



**CNECT/LUX/2021/OP/0070**  
**Deployment of a common European data space**  
**for cultural heritage**

**PM. Periodic report M24**

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# Abbreviations

## Consortium participants

EF	Europeana Foundation, The Netherlands (Coordinator)
AIT-Graz	AIT Angewandte Informationstechnik Forschungsgesellschaft mbH, Austria
AIT-Vienna	AIT Austrian Institute of Technology GmbH, Austria
APEF	Archives Portal Europe Foundation, The Netherlands
CAPG	Capgemini Nederland BV, The Netherlands
CARARE	Connecting Archaeology and Architecture in Europe, Ireland
DARIAH	Digital Research Infrastructure for the Arts and Humanities, France
DATO	Datoptron P.C., Greece
DFF	Deutsches Filminstitut & Filmmuseum e.V., Germany
EFHA	European Fashion Heritage Association, Italy
EUN	EUN Partnership AISBL, Belgium
EuroClio	Euroclio European Association of History Educators, The Netherlands
F&F	Facts & Files Digital Services GmbH, Germany
INCEPTION	Inception s.r.l, Italy
MCA	Michael Culture AISBL, Belgium
NISV	Stichting Nederlands Instituut voor Beeld en Geluid, The Netherlands
Photocons	International Consortium for Photographic Heritage Photoconsortium, Italy
PSNC	Instytut Chemii Bioorganicznej Polskiej Akademii Nauk - Poznańskie Centrum Superkomputerowo-Sieciowe, Poland
TMO	Time Machine Organisation, Austria

## Other

CHIs	Cultural Heritage Institutions
DS AGG	Data space aggregators
EAF	Europeana Aggregators' Forum
EDM	Europeana Data Model
ECBF	Europeana Capacity Building Framework
EIF	Europeana Impact Framework
ELF	Europeana Licensing Framework
ENA	Europeana Network Association
EPF	Europeana Publishing Framework
IIIF	International Image Interoperability Framework

Please see [glossary available on Europeana Pro](#) for more formal definitions of terms used frequently.

## Highlights

In this reporting period, the consortium supported the data space infrastructure and services with developments towards persistent identifiers (PIDS) (e.g. completing a report on practices of CHIs towards PIDs, by developing an action plan for the implementation of PIDS in the data space, and by progressing towards 'Tombstone records' that allow to keep records even after being deleted). We also further developed the new post publication pipeline to allow for more use cases and tested the services' adaptability and versatility.

In support of our aggregation infrastructure, PSNC implemented a new data processing library in combination with the Metis Sandbox (MVP) and tested the Metis Sandbox API with aggregators in the MINT based infrastructure. PSNC also improved the IIIF image service.

EF progressed towards the setting of new directions for aggregation in the context of the data space as reported in the first version of an updated aggregation strategy that will be further validated by stakeholders in Y3. EF progressed on the implementation of alternative data aggregation mechanisms with the MVP solutions using the IIIF change discovery and SPARQL endpoint.

Data governance efforts progressed by outlining types and characteristics of agreements required in the data space. Several areas towards the development of EDM, most notably for 3D and enrichments, also progressed.

The consortium progressed towards automated approaches to address data quality issues at scale. EFHA carried out experiments using Large Language Models (LLMs) to generate descriptions based on metadata and evaluated different AI-based tools to enhance the resolution of low quality images. EF finished applications of image resolution enhancements and continued work on watermark detection and automatic detection of language metadata.

EF, collaborated with the ENA and EAF, evaluated the model of cooperation and supported country group activities in Bulgaria, Italy, and Slovenia. EAF outreach events took place and the EAF Steering Group completed recommendations for an enhanced accreditation scheme. ENA (community) members discussed the collection of data across the communities and within each community and additional metrics were proposed.

In this period, the Twin it! campaign was celebrated during a high-level event on 14 May in Brussels, under the auspices of the Belgian Presidency and a new Country Page for Member States was implemented in the Statistics Dashboard. In addition, the Europeana Initiative set a Member States Relations and Engagement Strategy 2026 to support the Member States in meeting the ambitions of the data space and the 2021 Recommendation targets.

EF validated audience profiles for identified two new audiences (writers and tourism) and undertook pilot activities with writers. EF documented and re-evaluated the current offer of products and services for CHIs and their professionals and provided recommendations. We completed two reports informing on user needs and requirements of cultural heritage professionals to inform product and service development and a report on audience engagement and outreach that assesses the audience engagement model followed in Y2, and approach to audience strategy and outreach for Y3 and beyond.

EF improved the '[Share your collections](#)' experience (known as welcome pack) to make the user journey to services for data providers and other individuals clearer and we also extended CRM workflows to include more types of users to see the different affiliations each individual and institution has with the Europeana Initiative to promote services to them and to increase their engagement and participation.

EF developed an Impact Model for the Europeana Initiative (V1) which aligns with the Europeana Initiative's (EI) vision towards 2030 (especially related to the triple transformation with digital, social and green interconnected dimensions), including the updated Training Programme impact pathway, and pathways for ENA communities and Member States engagement.

In this period, we completed a pilot for the Academy for instructor-led training sessions which made use of the Europeana Training Platform with positive results, and further published various training resources on the platform.

EF engaged educational audiences e.g. with the Low-Code-Fest 2024 and EUN and Eurclio completed several capacity building activities (e.g. MOOC in Dutch and Latvian and national training) which, besides others, resulted in the creation of learning resources with data shared through the Europeana website.

EF and DARIAH engaged academia and research communities with training resources published on DARIAH and the SSHOC Marketplace and progressed with the 'Collections as data' strand of work as an important part of this year's activities.

EF completed new capacity building resources for the API suite and all of Europeana's API documentation was successfully migrated from Europeana Pro to Confluence, accompanied with dedicated communication and promotion.

The Europeana website saw the release of an immersive storytelling experience to attract more people who are looking for entertainment, a new feature request page to get direct input from users about which features they would like us to develop, and improved user experience for media playouts.

We improved our approach to source and validate translations of editorial content and completed pilots with interns and a Translation Review Team (with members of the Europeana

Communicators Community). This brought the total number of translations added in Y2 to more than 540, across all 24 EU languages.

Finally, we engaged audiences with editorials on the Europeana website and participatory campaigns (e.g. Digital Storytelling Festival) and promoted cultural heritage on external platforms and social media. In Aug 2024, we celebrated the milestone of 1,000 stories being available on the Europeana website.

## Introduction

The periodic report describes work carried out under the common European data space for cultural heritage from 1 May 2024 (M21) until 31 Aug 2024 (M24) based on the implementation plan (PM. Implementation plan M12).

The report is organised in five work packages (WP): WP1) Development and operation of the data space infrastructure; WP2) Integration of high-quality data; WP3) Capacity building and fostering reuse; WP4) Digital services for the public; and WP5) Programme management (including the balance of efforts as well as reporting on integrations of other EU-funded projects).

All outcomes to be completed in Y2 (Sep 2023 - Aug 2024, as stated in PM. Implementation plan M12) are included in this periodic report with % of completion and expected due date. For outcomes completed in the reporting period a description is added that highlights the objective and result of the outcome and its value for the data space. Additionally, the consortium will report on all outcomes marked as 'ongoing' bi-annually (Feb and Aug 2024).

Key Performance Indicators (KPIs) as well as other reporting metrics are provided and discussed in case of notable occurrences.

[Annex: Risk log](#) includes an assessment of foreseen and observed risks with risk responses and other relevant details. The Risk log will be updated periodically and an updated version is attached to this report.

### Explanatory notes for tables reporting - colour codes

	Outcomes as stated in the implementation plan <sup>1</sup>
%	Progress until end of current reporting period

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<sup>1</sup> Outcomes as stated in the implementation plan are marked with light blue background to be able to refer back to the initial implementation plan. Additional outcomes we report on have a transparent background.



# Work package 1: Development and operation of the data space infrastructure

This work package aims to provide a reliable data space infrastructure and quality of service (Task 1.1.), as well as foster innovation, interoperability and compliance with other data spaces (Task 1.2.).

## **Task 1.1. Provide reliable data space infrastructure and quality of services**

**Partners:** EF, AIT-Vienna, PSNC, DATO, and DS AGG

The data space infrastructure consists of four digital products: the Europeana website, Europeana Pro website, APIs, and aggregation systems. Underlying all of these products is the infrastructure to host, monitor, and recover systems.

Under this task, the Europeana DS consortium will extend and maintain the overarching infrastructure and services (Activity 1.1.1.), aggregation systems (Activity 1.1.2.), and APIs (Activity 1.1.3.). The Europeana website will be further developed as part of WP4: Digital services for the public and the Europeana Pro website as part of WP3: Capacity building and fostering reuse.

*Overview of outcomes: provide reliable data space infrastructure and quality of services*

Partner	Outcomes	Progress	Due date
<b>Activity 1.1.1. Extend and maintain platform infrastructure and services</b>			
EF	Solution for the long-term persistence of metadata records designed	Completed	Nov 2023
EF	Implementation plan for the persistence and uniqueness of identifiers in the DS refined	Completed	Dec 2023
EF	Report on practices of aggregators towards persistent identifiers completed	Completed	Dec 2023
EF	First version of a failover environment in place	Completed	Mar 2024
EF	Logging infrastructure upgraded to allow scaling of activities around search logs	Completed	Mar 2024
EF	Report on practices of CHIs towards persistent identifiers completed	Completed	Jun 2024
EF	Implementation plan for the persistence and uniqueness of identifiers in the DS updated	Completed	Jun 2024
EF	Solution for the long-term persistence of metadata records implemented	Completed	Jul 2024

EF, AIT Vienna	Post publication pipeline reviewed and made ready for production	Completed	Aug 2024
EF	Full disaster recovery test completed <sup>2</sup>	-	Ongoing
EF	Inventories of Europeana infrastructure and products (incl. servers, databases, licences) reviewed and maintained	-	Ongoing
EF	Europeana database reprocessing activities completed <sup>3</sup>	-	Ongoing
EF	Infrastructure supporting products and services are maintained - 60% in M21 - M24	-	Ongoing
EF	Compliance with data protection maintained <sup>4</sup>	-	Ongoing
<b>Activity 1.1.2. Extend and maintain aggregation systems and services</b>			
PSNC	New data processing framework for eCloud and the Metis Suite selected	Completed	Mar 2024
DATO, DS AGG	Metis Sandbox validation and problem pattern API tested and integrated in MINT based infrastructure	Completed	Mar 2024
PSNC	MVP of new data processing library in combination with the Metis Sandbox implemented	Completed	Aug 2024
PSNC	IIIF image service consolidated and maintained	Completed	Aug 2024
DATO, DS AGG	Metis Sandbox validation and problem pattern API tested by users of the MINT based infrastructure	Completed	Aug 2024
EF, PSNC	The Metis applications are maintained and kept up-to-date - 10% in M21 - M24	-	Ongoing
<b>Activity 1.1.3. Extend and maintain Application Programming Interfaces (APIs)</b>			
EF	V3.0 design of the Record API completed	Completed	Dec 2023
EF	Internal services using machine translation are integrated with the Translation API	Completed	Jan 2024
EF	Search by dates (API implementation) (M-F2)	Completed	Feb 2024
EF	Testing of the Record API V3.0 with alpha users completed	Completed	Jun 2024 <sup>5</sup> (Mar 2024)
EF	Integration experiments and sharing requirements and data with the eTranslation service completed	Completed	Jun 2024

<sup>2</sup> This outcome will feed into DS. Stress test reports.

<sup>3</sup> Outcomes in other tasks might require a reprocessing activity. The planning will be aligned with those outcomes.

<sup>4</sup> According to the Regulation (EU) 2018/1725 concerning the processing of personal data by the EU institutions (IDPR)

<sup>5</sup> Adjusted due date confirmed with EC.

EF	V3.0 of the Record API is released	Completed	Aug 2024
EF, AIT Vienna	Translation API is extended and optimised	Completed	Aug 2024
EF	Solutions to extend Recommendation Service with personalised and content based recommendations investigated and requirements collected	Completed	Aug 2024
EF, AIT Vienna	Europeana APIs are maintained and well performing - 25% in M21 - M24	-	Ongoing

*Report on practices of CHIs towards persistent identifiers completed*<sup>6</sup> - for this report we used data collected via a persistent identifiers (PID) [policy quiz](#) made from the data space PID policy document which allowed CHIs to validate the policy requirements while also gathering data from them about their own practices. We shaped the survey as a quiz to encourage the engagement of CHIs and to focus on getting responses from those CHIs who are providing data to Europeana, or who are in a position to do so. The activity attracted 29 responses and 19 eligible responses (some responses were excluded because the CHI was not named). The results of the survey indicate that the responding CHIs (all 19 respondents) broadly agree with all of the 7 principles<sup>7</sup> from the policy that we asked them to review. Based on this data we can be confident that these principles are acceptable for these data providers/potential data providers. There are also positive results with regard to the extent to which these principles are already implemented within the responding CHIs. In more than 75% of cases 4 of the 7 principles are either already fully implemented within the CHI, or are already partially implemented, or are planned to be implemented in future. For next steps - the group working on the policy document should take this feedback into consideration and also investigate the less-agreed upon principles. The quiz will remain open on Pro to gather further responses to be analysed on a bi-annual basis and we can align with other activities to stimulate the response rate.

*Implementation plan for the persistence and uniqueness of identifiers in the DS updated* - this document outlines the prioritisation, planning and requirements for improving the persistence of object references in the data space. The work on persistent identifiers will be carried out across three problem spaces: Problem space 1: Stability of object identifiers provided by data partners; Problem space 2: Stability of identifiers originated by the aggregation into the data space; Problem space 3: Stability of identifiers shared with (or reused by) our audiences. The plan is still up-to-date (as refined in Dec 2023). We will review the plan after the publication of the PIDs policy in order to follow a similar process as we did when developing the Enrichment policy and its associated implementation plan.

*Solution for the long-term persistence of metadata records implemented* - a first implementation has been made to guarantee that essential metadata in records (including external links when

<sup>6</sup> Available on request.

<sup>7</sup> Principles can be seen on the [quiz/Pro page](#).

present - isShownAt and/or isShownBy) is kept available to users (end-users or data consumers) even after the record is deleted at a request from the data provider. It also allows informing users of the reason for its removal. The benefit is to offer a better service and user experience to users of the data space when (re)using cultural heritage resources ([for example](#)).

*Post publication pipeline reviewed and made ready for production* - the pipeline was reviewed and tested against the [DeBias project](#) use case which required a completely different processing workflow to be applied to the records. The idea was to validate its adaptability and versatility. In parallel, we have tested the indexing step which was left out from the prototype version developed last year. These tests have proven that the pipeline is ready to be put in place for production use.

*Full disaster recovery test completed (bi-annual update)* - we have performed stress tests on several of our applications to monitor their performance and adjust configurations when needed. On the API Suite, the Translation API was tested for performance in a Kubernetes environment and then tested using the eTranslation API. Several tests were also performed in the context of the upgrade of the Recommendation Engine: performance of the Embedding API was tested, tests were run to find the most optimal Milvus settings and we tested GPU for generating embeddings. Other services such as the Thumbnail API, the Metis Sandbox and the IIIF image server were also tested. Please also see DS. Stress test reports M23, delivered Jul 2024 for more details.

We have also performed disaster recovery simulation exercises for the existing and new applications during the period. For all the simulated applications we either created new deployment instructions or updated the existing instructions based on the outcomes of the exercise. Please also see DS. Disaster recovery M23, delivered Jul 2024 for more details.

*Inventories of Europeana infrastructure and products (incl. servers, databases, licences) reviewed and maintained (bi-annual update)* - the inventory of Europeana infrastructure and products is performed to not only make sure our overview is up-to-date but also to monitor the green impact. The inventory has therefore been performed with specific attention to digital assets that could be deprecated. Several physical servers, virtual machines and cloud servers have been identified and validated for deprecation by the last quarters of the year.

*Europeana database reprocessing activities completed (bi-annual update)* - No (urgent) needs for database reprocessing existed in the second half of the contract year. We foresee that database reprocessing will be needed early in Y3 (autumn 2024).

*Infrastructure supporting products and services are maintained (bi-annual update)* - in addition to the different upgrades reported in the DS. Infrastructure report M21 (May 2024), we created a new and upgraded server for the Recommendation Engine. In this reporting period, we experienced performance issues for the Europeana Pro website and the Matomo server used to collect analytics which required resources to mitigate. Europeana Pro has been receiving a lot of traffic

resulting from bots attacks and we identified a series of processes leading to the pro.eanadev.org server failing. For Matomo we had to perform a data recovery operation to recover the data lost in the course of June and July 2024. The majority of the data was recovered, however there were four days where we could not recover the data. A new server was set-up to ensure redundancy of this infrastructure component.

*Compliance with data protection maintained (bi-annual update)* - we ensured compliance of our operations with the IDPR by maintaining and updating privacy statements and processes where relevant for our products and services. Among other things, we installed a Matomo cookie pop-up and included a privacy statement for the [Data Statistics Dashboard](#) and the Metis Sandbox, and submitted a request for a new Data Protection Record supporting the use of the [Europeana Training Platform](#).

*MVP of new data processing library in combination with the Metis Sandbox implemented* - the Proof of Concept (POC) implementation of the new processing library has been extended to make it suitable for the Metis Sandbox. This involved implementing all remaining Sandbox workflow steps, building support for the right database and implementing warning/error handling. Furthermore, we experimented with the setup/configuration in order to match the Sandbox data processing paradigm. Lastly, the new library has been subjected to rigorous performance tests as well as tests covering the solution's stability and robustness; improvements have been made in those areas. In Y3, we expect to take the results of this effort and proceed with actual integration with the Sandbox. By replacing the current data processing module (dating back to the early PoC version of the Sandbox), we expect to gain major benefits in the area of performance and robustness.

*IIIF image service consolidated and maintained* - during the reporting period we created and tested a backup script for all data served by the IIIF server. This work has added backup and restore capability to the IIIF server, safeguarding us against data loss. Additionally, we worked on the robustness of the server so that it will be able to handle a (sustained or incidental) high volume of requests more gracefully.

*Metis Sandbox validation and problem pattern API tested by users of the MINT based infrastructure* - these APIs provide functionality to perform problem pattern and validation analysis, as well as to start a full processing workflow in the Sandbox. These have been integrated in MINT and there is evidence that multiple users are taking advantage of the new APIs. No problems or shortcomings have been reported by its users. This indicates that users of MINT are benefiting from the shorter feedback loop on their data's validity and quality that this API aims to provide. Further improvements to this API are expected to be implemented in Y3.

*The Metis applications are maintained and kept up-to-date (bi-annual update)* - we updated the language definitions that are used during the normalisation phase, and achieved consistency in the way language classifications are normalised. We have started to track usage for the Metis Sandbox. The aim was to give us more granular data so that we may gain better understanding

on the behaviour of the users and, with that, how best to improve the functionality the application offers. Furthermore we have finalised our work on upgrading our servers, builders, compilers and code base to java 21 (from 11) and migrating the last few components to Kubernetes. We also worked on upgrading to a newer version of Angular for the front-end applications. Lastly, there have been the usual bug fixes, technical debt, dependency upgrades and infrastructure maintenance. For further details please see DS. Infrastructure report M21 (May 2024).

*Testing of the Record API V3.0 with alpha users completed* - initial tests of the new Record API V3 were concluded with Alpha testers by the end of June 2024. Three in-depth interviews were conducted with alpha testers from different audiences (researchers, developers, creative reusers), including a demo of the new Record API to these alpha testers. The main goal of this alpha test was to gauge the interest of users with the new Record API output format types and profile options. We wanted to understand which user types would find which profiles useful for their use cases. General feedback was positive. Additionally, a feedback form has been created and shared with API users to gather more input on the new Record API in the following months.

*Integration experiments and sharing requirements and data with the eTranslation service completed* - in earlier periods we have developed a plugin for eTranslation service allowing it to be called from the Europeana Translation API (which supports the translation of metadata for the Europeana website). In this period we have performed some performance tests to assess the extent to which eTranslation could be used as an alternative to Google for the purposes of live translation for the website (currently the highest source of calls to our Translation API). Our activities, which we have carried out in collaboration with the eTranslation team, conclude that for now regardless of the availability status of the service and the number of users simultaneously using it, the response time of eTranslation is too high at this moment to be used for the website.

*V3.0 of the Record API is released* - EF implemented V3.0 of the Record API to reduce the learning curve for new API customers, addressing the user feedback collected over the years to better align with users' expectations. The redesign also took into account performance and usability improvements. Building on-top of the MVP that was developed last year, we further improved the code, developed functionality to leverage the data that is returned to users (via profiles and multiple record retrieval) and performed a migration of the database into the new database structure. As part of the migration to the new database, we performed several improvements to the data and performed round-tripping tests that allowed us to identify any bugs or data loss in the storage and serialisation of the data.

*Translation API is extended and optimised* - we have further improved the existing plugins and developed a new plugin for using the Translation DSI service. The latter has been optimised and extensively tested against the tender requirements (incl. required individual user sessions per day and response time) in order to judge the possible replacement of Google with this service.

*Solutions to extend Recommendation Service with personalised and content based recommendations investigated and requirements collected* - these investigations have identified the need to expand the length of vector embeddings in order to hold more information which increased our requirements in both scalability and performance of the service. In preparation, we have worked throughout the year to review the functional requirements, consolidated and redeveloped the APIs to run only in JAVA and make use of GPU wherever possible to boost performance. Additionally, we have started to investigate vector database alternatives to Milvus and have customised an existing benchmark to assess their performance against our requirements and data.

*Europeana APIs are maintained and well performing (bi-annual update)* - The sitemap application and Thumbnail API were further improved and now apply streaming, making the applications less memory intensive, more performant and consecutively better scalable; Cloudflare was activated for both the API and IIF gateways offering this way better protection against several types of attacks (e.g. DoS, Code injection) and more options to deal with peaks of demand; Annotation and User Sets APIs were further improved to accommodate more needs and prepare them for their first stable release; Entity & Entity Management APIs were updated to cover the changes necessary for the migration to Zoho EU and the most recent revision to the data profile for Organisations; several improvements and bug fixes were made to the log collection software (FluentD); a new gateway for the [data.europeana.eu](https://data.europeana.eu) namespace was developed to offer better control and scalability over our linked data offer; and finally, improvements were made to the monitoring and reporting of daemon/automation jobs to offer a better oversight over potential issues/failures. For further details please see DS. Infrastructure report M21 (May 2024)<sup>8</sup>.

*Reporting metrics: provide reliable data space infrastructure and quality of services*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 1.1	Records with identifiers using a recognizable persistent identifier scheme	Total number of records in the data repository (incl. Tier 0)	Annually	<b>7<sup>9</sup> million</b>	-	-	11.4 million	-
KPI 1.2	Response time of Europeana website	Average time (seconds) for single record per month	Monthly	<b>1.0s</b>	1.3s	1.0s	1.0s	1.2s

<sup>8</sup> Available on request.

<sup>9</sup> The latest calculation done in Sep 2023 includes identifiers for which we can not guarantee persistence. As the number of records might change significantly in future calculations (after further investigations and refinements) we set a realistic target for Y2. We aim at stabilising the method we developed to calculate this KPI.

KPI 1.3	Uptime of Europeana website	Average in % for single record per month	Monthly	<b>99.90%</b>	99.72%	99.92%	99.95%	99.94%
KPI 1.4	Uptime of public APIs (all)	Average in % per month	Monthly	<b>99.90%</b>	99.99%	99.93%	99.97%	99.96%
KPI 1.5	Uptime of Europeana Pro	Average in % per month	Monthly	<b>99.90%</b>	92.31%	99.96%	98.94%	97.44%
RM 1.1	<a href="#">Europeana website meets the WCAG 2.1 conformance level AA</a>	Homepage and item pages (except for the media) meet the WCAG 2.1 conformance level AA accessibility standard	Annually	-	-	-	AA	-
RM 1.2	Response time of all public APIs <sup>10</sup>	Average response time (seconds) per month	Monthly	-	0.14s	0.15s	0.16s	0.16s
RM 1.3	Response time of Europeana Pro	Average response time (seconds) per month	Monthly	-	3.72s	2.90s	3.35s	1.85s
RM 1.4	Europeana Pro meets the WCAG 2.1 conformance level AA	Homepage and main landing pages in IA meet the WCAG 2.1 conformance level AA accessibility standard	Annually	-	-	-	-	AA

<sup>10</sup> Public APIs are the APIs serving external users requests: the Search and Record APIs, the Annotation, User sets and Entity APIs and the IIIF dedicated APIs.



RM 1.5	Uptime of Metis	Average in % per month	Monthly	-	100%	100%	100%	100%
RM 1.8	Environmental impact of data space	Total carbon footprint of Europeana's digital services per calendar year	Annually	-	-	-	-	41,800 kg CO2e <sup>11</sup>
RM 1.6	Data publication in Metis (full workflow from harvest to successful indexing/publication)	Average time required for data publication (incl. full and incremental processing) (cumulative)	Bi-annually	-	-	-	-	17.3h
RM 1.9	Integration of the Metis Sandbox API(s) in Aggregator's infrastructures	Total number of aggregators who tested and/or implemented an integration of the Metis Sandbox API(s)	Annually	-	-	-	-	3

To ensure that our website retains its AA conformance level (RM 1.1), we reviewed all the website features and fixed the accessibility of user buttons on touch screens, which are now easier to see and target. We also added view toggles to galleries so the user can choose the most suitable card design. We improved the keyboard and screen reader accessibility of the image attribution toggle, the stories tag search dropdown, and the advanced search feature to make them more accessible. We also updated the [website's accessibility statement](#) to reflect these changes.

Over the past few months the uptime (KPI 1.5) and response time (RM 1.3) of Europeana Pro has been below target and benchmarks. This was initially as a result of persistent bot attacks, however our efforts to prevent these attacks by installing Cloudflare protection has resulted in continued downtime and slow response times. We have addressed most of these issues and as of the end of Aug 2024, the response time was down to 1.8 seconds, with a response time of 1.02

<sup>11</sup> For period 1 Jan 2023 - 31 Dec 2023.

seconds for the last 19 days. For the accessibility for Europeana Pro (RM 1.4), the website continues to achieve WCAG 2.1 conformance level AA (we test this every 6 months).

In Y2, we also measured the environmental impact of the data space which showed 41,800 kg CO2e carbon footprint of Europeana’s digital services in 2023 (Jan - Dec 2023). Compared to 2022 (45,500 kg CO2e) we see a lower footprint over 2023 caused primarily by not having two cloud platforms anymore (which was the case for the larger part of 2022 because of migrating between platforms), and by the lower carbon intensities for generated electricity in Europe.

In Aug 2024, we measured the average time required for data publication (incl. full and incremental processing) (RM 1.6) which showed an average duration of 17.3h (17h, 15 min. and 26s). The metric covers the whole Y2 (Sep 2023 to Aug 2024). The average dataset size is 22,917 records. This means that on average, processing happens at a rate of about 2.71 seconds per record.

In Y2, we supported the integration of the Metis Sandbox API(s) in aggregator’s infrastructures (RM 1.9) and we have evidence for three aggregators who used (or at least tested) the API and we have some others who have expressed interest (with varying degrees of confidence).

**Task 1.2. Foster innovation, interoperability and compliance with other data spaces**

**Partners:** EF, NISV, DATO, AIT Vienna, CAPG, DS AGG

Under this task, the Europeana DS consortium will continue to innovate the core service infrastructure to make it interoperable with the data spaces ecosystem. More specifically, the partners will review the aggregation operational model in light of the data governance model for the data space and the new technologies available to support the exchange of semantic data (Activity 1.2.1). The consortium will follow the developments of the Data Spaces Technical Framework and the Data Space Support Centre (DSSC) recommendations and communicate the needs and requirements of the data space to the DSSC (Activity 1.2.2). The consortium will keep supporting the EuropeanaTech community as a space for technological innovation, development and sharing of best practices (notably about interoperability) for digital cultural heritage (Activity 1.2.3).

*Overview of outcomes: foster innovation, interoperability and compliance with other data spaces*

Partner	Outcomes	Progress	Due date
<b>Activity 1.2.1. Investigate innovative scenarios for aggregation models</b>			
EF, DS AGG	Examples of new types of data collected and scenarios for their sharing in the data space developed	Completed	Dec 2023

EF, DS AGG	Mapping of the current aggregators' role to data space roles according the DSSC completed	Completed	Apr 2024 <sup>12</sup> (Mar 2024)
EF, DS AGG	Centralised vs decentralised aggregation scenarios delivered	Completed	Jun 2024 <sup>13</sup> (Mar 2024)
EF	Identification of data governance strategy use cases on the basis of centralised and decentralised scenarios	Completed	Jul 2024
EF, NISV	MVPs for new data aggregation methods implemented	Completed	Jul 2024
EF	Updated Aggregation Strategy delivered	Completed	Aug 2024
<b>Activity 1.2.2. Synergies with other European data spaces</b>			
EF, AIT Vienna, NISV, CAPG	Mapping of the Europeana tools and services to the DSSC Blueprint V0.5	Completed	Dec 2023
EF, AIT Vienna, NISV, CAPG	Mapping of the Europeana tools and services to the DSSC Blueprint reviewed and updated	Completed	Jul 2024
EF	Collaboration with the Data Space Support Center (DSSC), other data spaces and related initiatives	-	Ongoing
<b>Activity 1.2.3. Support interoperability and technological innovation for digital cultural heritage</b>			
EF, NISV	<a href="#">EuropeanaTech community</a> is supported	-	Ongoing
EF	EDM coordinated and documented	-	Ongoing
EF	Data mapping and conversions with stakeholders is supported	-	Ongoing
EF	Continuous involvement in IIF community (e.g. IIF Executive Committee, Technical Review Committee)	-	Ongoing

*Centralised vs decentralised aggregation scenarios delivered AND Identification of data governance strategy use cases on the basis of centralised and decentralised scenarios* - discussions on centralised and decentralised aggregation took place at the EAF meeting in Apr 2024 in relation to the integration of new types of data in the data space and the role of aggregators in the data space. Requirements/preconditions for decentralised aggregation scenarios involve: 1) the clear identification of the data products being offered and 2) the adoption of standardised mechanisms to declare specific conditions applied to the data (e.g. RightsStatements.org in the scenario of sharing copyrighted materials), and 3) Identification, Registration and Authentication services. In each of these steps different cooperation agreements are needed to ensure the

<sup>12</sup> Adjusted due date confirmed with EC.

<sup>13</sup> Adjusted due date confirmed with EC.

clarity and respect of the different terms of use and exchange of data. While these steps are essential to allow decentralisation, they also call for centralisation with the development of centralised services ensuring sustainability and preventing infringements to the cooperation agreements in place. This point is raised in the case of authentication systems at European level. Developing scenarios for centralised and decentralised aggregation remains a difficult task as the amount of use cases is still limited. The concept of decentralisation remains to be a core part of the updated Aggregation Strategy (V1) for the data space.

*MVPs for new data aggregation methods implemented* - this work is part of an effort to achieve compatibility with more modern infrastructures that data partners may have, and thus increasing the pool of potentially ingestible data. We have implemented MVP solutions for two new data aggregation methods in cooperation with data partners: 1) regular EDM records through IIF change discovery and 2) Linked Open Data through a SPARQL endpoint. We ingested several datasets into the Europeana dataset through these methods. We are evaluating the results and are determining what follow-up actions could result from this outcome in Y3.

*Updated Aggregation Strategy delivered* - we delivered an updated strategy for aggregation (V1). The strategy builds on Europeana's aggregation infrastructure and aligns with the Vision and Business Strategy 2030 and the Expert Group on a common European Data Space for Cultural Heritage (CEDCHE) subgroup's recommendations issued in Jul 2024. This strategy is for now internal and will be validated in Y3 at the EAF event scheduled in Oct 2024. The strategy proposes a set of key directions for aggregation relying on 1) the establishment of a strong network of aggregators and intermediaries, 2) the expansion of the data and tools offered in the data space, 3) the implementation of innovative aggregation technologies and 4) the development of new cooperation agreements.

*Mapping of the Europeana tools and services to the DSSC Blueprint reviewed and updated* - we developed a first version of a mapping of the Europeana tools and services to the DSSC Blueprint. Through this exercise we analysed the different main blocks of the blueprint and aligned our current tools and services to it. It allowed us to identify areas of the blueprint that are at the moment not clear enough, areas that are already well covered by the current activities of the Europeana Initiative (e.g. interoperability), areas where we do have gaps and last areas of work we do and are not mentioned at all in the blueprint (e.g capacity building). We also used the blueprint to develop our understanding of the marketplace as a specific value-added service for a data space. We will explore further this building block in Y3. Blueprint V1.5 is expected at the end of September 2024 and will offer an opportunity to review our mapping.

*Collaboration with the Data Space Support Center (DSSC), other data spaces and related initiatives (bi-annual update)* - we continued to join the regular meetings on data governance (thematic group) organised by the DSSC in order to provide feedback to the blueprint, and gain insights on current practices. We also had discussions with the Language data space about potential synergies.

*EuropeanaTech community is supported (bi-annual update)* - the EuropeanaTech steering group recruited new members following an open call to the community. We also launched an open call for editorial contributions, which will result in a series of blogs. Meanwhile, a new blog series on Artificial Intelligence (AI) started (e.g. [HAICu: Using AI to access, connect and analyse heritage collections](#)). Continuing on the EuropeanaTech 2023, we evaluated “rejected” proposals to attempt to extract relevant webinars and editorial material. The Task Force [Workflow from shelf to Europeana](#), the Working Group on [Datasheets for digital cultural heritage](#) (see also Task 3.6 - Research Community supported), and the [Data Quality Working Group](#) and the [Europeana/IIIF Working Group](#) continued their work. A draft for a new Acoustic Heritage Task Force has been circulated.

*EDM coordinated and documented (bi-annual update)* - in this period, we have worked on (i) identifying required updates on EDM for 3D (Activity 2.1.3), (ii) supporting the representation of EDM records that have been deleted (often called Tombstone records; Activity 1.1.1), (iii) releasing the first version of the EDM profile for embeddable resources, (iv) supporting the requirements from making the v3.0 of the Record API fully conformant to Linked Data and including updates to better publish administrative, attribution- and illustration-related data (Activity 1.1.3), and (v) revising the EDM provenance profile (Activity 2.1.3). Efforts with the IIIF A/V community (cf output "Continuous involvement in IIIF community") and the AI4Culture project also contributed to updating the extension of EDM for annotations related to specific enrichments (subtitles, image annotation etc.).

*Data mapping and conversions with stakeholders is supported (bi-annual update)* - in the past period we have updated the de-referencing for two Linked Open data vocabularies: the Finish general vocabulary (YSO) and the Library of Congress Name Authority File (LCNAF), especially ingesting more semantic mappings to other vocabularies, which helps us better integrate them with the Europeana Entity Collection. We also removed support for the RDA Carrier type vocabulary, which was not used in collections.

*Continuous involvement in IIIF community (e.g. IIIF Executive Committee, Technical Review Committee) (bi-annual update)* - the [IIIF & Europeana Working Group](#) has continued its work, which mostly progressed on capacity building material (*IIIF guidelines and training resources for image conversion and manifest creation*, Task 3.5). It also helped to coordinate 3D-related activities and supported the work on novel metadata harvesting methods (Activity 1.2.1), with an experiment on harvesting IIIF collections from a Czech provider. Meanwhile, EF has continued its involvement with the IIIF community, being involved in the Executive Committee, Technical Review Committee, co-chairing the IIIF A/V Motivations Technical Specification Group and participating in the programme committee of the IIIF conference.

#### *Communication and dissemination activities*

Partner	Name of event	Activity	Location	Date
EF	Linked Data Enlightenment:	Organised webinar	Online	28/05/2024

	Lessons Learned from LUX			
NISV	Archival Images of AI	Organised webinar	Online	10/07/2024
NISV	Polifonia: a digital harmoniser for musical heritage knowledge	Organised webinar	Online	11/07/2024
EF	<a href="#">Clean oceans &amp; mapping our seas: using advanced 3D digitisation technologies for preserving our cultural heritage</a>	Speaker	Malta	19/06/2024

*Reporting metrics: foster innovation, interoperability and compliance with other data spaces*

No.	Description	Measured by	Frequency	May 2024	Jun 2024	Jul 2024	Aug 2024
RM 1.7	Reach to EuropeanaTech community	Number of people reached per month (Mailing list, Twitter)	Quarterly	-	-	-	7,491

## Work package 2: Integration of high-quality data

This work package aims to contribute to a significant and sustained increase of high quality, usable and accessible data in the data space, with a special focus on 3D. The efforts will contribute to an increase in high quality tiers by at least 10% each year. The consortium aims, to the best of its capacity, for all new data to be in tier 2 for content and tier A for metadata, as defined by the current Europeana Publishing Framework. EF will also work with the cultural heritage community to source high quality data with particular attention to 3D data, and to support their availability through the data space. (Task 2.2.)

To achieve these objectives, the Europeana DS consortium will integrate the requirements needed to implement the [EC recommendations and the Digital Europe programme](#) and will collaborate closely with the cultural heritage community, the Member States (in the framework of the CEDCHE) and the European Commission. Data governance mechanisms developed in Y1 will be further researched and developed to support the provision and management of data within the data space. (Task 2.1.)

Finally, the Europeana DS consortium will work on automated approaches to address data quality issues at scale (Task 2.3.).

### **Task 2.1. Develop and manage data governance mechanisms**

**Partners:** EF, CAPG, INCEPTION, DS AGG

Data in the data space is governed through various organisational tools, principles, processes and standards that are harmonised so that the data is interoperable, manageable, reliable and remains useful in the future. These will progressively evolve to enable new objectives of the data space, stronger safeguards for privacy and data protection, more and varied partners, more decentralised data systems, and opportunities for cooperation with other data spaces (Activity 2.1.1.).

The Europeana Publishing Framework (EPF), the Europeana Data Model (EDM) and the Europeana Licensing Framework (ELF) will be reviewed to accommodate new activities and areas with a focus for better representing 3D (Activity 2.1.2. and Activity 2.1.3).

*Overview of outcomes: develop and manage data governance mechanisms*

Partner	Outcomes	Progress	Due date
<b>Activity 2.1.1. Identify data governance requirements and objectives</b>			
EF, CAPG, APEF	White paper outlining the conditions that govern metadata in the data space completed	Completed	Feb 2024

EF, CAPG, APEF	Conditions for assigning accurate rights statements to 3D content outlined	Completed	Apr 2024
EF	Requirements for the provision of persistent and unique identifiers to the data space v1.0 developed (internal)	Completed	Apr 2024
EF	Types and characteristics of cooperation agreements required in the data space outlined (internal)	Completed	Jun 2024
EF, CAPG, APEF	Strategy for data governance maintained and updated	-	Ongoing
<b>Activity 2.1.2. Develop and expand data governance frameworks and standards</b>			
EF, Inception, TMO, Carare, Photocons	Extension of EDM to support 3D (V2) completed	Completed	Aug 2024 <sup>14</sup> (Feb 2024)
EF	Provenance mechanism in EDM are refined to accommodate new needs	Completed	May 2024
Inception, TMO, Carare, Photocons, EF	Overview of standards and fields used to describe 3D delivered	Completed	Jun 2024
Inception, TMO, Carare, Photocons, EF	Interoperability between EDM and models to describe 3D established	Completed	Jul 2024
<b>Activity 2.1.3. Manage data governance frameworks and standards</b>			
EF	Implementation plan for the enrichment policy established	Completed	Jan 2024
EF	Areas for development, gaps & opportunities of EPF services and products identified and specified using the Framework Management Template	Completed	Jul 2024
EF, DS AGG	List of metadata and content issues patterns is maintained	-	Ongoing
EF	<a href="#">Data Quality Committee</a> is supported	-	Ongoing

<sup>14</sup> The work on EDM will continue throughout the whole Y2 of the data space. Specifically, the two outcomes 'Mapping of national and sectoral repositories handling 3D data completed' (Apr 2024) and 'Overview of standards and fields used to describe 3D delivered' (Jun 2024) will contribute to the work on EDM. Therefore, we will report on this outcome additionally in Aug 2024.



EF	<a href="#">Europeana Copyright Community</a> is supported	-	Ongoing
EF	Continuous support to the Rights Statements Consortium community (e.g. Steering Committee, Statements Working Group)	-	Ongoing
EF	<a href="#">Data governance stakeholder working group coordinated</a>	-	Ongoing
EF	Europeana Licensing Framework (ELF) maintained	-	Ongoing
EF	Guidelines for CHIs and aggregators updated to reflect changes in EDM, EPF and ELF	-	Ongoing

*Types and characteristics of cooperation agreements required in the data space outlined (internal)* - the document outlines the types and characteristics of contracts and similar measures that support the functioning of data space. It distinguishes between data space agreements and data transaction agreements, and outlines data space needs in future agreements, such as the reduction of administrative steps in data transactions, the scalability and flexibility of data transaction conditions, and the harmonisation of requirements in 'partner' platforms to ensure their integration with the data space.

*Strategy for data governance maintained and updated (bi-annual update)* - no updates have been made to the data governance strategy. The actions foreseen continue to be undertaken, under the lead of the data governance stakeholder working group (such as analysing the conditions that govern metadata, and evaluating copyright in 3D).

*Extension of EDM to support 3D (V2) completed* - we have made a proposal to refine and extend EDM to support richer metadata for 3D objects. When confirmed with the wider community and implemented in Europeana's ingestion process, this will bring opportunities to enhance quality and potential for re-use of these 3D objects.

*Provenance mechanism in EDM are refined to accommodate new needs* - the definition of the [Data Space Enrichment Policy](#), along with the needs of enrichment efforts in the data space require the previously developed EDM provenance profile to accommodate additional requirements. An initial proposal for the revised EDM provenance profile has been prepared, which covers a wider range of information about the purpose, actors, processes and workflows for producing and validating the quality of enrichments. The profile was also extended to allow its application apart from EDM metadata, such as the cases of enrichment workflows in operation within the data space, e.g., coming from data space supporting projects, that exchange enrichments in the form of annotations and deliver them to Europeana via its Annotations API. The next step will be to implement the revised profile at an appropriate time.

*Overview of standards and fields used to describe 3D delivered* - the process of reviewing and extending EDM for 3D has relied on a survey of representative metadata schemas used to document the processes for creating and publishing 3D objects, used in relevant projects and

platforms from the cultural heritage sector: Smithsonian, CARARE, Share3D, DFG 3D viewer, HeidICON, NFDI4Culture, FID BAUdigital, baureka.online and IDOVIR. This survey identified the metadata elements used to describe 3D objects, which served as inspiration for adding new elements in EDM in a way that is interoperable with these existing schemas.

*Interoperability between EDM and models to describe 3D established* - the refinement and extension of EDM for 3D has been based on studying the metadata elements of the standards mentioned above. The most relevant elements have been identified and when they were not present in EDM, they have been suggested for addition. This process ensures that the elements of EDM are kept in close alignment with these pre-existing standards, which will ensure interoperability when the extension is implemented.

*Areas for development, gaps & opportunities of EPF services and products identified and specified using the Framework Management Template<sup>15</sup>* - the Europeana Publishing Framework (EPF) with the key components, and the implementation services and products are under constant development. Managing this process and documenting the changes is the purpose of this outcome. It reports against many outcomes also mentioned in other areas of this report that progressed throughout Y2 (for example, separate metadata tier calculation for data enriched by Europeana implemented). In this way it shows how the work we do across the consortium contributes to the EPF and to our efforts to improve data quality.

*List of metadata and content issues patterns is maintained (bi-annual update)* - in this period, the Data Quality Committee has begun to quantitatively assess a selection of patterns, beginning with the ones implemented as part of the reporting in the Metis Sandbox. The goal is to measure their impact in the entire Europeana metadata set (as opposed to newly ingested datasets), and possibly adjust their definition to ensure they are useful for aggregators and their partners in their work on data quality.

*Data Quality Committee is supported (bi-annual update)* - in addition to the work on problem patterns reported above, the DQC has finalised and published [guidelines in the Europeana Knowledge Base](#), which explain data partners how date metadata is normalised upon ingestion in Metis and what they can do in order to facilitate this process.

*Europeana Copyright Community is supported (bi-annual update)* - the copyright community steering group has continued to organise office hours. The group also created an [overview](#) of frequently asked questions on openness, and submitted feedback to the Copyright Unit, DG CNECT, on key copyright challenges faced by the cultural heritage sector. Its out of commerce works continues to facilitate regular calls for knowledge exchange on this topic, has submitted a letter to the EUIPO expressing concerns with developments on their platform, and continues to enrich the [overview](#) of transposition and licence provisions. The article 14 task force has

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<sup>15</sup> Available on request.

conducted various consultation sessions to support the review and update of the Europeana Public Domain Charter, and published an [overview](#) of national public domain legal provisions.

*Continuous support to the Rights Statements Consortium community (e.g. Steering Committee, Statements Working Group) (bi-annual update)* - we have continued to maintain the rights statements, in particular by maintaining the technical infrastructure and identifying a sustainable solution for the hosting of the statements. We have engaged members and stakeholders in the consideration of future organisational priorities for the consortium.

*Data governance stakeholder working group coordinated (bi-annual update)* - the group has continued to meet once a month to work on the actions foreseen in the data governance strategy, and has provided feedback on the various documents submitted such as the outcomes on 'Types and characteristics of cooperation agreements required in the data space outlined' and 'Conditions for assigning accurate rights statements to 3D content outlined'.

*Europeana Licensing Framework (ELF) maintained (bi-annual update)* - no updates have been made to the Europeana Licensing Framework. Actions are now focused on future developments in the area of data governance. The Europeana Licensing Framework continues to be operational and supports current data sharing activities.

*Guidelines for CHIs and aggregators updated to reflect changes in EDM, EPF and ELF (bi-annual update)* - the main focus for updating guidelines is the work on the 3D documentation, which was updated to accompany the efforts of Member States to prepare 3D models as part of the Twin it! Campaign (e.g. [publishing guide for 3D content](#)). In addition we keep the EDM mapping guidelines and the Publishing Guide up to date.

*Communication and dissemination activities*

Partner	Name of event	Activity	Location	Date
EF	Institut National de l'Audiovisuel: FRAME training basics	Training session on audiovisual materials on copyright clearance for cultural heritage institutions	Online	21/06/2024

*Reporting metrics: develop and manage data governance mechanisms*

No.	Description	Measured by	Frequency	May 2024	Jun 2024	Jul 2024	Aug 2024
RM 2.1	Reach to Europeana Copyright community	Number of people reached per month (Mailing list, Twitter)	Quarterly	-	-	-	3,082

## **Task 2.2. Data acquisition and data improvements**

**Partners:** EF, DATO, INCEPTION, TMO, DS AGG

This task will aim to develop processes and practices to support efficient data acquisitions and data improvements. The Europeana DS consortium will improve the communication mechanism around data quality. Reports and feedback about data quality will be better integrated in the data producers workflows so the communication about data quality issues can be more productive and directly contribute to a quality increase. (Activity 2.2.1.)

EF and the Europeana DS aggregators will work together to improve the quality of data in key areas directly impacting the digital services made available in the data space, for instance, the multilingual accessibility across all services. The consortium will identify opportunities for data cleaning, data conversion or general data quality improvements through clear data quality reports provided by the Metis Suite throughout the data aggregation workflow. EF will proactively contact data aggregators to make sure data issues are solved at source as much as possible. (Activity 2.2.2.)

The data quality increase will be supported by bringing new CHIs into the data space. The consortium will reactivate dormant collaborations with existing aggregators to make new and updated content and metadata available to the data space. Alongside the Twin it! campaign, where Member States are invited to submit one 3D digitised heritage asset to the data space (Activity 3.1.3.), the Europeana DS consortium together with the Europeana Aggregators' Forum will actively seek CHIs which own 3D content to contribute data to the data space. (Activity 2.2.3. - Activity 2.2.4.)

### *Overview of outcomes: data acquisition and data improvements*

Partner	Outcomes	Progress	Due date
<b>Activity 2.2.1. Develop workflows and practices that support efficient data acquisitions and data improvements</b>			
EF	Separate metadata tier calculation for data enriched by Europeana implemented	Completed	Jan 2024
EF	Inventory of Europeana records impacted by selected problem patterns completed	Completed	Mar 2024
EF, DS AGG	Key elements of the prioritisation process for managing the data ingestion backlog reviewed and implemented	Completed	Apr 2024
EF	Prioritised problem patterns and data quality report improvements in the Metis Suite implemented	-	Ongoing

EF, DS AGG	Status update on usage and engagement of DS AGG with the Metis Sandbox	-	Ongoing
EF	Statistics Dashboard maintained and kept up-to-date	-	Ongoing
EF	Materials with personal or sensitive data mitigated upon request	-	Ongoing
<b>Activity 2.2.2. Raise the quality and access to existing content and metadata</b>			
EF, DS AGG	Europeana DS AGG annual work plans including quality objectives and/or targets per aggregator (internal) completed	Completed	Oct 2023
EF, DS AGG	Europeana DS AGG annual progress report completed	Completed	Aug 2024
EF	Report on the (multilingual) coverage of the entity collection	Completed	Aug 2024
DATO	MINT based infrastructures supported	-	Ongoing
EF	Data quality improvements and new content delivered	-	Ongoing
EF	Data partners supported with data quality improvements and data publication	-	Ongoing
EF	Regular link resolution process is maintained	-	Ongoing
<b>Activity 2.2.3. Engage with inactive and new data partners</b>			
EF	Opportunities for the collaboration of national libraries and the Europeana Initiative in the data space explored (workshop)	Completed	Jul 2024
EF, DS AGG	CHIs signing up with the Europeana Initiative via the call to action in the welcome pack supported	-	Ongoing
EF, DS AGG	Actions taken and results achieved to re-engage with inactive and new partners completed	-	Ongoing
<b>Activity 2.2.4. Aggregate 3D content</b>			
EF	Support for the provision of 3D media resources is added	Completed	Mar 2024
TMO	Mapping of national and sectoral repositories handling 3D data completed	Completed	Apr 2024
EF	Strategy for content embedding is designed and implemented as a MVP	Completed	Jul 2024
EF, CARARE, Inception,	Update on the availability of high quality 3D content available in the data space	Completed	Aug 2024

TMO, Photocons			
EF, CARARE, Inception, TMO, Photocons	Knowledge Base pages for 3D available and updated	-	Ongoing

*Prioritised problem patterns and data quality report improvements in the Metis Suite implemented (bi-annual update)* - implementation activities regarding (new and existing) problem patterns were put on hold during the second half of Y2, awaiting the results of discussions in the Data Quality Committee (DQC) that are still ongoing related to the outcome “*Inventory of Europeana records impacted by selected problem patterns completed*” (Activity 2.2.1.). It is likely that Y3 will see effort being directed towards implementing new problem patterns (and revising existing ones) as a result of these discussions.

*Status update on usage and engagement of DS AGG with the Metis Sandbox (bi-annual update)* - Metis Sandbox is actively used by DS AGG and other accredited aggregators during the preparation of the datasets. The Metis Sandbox has proven to be a great help in preparing the 3D models for submission as part of the Twin it! campaign, allowing a quicker turnaround time to publish the 3D models. For many aggregators the Metis Sandbox is now part of their work routine and the overall feedback we receive is positive.

*Statistics Dashboard maintained and kept up-to-date (bi-annual update)* - we continued working on our usage tracking for the [Statistics Dashboard](#). The aim was to give us more granular data so that we may gain better understanding on the behaviour of the users and, with that, how best to improve the functionality the application offers. Furthermore we have finalised our work on upgrading our servers, builders, compilers and code base to java 21 (from 11) and migrating the last few components to Kubernetes. We have also worked on upgrading to a newer version of Angular for the front-end application. Lastly, there have been the usual bug fixes, technical debt, dependency upgrades and infrastructure maintenance.

*Materials with personal or sensitive data mitigated upon request (bi-annual update)* - the accuracy of the rights information assigned to digital objects through the relevant metadata fields is checked on a regular basis by the Europeana Foundation upon ingestion or reingestion of the data. Take down requests are also handled when they come in and we collaborate with aggregators to make sure that such requests are mitigated in a timely manner.

*Europeana DS AGG annual progress report completed<sup>16</sup>* - this report summarises the achievements of the DS AGG in a clear and comprehensive way. DS AGG contributed to all work packages - to the development and operation of the data space infrastructure (e.g. LOD aggregation MVP), the integration of high-quality data, to capacity building and fostering reuse (e.g. by (co)organising

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<sup>16</sup> Available on request.

events, development of training resources), and the digital services for the public (e.g. by creating editorial).

*Report on the (multilingual) coverage of the entity collection<sup>17</sup>* - EF has updated indicators on the (multilingual) data present in the Entity Collection (EC), which contributes to the general quality of the data in the data space through semantic enrichment. These measurements can give us direction towards the curation of the EC and the development of the semantic enrichment process. Compared to the last calculation (Aug 2023), we have added 275 entities of type organisations this year to the EC. We observe that almost all entities in the EC are supported at least by one European official language, except for a number of (older) organisations, for which the translation depends mainly on the institutions themselves. Almost 90% of the entities contain an English label, and more than 70% support some of the most frequently used languages on the Europeana website besides English: Spanish, German and French. There is more room for improvement in Italian, with only 60% of the entities supported in that language, while being also one of the top languages used. The number of Italian records in the metadata repository linked to at least one entity (excluding organisations) is also lower compared to other languages, together with French, English, Greek, Danish and Maltese. Finally, regarding the type of entities, while timespans, agents and concepts are frequently supported in the main languages used, the coverage is lower for places.

*MINT based infrastructures supported (bi-annual update)* - during this reporting period we extended the support for enrichments in MINT with better UI support and filtering of enrichments by various (combinable) criteria. A new image analysis module was added to use and supply with parameters an external image analysis tool and convert its results to the annotation model. Annotations can be imported and exported by URL and different formats are supported. A new publication module was added to MINT for the fashion aggregator. General support activity for the active aggregators is ongoing, involving small bug fixes and technical questions regarding mappings and data formats.

*Data quality improvements and new content delivered (annual update)* - Since Sep 2023, we updated in total 356 datasets and over 8.7 million records, including 167 newly published datasets. The updates as well as the depublication of low quality records led to an improvement of data quality available on the Europeana website (2.2 million records increase for Tier 2+/Tier A+; 1.18% increase for Tier 2+; 1.28% increase for Tier 3+; and 2.24% increase for Tier A+).

*Data partners supported with data quality improvements and data publication (bi-annual update)* - the ongoing support for data partners includes feedback about their data with concrete advice on how to improve data quality and solve data modelling problems. What helps a lot with providing feedback and supporting data partners is the Metis Sandbox and the Metis Statistics Dashboard. Data partners can analyse their data in a more granular way using the Dashboard, and can test mappings and quality improvements using the Metis Sandbox.

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<sup>17</sup> Available on request.



*Regular link resolution process is maintained (bi-annual update)* - we have quarterly cycles in place for creating consolidated link reports to identify datasets that have broken links. Data partners are then asked to work on the identified datasets before we resolve the issues at the end of the quarter and before we start a new quarterly cycle. The number of broken links identified within a quarter can vary a lot since datasets with broken links can occur at any time. Also the size of datasets has an impact. In June 2024 we reported 1.96% records with broken links, which is above our target (<1%). The increase compared to March 2024 (1.22%) indicates new occurrences of datasets where links stopped working within the last quarter. The overall high number also reflects some legacy datasets that are only partly affected by broken links and where we wait for the next reindexing to resolve these issues. The quarterly broken link cycle did not lead to re-engagement with inactive data providers. In almost all cases the only solution was to depublish the affected datasets. The only promising exception is the former Byzantine Art project. After fixing the links we are now in discussion to update the data (improvements and new data).

*Opportunities for the collaboration of national libraries and the Europeana Initiative in the data space explored (workshop)* - we co-organised a workshop in Feb 2024 to re-engage with national libraries. During this workshop “Collections as Data: Collaborating across Data Spaces for Cultural Heritage and Open Science” we spoke about new aggregation models for national libraries with representatives from several national libraries. In Y3 we will build on these discussions and develop the use case for national libraries further with a Collections as Data offering in our marketplace (see also Task 3.6. - Update on use of the 'Collections as Data' workflow).

*CHIs signing up with the Europeana Initiative via the call to action in the welcome pack supported (bi-annual update)* - in Y2, we engaged with 65 cultural heritage institutions that already provide data to share with them their usage dashboards (e.g. [Teylers Museum](#), [Trinity College Dublin](#), [Natural History Museum Berlin](#)) (RM 2.12). We also engaged with 55 institutions that are potential new data providers and supported their onboarding process. This all was possible because of the new [share your data](#) page on Europeana.eu (welcome pack).

*Actions taken and results achieved to re-engage with inactive and new partners completed (bi-annual update)* - about 18 million records out of the total of 62 million records (incl. Tier 0 records) were identified in 2020 as coming from data partners that were not active at that moment. These 18 million records have not been updated by data partners since 1 January 2017, which we defined in 2020 as a threshold in order to classify them as inactive. In August 2024, the number of records that have not been updated since 1 January 2017 has decreased to 7.6 million records (decrease by 1.2 million records since August 2023).

In addition to the overall decrease of records that have not been updated since 1 January 2017 we planned for Y2 to re-engage with national libraries, review relationships with data partners as part of the quarterly broken link cycle and engage with institutions building on the successful implementation of the welcome pack in Y1 (see reports under the outcomes above). Further, we



supported aggregators in re-routing activities. CARARE and MCA are the DS AGG with the largest amount of data that is still published under former EU funded projects. Rerouting collections from Athena, LinkedHeritage, AthenaPlus to MUSEU/MCA or national aggregators and from 3DICONS and LoCloud to CARARE is still in progress. In Y2 of the contract, 0.3 million records have been rerouted.

*Strategy for content embedding is designed and implemented as a MVP* - a design for a new data profile for the provision of embeddable content (i.e. content for which a link to a viewer is provided that could be embedded in the Europeana website) has been created which relies on the [oEmbed](#) format. Support for the new data profile was implemented as part of the data aggregation pipeline. The old solution (consisting of a whitelist of known embeddable services) is still in place, to give data partners time to update their data to comply with the new data profile; this solution will be decommissioned at some point in the future. The purpose of this work is to have an adaptive and generic solution, allowing a better user experience for embeddable sources on the Europeana website and make data consumers aware when media content is meant to be embeddable (as opposed to be directly available), while allowing us to eliminate a maintenance-heavy component in the future. This particularly benefits 3D resources, as support for 3D viewers was previously lacking.

*Update on the availability of high quality 3D content available in the data space* - the total number of high quality 3D items (tier 2+/A+) published on the Europeana website (RM 2.8) has increased from 4,635 items (Aug 2023) to 4,792 items (Aug 2024) (an increase of 3.4%, 157 items) and the total number of CHIs sharing 3D content (RM 2.9) increased from 49 (Aug 2023) to 87 (Aug 2024) (an increase of 77.6%, 38 CHIs) . The largest contributions were made by the [Share3D platform](#) (via CARARE, for [example](#)) and the [MINGEI project](#) (via searchculture.gr, for [example](#)). Also the Twin it! Campaign contributed to the growth (for [example](#)). The collaboration with ongoing projects like [Eureka3D](#) and [5DCulture](#) is also important to bring more 3D content in the data space.

*Knowledge Base pages for 3D available and updated (bi-annual update)* - the [Knowledge Base offers pages about the criteria for 3D content](#) to reach one of the 4 content tiers. This documentation is available and maintained. In addition, [a publishing guide specific for 3D content](#) is available that was developed as a collaborative effort of the 3D working group. It is the main guidance also shared with Member States (MS) to support the Twin it! campaign.

*Reporting metrics: data acquisition and data improvements*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 2.1	High quality data	Number of Tier 2+ material in Tier A+ (excl. content Tier 0)	Monthly	<b>33.0 million</b>	33.0 million	33.2 million	33.3 million	33.6 million

KPI 2.2	High quality content	Percentage of Tier 2 + material (excl. content Tier 0)	Monthly	>75%	74.39%	74.39%	74.39%	74.21%
KPI 2.3	High quality and reusable content	Percentage of Tier 3+ material (excl. content Tier 0)	Monthly	>60%	56.84%	56.88%	56.87%	56.55%
KPI 2.4	High quality metadata (search, browse and explore)	Percentage of Tier A+ material (excl. content Tier 0)	Monthly	>80%	75.12%	75.24%	75.24%	76.39%
KPI 2.5	Broken links in the repository	Number of broken links (out of total, incl. content Tier 0)	Quarterly <sup>18</sup>	<1%	-	1.96%	-	-
KPI 2.6	Non-EPF compliant content (Tier 0)	Percentage of Tier 0 content	Quarterly	<8%	-	-	-	6.77%
RM 2.2	Updates to datasets	Total number of newly created and updated datasets per month (out of total)	Monthly	-	31	24	43	53
RM 2.3	Updates to records	Total number of newly created and updated records per month (out of total)	Monthly	-	1,212,305	791,710	624,861	801,048
RM 2.4	New CHIs providing data to the data space	Total number of new CHIs (cumulative)	Annually	-	-	-	-	193

<sup>18</sup> Number of broken links are measured quarterly (Sep, Dec, Mar, Jun).

RM 2.5	New content on the Europeana website	Total number of new datasets published (cumulative)	Quarterly	-	-	-	-	167
RM 2.6	Records in the data repository	Total number of records (excl. content tier 0)	Quarterly	-	58.3 million	58.5 million	58.6 million	58.2 million
RM 2.7	Records in the data repository by accredited aggregators	Total number of records (excl. content tier 0)	Quarterly	-	44.3 million	44.6 million	44.7 million	44.3 million
RM 2.8	3D content available in Europeana (items)	Total number of 3D items published (Tier 2+ and Tier A+ material)	Quarterly	-	-	-	-	4,792
RM 2.9	3D content available in Europeana (CHIs)	Total number of CHIs sharing 3D content with Europeana (Tier 2+ and Tier A+ material)	Quarterly	-	-	-	-	87
RM 2.10	Coverage of entity collection (items)	Total number of items linked to (at least) one entity collection	Quarterly	-	-	-	-	38.7 million
RM 2.11	Coverage of entity collection (collections)	Total number of entity collections with items	Quarterly	-	-	-	-	52,331
RM 2.12	Number of CHIs that signed up to receive their usage dashboard as part of the Welcome Pack	Total number of providing institutions	Quarterly	New	-	-	-	65

Between May 2024 - Aug 2024, we updated 151 datasets (newly created or updated) and over 3.4 million records. The updates contributed to an increase in data quality and new data.

For KPI 2.2 (Percentage of Tier 2 + material), KPI 2.3 (Percentage of Tier 3+ material), and KPI 2.4 (Percentage of Tier A+ material) we missed our set targets. We focused efforts on the combined target for tier 2+/A+, as specified in the Recommendations 2021 (KPI 2.1) which we overachieved with 33.6 million (target 33 million). Increasing tier 2+ or 3+ or A+ alone will not necessarily help to increase high quality data overall.

### **Task 2.3. Automated approaches towards data quality**

**Partners:** EF, DATO

In this task, EF, DATO and EFHA will continue work on automated approaches to address data quality issues at scale, especially employing AI technologies. EF and DATO will continue to improve the data enrichment process to create accurate links between cultural heritage item descriptions and contextual resources, especially addressing issues caused by ambiguous metadata values. EFHA and EF will work on solutions that can be applied to create more complete metadata and enhance the quality of content.

We will continue to promote usage of AI across the data space, sharing the outcome of the efforts in this activity (dataset, software) on relevant platforms, including the AI4Culture one whenever appropriate.

*Overview of outcomes: automated approaches towards data quality*

Partner	Outcomes	Progress	Due date
<b>Activity 2.3.1. Use of AI to enrich metadata and content</b>			
EF, EFHA, DATO	Plan for underlying infrastructure (hardware and services) to be employed for AI efforts in the data space completed	Completed	Mar 2024 <sup>19</sup> (Feb 2024)
EF	Evaluation methodology of (AI) enrichment results (V2) published	Completed	Feb 2024
EF, DATO	Enrichment service is improved	Completed	Aug 2024
EFHA, EF	Improved titles and descriptions for EFHA records produced and evaluated	Completed	Aug 2024
EFHA, EF	Enhancement of EFHA images completed	Completed	Aug 2024

<sup>19</sup> Adjusted due date confirmed with EC.

EF	Automated approaches to address data quality issues at scale, especially AI technologies, investigated and prepared for deployment	-	Ongoing
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*Enrichment service is improved* - DATO investigated the hypothesis of using multilingual LLMs (Large Language Models) to disambiguate between terms when performing an enrichment task as an alternative to other approaches such as vector embeddings. The investigation focused on assessing open-source / free options for multilingual LLMs to avoid costs and assessed their performance against ground-truth data that was built in the scope of the Debias Project. The results of this work will not only allow us to make a conscious decision on the right approach to take forward for disambiguation but also benefit other AI related activities that make use of LLMs and are now considering proprietary / commercial solutions such as ChatGPT.

*Improved titles and descriptions for EFHA records produced and evaluated* - EFHA has carried out experiments using Large Language Models (LLMs) to generate descriptions of a sample of its data partner's collections (200 items), based on available metadata values. This is especially intended to palliate shortcomings of the metadata when it misses user-friendly, textual descriptions. Several methods to employ both open and commercial LLMs have been devised and evaluated. The quality of results (in terms of completeness, fluency and correctness) as well as performance (computing time) vary greatly. But some configurations, notably OpenAI's ChatGPT 3.5 and Meta's Llama 2-7b, manage to produce descriptions of acceptable quality and will be considered for deployment at a larger scale.

*Enhancement of EFHA images completed* - EFHA has applied and evaluated different AI-based tools to enhance the resolution of low quality images. Out of 8 pre-selected tools, 4 benefited from in-depth evaluation on 80 representative images, notably trying to assess the quality of their output for different types of images: prints, black and white photos, etc. One tool (SwinIR) was deemed to produce higher-quality results, while being slower. It has been applied to enhance the resolution of approximately 15K lower quality images (Content Tier 0 and 1 of the Europeana Publishing Framework) from 10 data providers. The images to upscale have been selected in agreement with the respective data providers, only when higher resolution versions were not available.

*Automated approaches to address data quality issues at scale, especially AI technologies, investigated and prepared for deployment (bi-annual update)* - we have finished the application of image resolution enhancement to 1.3M Tier 0 items we had previously selected. These are now available in the Europeana website<sup>20</sup>, though only when using the filter to select items "Not meeting publishing criteria" (Tier calculation has not been updated yet).

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<sup>20</sup> Compare the enhance image (<https://api.europeana.eu/thumbnail/v2/url.json?uri=http%3A%2F%2Ffbc.pionier.net.pl%2Fthumbnails%2Fnn30SW2&type=IMAGE>) with the original one (<http://fbc.pionier.net.pl/thumbnails/nn30SW2>) for <https://www.europeana.eu/en/item/0940432/ nn30SW2>

We have also continued work on watermark detection: we finished the training of our machine learning model and applied it on a sample of all datasets that contain items with type IMAGE (these datasets collectively represent 29M items). A manual evaluation of this sample allowed us to get a clearer picture of how many datasets that are partly (101 datasets, i.e. 7.2%) or fully (66 datasets, i.e. 4.7%) impacted by the use of watermarks. Our evaluation also attempted to determine which of these watermarks are 'intrusive'. Results have been presented to the aggregators in the Data Quality Committee for further assessment. Note that this effort focused on mere detecting watermarks as possible obstacles to content re-use: we did not assess whether their use is appropriate or not (esp., considering copyright status).

We have continued experiments on automatic detection of the language of metadata, which plays a key role in downstream automatic translation as specified in Europeana's multilingual strategy. We have tested whether using different hints from the metadata can improve the accuracy of detection. We have also evaluated whether OpenAI's generic ChatGPT service can bring an improvement over dedicated methods; first results indicate that its level of quality is comparable with the (free) alternatives. Finally, we have implemented an update of the existing (production) process of normalising values of the dc:language fields and language tags that are already present in the metadata, after we had spotted that updating its list of target language codes would bring better coverage of the (many) languages that can be mentioned in the data space metadata.

## Work package 3: Capacity building and fostering reuse

The overarching objectives of WP3 are to build capacity and increase collaboration among professionals working with digital cultural heritage. Supporting these professionals will enable more high quality digital cultural heritage to be available in the data space, which, in turn, enables reuse in a wide range of scenarios including education, research and developer communities, while we continue to explore closer collaboration with the media and tourism data spaces.

Working with the [Europeana Network Association \(ENA\)](#) and the [Europeana Aggregators' Forum \(EAF\)](#), we will develop training and event programmes that empower members, and cultural heritage professionals at large, to learn and use the tools and services offered in the data space, and become agents of change in their organisations and in the sector.

These efforts will be underpinned by a solid user and market research programme, continued secretariat support that enables the ENA communities to thrive, and an outreach and dissemination strategy to strengthen the position of the data space.

### **Task 3.1. Enhance cooperation throughout the data space**

**Partners:** EF, DFF, NISV

Under this task the Europeana DS consortium aims to fulfil the promise of the data space to enable cross border cooperation and collaboration by supporting and developing activities of the data space, especially by leveraging synergies of the Europeana Network Association (ENA) and the Europeana Aggregators' Forum (EAF). (Activity 3.1.1 - Activity 3.1.2)

EF, together with the Member State holding each presidency of the Council of the EU, will invite the CEDCHE Expert Group members, relevant experts and policy makers to discuss, align visions and expectations, or form a shared understanding of important, challenging, or new topics for the creation and development of the data space. (Activity 3.1.3)

*Overview of outcomes: enhance cooperation throughout the data space*

Partner	Outcomes	Progress	Due date
<b>Activity 3.1.1. Develop methods of cooperation</b>			
EF	Improved model of cooperation across Europeana Initiative implemented	Completed	Jan 2024
EF	Model of cooperation (including thematic programme of activity) published (V2)	Completed	Feb 2024

EF	Mapping of products and services offered to CHIs and their professionals (V1) completed	Completed	Jun 2024
EF	Evaluation of model of cooperation (V2) completed	Completed	Jul 2024
EF, APEF, BL	Country Group activities pilot coordinated across Europeana Initiative	Completed	Aug 2024
EF	Thematic programme of activity developed and maintained	-	Ongoing
<b>Activity 3.1.2. Provide secretariat for Europeana Aggregators' Forum (EAF) and Europeana Network Association (ENA)</b>			
EF	ENA General Assembly organised	Completed	Nov 2023
EF	ENA Governance renewed (MC election and MB appointment)	Completed	Jan 2024
EF	Annual reporting for ENA and EAF activities published	Completed	Feb 2024
EF, APEF, BL	Recommendations for enhanced accreditation scheme completed	Completed	Jun 2024
EF, APEF, BL	Two EAF outreach events organised	Completed	Jul 2024
EF	Metrics framework for reporting on community engagement extended	Completed	Jul 2024
EF	Recommendations for an enhanced community management scheme completed <sup>21</sup>	Completed	Aug 2024
EF	ENA and EAF policy and process managed and updated	-	Ongoing
EF	New aggregators reviewed for accreditation	-	Ongoing
EF	General management support for ENA and EAF (incl. ENA MB and MC, EAF Steering Group, Task Forces, Working Groups and communities) provided	-	Ongoing
<b>Activity 3.1.3. Support national digital strategies to increase high quality data</b>			
EF	Swedish Presidency Europeana activity evaluated and reported	Completed	Sep 2023
EF	Spanish Presidency Europeana activity organised	Completed	Oct 2023
EF	Requirements for a policy-making dashboard/enumerate observatory delivered	Completed	Feb 2024
EF	Spanish Presidency Europeana activity evaluated and reported	Completed	Mar 2024

<sup>21</sup> Adjusted scope to 'Approach to managing communities across the Europeana Initiative mapped'.



EF	Belgian Presidency Europeana activity <sup>22</sup> organised	Completed	Jun 2024
EF	Member States targets page implemented in the Statistics Dashboard	Completed	Jun 2024
EF	Member States engagement strategy completed	Completed	Aug 2024
EF	Mechanisms to engage and inform Member States developed and implemented	-	Ongoing

*Mapping of products and services offered to CHIs and their professionals (V1) completed* - the data space currently offers various products and services that add value to CHIs and professional audiences. The mapping and related report documented the current offer of products and services and provided an opportunity to re-evaluate the current offer and how it is presented to audiences to increase its value. Recommendations included: 1) to develop use cases that can be connected to each product and service, 2) re-evaluate our understanding of CHIs and their professionals and what they want and need from the data space, 3) define data space-wide terms for products and services and use them consistently to have core concepts to work with (aligned with [DSSC terminology](#)), 4) re-evaluate how specific products and services are presented in the data space to facilitate the best possible customer journeys, and 5) consider how to make external platforms and products and services (incl. outputs of data space supporting projects) more visible in the data space offer.

*Evaluation of model of cooperation (V2) completed* - following the implementation of the cooperation model (Jan 2024) a brief evaluation was undertaken in Jul 2024. The evaluation was undertaken to identify the elements of the model that are working well, such as the various approaches to joint working, and the rotation of chairs between EI partners for the monthly collaborative meetings of the EI. As well as identify the elements which require further work to improve upon, ranging from practical matters around improving the process for setting agendas for collaborative meetings, to wider ranging issues such as how the governance mechanisms can be updated to further integrate and align the partners in the EI.

*Country Group activities pilot coordinated across Europeana Initiative* - the Country Groups (CGs) pilot project (running from 1 Jan until 31 Dec 2024) aims at improving national cooperation throughout the data space in three EU member states: Bulgaria, Italy, and Slovenia. These pilot country groups bring together Europeana Network Association (ENA) members, aggregator representatives and others, including those who wish to reuse materials from Europeana.eu. This decentralised approach aims to complement the work in the Member States happening in other contexts. Country groups have worked on initiatives and products like TwinIt! 3D for Europe's culture, use cases and translation of the outputs of various ENA communities. Significant activities that have been organised by the CGs in Y2 included:

- Bulgaria: National strategic event around digital transformation and 3D (11-12 Apr 2024)

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<sup>22</sup> Final event of Twin it! campaign.

- Italy: Expert Group Meeting (10 Jun 2024) and Aggregation Workshop for Museums (17 Jul 2024)
- Slovenia: Librarian Meeting (22 May 2024) and Aggregation Workshop for Museums (28 Jun 2024)

*Thematic programme of activity developed and maintained (bi-annual update)* - principles of thematic programming are being discussed throughout the Europeana Initiative (EI), including 3D and the development of more holistic training.

*Recommendations for enhanced accreditation scheme completed* - the recommendations for an enhanced accreditation scheme follow up the work on the evaluation of the accreditation scheme and incorporate the findings from the mapping of the current aggregators' role to data space roles according to the Data Spaces Support Centre (DSSC). They are a stepping stone towards a new accreditation scheme for every aggregator in the data space. We recommend moving from accreditation for fulfilling a certain role to accreditation for the products and services provided. That will also enable us to abstract the process of accreditation from the process of data aggregation. In line with this we would work towards disconnecting accreditation from membership in the community of aggregators. These conceptual changes would be supported by procedural changes. We recommend developing a set of accreditation criteria specific to the various types of products and services offered within the data space. We recommend establishing a process to regularly confirm that accreditation criteria continue being met once accreditation has been granted. We recommend finding (a) suitable format(s) for accreditation agreements. This work will be continued in Y3 to further implement an enhanced EAF accreditation scheme.

*Two EAF outreach events organised* - the two last outreach events in the series of events took place on [23 Nov 2023](#) (84 participants) and [20 Jun 2024](#) (74 participants). With these two events we concluded the aggregation journey with the topics on data publication (Nov) and data dissemination and reuse (Jun). With these events we showed cultural heritage institutions how they can engage with and share their data with Europeana. We also showcased how users and reusers can engage with the data, and how aggregators support different re-use scenarios during data preparation and processing.

*Metrics framework for reporting on community engagement extended* - a sub-group of ENA Community Managers and a member of the ENA Management Board was convened to discuss the collection of data across the communities and within each community. As well as informing the ENA Impact and Satisfaction survey (June 2024) this group liaised with community steering groups to isolate challenges and opportunities relating to measuring community engagement. Based on this input, additional metrics have been proposed that are going to be tested and evaluated in Y3.

*Approach to managing communities across the Europeana Initiative mapped* - the outcome establishes a mapping of the different types of community that are active across the Initiative,

and how they are managed, from formal (for example the ENA Copyright Community) through to informal (for example the API community). This serves as the basis for further consideration of the role and management of communities as mechanisms for outreach and engagement with users throughout the data space.

*ENA and EAF policy and process managed and updated (bi-annual update)* - during this period, we have continued our efforts to align the communication, information exchange and decision making processes, and have achieved a more efficient and successful collaboration between representatives of the ENA and EAF by facilitating regular joint meetings of the representatives of the ENA, EAF and EF around topics of joint interest, and overall partnership building. Between Feb and August 2024, we have also continued facilitating electoral and onboarding processes of the EAF Steering Group members to help them perform in their roles effectively.

*New aggregators reviewed for accreditation (bi-annual update)* - in Mar 2023 we concluded the accreditation process for one new aggregator: Euskariana (national aggregator Basque Country). The accreditation was approved by the EAF General Assembly at the meeting on 18 Mar 2024.

*General management support for ENA and EAF (incl. ENA MB and MC, EAF Steering Group, Task Forces, Working Groups and communities) provided (bi-annual update)* - in this period, we continued supporting the ENA and EAF operational activities and organisation of monthly meetings of the ENA MB and the EAF Steering Group, as well as the MC meetings ([March](#) and [July](#) 2024), [EAF meeting](#) (March 2024), a joint meeting of the MC and the EAF on the same occasion, and an additional [EAF Outreach event](#) (June 2024). We also held EAF Steering Group elections in March/April 2024. We continued supporting all the existing ENA, EAF and Europeana Initiative wide Task Forces and Working Groups and provided overall management and guidance to the seven ENA communities as well as the [Country Group pilot project](#).

*Belgian Presidency Europeana activity organised* - the achievements of the [Twin it! campaign](#) were celebrated during a high-level event on 14 May in Brussels, co-organised by the Europeana Commission and EF under the auspices of the Belgian Presidency. The event unveiled the collection of heritage 3D models submitted by the Member States and celebrated their efforts. Ministers of Culture of Bulgaria, Greece, Croatia, Cyprus, Latvia and Lithuania presented their Twin it! 3D models. Ministers of Culture from Italy, Spain and Luxembourg were also present. Many Member States colleagues and participants stated that the campaign efforts and the event were very well received and valued. In particular they praised hands-on learning and capacity building around 3D digitisation processes which was made possible through the campaign, raising awareness, and generating enthusiasm and momentum. The [Twin it! collection](#) is showcased on Europeana.eu.

*Member States targets page implemented in the Statistics Dashboard* - a new Country Page in the [Statistics Dashboard](#) was implemented where users can see the current state and historic trends against the Member States target values (recommendation 2021) for the years 2025 and 2030 on three metrics: the number of 3D records, the number of high quality records, and the total

number of records. This page allows a user to get a quick overview of how a Member State is 'performing' against these metrics, and where extra effort could be directed to achieve the target values by their respective years.

*Member States engagement strategy completed*<sup>23</sup> - the Europeana Initiative has set a Member States Relations and Engagement Strategy 2026 to support the Member States in meeting the ambitions of the data space and the 2021 Recommendation targets. This strategy is aligned with and supports the Commission's 2021 Recommendation and the Implementation Plan for Y3 of the data space deployment. By achieving these targets, Member States not only accelerate and enhance their digital transformation but also realise their broader aspirations for a more connected, inclusive, efficient, and innovative society. It underlines the need for Member States to set national digital strategies; adopt interoperable frameworks and standards; provide high-quality data; and, support resourced and funded institutions; aggregators, and empowering communities. The Europeana Initiative and the data space improves its service through an overarching strategy towards all Member States to support these areas. It also improves its service in specific areas of need or interest for a number of Member States through tailored strategic plans. It prioritises a few countries based on their engagement, needs, interests and readiness/willingness. It will take a concerted approach of communication, collaboration, coordination, shared goals, and mutual support - with and among all the actors in the Member States and also within the Europeana Initiative. The successful implementation of this strategy requires joint and coordinated efforts of the Initiative; and active involvement of actors in the Member States, specifically the CEDCHE Group; with the Commission's backing. Some of the key activities to support this strategy include: a cross-presidency thematic campaign, presidency conferences to support the campaign, Country Pages in Statistics Dashboard the progress towards data targets, advocacy for data space standing and positions, capacity building resources with the launch of the training platform and academy, promoting multilingual search feature in coordination with relevant Member States, ENA and EAF outreach events, and Country Group activities.

*Mechanisms to engage and inform Member States developed and implemented (bi-annual update)* - we informed the Member States of the relevant news, updates, and activities via our dedicated [Member States newsletter and dedicated webpage](#) on Europeana Pro. [Country specific reports](#)<sup>24</sup> were updated and published. We reported on Europeana Initiative and data space activities at the 6th CEDCHE meeting on 13 June.

*Reporting metrics: enhance cooperation throughout the data space*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
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<sup>23</sup> Available on request.

<sup>24</sup> Scroll down and see the dropdown list.

KPI 3.1	Satisfaction of the Europeana Network Association members with the ENA	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Annually	<b>75%</b>	-	76%	-	-
KPI 3.2	Growth of Europeana Network Association members	Number of members in the ENA	Quarterly	<b>5,000</b>	-	-	-	4,867
RM 3.1	Participants engaged in Europeana Initiative activities	Number of participants contributing time and expertise to activities (such as governance, TFs, WGs and CTAs) (cumulative)	Quarterly	-	-	-	-	468
RM 3.2	Task forces in the Europeana Initiative	Number of active task forces per month (ENA, EAF, Initiative)	Quarterly	-	-	-	-	4
RM 3.6	Satisfaction with the Europeana EU presidency activities	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Bi-annually <sup>25</sup>	-	-	-	-	-

In Y2, we slightly missed our target for ENA membership increase, counting 4,867 in Aug 2024 (target 5,000 members). Over Y2 we achieved an increase of 471 members (a 10.7% increase). Together with ENA MB we have analysed and refined actions to further drive membership growth. In addition to ongoing promotion activities where we promote ENA membership, such as at every event run via the EI partners and the Members Council, pilot Country Groups were set the tasks to promote membership through their networks and social media. Promotion was also visible through LinkedIn and promotional T-shirts worn at events.

<sup>25</sup> The Belgian presidency (final event of the Twin it! campaign) was an in-person event and we did not measure satisfaction for this event. Hence for Y2, we have one result, measured at the Spanish presidency event of 88% (Oct 2024).

Through Europeana Pro we launched and promoted a new series of articles promoting the benefits of membership from different perspectives, such as '[My Europeana Network Association: Digital Storytelling, Self-Development and Support](#)', and '[Six reasons to join the Network Association](#)'. We also updated the Network Membership Form to gather data on how applicants learned about ENA, to enable better connections to be made between promotional activity and results. The growth of ENA membership is monitored monthly by the ENA Management Board supported by EF. Further monitoring and refinement of promotion will continue in future periods to identify effective mechanisms which sustainably support growth of ENA membership, such as exploring options to improve the multilingual offer of member resources.

In Jun 2024, we completed an ENA satisfaction survey (257 responses) which resulted in 76% of 'satisfied' and 'completely satisfied' ENA members. We also asked a number of questions to allow a greater insight into what ENA members are looking for from their membership and to better understand the backgrounds of those responding (professional background, country, length of time as an ENA member, which communities they are involved in, and what their interests are). The key values that the ENA was reported to have brought to more than half of responding members are around practical knowledge and networking. Likewise respondents told us that they find events and opportunities in networking and training most important, and qualitative comments were also most numerous on these topics. Qualitative comments also indicated interest in more inclusive or country-based activities, and more communication about opportunities in the sector and network.

This year's respondents differed from those responding last year as there were slightly more researchers (54%) than cultural heritage professionals (51%) than in previous years. Educators were well represented, as was the case last year (48% of respondents selected this role). We observed fewer senior management or management roles represented among responding ENA members this time - in 2023 this was 33% and this year 17%. Respondents this year came from 38 countries with 15% of respondents coming from Italy, 10% from the Netherlands and 9% from Greece. More than 80% of respondents have worked for at least 5 years in or with the sector and of these more than 30% have worked in or with the sector for more than 20 years. This year, we see a 7% increase in those people who report as working self-employed (in 77% of cases this was combined with another role) and we also see a 21% increase in ENA members working for an 'other' type of institution which does not fit into the former GLAM category.

In terms of activeness the majority of members take passive actions such as receiving and reading the ENA and/or community newsletters/ Europeana's editorial content (news, blogs etc.) and are also going to Europeana events and take part in online activities (e.g. cafés and webinars). Over half of the respondents encourage others to join the ENA and explore Europeana's offer. Fewer than 25% of those responding would be classed as very active in the ENA (for example standing for election or being a member of a working group/task force).

## **Task 3.2. Identify needs of user groups**

**Partners:** EF

Under this task, EF will continuously explore the needs of professional audiences in the cultural heritage sector (Activity 3.2.1) as well as the needs of potential groups interested in reuse of cultural heritage data, such as education, research and the creative industries. EF will also collaborate with other European data spaces, including those of tourism and media, to better understand the needs of these user groups in relation to the data space (Activity 3.2.2). User research will guide the development of tools and services and will identify which data, tools, and services should be offered as a priority.

*Overview of outcomes: identify needs of user groups*

Partner	Outcomes	Progress	Due date
<b>Activity 3.2.1. Conduct user research among professional audiences</b>			
EF	Report on 3D (including usage scenarios and best practices)	Completed	Mar 2024
EF	Report on user needs and requirements of cultural heritage professionals to inform product and service development completed	Completed	Jun 2024
EF	Qualitative and quantitative (primary and secondary/desk) research among cultural heritage professionals undertaken and/or supported	-	Ongoing
<b>Activity 3.2.2. Perform user and market research to foster reuse</b>			
EF	Two new areas with reuse potential identified	Completed	Mar 2024
EF	Audience profiles created (for identified two new audiences)	Completed	Mar 2024
EF	Audience profiles validated (for identified two new audiences)	Completed	May 2024
EF	Pilot application in one new identified area of reuse potential completed	Completed	Jul 2024
EF	Report on areas of potential reuse, research and results achieved towards new and established audiences (incl. recommendations for product and service developments)	Completed	Aug 2024
EF	Audiences interested in reuse identified and reached	-	Ongoing

*Report on user needs and requirements of cultural heritage professionals to inform product and service development completed<sup>26</sup>* - this report summarised the needs and requirements of cultural

<sup>26</sup> Available on request.



heritage professionals to inform product and service development. For this inaugural report, the focus was on a meta-analysis of survey data with the ultimate view to establishing a strategy for gathering more relevant data in the coming years. Data was selected from activities where we asked respondents if they are a cultural heritage professional and/or where they contributed further details about their role or institution which allowed us to classify their professional background as cultural heritage professional - in addition to those activities where we asked for responses on behalf of an institution. The former are classified in this report as individual responses and the latter as institutional responses. In the former category are two recent activities (2023 ENA survey and the 2024 Pro user survey - 366 responses from cultural heritage professionals) in addition to job function data gathered via the institutional responses (534 titles). In the institutional category are eight survey activities<sup>27</sup> spanning the last five years comprising 513 named CHIs - these were analysed and a database of 464 individually identified institutions was created from this data. This data itself is of key importance to the data space's future trajectory - helping to shape our product and service development - and should be considered as an important product itself. It can also be anonymised and made available to stakeholders in future - such as contributing countries or member states, aggregators, and policy makers in our sector. In terms of the main needs surfaced in the report for CH individuals these are for resources/trainings/materials on digital preservation/curation, digital storytelling/reuse of collections and digitisation/cataloguing. On the other hand CHI data providers need more support specifically around aggregating data and a stronger CHI specific offer to make the benefits of data sharing clearer - such as more exposure for the CHI, increased traffic to the CHI site, attracting new audiences to their material, potentially attracting project partnerships and encouraging further digital transformation within the CHI itself. This is in addition to the offer individuals at the CHI can access if they join our network. Therefore, the analysis in this report points to the fact that the Europeana Initiative and the data space can hold clear value for cultural heritage professionals and institutions acting as our data providers but that these values are not always clearly understood by our audiences. The data space has many products and services and potentially more could be done to explore, demonstrate and communicate where and when these products and services are designed for the CHI and/or cultural heritage professionals audience (connecting to WP 3.1's mapping activity), and to demonstrate how they meet some of the needs surfaced in this report. We can then target the right professional audiences with products and services of interest to them as an individual (e.g. ENA member) or a CHI (e.g. data provider). Further research into the needs of professionals and institutions and the creation of audience profiles for them will help us to direct the offer even more successfully - in addition to satisfaction data collected via relevant products and services.

*Qualitative and quantitative (primary and secondary/desk) research among cultural heritage professionals undertaken and/or supported (bi-annual update)* - in this period we supported various survey activities namely: the Europeana Network Association satisfaction survey fielded in Jun 2024, the EAF aggregator's satisfaction survey fielded in Jul 2024, and the CHI satisfaction survey

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<sup>27</sup> The CHI satisfaction surveys from 2019, 2021 and 2023, the publishing digital collections online survey 2021; the ENUMERATE survey 2022; the Persistent Identifiers Survey 2023 and the Environmental sustainability practice survey also in 2023.



fielded in Aug 2024 (for more details please see dedicated sections in this report). In addition we have two ongoing activities live on Europeana Pro pages that continue to collect data: the PID policy quiz and the 3D repository registration form.

*Audience profiles validated (for identified two new audiences)* - since the beginning of this activity, the focus has changed for one of the audiences (writers) from a Business-to-Consumer (B2C) model to exploring the potential of Business-to-Business (B2B) networks. However, understanding the writer profile remains essential to move towards contacting networks for whom this is the priority audience. In May 2024, the writer audience profile was validated by the original writers contacted (including five interviews and four valid responses). From the responses received, the audience profile can be seen as an accurate reflection of a writer at this point in time, and only small details were tweaked.

*'[This] is a great summary of the writing industry and of the potential relationship with Europeana and I think the idea of being part of a community is a particularly valuable shared goal for writers as often the business can be quite isolated'* - Jake Hope, children's author.

In May and June 2024, the tourism audience profile was also validated by contacts in the cultural tourism sector. This validation included six written feedback responses and two interviews. From the received responses, the tourism profile was amended to more accurately represent the current trends and needs of tourist organisations related to cultural heritage.

In addition to validating the writer and tourism profile, the profiles were amended to cover benefits for B2B networks and the shared goals and touchpoints for the Europeana Initiative and the data space, and networks using Europeana.eu as a resource for research and inspiration.

*Pilot application in one new identified area of reuse potential completed* - to explore how networks and organisations that support writers can introduce Europeana.eu as a resource for inspiration and research, we reached out to a number of organisations. This resulted in three different activities co-organised by Europeana and external organisations, to engage their audiences with Europeana content. In addition, we had four conversations with influential individuals representing multiple organisations to explore their initial responses to the idea of introducing their audiences to Europeana.eu as a resource for writers, and to ideate on potential future collaborations. Our exploratory conversations yielded further positive results - in that we made good new contacts and have a number of good leads to follow up.

#### Activities:

1. [The Murmuration of Words](#) - a postal poetry project, in which one Europeana image was circulated to 39 poets split into 10 groups. Each poet contributes to a poem inspired by the image, and posts the poem to the next person in their group. At the time of writing, six poems from 23 contributing poets have been completed and shared on social media. At least one of these poems will be included in a printed book and a physical exhibition run by The Murmuration of Words.

- a. EF contributed a gallery of curated images from which the project selected one to use as a creative prompt. EF also followed up with an introductory post on the project's Facebook group to provide a direct link to Europeana.eu and an invitation to explore.
2. Eurocon - two creative sprint sessions ([1](#), [2](#)) with an audience of about 10 people per session run at an in-person conference aimed at horror, sci-fi and fantasy writers. Plus the opportunity to network with writers, publishers and other organisations at the conference itself, which resulted in a number of new contacts made, which will be followed up at a later date.
  - a. EF contributed staff to lead two creative workshops at the event, using Europeana collections as creative prompts in themes linked to the event's specific audience interests.
3. Stockholm Writers Festival - [newsletter article](#) sent to a subscriber base of 2,100 people. In our exploratory discussion, the organisation showed keen interest in EF running an in-person session to introduce the festival audience to Europeana.eu as a source of inspiration and research for writers at their 2025 festival, and also provided other leads, contacts and suggestions for future approaches.
  - a. EF contributed a newsletter article highlighting the collections of the museum at which this year's festival takes place, as well as heritage elsewhere in Sweden, showing how items could be used as creative prompts or for research.

A blog post on Europeana Pro will be published to share the outcomes of our pilot, and lessons learned will contribute to activities in Y3.

*Report on areas of potential reuse, research and results achieved towards new and established audiences (incl. recommendations for product and service developments)*<sup>28</sup> - the report has been rescoped and renamed to "*Report on a sustainable and systematic approach to audience engagement*". The report assesses the audience engagement model followed in Y2, and develops an approach to audience strategy and outreach for Y3 and beyond. The developed approach for Y3 includes the validation of reuse potential of data upfront, and the prioritisation of outreach activities that nurture a more direct connection with audiences – hopefully leading to the production of trackable reuse cases that can yield useful learnings for EI and partners.

*Audiences interested in reuse identified and reached (bi-annual update)* - audience outreach and activities developed as part of the work on the writers and tourism audiences, as well as the pilot application with writers, tested several different formats to determine which methodologies could be replicated in an audience-agnostic and sustainable manner in Y3 and beyond. These learnings will be developed in the outcome '*New audience outreach template formalised*', under Activity 3.3.2 of the Y3 Implementation Plan.

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<sup>28</sup> Available on request.

In the reporting period, EF identified and interviewed three individuals / projects who regularly reuse multiple collections from Europeana.eu. The interviews were published on europeana.eu in [February](#), [May](#) and [June](#) 2024.

In addition, and aligning with the development of the Europeana Impact Model, we have investigated (through a literature review and internal consultation) how we might better measure the instances and value of reuse amongst several priority reuse audiences. It also assesses reuse indicators by type of media, e.g. 3D. The findings have been shared internally and different metrics have been discussed and tested. The findings will be shared more widely via a publication on Europeana Pro to contribute to wider sector knowledge and development.

*Reporting metrics: identify needs of user groups*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 3.4	Aggregator satisfaction with data space products and services (accredited aggregators)	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Annually	75%	-	-	-	83%
KPI 3.5	CHI satisfaction with data space products and services	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Annually	75%	-	-	-	68%

In Jul 2024, we completed an aggregator satisfaction survey (with responses from 37 accredited aggregators) which resulted in 83% of 'satisfied' and 'completely satisfied' aggregators. We asked for satisfaction across 10 different questions and recorded the average satisfaction rating. We gathered data about our product and service provision and in which ways this meets aggregators needs and we also included a section in the survey to allow the aggregators to map their roles to the roles in the data space (related to new roles introduced by the DSSC blueprint).

In Aug 2024, we completed a CHI satisfaction survey which resulted in 68% of 'satisfied' and 'completely satisfied' CHIs among a total of 8 CHIs (derived from our CRM - primarily those signing up to the welcome pack) and 156 cultural heritage professionals using both Europeana Pro and Europeana.eu. Due to the fact that the CHI data providers survey suffers historically from a low response rate we also surveyed users of Pro and Europeana.eu that were identified as cultural heritage professionals to give a more representative insight into how we serve the cultural heritage sector. The overall rating given here is then the average of the three activities: cultural heritage professionals satisfaction with Pro (74%), cultural heritage professionals

satisfaction with Europeana.eu (73%) and data providing CHIs satisfaction with various aspects of Europeana (including satisfaction with the aggregation process and our products and services for cultural heritage professionals - 57%). More direct communication with CHIs about what the EI and data space can offer to CHIs and more awareness and knowledge of products and services can support CHIs getting a richer and more rewarding experience (this is planned to progress in Y3, for example with new email workflows).

### **Task 3.3. Build awareness and engagement**

**Partners:** EF

Under this task, EF will build awareness and engagement of data space activities among our professional audiences. We will position the data space more prominently in our communications and marketing activities, as we develop and strengthen a new data space brand. We will deliver a strategic approach to marketing and communications (Activity 3.3.1), offer event programming (Activity 3.3.2), and ensure that audiences engage with our activities (Activity 3.3.3).

*Overview of outcomes: build awareness and engagement*

Partner	Outcomes	Progress	Due date
<b>Activity 3.3.1. Ensure strategic approach to marketing and communications</b>			
EF	Landing page for the common European data space for cultural heritage published	Completed	Feb 2024 <sup>29</sup> (Jan 2024)
EF	Approaches to social media revised (internal)	Completed	Feb 2024
EF	Start of promotional campaign around the landing page for the data space	Completed	Mar 2024
EF	Second iteration of the welcome pack, onboarding for new providing institutions improved	Completed	Jul 2024
EF	Pro editorials published (e.g. Pro News and themes)	-	Ongoing
EF	Activities promoted (Newsletters, Twitter, LinkedIn)	-	Ongoing
<b>Activity 3.3.2. Develop event programming</b>			
EF	Europeana Annual Conference organised - Europeana Tech	Completed	Oct 2023
EF	Learnings and recommendations from Impact Assessment implemented - Annually	Completed	Jun 2024
EF	Events programme delivered and improved	-	Ongoing
EF	Activities of the international Events Manager Group coordinated	-	Ongoing

<sup>29</sup> Adjusted due date confirmed with EC.

<b>Activity 3.3.3. Engage professional audiences</b>			
EF	Strategy for platforms for professional audiences completed (internal)	Completed	Feb 2024
EF	Europeana Pro strategy delivered (internal)	Completed	Feb 2024
EF	Europeana Pro user survey completed	Completed	Mar 2024
EF	CRM workflows extended	Completed	Jun 2024
EF	Tools to enhance community collaboration implemented	Completed	Aug 2024
EF	Platforms for professional audiences maintained (technical infrastructure, user journeys, accessibility)	-	Ongoing

*Second iteration of the welcome pack, onboarding for new providing institutions improved* - we noticed that the new 'Share your data' page on the Europeana website is working so well that we received a lot of registrations from people who shared their data with us, who have data which they want to share with us and people who don't have data or don't work for a (European) cultural heritage institution. Therefore, for this outcome we updated the text and the form on the 'Share your data' page and updated the navigation to say '[Share your collections](#)' making it explicit that we expect people to register who work for European cultural heritage institutions who have digitised collections they already shared with us or want to share with us. Other people we ask to register for the Europeana Network Association.

*Pro editorials published (e.g. Pro News and themes) (bi-annual update)* - Europeana Pro news pieces share the latest news from across the Europeana Initiative and data space, promote key campaigns and share learning on topics relevant to the digital transformation of the cultural heritage sector. In this reporting period, topics explored through themes (several Pro news pieces published in one month) and series (Pro news pieces published over several months) have included those which align with strategic messaging and campaigns (the [data space](#), [3D and the Twin it! campaign](#)); mark seasons and international initiatives ([Women's History Months](#)); promote specific products and events ([Digital Storytelling Festival](#)); promote data space supporting project activities ([AI4Culture](#) and [DE-BIAS](#)); and showcase work from and of interest to ENA communities ([EuropeanaTech series](#)). Further reporting on Europeana Pro editorials is provided in the DS. Communication and dissemination plan M23 (Jul 2024)<sup>30</sup>.

*Activities promoted (Newsletters, Twitter, LinkedIn) (bi-annual update)* - in this period, we continued to amplify our Pro editorial work and also promoted calls relevant to professional audiences via relevant channels. The most popular activities in this period in terms of traffic driven to Europeana Pro were around the Twin it! campaign (both the static page and news pieces related to the campaign), the Digital Storytelling Festival and news posts with a focus from the

<sup>30</sup> Available on the [data space project page](#).

EuropeanaTech Community. More detailed information was documented in DS. Communication and dissemination plan M23 (Jul 2024).

*Learnings and recommendations from Impact Assessment implemented - Annually<sup>31</sup>* - we focused on the work completed between Sep 2023 - May 2024 in developing and improving the quality of event management, programming, and training delivery based on data collected and insights developed over this time frame. The report sets out how we have improved our data collection practices through standardised impact assessment and data collection across the evaluation of all of Europeana's products and services; emphasises an ongoing learning and improvement process that has been implemented in the organisation; set out goals for Y3 and Y4, including how we will continue to build and learn from impact assessment; and sets out EuropeanaTech 2023 as a case study of learning in practice. The recommendations relate to ongoing work to improve how we deliver evaluation and impact assessment.

*Events programme delivered and improved (annual update)* - in this period, we continued to improve our events programme and integrated hybrid meetings where possible. The work on the events calendar and the events toolkit continues. In Y2 we delivered a total of 52 events, reaching 3,671 people, while events had a very high satisfaction rating with 92% of attendees being 'satisfied' and 'completely satisfied'.

*Activities of the international Events Manager Group coordinated (bi-annual update)* - the Events Managers Group has grown to be a very valuable group who shares experiences and supports each other in the challenges when organising (hybrid) events. It is of great value learning from other organisations what formats, style or tools they use, sharing good practices, as well as coordinating the timing of major conferences. The group counts about 15 people today. Informal discussions and when possible visiting each other's events has proven to be a great way to get a better understanding of the different ways we all work. In addition, we share our lessons learned and successes to continue learning from each other.

*CRM workflows extended* - we extended the CRM to include more types of users such as network association members, Europeana website research group members and end user newsletter subscribers. Having all these audiences available in one system makes it possible for us to see the different affiliations each individual and institution has with the Europeana Initiative. We can use this information to see how engaged people are and promote other services to them to increase their engagement and participation. We also updated the [sign up form for Network Association Members](#) to ensure that new members are added to the CRM from now on and defined and set up the communication flow to onboard this group. Additionally, we related the providing institutions to their aggregators in the CRM to create a better overview of the relationships between these institutions. This work prepares for aggregator profiles to be available on the Europeana website in future.

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<sup>31</sup> Report available on request.

*Tools to enhance community collaboration implemented* - working together with ENA and EAF we have focused on developing how events and communities can be used to further enhance collaboration. Through the implementation of the cooperation model (Activity 3.1.1) events have been created to bring together members of the EAF and ENA Members Council and through the Country Group Pilots. The Members Council have further engaged in discussions in requirements for a communication tool to enhance cooperation and collaboration, and EF will continue to support the validation of these requirements including the relevant data privacy considerations are included.

*Platforms for professional audiences maintained (technical infrastructure, user journeys, accessibility) (bi-annual update)* - in this period much of the technical work on Europeana Pro has focused on stopping and preventing attacks by bots, as this has been a specific and severe issue since March 2024 which has had a major impact on the response time since May 2024. Other technical and development activity has included improving code quality, connecting Pro to Zoho CRM EU, creating table functionality and improving ENA member search. Mobile and accessibility performance is monitored on a six monthly basis and remains high performing as of July 2024. Work on user journeys on Pro and in relation to other platforms has been influenced by the 'Strategy for platforms for professional audiences', particularly in ensuring clear user journeys between Pro and the Knowledge Base, and the 'Europeana Pro strategy'. Work has begun to prepare the plan for migration of Pro content to other platforms and will continue in Y3.

*Reporting metrics: build awareness and engagement*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 3.3	Satisfaction rate for Europeana Pro	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Annually	75%	-	-	-	80%
RM 3.9	Europeana Initiative events	Number of events held by Europeana DS consortium, EAF, and ENA (cumulative)	Quarterly	-	-	-	-	56
RM 3.10	Reach of Europeana Initiative events	Number of participants (cumulative)	Quarterly	-	-	-	-	4,014
RM 3.11	Satisfaction rate for Europeana	Total % of 'satisfied' and 'completely	Quarterly	-	-	-	-	92%



	Initiative events	satisfied' responses on a 5-point Likert scale (cumulative)						
RM 3.7	Traffic to Europeana Pro	Number of visits per month	Monthly	-	22,127	19,617	15,527 <sup>32</sup>	16,230
RM 3.8	Traffic to Confluence	Total number of views to key landing pages (Knowledge Base and Impact Playbook) (cumulative)	Annually	-	-	-	-	15,913

In Y2, we measured a very good satisfaction rate for Europeana Pro with 80% of 'satisfied' and 'completely satisfied' responses (166 responses).

In Y2, we recorded 15,913 views to key landing pages of the Knowledge Base (KB) and Impact Playbook (80% increase to Y1, 8,832 views, Aug 2023). The top three most viewed pages are the EDM mapping guidelines (5,898 views), Publishing Guide for 3D content (2,164 views), and the general Publishing Guide (1,274 views), information that is highly relevant to users and data providers. The biggest addition to the KB in Y2 was the migration of the API documentation (827 views), another highlight for Y2 was the addition of the [Copyright management guidelines for cultural heritage institutions](#). The online Impact playbook (2,427 views) was widely shared and used (e.g. in training) in Y2.

In the period between May 2024 - Aug 2024, we organised in total 15 events reaching 1,374 people with a very high user satisfaction for events of 92%.

#### Overview of events

Partner	Name of event	Activity	Location	Date
<b>Events organised</b>				
Photocons	<a href="#">Information Technologies in the socio-cultural sphere, education and economy</a>	Event/Presentation	Ukraine	24/04/2024
EF/Research Community	<a href="#">Shaping the future of digital cultural heritage professionals:</a>	Webinar	Online	06/05/2024

<sup>32</sup> Matomo was down in Jul 2024 - expected traffic would have been around 17,000 if data correct (see related reporting *Infrastructure supporting products and services are maintained (bi-annual update)*)



	<a href="#">pioneering approaches in Higher Education</a>			
EF	<a href="#">DSF Online Creative Residency kick-off</a>	Webinar	Online	07/05/2024
EF	<a href="#">Belgium Presidency / Twin it!</a>	Conference	Brussels	14/05/2024
Photocons	<a href="#">New heritages, new feudalisms: the servitudes of digital documentation</a>	Event/Presentation	Barcelona, Spain	15/05/2024
EF	<a href="#">Digital Storytelling Festival 2024</a>	Festival	Online	21&22/05/2024
EF/EuropeanaTech Community	<a href="#">LUX / Linked Art presentation - EuropeanaTech</a>	Webinar	Online	28/05/2024
EF/Impact Community	<a href="#">Theory, change and growth: the story of the Impact Playbook</a>	Webinar	Online	11/06/2024
BL (Europeana Sounds)	<a href="#">International Archives Week</a>	Event/Presentation	Online	12/06/2024
EF/EAF	<a href="#">EAF Outreach</a>	Webinar	Online	20/06/2024
EF/Copyright Community	<a href="#">Reviewing the Europeana Public Domain Charter</a>	Webinar	Online	20/06/2024
EF/ENA	MC meeting	Meeting	Brussels	03&04/07/2024
EF/EuropeanaTech Community	<a href="#">Polifonia: a digital harmoniser for musical heritage knowledge</a>	Webinar	Online	11/07/2024
CARARE	Connecting Archaeology and Architecture in Europe	Presentation	Rome and online	28/08/2024
CARARE	<a href="#">Making connections: towards archaeological narratives in contemporary society</a>	Presentation	Rome, Italy	29/08/2024

### **Task 3.4. Develop capacity building as a service**

**Partners:** EF, CAPG

Under this task we will develop capacity building tools and services (Activity 3.4.1) and manage and develop mechanisms for the Training Programme (Activity 3.4.2).

Overview of outcomes: develop capacity building as a service

Partner	Outcomes	Progress	Due date
<b>Activity 3.4.1. Develop capacity building tools and services</b>			
EF	Europeana Capacity Building Framework (V4) developed (internal)	Completed	Feb 2024
EF	Impact pathway for Training Programme revised	Completed	Jul 2024 <sup>33</sup> (Jun 2024)
EF	Impact Model V1 for the Europeana Initiative developed	Completed	Jul 2024
EF, DS AGG	<a href="#">Capacity Building Working Group</a> supported	-	Ongoing
EF	<a href="#">Europeana Impact community</a> supported	-	Ongoing
EF	Europeana Impact Framework (EIF) and Europeana Capacity Building Framework (ECBF) maintained and improved	-	Ongoing
<b>Activity 3.4.2. Manage and develop mechanisms for the training programme</b>			
EF	Training Platform piloted and evaluated	Completed	Feb 2024
EF, CAPG	A pilot Academy completed and evaluated	Completed	Jun 2024
EF, CAPG, DS AGG	Training programme developed and prioritised	-	Ongoing

*Impact pathway for Training Programme revised* - the impact pathway for training programmes has been updated as part of the work to develop an Impact Model for the Europeana Initiative. The Impact Pathway for training programmes was one of several use cases used to test and validate the Europeana Impact Model. Our efforts to evaluate (and standardise the evaluation of) Europeana's products and services (of which the training programme is a significant part) will continue.

*Impact Model V1 for the Europeana Initiative developed* - we developed an Impact Model for the Europeana Initiative (V1) which aligns with the Europeana Initiative's (EI) vision towards 2030 (especially related to the triple transformation with digital, social and green interconnected dimensions). It sets out four impact pathways: different types of value chains that all activities support and, in the future, should support. These contribute to different priority long-term outcomes that are based on our understanding of the type of changes that the EI needs to see in the sector to contribute to the desired changes set out in the vision. The Impact Model is built to help us evidence change in heritage professionals and other stakeholders who experience and use data space products and services. This approach is particularly important considering the concepts of sovereignty and decentralisation and the human-centred and value-based digital

<sup>33</sup> Adjusted due date confirmed with EC.

transformation that the data space is built on. Five use cases were developed, each with their own impact pathway that aligns to the Impact Model, including the updated Training Programme impact pathway, and pathways for ENA communities and Member States engagement.

*Capacity Building Working Group supported (bi-annual update)* - several individual members of the [Capacity Building Working Group](#) (CBWG) were involved in the development of training resources, and as such using components of the Europeana Capacity Building Framework (ECBF).

*Europeana Impact community supported (bi-annual update)* - members of the Impact Community were involved in a [webinar](#) (Jun 2024) considering the theory behind the Impact Playbook. A Europeana Impact Café (Mar 2024) led by a member of the steering group was organised, on the topic of *building peace and safeguarding heritage through digitisation*. A [blog](#) was published considering the case study of the German Digital Library's use of the Impact Playbook in designing minimum metadata standards. Newsletters were shared and resources regularly posted in the LinkedIn group, whose membership continues to grow organically and steadily.

*Europeana Impact Framework (EIF) and Europeana Capacity Building Framework (ECBF) maintained and improved (bi-annual update)* - the Europeana Capacity Building Framework has been updated to version 4 ([ECBF V4 Feb 2024](#)). This version consisted of updating the core components and supporting products and services that were developed in the beginning of 2023 with the support of the Capacity Building Working Group. The Europeana Impact Framework has been widely discussed (see updates above) and the core tool, the Impact Playbook, is updated as necessary (e.g. with new resources) and promoted across the Impact Community. The approach taken to develop the Impact Model, and its outcomes, will also be used to inform and update the EIF.

*A pilot Academy completed and evaluated* - the pilot Academy consisted of seven instructor-led training sessions which made use of the [Europeana Training Platform](#) in different ways. The main goal of the pilot was to test these different types of instructor-led training sessions and iron out any potential problems before the Europeana Academy is launched on a larger scale. The pilot looked at the processes from the perspective of learners, trainers and event support. Topics of interest during the pilot were:

1. Methods to use existing training resources for instructor-led sessions, for example by flipping the classroom
2. Standardising and improving registration and communication processes (texts, timelines, confirmation of participation, etc.)
3. Preparing instructors to run instructor-led sessions (most trainers have followed a train-the-trainer course)
4. Delivery of instructor-led training supported by Europeana's Training Platform

The results, from a pilot perspective, are positive. In other words: many challenges occurred that we are now better prepared for. One recurring challenge was the amount of people that registered, confirmed their participation after registration and still did not show up to the

training. The pilot was open to ENA Members. Members from all over the world registered to participate.

Apart from all the learnings, all trainers and participants were very satisfied and acknowledged the added value of having instructor-led training in addition to offering self-paced training resources.

*Training programme developed and prioritised (bi-annual update) - [new courses](#) were developed for self-paced training on:*

1. Europeana's APIs,
2. the basic functionality of the Europeana website
3. Introduction to collections, audiences and stories on Europeana.eu
4. How to tell great stories and write for Europeana.eu
5. How to set up an IIIF image server (by aggregator OpenUp!/AITGraz)
6. EDM2IIIF manifest creation (by aggregator OpenUp!/AITGraz)
7. Introduction to Data Spaces (by CapGemini Invent)
8. Metadata conversion to EDM using spreadsheets (by aggregator MUSEU/MCA)
9. 3D digitisation guidelines (by aggregator Photoconsortium)

Existing training resources have been transferred from Europeana Pro to the Europeana Training Platform. These are:

10. Copyright when sharing data with Europeana
11. Understanding the rights statements used by Europeana
12. How to select an accurate rights statement
13. Metis Sandbox

Courses 3, 4, 5, 6, 10, 11, 12 and 13 have been used in the pilot of the Europeana Academy. In addition to satisfaction surveys, processes have been developed and implemented to make use of the existing performance data of the Training platform to improve the user experience of trainees and the quality of training resources.

*Reporting metrics: develop capacity building as a service*

No.	Description	Measured by	Frequency	May 2024	Jun 2024	Jul 2024	Aug 2024
RM 3.12	Reach to Europeana Impact community	Number of people reached per month (Newsletter, mailing list, LinkedIn)	Quarterly	-	-	-	3,064

### **Task 3.5. Facilitate the provision of high quality data**

**Partners:** EF, DS AGG

The aggregation infrastructure of the data space is an essential enabler for the contribution of high quality data, together with the frameworks that govern how data is created, enriched and

shared and the building of necessary capacity. EF will support data providers in making use of the infrastructure and of framework requirements through capacity building efforts, including training solutions, dynamic knowledge transfer (such as through working groups), events and knowledge repositories.

The Europeana DS consortium will manage and implement a training programme that supports the provision of high quality data. Aggregators and data partners will benefit from the training programme by receiving knowledge on the use of products and tools available in the data space for the provision of high quality data. (Activity 3.5.1)

The consortium together with EAF and ENA will also support peer to peer knowledge exchange with the aim to increase the quality of data available for reuse (Activity 3.5.2).

*Overview of outcomes: facilitate the provision of high quality data*

Partner	Outcomes	Progress	Due date
<b>Activity 3.5.1. Deliver training programme for aggregators and data partners</b>			
EF, AIT Graz	IIIF guidelines and training resources for image conversion and manifest creation delivered	Completed	Jun 2024
EF, DEN	DEN Leadership programme Cohort completed and evaluated	Completed	Jul 2024
EF, TMO, INCEPTION, DS AGG	Training for the provision and reuse of high quality data delivered and published online	-	Ongoing
EF	Inventory of existing training (and other capacity building resources) maintained and updated	-	Ongoing
<b>Activity 3.5.2. Support the transfer of knowledge between professionals</b>			
EF	Technical conference to train and inform Spanish CHIs on the flow of data from them to Hispana, and from Hispana to Europeana	Completed	Mar 2024
EF	Partnership with European Students Association for Cultural Heritage (ESACH) developed	-	Ongoing
EF	Activities that promote the value of participating in training and knowledge transfer by ENA and EAF delivered	-	Ongoing
EF, DS AGG	Knowledge transfer supported (incl. one-to-one support and helpdesk for CHIs, peer-to-peer support between aggregators and experts)	-	Ongoing
EF	<a href="#">Europeana Communicators Community</a> supported	-	Ongoing
EF	<a href="#">Europeana Climate Action Community</a> supported	-	Ongoing

*IIIF guidelines and training resources for image conversion and manifest creation delivered* - AIT Graz developed training resources for two courses that were published on the Training platform, a course about [IIIF image conversion](#) and another course on [EDM to IIIF manifest creation](#). The work on these courses was coordinated by the [IIIF & Europeana Working Group](#) and developed out of the need of data partners to have more training on IIIF. Eventually it should support the adoption of IIIF and help to make more high quality content available in the data space.

*DEN Leadership programme Cohort completed and evaluated* - the Leadership programme aims to drive the digital transformation of the cultural heritage sector by targeting the decision makers for this transition: the directors, managers and other decision makers in cultural heritage institutions. The leadership programme is designed and delivered by DEN. The first pilots were initially met with enthusiasm, however after these pilots the amount of applicants decreased significantly. Every cohort did attract many applicants that were not the target audience. These applicants ranged from students to people working and living in the US and Asia. As DEN has not been able to identify components of the leadership programme to make this available as a self paced training through the Training Platform, we have shifted the effort and made progress in the facilitation of self-paced and instructor led training (see for example, *Training programme developed and prioritised (bi-annual update)*). The Capacity Building Framework has taken shape and a wider Training Platform has been implemented.

*Training for the provision and reuse of high quality data delivered and published online (bi-annual update)* - new training resources were developed and prepared for publication on Europeana's Training Platform. See 'Training programme developed and prioritised' (Activity 3.4.2.) for full details.

*Inventory of existing training (and other capacity building resources) maintained and updated (bi-annual update)* - existing training resources were reviewed for the need to be updated. The Europeana Academy Pilot has also surfaced the need and opportunities for improving training resources. Upcoming updates were discussed with involved subject matter experts and planned to be processed in Y3. In addition to the new training resources, other resources used for capacity building have been updated. Examples are documentation that were moved to Europeana's Knowledge Base on APIs.

*Partnership with European Students Association for Cultural Heritage (ESACH) developed (bi-annual update)* - EF and ESACH continued supporting each other in promoting activities for new professionals. ESACH disseminated the programmes of the [New Professionals' Twin Talks](#) and the [roundtable on digital cultural heritage](#) organised by EF (ref. 3.6: *Outreach events for academic and research communities*). EF mentioned ESACH and the European Heritage Youth Ambassadors Programme they lead on with Europa Nostra and European Heritage Tribune, in the [Europeana PRO news piece published on International Youth Day](#) (ref. 3.6: *Research on digital cultural heritage as an emerging university subject published*).

*Activities that promote the value of participating in training and knowledge transfer by ENA and EAF delivered (bi-annual update)* - continuing from Y1, we promote training and knowledge transfer opportunities across the Initiative, through newsletters, community activities and periodic events. Paying specific attention to identifying and delivering opportunities that connect members of the EAF and ENA such as joint meetings, and through the Country Group pilot.

*Knowledge transfer supported (incl. one-to-one support and helpdesk for CHIs, peer-to-peer support between aggregators and experts) (bi-annual update)* - in Y2 of the data space, DS AGG supported in total 126 CHIs from 29 countries (including 41 new CHIs collaborating with DS AGG).

*Europeana Communicators Community supported (bi-annual update)* - in this reporting period, the community has focused on multilinguality, taking part in a translation pilot with EF to check machine translations of blogs related to Women’s History Month and other popular editorial. This led to 61 translations being checked, in 12 languages. The community also continues to support translation of the seven tips for digital storytelling, now available in 14 languages. Digital Storytelling was in focus, with Community Steering Group members acting as mentors in the Digital Storytelling Festival Creative Residency and publishing a [news piece on digital storytelling](#). The Community has also tested a structured approach to its LinkedIn channel, sent four newsletters, published its [work plan](#), met with Climate Action Community to discuss approaches to Community Management, and worked with the Education Community to promote their content around European Parliament elections. Two Steering Group Members have stepped down, and one new Member has joined.

*Europeana Climate Action Community supported (bi-annual update)* - in this reporting period, the community has focused on cross-community liaison and exchange of good practices. It has held meetings with Impact, Copyright and Communicators communities to discuss approaches to community management and governance as well as community engagement and activation. This work will inform the revision of the community engagement strategy. The Environmental Sustainability Practice Task Force has produced and [published](#) an interim report reflecting insights that emerged from the survey on environmentally sustainable practices in GLAMS carried out in 2023. The report analyses input from over 100 respondents from 24 European countries and 6 countries worldwide. It aims to develop a better understanding of the environmental impact produced by the digitisation process followed by the practitioners of the sector.

In the reporting period between May 2024 - Aug 2024, we organised in total 11 training activities reaching 122 people with a very high user satisfaction for training activities of 91%.

#### *Overview of training*

Partner	Name of event	Activity	Location	Date
<b>Training organised</b>				



EF	<a href="#">Collections and stories on Europeana.eu by Beth Daley</a>	Training	Online	11/06/2024
EF	<a href="#">How to tell great stories and write for Europeana.eu by Beth Daley</a>	Training	Online	14/06/2024
MCA (MUSEU)	Getting data into Europeana: a pipeline for museums in Ukraine	Training workshop	Ukraine	18/06/2024
EF	<a href="#">Preparing image collections in the IIIF standard for Europeana by Gerda Koch and Ramiro Ortiz</a>	Training	Online	26/06/2024
MCA (MUSEU)	Webinar on Aggregation for Europeana targeted to small Slovenian museums	Training	Online	28/06/2024
EF/ Copyright Community	<a href="#">Licences, labels, statements and tools</a>	Training Workshop	Online	04/07/2024
EF	<a href="#">How to identify and clear copyright in cultural heritage by Ariadna Matas</a>	Training	Online	08/07/2024
EF	<a href="#">Metis Sandbox – check your data for quality and preview it for inclusion in Europeana</a>	Training	Online	09/07/2024
EF	<a href="#">Understanding rights statements and Creative Commons licenses by Ariadna Matas</a>	Training	Online	15/07/2024
Country Group & MCA	<a href="#">Scopri come condividere contenuti di alta qualità su Europeana</a>	Training Workshop	Online	17/07/2024
EF	<a href="#">Expressing reuse conditions: how to select an accurate rights statement by Ariadna Matas</a>	Training	Online	18/07/2024

*Reporting metrics: facilitate the provision of high quality data*

No.	Description	Measured by	Frequency	May 2024	Jun 2024	Jul 2024	Aug 2024
RM 3.29	Europeana Initiative training	Number of training held by Europeana DS consortium, EAF, and ENA (cumulative)	Quarterly	-	-	-	21
RM 3.13	Reach of Europeana Initiative training	Number of participants (cumulative)	Quarterly	-	-	-	706



RM 3.14	Satisfaction rate for Europeana Initiative training	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale (cumulative)	Quarterly	-	-	-	91%
RM 3.30	Europeana Initiative enables knowledge transfer	% of surveyed participants reporting that the activity helps them stay up to date with best practices and new trends	Bi-annually	-	-	-	81%
RM 3.31	Europeana Initiative delivers practical knowledge	% of surveyed participants reporting that the activity enables them to learn knowledge, skills and information they can use in their job	Bi-annually	-	-	-	96%
RM 3.15	Reach to Europeana Communicators community	Number of people reached per month (Newsletter, LinkedIn, mailing list)	Quarterly	-	-	-	3,283
RM 3.16	Reach to Europeana Climate Action community	Number of people reached per month (Basecamp, mailing list)	Quarterly	-	-	-	543
RM 3.17	CHIs supported by DS AGG	Total number of CHIs supported by individual consultation (cumulative)	Quarterly	-	-	-	126
RM 3.18	Coverage of CHIs supported by DS AGG	Total number of countries that received support by individual consultation (cumulative)	Quarterly	-	-	-	29
RM 3.19	Outreach to CHIs	Total number of new CHIs collaborating with DS AGG (cumulative)	Quarterly	-	-	-	41

### **Task 3.6. Facilitate the reuse of high quality data**

**Partners:** EF, EUN, EuroClio, F&F, DARIAH

Based on preliminary user research and secondary data gleaned over the past years, we know there are audiences who consistently use and reuse digital cultural heritage, for example, professionals in cultural heritage; education (primary, secondary, and tertiary) professionals; researchers and students; and developer communities and API customers. We also investigated potential new use cases for reuse and created two new audience profiles (Task 3.2).

Specific efforts will be done to engage with educational communities (Activity 3.6.1.), academic and research communities (Activity 3.6.2.), as well as developer communities and API customers (Activity 3.6.3.).

*Overview of outcomes: facilitate the reuse of high quality data*

Partner	Outcomes	Progress	Due date
<b>Activity 3.6.1. Engage with educational communities</b>			
EuroClio	Historiana online self-paced course launched	Completed	Nov 2023
EF	Annual Open Education Week: contribution added	Completed	Mar 2024
EF	Built with Bits 3 organised	Completed	Mar 2024
EuroClio	'Train the trainer event' organised	Completed	Apr 2024
EF	All Digital Week campaign: contribution added	Completed	May 2024
EUN	Europeana Education competition organised	Completed	May 2024
EUN	Third and fourth language version (tbc) of the updated Digital Education with Cultural Heritage MOOC completed	Completed	Jun 2024
EUN	EUN national training/outreach activities organised (10 activities)	Completed	Aug 2024
EuroClio DS AGG	10 New learning materials and 15 new translations of existent content published on Historiana	Completed	Aug 2024
EUN	100 stories of implementation to upload on the Teaching with Europeana blog and 500 microstories of reuse	Completed	Aug 2024
EuroClio	National trainings organised (3 trainings)	Completed	Aug 2024
EF	Blogs and social media posts (LinkedIn, Facebook, Twitter) published	-	Ongoing
EF	<a href="#">Europeana Education community</a> supported	-	Ongoing

EF	Low Code Fest 2024	Completed	May 2024
<b>Activity 3.6.2. Engage with academic and research communities</b>			
DARIAH	Training resources for academic and research data users published on the SSHOC Marketplace v.2	Completed	Aug 2024
DARIAH	Training course on 'Using Europeana APIs in Research and Higher Education' for DARIAH Campus developed	Completed	Aug 2024
EF	Research on digital cultural heritage as an emerging university subject published	Completed	Aug 2024
EF	Update on use of "Collection as data" workflow	Completed	Aug 2024
EF	<a href="#">Europeana Research community</a> and <a href="#">Research Advisory Board</a> supported	-	Ongoing
EF	Liaison with other academic research and cultural communities developed and maintained (LIBER, GLAMLabs)	-	Ongoing
EF, DARIAH	Outreach events for academic and research communities (co)organised or contributed to	-	Ongoing
<b>Activity 3.6.3. Engage with the developer communities and API customers</b>			
EF	API outreach strategy updated	Completed	Feb 2024
EF	Landing page for onboarding API users completed	Completed	Apr 2024 <sup>34</sup> (Jun 2024)
EF	Capacity building resources for API users developed	Completed	Aug 2024
EF	API documentation maintained and updated	-	Ongoing
EF	API related developments promoted and communicated to users (incl. changes to Europeana API products and services, new or updated reuse projects)	-	Ongoing
EF	Europeana API services and capacity building resources presented at relevant events	-	Ongoing

*All Digital Week campaign: contribution added* - EF contributed to the ALL DIGITAL week by showcasing the Digital Storytelling Festival in the [ALL DIGITAL weeks calendar](#) of project partner events.

*Europeana Education competition organised* - developed within the framework of the [2024 STEM Discovery Campaign](#), EUN organised the [Scientix Digital Cultural Heritage Award supported by Europeana](#) that ran from Feb - Apr 2024. Through this Award, participants were invited to use

<sup>34</sup> Completed earlier.

digital cultural heritage resources in their educational activities and share their stories of implementation, thus showcasing how Europeana learning scenarios can be embedded and implemented in an educational context. This year, more than 4,600 submissions were received for the STEM Discovery Campaign. Among them, 381 entries from 21 countries were eligible for this award which saw [21 winners](#) (for example [Implementation of 'Nature in Spring' \(SOI-MT-501\) - Teaching With Europeana \(eun.org\)](#) and [Implementation of "Water is Life: Give Life to The Future" \(Sol-GR-560\) - Teaching With Europeana \(eun.org\)](#)).

*Third and fourth language version (tbc) of the updated Digital Education with Cultural Heritage MOOC completed* - EUN revamped the MOOC Digital Education with Cultural Heritage to make it more inclusive to different educational audiences and ran it for the first time in [Dutch](#) and [Latvian](#). In total, 290+ people registered for the courses, 111 participated in it and 31 successfully completed it, meaning they designed a Europeana learning scenario (e.g. [Bērna loma no senajiem laikiem līdz mūsdienām \(LV-CUR-795\) - Teaching With Europeana \(eun.org\)](#)), submitted it for review and reviewed the learning scenarios of three other course participants. The courses had an indirect impact to over 1,330 students. Additionally, 93% of the participants rated the overall value of the course as "Good" or "Very good" and 92% agreed that they will use the ideas and examples presented in the course.

*EUN national training/outreach activities organised (10 activities)* - to support and scale up the use and reuse of existing resources and increase further national communities' outreach, Europeana Education Ambassadors conducted training courses and other activities at a local and national level. During these activities, participants had the chance to learn about Europeana, including how to search for and use resources available on the [Europeana platform](#) and the [Teaching with Europeana blog](#) and how to create new learning resources, such as Europeana Stories and micro-stories of Implementation. Sixty-five activities were conducted in total, including 51 training courses. The activities took place in Belgium, Croatia, Greece, Italy, Latvia, Malta, Portugal, Romania, Spain, and Turkey reaching over 2,240 educators with an indirect impact on more than 26,880 students.

*10 New learning materials and 15 new translations of existent content published on Historiana* - new learning materials have been added to the Historiana platform, focusing on eLearning activities that explore various aspects of life under communism and its cultural and environmental impacts in Central and Eastern Europe. These materials are generally available in Czech, Hungarian, Polish and Slovak. These resources provide educators and learners with an insight into the historical and social dynamics in these regions during the contested era (for example, [After the War](#)). Additionally, a series of translations were completed for the Historiana platform to enhance its accessibility across various languages. In total, 16 source collections were translated into Croatian, Georgian, Italian, Portuguese, Romanian, and Serbian (for example, [Ce părere aveau contemporanii lui Napoleon despre el și de ce ?](#)). Additionally, 20 e-learning activities were translated into Arabic, Italian, Romanian, and Serbian. These translations are aimed at broadening the platform's reach and facilitating its use by a diverse group of educators and learners across different linguistic communities.

100 stories of implementation to upload on the Teaching with Europeana blog and 500 microstories of reuse - as a result of this year's activities, about 140 stories of implementation were collected and are published on the [Teaching with Europeana blog](#) in dedicated blogposts, for example [Implementation of "This Time I am Voting" \(SOI-HR-487\)](#) and [Implementation of 'Do you like Fruit and Vegetables?' \(SOI-MT-504\)](#). Moreover, over 1,100 micro-stories of implementation were collected and are accessible through the [Digital Cultural Heritage Story map](#). Simple formats to prove reuse of digital cultural heritage resources such as these micro-stories are favoured by educators.

*National trainings organised (3 trainings)* - five national training sessions were organised to enhance the ability of teachers and other education professionals to use the Historiana platform effectively. In Finland, two sessions were held (Aug 2024 and Oct 2024), with a total of 20 participants. Greece hosted a session (Sep 2023) at the ICT Lab of the 2nd General Lyceum of Evosmos, also with 20 participants. In Slovakia, two sessions took place in 2024: in March with 17 participants and in May with 46 participants, both held at the National Centre for Digital Transformation of Education, a collaborative initiative of Comenius University, Safarik University, and the Ministry of Education. These sessions formed part of the professionals' ongoing development.

*Blogs and social media posts (LinkedIn, Facebook, Twitter) published (bi-annual update)* - during the reporting period we published 9 posts on the education LinkedIn group with a total of 3,090 views. On the Facebook group we published 107 posts with 298 reactions.

*Europeana Education community supported (bi-annual update)* - the community co-organised the third edition of Low-code Fest, with the capacity building phase of the event taking place in Foligno during the C.R.E.A. Cultura Festival 2024. A "[Stories that Move](#)" webinar was organised with Anne Frank House during the Europeana Digital Storytelling Festival in 2024, providing a free online toolbox for teaching about diversity and discrimination, guided by young people's real stories and experiences. The community also planned an [awareness-raising campaign about the EU elections 2024](#), including promotion of Europeana editorial related to voting and democracy.

[Low Code Fest 2024](#) - the third edition of the Low Code Fest was organised as a way to engage students and teachers alike with digital cultural heritage, provide them with important training and capacity building resources to raise media literacy and knowledge of virtual worlds, and to strengthen the bonds between cultural heritage institutions and educational organisations. This year's edition was focused around the theme of the Artemis missions, to engage students with space exploration and STEM topics in combination with digitised cultural heritage. Over 50 students and teachers participated in the initial capacity building sessions held in collaboration with EGINA and CRHACK Lab at the [C.R.E.A. Cultura Festival](#) in Foligno. A [training module](#) was developed to teach students and teachers about Europeana's APIs without the need for coding knowledge. Six teams entered the Low Code Fest competition, of which three were selected to produce their results and present them at the [Low Code Fest final event](#) in June 2024. The thirty

students and teachers that participated in the final event received certificates for their contributions, their integrations were shown during the event and are accessible on Europeana Pro through the recording of the session. As a result of this year's Low Code Fest, secondary school students have received the knowledge and tools needed to reuse data and participate in the data space.

*Training resources for academic and research data users published on the SSHOC Marketplace v.2 - [a workflow to publish Collections as Data: the case of Cultural Heritage data spaces](#)* on the SSH Open Marketplace was developed - in Y1 - as a tool to facilitate the curation, publication and reuse of cultural heritage data, in line with the principles of the 'Collections as Data' international movement. In Y2, the workflow was promoted, tested and further developed. In addition to the training opportunities created by EF and DARIAH within their events (see 'Update on the use of the Collections as Data workflow' below), the SSH Open Marketplace [ATRIUM Workshop](#) was an ideal opportunity to assess and enhance the strengths of the workflow, presented and analysed as exemplary case in the context of the SSH Open Marketplace for the variety of the resources it puts together and the path across them it suggests. In the way how this marketplace conceives workflows as an innovative format to document research processes and combine data, tools and services, training materials and publications, *A workflow to publish Collections as Data* is potentially expandable through a community led approach, as new resources become available, and marketplace users feel that its enrichment is worth their effort. As a combination of different resources, the workflow can also serve as a model in meeting the new ambitions to develop the common European data space as a marketplace and reflect on user journeys in Y3.

*Training course on 'Using Europeana APIs in Research and Higher Education' for DARIAH Campus developed* - based on the assessment of the needs identified in Higher Education and research, and a long experience as a research infrastructure branched out all over Europe and beyond, DARIAH led on the development of three courses that focus on Europeana data and APIs and their potential reuse for teaching, learning and research purposes. More specifically, these courses provide an introduction to 1) [cultural heritage data](#), 2) [cultural heritage data modelling \(with a focus on EDM\)](#), and [Europeana APIs](#), taking into account the updated documentation curated and made available this year, the degree of development of the APIs and future plans, the use cases collected via the API-related tailored support. The narrative is based on personas and introduces the trainee to different degrees of difficulty, envisaging where they can rely on basic level competencies, and where they need the support of experts in computer science (as it usually happens in advanced research projects). In line with an approach consolidated by EF in the area of engagement with academic and research communities already under the DSI years, the courses were developed by a team composed of: professionals with an advanced experience in academic teaching and data reuse; cultural heritage domain experts with solid knowledge of data and research practices; and computer scientists with long-term familiarity with cultural heritage data. The team benefitted from two researchers expert in the development of training material for DARIAH Campus, as a leading discovery framework and hosting platform for learning resources in the digitally-enabled arts and humanities. The courses will be promoted in Y3, while further courses will be added with the goal of developing a curriculum on digital cultural heritage,



interlinking different efforts matured within European projects, and better positioning the data space towards academia and research. An additional course - on [Collections as Data](#) - was developed for DARIAH Campus and complement the efforts started with the Collections as Data workflow (see the other updates on "Collections as Data" in this report).

*Research on digital cultural heritage as an emerging university subject published* - started in Y1, this [research](#) has been inspired by a recent trend that has led to the establishment of courses on digital cultural heritage in academia, complementary or well differentiated from courses in the humanities. The research aimed to put together an overview of the universities that have bet on the need for such courses, and provide a better understanding of the courses' objectives and structure. These are relevant to the data space for cultural heritage both with reference to the reuse of cultural heritage data and the training of future professionals in the cultural heritage sector, increasingly concerned by the digital transformation. In other words, such research can inform both the provision of cultural heritage data and that of learning resources in the data space. Based on data collection and exchanges with academics, this research has been also a means to strengthen relationships with universities, fostering transnational dialogue on how to equip students with skills and knowledge required when entering professional life in cultural heritage. The first [Europeana Internship for New Professionals](#) was designed to contribute to this research, while also exploring how Europeana and the data space could better support new professionals, and making concrete steps in this direction on the basis of the recommendations of the New Professionals Task Force. To this end, the intern (a PhD candidate) was given the opportunity to play an active role in the organisation of two events. The focus of the internship also encouraged us to gather extensive information on international initiatives/ organisations that create opportunities for students, young people and new professionals interested in culture and cultural heritage. Twenty of them were highlighted in a [Europeana PRO news post on International Youth Day](#). Since digital cultural heritage as university subject is just emerging, EF will continue to explore relevant manifestations of this trend in Y3 and organise events to mature and stimulate further reflections around the topic.

*Update on use of "Collection as data" workflow* - the 'Collections as data' strand of work was an important part of this year's activities. EF co-organised a ['Collections as Data' event](#) at the KBR | Royal Library of Belgium in Brussels (19-20 Feb 2024). Representatives from approximately 15 European national libraries were trained to use the workflow and, starting from their own dataset examples, invited to reflect on how the data space could help them fulfil their mission. As a follow up action, DARIAH discussed opportunities for collaboration between the data space and national libraries at the CENL (Conference of European National Libraries) Forum. A report will be published in the KBR's repository. Prior to this event, EF and DARIAH co-organised an [online training workshop](#) on the workflow that saw the active participation both of professionals in academia and in the cultural heritage sector. Ways to implement a dataset level access on Europeana.eu were also discussed. As a result of this workshop, institutions engaged in publishing datasets reached out to EF. The DARIAH Annual Event (see below) was another opportunity to introduce the workflow to professionals. An ['Introduction to Collections as Data'](#) is now among the courses designed for DARIAH Campus and complements the workflow offering

training material and exercises in addition to its list of steps and additional resources. 'Collections as Data' is one of the approaches selected to publish new types of data in the data space in Y3. This year, the workflow has been also used as training material at the university level in courses such as digital humanities and information sciences.

*Europeana Research community and Research Advisory Board supported (bi-annual update)* - the Europeana Research Community exemplary aligned with the Y2 IP priorities for academia and research, both by supporting the 'Collections as Data' event at the KBR by offering travel stipends to participants, and by leading - with EuropeanaTech - the WG on datasheets for cultural heritage towards a new phase. WG members, including EF representatives, presented the datasheet template and future plans at several events (all listed on the [WG's page on PRO](#)). They also initiated exchanges with institutions that are working on concepts similar to datasheets. Finally, they started planning future steps to actively contribute to the data space. One of them will be to improve their work benefitting from the 'AI4Culture' project, represented by Europeana R&D members in the WG. It is worth mentioning that the Research Community also supported the organisation of the [TPDL | Theory and Practice of Digital Libraries conference](#), taking place in Sep 2024. Finally, thanks to the budget allocated to dissemination at events, community members presented a contribution to the community at the [Operas conference 2024: Opening collaboration for community-driven scholarly communication](#) (Apr 2024). The Research Advisory Board is still in a process of revision.

*Liaison with other academic research and cultural communities developed and maintained (LIBER, GLAMLabs (bi-annual update))* - representatives from the GLAM Labs Community - of which EF is a member - presented experiences around 'Collections as Data' in the cultural heritage sector, including the directions pursued in the data space, at the DHNB - [Digital Humanities in the Nordic and Baltic Countries](#) in Iceland (27-31 May 2024). By taking part in the LIBER WG on Digital Scholarship and Digital Cultural Heritage, EF contributed to the design and development of an open and collaborative curated [training reference resource for library professionals](#). As a work in progress to be progressively enriched through writing sprints, this resource resulted from a joint effort with the LIBER WG on Data Science in Libraries. Articulated in topic guides, the resource also includes '[Collections as Data. Getting Started](#)', designed with the support of DARIAH. Representatives from the two WGs took part in the [LIBER Annual Conference 2024](#) in Cyprus (3-5 July 2024).

*Outreach events for academic and research communities (co)organised or contributed to* - the [DARIAH Annual Event](#) confirmed itself as the most relevant event to engage with academic and research communities within the data space for cultural heritage. It is also the most concrete opportunity for Europeana Research Community's members to convene in person and have exchanges. This year's theme was workflows and offered the opportunity to think about this format in relation to the future developments of the data space. In addition to the events co-organised with EF and already mentioned in the above sections, the positioning of DARIAH in the international context ensured visibility of the data space at an impressive number of conferences. Besides 'Collections as Data', EF focused on the topics addressed in the research on



digital cultural heritage as university subject, and in the internship for new professionals to foster further exchanges between academia and the cultural heritage sector. The [New Professionals' Twin Talks](#) inaugurated a new format, leveraging the fresh perspective of those who recently entered these sectors with an interest in digital cultural heritage. A round table discussion entitled [Shaping the Future of Digital Cultural Heritage Professionals. Pioneering Approaches in Higher Education](#) was a promising event when it came to collaborations with universities and resulted in the interconnection of educational paths in different parts of Europe pooled by the focus on digital cultural heritage.

*Capacity building resources for API users developed* - throughout 2024 multiple new capacity building resources for the API suite were developed and published: a [training course](#) geared towards secondary school students giving them a first introduction to APIs was released in Jun 2024. A more [in-depth course](#) for wider audiences was released in Jul 2024, giving an in-depth tutorial to all the Europeana APIs and the use cases they answer. These training courses have been linked to in strategic places in the new documentation pages on Confluence. Additionally, new pages on Confluence were added to provide guidance to users depending on where they are in their user journeys: pages were developed and published about [how to access the different APIs](#), [how Linked Data is represented in our API suite](#), and which [API\(s\) will fit the user's use case](#). Lastly, we've published a new [API FAQ](#) to answer the most common questions users have when interacting with our data, and have migrated and updated the [Libraries and Plugins page](#) from Pro to Confluence to accurately reflect which libraries and plugins are still relevant and maintained.

*API documentation maintained and updated (bi-annual update)* - In 2024 a major piece of work has been completed: all of Europeana's API documentation has been successfully migrated from Europeana Pro to [Confluence](#), and has been reworked and updated to provide a better user experience and reflect the most recent changes to the API suite implementation. The new API documentation is easier to navigate, using Confluence's features for better headings and sidebar navigation. The documentation is more condensed and easier to understand by using more examples of API calls and accordion menus that only show the information the user needs at the moment that they need it. This renewed API documentation better follows standard best practices in documentation writing and presenting, and can be updated more easily and swiftly to follow updates to the API software. New pages have been published to provide documentation for new APIs: documentation is now available for the User Set API, the Recommendation API, and the Thumbnail API. Due to the migration to Confluence, there is now a better integration between the documentation pages and pages on EDM, Enrichments, and the Publishing Guide. There now is a closer connection between the API capacity building resources (described above) and the documentation itself.

*API related developments promoted and communicated to users (incl. changes to Europeana API products and services, new or updated reuse projects) (bi-annual update)* - an extensive communications and promotional plan was set up to clearly communicate and promote the new API documentation pages. As part of the renewed focus on APIs as a way to participate in the

data space, a [new landing page](#) for APIs was built and published in Jun 2024. This new landing page is meant to be the start of user journeys for users with varying technical skills and use cases, leading them to the correct resources for their goals: requesting an API key to start working with Europeana's APIs; taking a training course on the Europeana Academy to provide them with the skills and tools needed to start working with the APIs; or going to the documentation to read about which APIs to use and how to use them for their project. The API landing page, the new API documentation on Confluence, and the new training resources on Europeana Academy were all promoted during a promotional campaign that started on July 10 2024, with an accompanying [news post](#) on europeana.eu. Since the launch of the new landing page, the page received 13,211 visits (period 10 Jul - 31 Aug 2024), where 33% of the visits came from Romania.

*Europeana API services and capacity building resources presented at relevant events (bi-annual update)* - while most of the efforts for API outreach were focused on migrating the documentation and promoting the API to a wide online audience, the API suite was presented at some events throughout the year: the API was used for capacity building at the Low Code Fest and Built with Bits 3 contests, and was presented at the [CREATHRIV webinar](#) in May 2024.

#### Communication and dissemination activities

Partner	Name of event	Activity	Location	Date
EF	CREATHRIV Webinar	Europeana website, the data space and our API suite presented at webinar	Online	24/05/2024
EF, EUN	Europeana Micro-Stories of Implementation challenge - an Europeana Workshop	Europeana website, the data space and education activities presented to educators, EUN Europeana Ambassadors and winners of micro-stories of implementation challenge.	Brussels, Belgium / Online	21-22/06/2024
EF	<a href="#">Shaping the future of cultural heritage professionals: pioneering approaches in Higher Education</a>	Roundtable with three academics engaged in university programs that have a strong focus on digital cultural heritage. It contributed to the DS outcome: research on digital cultural heritage as an emerging university subject.	Online	06/05/2024
DARIAH	<a href="#">DHNB 2024   Digital Humanities in the Nordic &amp; Baltic Countries. 8th Conference</a> : 'From experimentation to experience: Lessons learned from the intersections	DARIAH contributed 1) a keynote on 'From Collections as Data experiments to sustainable Data Services: experiences at the intersection of cultural heritage and digital humanities' and 2) a panel (in collaboration with EF and the GLAM Labs Community): 'Publication and reuse of digital collections: A GLAM Labs approach'.	Reykjavík, Iceland	27-31/05/2024

	between digital humanities and cultural heritage'	Both of them featured experiences linked to the data space for cultural heritage.		
DARIAH	<a href="#">IWorkshop CLARIAH-CM: Humanidades Digitales y Tecnologías del Lenguaje</a>	Presentation on the 'Collections as Data' workflow at a workshop organised by the research infrastructure CLARIAH-ES at the University Complutense.	Madrid, Spain	30-31/05/2024
DARIAH	<a href="#">CENL Annual General Meeting</a>	Contribution to a presentation on 'National Libraries as Data Infrastructures' featuring the recent efforts to make national libraries play an active role in the data space for cultural heritage.	Warsaw, Poland	16-18/06/2024
DARIAH, EF	<a href="#">DARIAH Annual Event 2024: Workflows ' Digital Methods for Reproducible Research Practices in the Arts and Humanities'</a>	Participation in the pre-conference workshop on the SSH Open Marketplace (with the 'Collections as Data' workflow as a case study) and in the session on Workflows with the presentation 'Validating a reproducible workflow for publishing Collections as Data: the case of Europeana' featuring the data space outcomes for academia and research, the progress made with the Europeana APIs, and the efforts related to PIDs (this in collaboration with R&D).	Lisbon, Portugal	18-21/06/2024
DARIAH	<a href="#">'Humanidades Digitales y descolonización'</a> - Series of lectures	Invited lecture on 'Collections as Data' at UNED   Universidad Nacional de Educación a Distancia	Madrid, Spain, In-person and online	27/06/2024

*Reporting metrics: facilitate the reuse of high quality data*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 3.6	Educators reached in national training events <sup>35</sup>	Total number of educators (cumulative)	Bi-annually	1,000	-	-	-	2,385
KPI 3.7	Satisfaction rate of educational	Total % of 'satisfied' and 'completely	Quarterly	75%	-	-	-	90%

<sup>35</sup> Y2 will include both educational partners (EUN and EuroClio).

	communities	satisfied' responses on a 5-point Likert scale (cumulative)						
KPI 3.8	API users (external)	Total number of (external) API users per month	Monthly	<b>200</b>	179	141	138	149
RM 3.20	New learning resources for education <sup>36</sup>	Total number of new resources created with data shared through Europeana.eu (cumulative)	Quarterly	-	-	-	-	1,268
RM 3.21	Language variations of existing learning resources	Total number of new translations of learning resources (cumulative)	Bi-annually	-	-	-	-	36
RM 3.22	Participants completing the Europeana Education online courses	Total number of participants (cumulative)	Bi-annually	-	-	-	-	35
RM 3.23	Traffic to educational platforms (TWE blog and Historiana)	Number of visits to educational resources created with data shared through Europeana.eu (cumulative)	Bi-annually	-	-	-	-	109,364 <sup>37</sup>
RM 3.24	Reach to Europeana Education community	Number of people reached per month (mailing list, LinkedIn, Facebook)	Quarterly	-	-	-	-	12,518

<sup>36</sup> This includes new Stories of Implementation (SoI).

<sup>37</sup> Euroclio (for Historiana) provided a number which is a rough estimate based on previous years, the telemetry implementation of the tracking system was malfunctioning.

RM 3.25	Outreach events to academic and research communities	Total number of events contributed to or (co)organised (cumulative)	Quarterly	-	-	-	-	15
RM 3.32	Europeana Research and the data space contributions	Total number of cultural heritage domain experts, university teaching staff members, researchers, university students trained in using the data space's outputs as tools (cumulative)	Quarterly	-	-	-	-	360
RM 3.26	Reach to Europeana Research community	Number of people reached per month (Discussion list, Twitter)	Quarterly	-	-	-	-	7,491
RM 3.27	API usage (REST API)	Total number of requests per month (external traffic)	Monthly	-	23.5 million	26.6 million	23.1 million	23.6 million
RM 3.28	API sign-ups (REST API)	Total number of API sign-ups (cumulative)	Monthly	-	-	-	-	874

In Y2, EUN and Euroclio reached 2,385 educators in national training events (KPI 3.6). EUN and Euroclio also measured the number of participants completing the Europeana Education online courses with 35 people in total. The actual reach and participation were higher than the reported 35 participants (only a fraction of people completed the courses, completion involves e.g. for EUN to design a Europeana learning scenario and to review the learning scenarios of three other course participants). In total, online courses (MOOCs and Historiana self-paced course) saw 443 registrations and 147 users participated. Those who started but did not complete the course were exposed to educational material and practical exercises. EUN measured an excellent satisfaction rate of 90% on the question "I will recommend Europeana resources for education to my colleagues" as part of the MOOC evaluation (25 responses from

participants responding on the Latvian MOOC) (KPI 3.7).<sup>38</sup>

Activities done by EUN and Euroclio resulted in 1,304 resources created with data shared through the Europeana website (including 1,268 newly created and 36 translated educational resources) which were or will be published on the [Teaching with Europeana](#) blog and [Historiana](#) (RM 3.20 and RM 3.21). Educational resources published on the Teaching with Europeana blog or Historiana received over 109,000 visits in total in the past year (RM 3.23).

EF and DARIAH contributed to or (co)organised a total of 15 outreach events for academic and research communities in Y2, reaching 360 people including cultural heritage domain experts, university teaching staff members, researchers, and university students (RM 3.25 and RM 3.32).

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<sup>38</sup> Euroclio measured satisfaction with the online self-paced course (0 responses).

## Work package 4: Digital services for the public

Experience shows that the primary audiences that the Europeana Initiative successfully reaches are overwhelmingly cultural heritage professionals, and, equally successfully, educators, researchers and students. The foundation of the data space is the well-established Europeana.eu. Specific attention will be given to better serve current audiences and position the data space as an attractive option to new audiences (media, tourism, cultural/creative industries). This will involve continued optimisation (and communication) of existing functionalities and exploring additional features, with input and feedback from audiences, determining where to focus our efforts (Task 4.1).

The consortium will also engage audiences with digital cultural heritage by expanding pan-European themes and perspectives, inspiring use, reuse, and participation, and communicating activities to audiences (Task 4.2).

### **Task 4.1. Deliver high-performing Europeana website**

**Partners:** EF

Europeana.eu offers pan-European content to anyone with an interest in cultural heritage. We will ensure the website is easy to access, functions well on all devices, and is ready to take advantage of 5G infrastructure as it continues to expand across Europe. (Activity 4.1.1.)

EF aims to turn new visitors into returning visitors by improving the findability of content (Activity 4.1.2. - 4.1.4., Activity 4.1.6.), by extending user participation features (Activity 4.1.5) and optimising the user feedback mechanism (Activity 4.1.7).

*Overview of outcomes: deliver high-performing Europeana website*

Partner	Outcomes	Progress	Due date
<b>Activity 4.1.1. Optimise the responsiveness of the website</b>			
EF	Website is fully responsive and 5G-ready (implementation)	-	Ongoing
<b>Activity 4.1.2. Optimise search experience, prioritising relevance and data quality</b>			
EF	Compute log-based evaluation metrics and prioritise requirements for second iteration of user search logs (EVAL-5, EVAL-6, EVAL-7)	Completed	May 2024
EF	Search relevance and performance maintained	-	Ongoing
<b>Activity 4.1.3. Optimise browse experience to improve content discovery</b>			

EF	Public display of monthly view numbers on stories and trending item pages available	Completed	Nov 2023
EF	Redesign the organisations' page to highlight the providing institutions further	Completed	Mar 2024 <sup>39</sup> (Feb 2024)
EF	Curated and visually engaging browse experience implemented	Completed	May 2024 <sup>40</sup> (Aug 2024)
<b>Activity 4.1.4. Expand multilingual coverage to include all EU official languages</b>			
EF	Definition of an approach to automatic language tagging of metadata, based on investigation of existing automatic solutions	Completed	Feb 2024
EF	Process for systematically validating translations established	Completed	Jun 2024
EF	Consistent approach to sourcing translations of editorial content developed	Completed	Jun 2024
EF	Consistent approach to sourcing translations of editorial content piloted	Completed	Jul 2024
EF	Multilingual coverage of editorial content increased	-	Ongoing
EF	Maintain user interface translations in supported languages	-	Ongoing
<b>Activity 4.1.5. Extend user participation features</b>			
EF	Feature request page	Completed	Aug 2024 <sup>41</sup> (May 2024)
<b>Activity 4.1.6. Optimise user interaction and display of content</b>			
EF	Consistent user experience and optimal performance of all media layouts (video and audio) improved	Completed	Aug 2024
<b>Activity 4.1.7. Optimise user feedback mechanism</b>			
EF	Admin area of user feedback mechanism consolidated	Completed	Jan 2024
EF	User satisfaction with the feedback response tracked and evaluated	-	Ongoing

*Website is fully responsive and 5G-ready (implementation) (bi-annual update)* - we ensure that the website is fully responsive and looks good on small screens like mobile phones, and also tablets and desktops and very large screens like a television. We are also continuously ensuring that our website performs well i.e. is accessible at any time and loads quickly.

<sup>39</sup> Adjusted due date confirmed with EC.

<sup>40</sup> Adjusted due date confirmed with EC.

<sup>41</sup> Adjusted due date confirmed with EC.



*Compute log-based evaluation metrics and prioritise requirements for second iteration of user search logs (EVAL-5, EVAL-6, EVAL-7)* - we have calculated 23 metrics of search effectiveness and usage for March and April 2024 following the report prioritising the metrics and its data logging requirements. The results obtained give us a starting point to monitor the performance and the impact of changes in the search functionality. The analysis of the metrics calculated has already shown a worse performance in the search using entities compared to the regular search. We have additionally offered a web dashboard that can help us improve the search experience. The most frequent queries without results, and those without clicks, can surface issues in the coverage of the collection, or in the ranking of the results. The identification of the filters most frequently used and its values can be useful for the improvement of advanced search by promoting them in the interface. Finally, the user interactions collected will be used in other projects, like in the recommender system, and in the ongoing Master Thesis *Exploring Neural IR Approaches in Europeana* (here we expect to use the queries and the records clicked for fine-tuning Large Language Models). For a second iteration we have prioritised the metrics related to the recommender system, in view that we plan to make changes to that component.

*Search relevance and performance maintained (bi-annual update)* - in this period we have made a significant effort towards the evaluation of the existing search functionality: we have computed the evaluation metrics for effectiveness and usage (cf. previous outcome), and contributed to the planning of the logging infrastructure for a more effective way of collecting the required data (cf. Activity 1.1.1). We started also to prepare for future deployments: we continued working on the redesign of the Solr schema, and an internship recently started, in collaboration with Delft University of Technology (TU Delft), for the completion of a Master Thesis exploring the application in Europeana of the latest advances in search using AI. As a side work, we have been able to identify and fix a bug affecting the highlighting of results in fulltext search (e.g., newspapers), and we have improved the labelling of the user feedback, so it is easier for the different teams to identify and address the issues reported (cf. Activity 4.1.7).

*Curated and visually engaging browse experience implemented* - In Jun 2024, we released an [immersive storytelling](#) experience to attract more people who are looking for entertainment. Larger, more immersive images bring the user closer to the cultural heritage items on the website. Additional fields for subtitles and descriptions allow for further keywords and Search Engine Optimisation (SEO). By Aug 2024, four stories were published with these new immersive features while five previously published blogs were updated.

*Process for systematically validating translations established* - we introduced distinct workflows for validating translations of the interface and static pages versus editorial content. To assess the benefits and challenges of using volunteers for machine translation validation, we initiated a pilot program focused on editorial content (details are provided below in the Translation Review Team pilot).

The website interface and static pages are maintained in 24 EU languages, with new features being automatically translated. To streamline the process, we implemented a phased approach

to their validation. The initial stage involves a quick internal review by EF staff, focusing on a limited selection of languages before any changes go live. This allows for timely updates and the continuous rollout of new features. For transparency and managing user expectations, we include a disclaimer on the pages that use 'auto-generated translations from English' until human review is completed. The second validation stage invites aggregators to review the live content, providing feedback and corrections within the context, which ensures better accuracy. By leveraging machine translation complemented with domain expert validation, we maintain high translation quality without delaying website development or incurring costs for professional translators.

*Consistent approach to sourcing translations of editorial content developed - as of Aug 2024, translations are achieved by:*

- *Authors, providing their stories in English and in their native language:* where possible, we request authors who can speak languages other than English to provide a translation of their story.
- *Professional translation, including exhibitions curated by the European Parliament Archives, which are translated by The Directorate-General for Translation:* we allocate a small budget proportion for professional paid-for translation, provided by Translated.com. Exhibitions curated by the European Parliament Archives are translated by the Directorate-General for Translation.

Besides sourcing translations through the authors and professional translators, we piloted two new approaches in order to expand multilingual coverage of our editorial - details below.

- Two new internships with Translation Studies students
- A pilot to crowdsource translation reviews via volunteer members of the Europeana Network Association

*Consistent approach to sourcing translations of editorial content piloted -*

Internships - we have piloted a new approach to have internships at EF with Translation Studies students. The internship provides meaningful work experience to translation studies students, helping them apply their skills in a professional setting. Interns can gain real-world experience, contributing to their professional growth and confidence in the field. Their work also contributes greatly to increasing the amount of multilingual stories on Europeana.eu. Since March 2024, two interns have worked at EF (one worked on Italian translation the other on French translations). In autumn 2024, EF plans to recruit an intern to work on Hungarian translation to coincide with the Hungarian Presidency of the Council of the EU, and offer an increased number of cultural heritage stories to Hungarian readers in their native language.

Internships have been very successful for this activity. The interns can work solely on editorial translation, are dedicated to this task and bring professional knowledge and skills to this work. During the duration of the first internship, the number of stories in Italian on Europeana.eu almost doubled.

The Translation Review Team pilot (see below) led to EF piloting an educational project with students from the Department of Translation and Intercultural Studies at the Aristotle University of Thessaloniki, Greece. 5 students translated 9 stories from English to Greek.

Translation Review Team pilot - between Mar - Jun 2024, EF piloted a second new approach to sourcing editorial translation. Members of the Europeana Communicators Community were recruited to a volunteer 'Translation Review Team'. These members would review and proofread machine translation via eTranslation of stories from europeana.eu. Aligned with Women's History Month in March, we initially started with translations of blogs about women's history and later expanded these to other themes.

Members were recruited twice - once through the Europeana Communicators Community newsletter and later through the Europeana Communicators Community mailing list / listserv. 79 people signed up, offering to review translations in 16 different languages. 22 people actually completed a translation review. Volunteers worked on translation of 13 stories, which led to 61 individual translations being published. Translations were published in: Bulgarian, Croatian, Dutch, German, Greek, Hungarian, Italian, Maltese, Polish, Portuguese, Romanian and Spanish.

*Multilingual coverage of editorial content increased (annual update)* - editorial stories on the Europeana website are available in all 24 EU languages. In Y2, 71 stories have been published in at least two EU languages, including 6 stories in all 24 EU languages. This amounts to over 88% of 'Year 2' stories published in more than one language, and almost 8% of stories published in all EU languages. In this period over 260 new translations were added to editorial on europeana.eu, counting individual language versions on new as well as legacy content. This brings the total number of translations added in Year 2 to more than 540, across all 24 EU languages.

Our reporting metric shows when stories are published in more than one language - our activities in Y2 have extended beyond this. In Y2, 13 stories were published in 3 languages, 5 stories were published in 4 languages, 2 stories were published in 5, 7 and 8 languages respectively, while 3 stories were published in 9 languages.

*Maintain user interface translations in supported languages (bi-annual update)* - the website is available in 25 European languages (the 24 official EU languages and Basque). We translate all new functionalities in all languages to ensure that the website is fully multilingual.

*Feature request page* - we released the [feature request page](#) to get direct input from our users (account holders) about which features they would like us to develop.

*Consistent user experience and optimal performance of all media playouts (video and audio) improved* - last year, we chose to implement the IIF Mirador viewer for image and text media. This viewer works as expected, but unfortunately, we discovered that it was not ideal for us due to our customisation needs. Mirador was not an easy viewer to customise, resulting in us having to spend a lot of time trying to find workarounds that would allow us to implement new

functionalities in the way we wish to see them. For this reason, we reevaluated our choice and will move away from Mirador to a custom viewer. We took a first step towards this by introducing a black background for all media on the [item pages](#) and moved the web resource navigation to the right hand side.

*User satisfaction with the feedback response tracked and evaluated (bi-annual update) - we currently track and evaluate customer feedback over 4 channels: the Europeana and Europeana Pro websites, the info mailbox and the dataspace landing page. Additionally, we have started to investigate the possibility to integrate two more products into the current feedback mechanism, namely the Metis Sandbox and the Statistics Dashboard. In Aug 2024, the average of initial response time to user feedback was 4.38h and the average of total resolution time to user feedback (excl. user feedback where the responsibility lies outside of Europeana DS consortium) was 6.43h. A detailed overview on user feedback is available in the DS. Users and usage report<sup>42</sup>.*

*Reporting metrics: deliver high-performing Europeana website*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 4.1	Traffic to the Europeana website	Number of visits per year (cumulative)	Monthly	<b>6.6 million</b>	4.4 million	4.9 million	5.2 million	6.01 million
KPI 4.2	User satisfaction rate with Europeana website	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Bi-annually	<b>75%</b>	-	78%	-	-
KPI 4.5	User satisfaction rate with user feedback mechanism	Total % of 'satisfied' and 'completely satisfied' responses on a 5-point Likert scale	Monthly	<b>80%</b>	-	100% <sup>43</sup>	-	-
RM 4.1	Multilingual coverage of editorial content	Percentage of stories (blogs and exhibitions) published in more than one language during contract year	Annually	-	-	-	-	88%

<sup>42</sup> Available on the [data space page](#) in the document section.

<sup>43</sup> Based on 13 non-spam scores received in Apr-Jun 2024.

RM 4.2	Multilingual coverage of editorial content	Percentage of stories (blogs and exhibitions) published in all 24 EU languages during contract year	Annually	-	-	-	-	8%
RM 4.3	User participation: account holders	Total number of account holders	Quarterly	-	-	-	-	38,714
RM 4.4	User participation: liked items	Total number of items liked by users	Quarterly	-	-	-	-	46,558
RM 4.5	User participation: galleries	Total number of user-created galleries	Quarterly	-	-	-	-	10,236
RM 4.6	Downloads of digital items on the Europeana website	Total number of downloads (cumulative)	Quarterly	-	-	-	-	314,908
RM 4.7	Average of initial response time to user feedback	Average number of hours per month	Monthly	-	4.37	3.63	3.72	4.38
RM 4.8	Average of total resolution time to user feedback (excl. user feedback where the responsibility lies outside of Europeana DS consortium)	Average number of hours per month	Monthly	-	9.13	5.04	8.25	6.43

In Y2, we received over 6 million visits (6,012,396)<sup>44</sup>, a higher figure than in Y1 (5.36% increase), however we missed our target of 6.6 million visits to the Europeana website (KPI 4.1).

This figure was achieved despite a 16.2% decrease in traffic from search engines (historically, our largest source of traffic by a significant margin, and as a result of algorithm changes) and changes in the social media landscape that mean organic promotion now generates fewer clicks to external websites (platforms rewarding content that keeps audiences on site, increase in commercialisation, proliferation of users due to ethical concerns).

We implemented a number of updates to increase website visits, focusing on improving story content and aligning them with current events. Around 20 stories were updated by refreshing them with new headings that matched keywords people use to search for online content. This intends to make the content easier to find and more relevant.

The updates also involved creating and updating blogs around significant events like Pride Month, EURO 2024 football tournament and the 2024 summer Olympic Games. By updating content that tapped into these trending events, europeana.eu could attract visitors interested in those events. For example, stories such as the histories of the 1896, 1912, 1920 and 1928 Olympic Games were updated. This approach aimed to draw in readers during times of peak interest and positioned europeana.eu as knowledgeable and timely.

The two largest increases in visits this year have come from direct traffic and campaigns. The increase in direct traffic coming from China is primarily the result of an AI bot being trained to use data on Europeana.eu. The increased traffic from campaigns is as a result of a summer-long targeted multilingual promotional campaign on social media, using evidence from previous activity to promote Europeana content and editorial that is relevant to and popular with potential audiences, in languages that they speak. In Y3 and Y4 it will be important to continue to balance increasing traffic year on year to the website with tangible outcomes that demonstrate reuse, as seen in section 4.2 below.

In Jun 2024, we measured a very good user satisfaction rate with the Europeana website with 78% of respondents stating being 'satisfied' and 'completely satisfied' (the survey had 250 respondents).

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<sup>44</sup> This figure was calculated by adding the number in Matomo (5,948,543) to the calculated amount for the four days Matomo was down (63,853) - this figure was calculated using the average from the days in the same weeks that recorded traffic, and finding an average per day which were applied to the missing days.

## **Task 4.2. Engage audiences with digital cultural heritage**

**Partners:** EF, DS AGG

Under this task, EF will expand digital opportunities for the public by driving participation with cultural heritage (Activity 4.2.1) in and around the data space. EF will work with consortium members, cultural heritage institutions and other partners to produce impactful content on pan-European themes and perspectives (Activity 4.2.2). EF will promote engaging, high-quality cultural heritage and editorial content on the Europeana website, via its social media channels, newsletters and on external platforms (Activity 4.2.3).

*Overview of outcomes: engage audiences with digital cultural heritage*

Partner	Outcomes	Progress	Due date
<b>Activity 4.2.1. Drive participation with cultural heritage</b>			
EF	GIF IT UP organised	Completed	Oct 2023
EF	Digital Storytelling Festival organised	Completed	May 2024
EF	Europeana website (incl. account functionality, user-created galleries) promoted	-	Ongoing
EF	High-quality open access data promoted, including 3D, to established and new audiences	-	Ongoing
EF, F&F	Transcribathon events, online runs and workshops organised and promoted in partnership with CHIs	-	Ongoing
F&F	Transcribathon platform maintained	-	Ongoing
<b>Activity 4.2.2. Broaden impact of cultural heritage by expanding pan-European themes and perspectives</b>			
EF, DS AGG	Multilingual editorial content (exhibitions, blogs, and galleries) <sup>45</sup> published and promoted	-	Ongoing
EF	Pan-European themes organised (e.g. Black History Month, Women's History Month and Pride Month)	-	Ongoing
EF	Collaborations with European Union initiatives sharing cultural heritage promoted	-	Ongoing
<b>Activity 4.2.3. Communicate the data space for cultural heritage activities</b>			
EF	Newsletter and social media posts (Facebook, Twitter, Instagram, Medium, Pinterest) published <sup>46</sup>	-	Ongoing

<sup>45</sup> Editorials from data space supporting projects contribute to this outcome.

<sup>46</sup> Editorial outcomes of data space supporting projects are promoted.

*Digital Storytelling Festival organised* - this year saw the fourth edition of the Digital Storytelling Festival, an international event encouraging cultural heritage professionals, educators, creatives, and students from Europe and beyond to boost their storytelling skills and tell stories exploring culture. This year's highlights include: 1,262 registrations (56% increase compared to 2023) with 518 participants (18% increase) and 89% of participants stating being satisfied or completely satisfied with the activity (9% increase). Not only did the number of registrations and attendees increase, 87% of participants stated they were not a member of ENA and people from 61 countries registered (participants came from 49 countries). This highlights the power of this event, audience interest in the topic of storytelling, and the use of events in general in helping us to reach new audiences and introduce Europeana.eu and the data space ecosystem to them. In terms of our promotional activity this year, our social media posts generated over 980,000 impressions, compared to 155,000 in 2023.

Since 2023, a key part of the Digital Storytelling Festival has been an Online Creative Residency, which pairs students and new professionals who want to gain storytelling skills in a professional setting together with experts, and introduces them to Europeana.eu as a resource for research and inspiration. Working with these experts, residency participants develop stories with cultural heritage in different digital formats. For the second year of the [Digital Storytelling Festival Online Creative Residency](#), we worked with two new mentors to add two additional formats: storytelling with 3D and collage, in addition to creative writing, social media and animation (which were offered last year). This year's theme was 'Journey', selected based on a variety of possible interpretations and ways of reusing creative collections, and a potential link with tourism. The works created by the participants during the residency have been published on Europeana.eu since summer 2024.

*Europeana website (incl. account functionality, user-created galleries) promoted (bi-annual update)* - in this period, we promoted the website specifically with two blog posts. First, [Learn how to reuse Europe's digital cultural heritage with Europeana APIs](#) was published in English and French. The blog post explained the advantages of exploring big sets of metadata through the APIs and introduced more user-friendly documentation. It also encouraged people to share their creative projects when they were reusing Europeana's data. Three new interviews with creatives and other professionals reusing digitised collections from europeana.eu have been published in this period (for example ['Bums are universal' - Europeana's collections illustrate Museum Bums book](#)).

In Aug 2024, we marked the milestone of 1,000 stories being available on europeana.eu with a [blog post](#). The piece took a closer look at different ways of exploring the editorial about cultural heritage collections: from various themes and topics to time periods to underrepresented communities. It also gave a possibility to the user to receive a random story from the trove of editorial pieces. In Y2, we now systematically include a call to action to subscribe to the newsletter in blog posts, in an effort to grow our email audience and show them examples of galleries and editorial to encourage returning visits to the website. In every newsletter, we promote the feature of creating personal accounts, saving favourite items and creating galleries.



Additionally, these functionalities are highlighted during every reuse workshop, e.g. [GIF-making workshop to celebrate International Women's Day](#) (8 Mar2024).

*High-quality open access data promoted, including 3D, to established and new audiences (bi-annual update)* - the Twin it! 3D for Europe's culture campaign invited the Ministries of Culture of the 27 EU Member States to submit at least one 3D digitised heritage asset to the data space. Every contribution was showcased in an [online exhibition](#) exploring how 3D digitisation helps us to preserve, explore and enjoy Europe's cultural heritage. The exhibition is available in all EU languages, and was promoted through a multilingual social media advertising campaign. The Twin it! 3D collection was presented as an asset to the participants in this year's [Digital Storytelling Festival](#) Online Creative Residency, which included a 3D theme for the first time. 3D objects from the Twin it! collection were subsequently used in a video essay called ['The Journey Skyward'](#) that imaginatively combines 3D models and video with philosophical thought.

As reported above, this year Built with Bits applied for and was granted the Twin It! label, as an event that contributed to the objectives of the campaign and a supporter of 3D digitisation of Europe's cultural heritage.

*Transcribathon events, online runs and workshops organised and promoted in partnership with CHIs (bi-annual update)* - during the reporting period the following events have been organised: History in your hands - Dublin City University Library Run (ongoing); Women's History Run (Mar 2024), Stories of the Month (monthly, ongoing). Europeana Transcribe received an [honorary mention at the first European Prize for citizen science](#). A webinar was held to introduce Europeana Transcribe to CHI professionals (6 Jun 2024).

*Transcribathon platform maintained (bi-annual update)* - the platform has been maintained to ensure its functioning (bug-fixing, graphic design, etc.).

*Multilingual editorial content (exhibitions, blogs, and galleries) published and promoted (bi-annual update)* - editorial content that connects history and culture across borders with contemporary themes and events, such as social issues, historical anniversaries and current affairs was published. Between Feb- Aug 2024, we published over 40 blogs. 80% of them were published in at least two languages, and over 20% in at least four EU languages. We also published four online exhibitions, with three available in all 24 EU languages. The new immersive story format was taken advantage of in the creation of a number of new blogs (e.g. [The imagined life of Judith Shakespeare](#)). It was also implemented when refreshing existing stories such as [Victorian drag queens](#) which was re-promoted during Pride Month.

In August 2024, europeana.eu reached a milestone of 1,000 stories being published on the website. To mark this, a small awareness-raising campaign was put in place. A story was published which highlighted the milestone and described different functionalities by which the stories can be explored. It also included a call to action to invite the audience to share a favourite story. We reached out to around 160 authors to thank them for their contribution, and invited

them to share their story or simply mark the milestone of 1,000 stories. Europeana's regular email newsletter was sent on this day, with its lead item being the 1,000 stories milestone, linking to the newly-published story. Promotion via social media also took place. All of these promotional activities resulted in 42 social media updates, on X, Facebook, Instagram and LinkedIn - posted by cultural heritage professionals, museums, libraries and other cultural heritage enthusiasts.

*Pan-European themes organised (e.g. Black History Month, Women's History Month and Pride Month) (bi-annual update)* - several pan-European themes were organised during this reporting period, including Women's History Month (Mar 2024) and Pride Month (Jun 2024). In March, Europeana marked Women's History Month with a number of activities. A successful GIF-making workshop was held on International Women's Day 8 March. 88 attendees learned how to make GIFs on topics relating to women's history with collections content from Europeana.eu. Throughout the month, we partnered with people and organisations across the world for social media collaborations on notable known or unknown women from their countries. This is an effort to highlight and represent the importance of diverse women's stories, as well as part of our ongoing effort to connect with and foster relationships with organisations outside of the Europeana initiative. We believe that these topics continue to be relevant and important to discuss, reflect and represent our audiences and are a way to build sustainability into our thematic approach.

During Women's History Month, we published guest editorials such as a creative approach to 'interviewing' [Maria Montessori](#), an editorial looking at [women's photography in the 1970s and 1980s](#), and [the women who shaped Paris](#). We wrote editorial pieces on topics such as [the development of Women's History Month](#), [women writers from across Europe](#) and the woman who invented [the ice cream cone](#). On Europeana Pro, we featured articles focusing on projects about [women in maritime history](#), [women in music](#) and [women in football](#).

In June 2024, we marked Pride Month by re-promoting editorials and publishing new stories such as the exhibition '[A queer tour](#)' (which received over 35k views), the artistic expression of Claude Cahun (both in collaboration with the DE-BIAS project), and the history of fashion house [Balenciaga](#).

*Collaborations with European Union initiatives sharing cultural heritage promoted (bi-annual update)* - [Built with Bits](#) contributes to the New European Bauhaus movement by inviting students and educators to design spaces with Mozilla Hubs (reported under Activity 3.6.1. above).

In May, EF contributed to the Creathriv-EU exclusive event on the future of cultural heritage, presenting the data space for cultural heritage. Creathriv-EU aims to strengthen the European Creative and Cultural Industries (CCIs).

In the reporting period, we published two significant exhibitions curated by the European Parliament Archives, both of which are now accessible in 24 languages, thanks to the professional translators from the Directorate-General for Translation. The first exhibition, '[Shaping Europe: the story of European Parliament elections](#)', launched in March 2024. It explores the history of the

nine previous European Parliament elections, highlighting the vital role of the democratic process. This exhibition also served as a call to action, encouraging public participation in the 2024 European Parliament election, and was actively promoted during the campaign leading up to the 6-9 June voting period. The second exhibition, [‘The Hemicycle: European Democracy at Work’](#), was released in July 2024. It chronicles the evolution of the European Parliament’s plenary sessions, tracing their origins from 1952 through the landmark shift to direct elections and the ongoing expansion of the European Union. The exhibitions together received around 5,000 views.

In January 2024, [a story was published](#) about the three new European Capitals of Culture for 2024. This story is translated to all 24 EU languages.

*Newsletter and social media posts (Facebook, Twitter, Instagram, Medium, Pinterest) published (bi-annual update)* - during the reporting period, we developed and documented new approaches to social media, to make sure we stay relevant and perform well within the fast changing social media landscape. We created social media templates to reinforce Europeana brand awareness, improve storytelling and take advantage of popular formats like quotes and a carousel. On Instagram, we took advantage of the well-performing collaborative grid posts, collaborating with a number of institutions and reusers. On Instagram Stories, we continued the takeovers with various partners and improved the visual aspect of our stories, using the new templates. We continued promoting events (GIF IT UP, Digital Storytelling Festival, Online Creative Residency) using Facebook events, Instagram Calendar Sticker and LinkedIn. We tested a multichannel storytelling approach, looking for stories and finding synergies between europeana.eu and Europeana Pro and promoting the stories on both websites in a more cohesive way. On GIPHY, we continued creating GIFs and stickers about trending topics and tagging multilingually. While X started to decline due to its ownership change, we took advantage of the potential of LinkedIn. Finally, we continued sending the newsletter for culture lovers and the newsletter about upcoming events and started working on automated flows for new subscribers.

*Reporting metrics: engage audiences with digital cultural heritage*

No.	Description	Measured by	Frequency	Target Y2	May 2024	Jun 2024	Jul 2024	Aug 2024
KPI 4.3	Audience satisfaction with editorial (exhibitions, blogs)	Total % of ‘satisfied’ and ‘completely satisfied’ responses on 5-point Likert scale (cumulative)	Quarterly	<b>80%</b>	-	-	-	76%
KPI 4.4	Social media reach	Total number of impressions on social media (Facebook, Pinterest, GIPHY, Instagram, Twitter,	Monthly	<b>450 million</b>	460 million	514 million	574 million	622 million

		Medium, LinkedIn) (cumulative)						
RM 4.13	Reach of activities that promote the use/reuse of cultural heritage	Number of participants taking part in activities (incl. DSF, GIF IT UP, Transcribathon events and others) <sup>47</sup>	Quarterly	-	-	-	-	1,089
RM 4.14	Audience creations made with digital cultural heritage	Total number of submitted reuse/remix cases (incl. but not limited to GIFs, social media posts, transcribed items) <sup>48</sup>	Quarterly	-	-	-	-	5,438
RM 4.11	Traffic to exhibitions and blogs	Number of visits to all exhibitions and blogs (cumulative)	Quarterly	-	-	-	-	1.7 million
RM 4.12	Social media engagement	Total number of likes, shares, comments per month (Facebook, Twitter, Pinterest, Instagram, Medium, LinkedIn)	Monthly	-	115,154	377,673	490,862	1.2 million

We run two audience satisfaction surveys on editorial: one in April (70%) and one in August (90%). Both received 250 responses. Together with the scores from previous two surveys this year, we reached an average satisfaction rate of 76%.

In Y2, we saw very high social media performance with almost 622 million impressions on social media (KPI 4.4) which is an increase of 44% compared to Y1 (432 million impressions). We also saw high engagement on social media (RM 4.12) with over 4 million likes, shares, comments in Y2, an increase of 37% compared to Y1 (2.97 million). For example in Jun-Aug 2024 we saw exceptionally high social media engagement, mainly due to a multilingual campaign to generate traffic which also resulted in a lot of engagement.

<sup>47</sup> Counted here: GIF IT UP participants and workshop attendees, attendees at talks relating to reuse, Immersive Tech Week Hackathon participants and Transcribathon event participants.

<sup>48</sup> Counted here: GIFs entered into GIF IT UP 2023, audience creations made with digital cultural heritage shared on social media or other websites, apps created by participants in Immersive Tech Week Hackathon and transcribed items on Transcribathon.eu

## Work package 5: Programme management

EF will provide high-quality programme management of the data space for cultural heritage, including continuous progress monitoring and reporting (task 5.1). We will work closely with the European Commission, the Commission Expert Group on the Common European Data Space for Cultural Heritage (CEDCHE) and its subgroups to review activities and developments of the data space (task 5.2.). We will manage the relations with the projects funded under the different EU programmes (e.g. Digital Europe Programme, Horizon Europe, Erasmus+) to ensure the smooth integration of their results into the data space (task 5.3.).

### **Task 5.1. Ensure continuous progress monitoring and reporting**

**Partners:** EF

Under this task, EF will manage and coordinate the programme as described in the tender and in the work package sections of this implementation plan. [Annex: Progress on deliverables](#) provides an overview of completed and upcoming deliverables.

#### **Major changes in staff**

No major changes for M21 - M24.

#### **Risk management**

Risk management is an essential part of the data space programme management. EF has a risk management approach in place for managing risks throughout the contract that nominates relevant people responsible<sup>49</sup>. [Annex: Risk log](#) includes an assessment of risks with risk responses and other relevant details. The Risk log will be updated periodically and an updated version will be provided to the EC via the PM. Periodic reports and/or ad hoc via direct communication (for example, via email, if needed).

#### **Balance of efforts**

The table below provides an overview over the balance of efforts for Y2 (Sep 2023 - Aug 2024) of the data space. It states the foreseen and actual percentages of resources allocated to each of the five work packages and its related tasks.

Work packages & tasks	Foreseen % of the full contract value	Actual Aug 2024
<b>WP 1: Development and operation of the data space infrastructure</b>	<b>25.4%</b>	<b>23.7%</b>
Task 1.1 Provide reliable data space infrastructure and quality of services	22.7%	21.0%

<sup>49</sup> A RACI (Responsible, Accountable, Consulted, Informed) approach will be used for this purpose.

Task 1.2 Foster innovation, interoperability & compliance with other data spaces	2.7%	2.7%
<b>WP 2: Integration of high-quality data</b>	<b>17.8%</b>	<b>18.2%</b>
Task 2.1 Develop and manage data governance mechanisms	3.6%	4.5%
Task 2.2 Data acquisition and data improvements	10.9%	10.0%
Task 2.3 Automated approaches towards data quality	3.3%	3.7%
<b>WP 3: Capacity building and fostering reuse</b>	<b>30.6%</b>	<b>30.6%</b>
Task 3.1 Enhance cooperation throughout the Data Space	4.4%	5.8%
Task 3.2 Identify needs of user groups	1.7%	1.4%
Task 3.3 Build awareness and engagement	6.9%	6.6%
Task 3.4 Develop capacity building as a service	3.9%	4.0%
Task 3.5 Facilitate the provision of high quality data	4.4%	4.5%
Task 3.6 Facilitating the reuse of high quality data	9.3%	8.3%
<b>WP 4: Digital services for the public</b>	<b>18.7%</b>	<b>20.0%</b>
Task 4.1 Deliver high-performing Europeana websites	11.8%	13.1%
Task 4.2 Engage audiences with digital cultural heritage	6.9%	7.0%
<b>WP 5: Programme management</b>	<b>7.5%</b>	<b>7.4%</b>
Task 5.1 Ensure continuous progress monitoring and reporting	6.0%	5.5%
Task 5.2 Governance	0.6%	0.4%
Task 5.3 Manage relations with other EU-funded projects	0.7%	1.5%
Task 5.4 Phasing-in and phasing-out periods	0.2%	0.05%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

## **Task 5.2. Governance**

**Partners:** EF

Under this task, EF will report regularly to the European Commission and, by invitation, to the Commission Expert Group on the Common European Data Space for Cultural Heritage (CEDCHE) on the status of the data space activities and developments, risks and performance indicators.

The Commission and EF will meet monthly in Operational Management Board (OMB) meetings to review and discuss deliverables, operational matters, contractual matters, coordination and other implementation aspects.

EF attended a [CEDCHE meeting](#) in June 2024.

### **Task 5.3. Manage relations with other EU-funded projects**

**Partners:** EF

EF maintains regular contact with projects supporting the data space (e.g. via Basecamp groups) and assists them with the ingestion of content and metadata (if applicable), consultation on the Europeana frameworks, policy and development guidelines, tool integration into the data space and dissemination of the project results. The table below shows the progress against Annex 4 of PM. Implementation plan M12 for all project outcomes that contribute to the data space for cultural heritage between 1 May 2024 and 31 August 2024.

#### ***DS Overview of progress: Projects against Annex 4 (project start - end of the current reporting period)***

*Note that this table only reports on actions/outcomes/milestones of the projects funded within Y2 of the data space for cultural heritage contract (as outlined in Annex 4 of PM. Implementation plan M12).*

<b>Data Space - supporting projects (DIGITAL-2022-CULTURAL-02) call</b>						
<b>Partner</b>	<b>Outcomes</b>	<b>DS contribution</b>	<b>Due Date</b>	<b>Progress</b>	<b>Status</b>	<b>Comment</b>
<b><a href="#">5DCulture</a></b>						
DS	Project entries on Pro	Task 3.3 Build awareness and engagement	Aug 24	80%	Ongoing	4 entries have been published on Pro (project page and three Pro news pieces)
DS	1st ICE technologies prototype integrated with Europeana APIs for retrieving of data using search APIs	Task 1.1. Provide reliable data space infrastructure and quality of services	Dec 23	100%	Completed	

DS	2nd ICE technologies advance prototype integrated with Europeana APIs for retrieving data using Record and SPARQL APIs	Task 1.1. Provide reliable data space infrastructure and quality of services	Jun 24	100 %	Completed	
DS	2nd version of 3D effects on historical images version is integrated with Europeana Search and download APIs for data and metadata use	Task 1.1. Provide reliable data space infrastructure and quality of services	Jun 24	100 %	Completed	
DS	Curation and storytelling (extension of WEAVEx) - 2 prototypes - Initial integration via Europeana APIs for retrieving content and metadata	Task 1.1. Provide reliable data space infrastructure and quality of services	Dec 23	100 %	Completed	
DS	1st iteration "Share to WEAVEx" button on Collection subpages	Task 1.1. Provide reliable data space infrastructure and quality of services	Mar 24	100 %	Completed	
<b><a href="#">De-Bias</a></b>						
DS	First prototype integration via	Task 1.1. Provide	Nov 23	100%	Completed	



	DE-BIAS API	reliable data space infrastructure and quality of services Task 4.1. Deliver high-performing Europeana website				
DS	First version of the DE-BIAS tool integrated in the Metis Suite	Task 1.1. Provide reliable data space infrastructure and quality of services Task 4.1. Deliver high-performing Europeana website	Apr 24	100%	Completed	
DS	Knowledge co-creation methodology and DE-BIAS typology published	Task 3.5. Facilitate the provision of high-quality data	Dec 23	100%	Completed	
DS	Knowledge co-creation activities  At least 6 crowdsourcing campaigns with communities for the validation and fine-tuning of automatically detected bias.	Task 4.2 Engage audiences with cultural heritage	Aug 24	95%	Ongoing	Nine knowledge co-creation events have taken place since the start of the project. One more event is planned for September 2024.
DS	First capacity-building event for CHIs was organised	Task 3.4 Develop capacity building as a service	Jan 24	100%	Completed	Introduction to training requirements development and delivery support has taken place. An initial Learning Pathway has been developed.

DS	Recommendations to represent diversity in metadata.	Task 3.5. Facilitate the provision of high-quality data	Aug 24	100%	Completed	Deliverable 2.1 has been submitted, which will be the basis of these recommendations to be developed. Recommendations on the vocabulary and the knowledge base have been given, which will be taken into account while writing D5.2.
DS	First version of the Impact Assessment	Task 3.4 Develop capacity building as a service	Jun 24	100%	Completed	Structure ready as well as alignment with sustainability plan.
DS	Project editorial on Europeana Pro and Europeana.eu  More than 20 blog posts across Europeana.eu and Europeana Pro.	Task 3.3 Build awareness and engagement	Aug 24	85%	Ongoing	13 editorial pieces have been published on Europeana Pro - the project page, six news posts and six event page.  One exhibition and three blog posts have been published on europeana.eu.
DS	Galleries on Europeana website  At least 10 galleries showcasing the diversity of content.	Task 4.2 Engage audiences with cultural heritage	Aug 24	5%	Ongoing	Multiple galleries have been made by the relevant communities, of which only one has been set to public for now due to their sensitive content
<b><a href="#">Eureka3D</a></b>						
DS	Integration of the Eureka 3D viewer on Europeana item page	Task 1.1. Provide reliable data space infrastructure	Aug 24	100%	Ongoing	The <a href="#">Eureka3D viewer</a> has been fully integrated successfully on europeana.eu.

		and quality of services				
DS	Project entries on Pro  A minimum of 4 project entries are foreseen to be published on Europeana Pro.	Task 3.3 Build awareness and engagement	Aug 24	100%	Completed	To date, a project page and four Pro news posts related to the project have been published, along with six event pages promoting events from the project.
DS	Editorials on Europeana.eu  5 editorials are expected to be published on Europeana.eu	Task 4.2 Engage audiences with cultural heritage	Aug 24	100%	Completed	4 blogs have been published so far, as well as 4 galleries. Two more blog posts are planned for publication before December 2024. All Eureka3D blogs have been translated into at least two languages other than English.
<b>AI4Culture</b> <sup>50</sup>						
DS	Project entries on Pro	Task 3.3 Build awareness and engagement	Aug 24	60%	Ongoing	In addition to a project page on Europeana Pro, the project has published 7 news posts as part of a Europeana Pro news theme on AI tools developed by the project. There is also one news post announcing the project.
DS	Guidelines for tools and datasets publications	Task 3.5. Facilitate the provision of high-quality data	Aug 24	100%	Completed	The work of EuropeanaTech FLOSS inventory has been included in the recommendation

<sup>50</sup> The project name was changed from "AI4Europeana" to "AI4Culture" to reflect a strategic decision made by the consortium to streamline communication and better align with the project's overarching goals. This change was enacted through the amendment AMD-101100683-2 to avoid ambiguity and reinforce the project's mission.

						for describing tools. Work continues on dataset descriptions.
<b>Supporting other EU funded projects</b>						
<b><u>WATCHLIKEAHIST - Watching videos like historian (Erasmus+)</u></b>						
DS	Project entries on Pro  At least 10 project entries in Europeana Pro.	Task 3.3 Build awareness and engagement	Aug 24	50%	Ongoing	Three news posts, an event page and a project page about the project have been published; more are foreseen in the coming months
DS	Practitioner guide for AV collections holder available on Europeana Pro	Task 3.5. Facilitate the provision of high quality data	Sep 23	100%	Completed	
DS	Launch of Watchlikeahist toolkit	Task 3.3 Build awareness and engagement	Sept 24 <sup>51</sup>	85%	Ongoing	A preliminary version has been completed. Parters are making final reviews before submitting final version
DS	Contribution of Europeana education community to the toolkit	Task 3.3 Build awareness and engagement	Sept 24 <sup>52</sup>	80%	Ongoing	
DS	Editorials on Europeana.eu	Task 4.2 Engage audiences with cultural heritage	Aug 24	100%	Completed	
<b><u>European Heritage Hub</u></b>						
DS	Project entries on Pro	Task 3.3 Build awareness	Aug 24	50%	Ongoing	Project page published on

<sup>51</sup> Delivery of the launch was postponed from June 2024 to September 2024

<sup>52</sup> Task delayed to September 2024 because of the delay of the Toolkint

		and engagement				Europeana Pro, alongside two news posts and two event pages.
DS	Launch of the digital interactive hub	Task 3.1. Enhance cooperation throughout the data space Task 3.3 Build awareness and engagement Task 4.2 Engage audiences with cultural heritage	Jan 24	100%	Completed	
DS	European Heritage Hub Forum	Task 3.3 Build awareness and engagement	Oct 24	30%	Ongoing	Date set, concept and draft programme developed, invitations to speakers sent out

#### **Task 5.4. Phasing-in and phasing-out periods**

**Partners:** EF

As EF was the current Europeana DSI operator, no phasing-in period was required. The work related to the phasing-out and transfer processes to a successor contractor (i.e. a third party contractor awarded by the EC to continue the operation, in full or in part, of the data space) will start in the second contractual year if a contract takeover is required from 1 July 2024.

No activities in M21 - M24.

## Annex: Progress on deliverables

This table states progress on deliverables for Y2 (1 Sep 2023 - 31 Aug 2024).

Type	Name	Due	Completed
PM.	Implementation plan	-	M24 (Aug 2024)
PM.	Periodic report	-	M15 (Nov 2023), M18 (Feb 2024), M21 (May 2024) M24 (Aug 2024)
PM.	Annual report	-	M24 (Aug 2024)
PM.	Final report	M24 (Aug 2024) (if no renewal)	
PM.	Phase-out report	M24 (Aug 2024) (if no renewal)	
DS.	Infrastructure report	-	M21(May 2024)
DS.	Technical documentation	-	M22 (Jun 2024)
DS.	Stress test reports	-	M23 (Jul 2024)
DS.	Disaster recovery	-	M23 (Jul 2024)
DS.	Data supply and reuse report	-	M17 (Jan 2024)
DS.	Users and usage report	-	M14 (Oct 2023), M22 (Jun 2024)
DS.	Communication and dissemination plan	-	M23 (Jul 2024)

## **Annex: Risk log**













WP5: Programme management

Identify		Assess						Plan for and Control		Governance		
ID	Risk description	Date updated	Response	Type	Impact	Probability	Priority	Proposed action	Mitigation & Contingent plan	Informed	Consulted	Risk history
	<i>Brief summary of the risk cause, the risk event (either threat/opportunity), and the risk effect</i>	<i>Last reviewed/ updated</i>	<i>Overall risk response</i>	<i>Threat (negative impact) or Opportunity (positive impact)</i>	<i>Rate 1 (very low) to 5 (very high)</i>	<i>Rate 1 (very low) to 5 (very high)</i>	<i>Impact x probability (automatically filled)</i>	<i>(automatically filled)</i>	<i>Mitigation explanation and link to contingent plan (if needed)</i>	<i>Entity informed about the risk (if applicable)</i>	<i>Entity consulted about the risk (if applicable)</i>	<i>Information on risk history</i>
<b>Task 5.1. Ensure continuous progress monitoring and reporting</b>												
R.WP5.1	A larger staff turnover and longer-term sickness of experts can affect the execution of tasks and the delivery of committed outcomes in time.	2024-08-29	Accept	Threat	3	3	Medium	Tolerable and Monitor	The Europeana DS consortium re-plans and reorganises the work internally; we keep EC up-to-date on any delays and impact on any other data space commitments.	N/A	N/A	N/A
R.WP5.2	A potential personal data breach that occurs, which will jeopardize the GDPR/IDPR compliance	2024-08-29	Reduce	Threat	5	2	Medium	Tolerable and Monitor	In case of a data breach EF will inform the EC DPA as soon as possible, but within 72 hours after the breach.	N/A	N/A	N/A
R.WP5.4	Because of a large increase in costs due to inflation (primarily personnel), while the contract value remains the same, the risk is that not all activities can be progressed in the same capacity as it was before	2024-08-29	Reduce	Threat	4	5	Very High	Urgent Contingency Plan	We have a sustainability plan in place that where we have adjusted activities for Y3, ensures that all requirements of the tender specification are fulfilled (incl. core services required to deploy in the data space).			
<b>Task 5.2. Governance</b>												
<b>Task 5.3. Manage relations with other EU-funded projects</b>												
R.WP5.3	Changes in the implementation of data space-supporting projects might affect the execution of the Europeana DS consortium tasks and activities	2024-08-29	Reduce	Threat	2	3	Medium	Tolerable and Monitor	Monthly internal team meeting for better coordination and risk mitigation. Continuous collaboration with project partners to flag and mitigate possible risks.	N/A	N/A	N/A
<b>Task 5.4. Phasing-in and phasing-out periods</b>												