographical spread of countries that consistently engage with the CENL website.

1.  United States	1,962 (9.83%)	21.  Croatia	266 (1.33%)
2.  United Kingdom	1,554 (7.79%)	22.  Japan	266 (1.33%)
3.  Germany	1,009 (5.06%)	23.  Czechia	252 (1.26%)
4.  China	987 (4.95%)	24.  Serbia	248 (1.24%)
5.  Bulgaria	843 (4.22%)	25.  Latvia	239 (1.20%)
6.  Poland	766 (3.84%)	26.  Australia	230 (1.15%)
7.  Italy	743 (3.72%)	27.  India	226 (1.13%)
8.  Spain	654 (3.28%)	28.  Moldova	221 (1.11%)
9.  Romania	607 (3.04%)	29.  Ecuador	207 (1.04%)
10.  Turkey	601 (3.01%)	30.  Austria	188 (0.94%)
11.  France	533 (2.67%)	31.  Finland	188 (0.94%)
12.  Netherlands	427 (2.14%)	32.  Ireland	186 (0.93%)
13.  Slovakia	367 (1.84%)	33.  Sweden	183 (0.92%)
14.  North Macedonia	326 (1.63%)	34.  Switzerland	180 (0.90%)
15.  Russia	303 (1.52%)	35.  Albania	179 (0.90%)
16.  Hungary	296 (1.48%)	36.  Malta	176 (0.88%)
17.  Azerbaijan	295 (1.48%)	37.  Luxembourg	167 (0.84%)
18.  Belgium	289 (1.45%)	38.  Ukraine	166 (0.83%)
19.  Canada	280 (1.40%)	39.  Denmark	153 (0.77%)
20.  Greece	276 (1.38%)	40.  Norway	141 (0.71%)

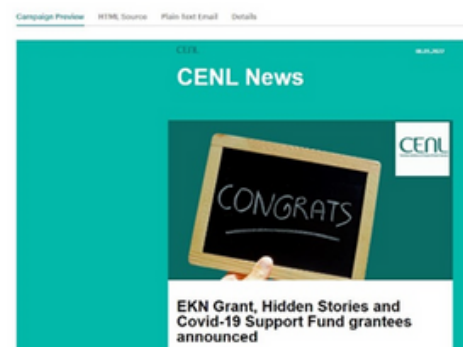
June 2021 to April 2022

## 5.2 CENL newsletter

Between June 2021 and May 2022 nine newsletters were distributed. No newsletters were sent out during the transition of secretarial duties from December 2021 to February 2022. Since March 2022, the monthly newsletter has been published regularly again.

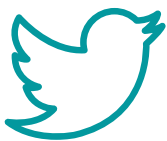
Currently, the newsletter has 340 subscribers. The average open rate is 38 %.

CENL News May 2022



## 5.3 CENL Twitter account

Since 2019 CENL communicates via Twitter (@CENL\_EUROPE) to a broader audience. The tweets are focussing on news from member libraries, mostly generated from and linking to the CENL website. Additional topics include the CENL AGM, the handover of the Secretariat und CENL's reactions to the war in Ukraine.



The account @CENL\_EUROPE has 345 Followers as of 10th May 2022 with 68 new followers from June 2021 to April 2022. In that time period CENL has posted 71 tweets which earned 867 impressions on average. The most active month was November 2021 with 25 posts, most of them reporting from the AGM.

## 6. Welcome to our new members

CENL extends a warm welcome to the new directors who have joined us in 2022:



Katherine McSharry  
Acting Director, National Library of Ireland



Kimmo Tuominen  
Director, National Library of Finland





