

User services

Objekttyp: **Group**

Zeitschrift: **Annual report / Swiss National Library**

Band (Jahr): **104 (2017)**

PDF erstellt am: **11.05.2024**

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User Services

The NL is continually digitising further holdings. It also uploaded documents to the e-manuscripta platform for the first time. The first collection available there comprises the complete manuscripts of Rainer Maria Rilke from the Swiss Literary Archives.

Circulation

The number of users rose from 6187 to 6262 between 2016 and 2017. The General Collection (2016: 4785 users, 2017: 4668) and the Prints and Drawings Department (2016: 516 users, 2017: 505) recorded a slight decline, but the number of users of the Swiss Literary Archives rose by 22.4% (2016: 886, 2017: 1089).

The number of documents borrowed fell slightly, to 71 626 compared with 76 475 in 2016. The number of interlibrary loans rose by 3.6% (2016: 1533, 2017: 1588).

Information Retrieval

The number of information and research requests fell slightly by 0.5% in 2017, to 20 929 compared with 21 035 in 2016.

The NL reviewed its on-site services in 2017 to identify where resources could be saved or deployed to better effect. One concrete outcome of this audit was the decision that from January 2018, the NL would no longer open on Saturdays. This decision was based on the continual decline in visits to the library on Saturdays. A further measure to be implemented in 2018 is a reorganisation of the NL's open-access holdings. The NL also aims to increase visibility of its digital collections on site during the year.

A routine inspection of the building by the Federal Office for Buildings and Logistics in early summer 2017 raised doubts about the stability of a section of the NL building in the event of a major earthquake or extremely strong winds. Although there is no immediate danger, workstations had to be relocated and certain areas closed off.

Outreach

Digitised content

A further 5271 photographs and prints from the NL's collections were digitised and uploaded to Wikimedia Commons. They include 3479 travel photographs by Annemarie Schwarzenbach that were published online to mark the 75th anniversary of her death on 15 November 2017.¹³ The remaining pictures, almost 2000 in number, are mainly documents from the Gugelmann Collection. In total, the NL now makes almost 12 000 images available for free use on Wikimedia Commons.

In 2017, in cooperation with the publisher, every issue of the *Parkett* art book series was digitised and those up to 2015 were published online on e-periodica.ch. The remaining volumes will be progressively added. Another important periodical that is freely accessible on e-periodica.ch is *Schweizer Kunst*. As of the end of 2017, 67 periodical titles are available on e-periodica.ch, compared with 41 in 2016.

The *Bote vom Untersee und Rhein* became the first newspaper from the canton of Thurgau to be digitised and uploaded to the Swiss Press Online platform. Another noteworthy addition is *La Liberté* up to 2012. In 2017 Swiss Press Online recorded 92 073 visits, an increase of 41% year on year (2016: 65 100).

At the end of 2017, a total of 27 720 volumes from the NL's collections were available online. That figure corresponds to 0.7% of the 3 951 692 books and volumes of newspapers or around 16.3 million pages (2016: 14.7 million pages).



La Liberté, no. 75 (31.12.2012, 1./2.1.2013)



Bote vom Untersee und Rhein, no. 38 (16.5.2017)

The NL's photographic studio is a recognised centre of competence for digitisation, photography and reprography, which also boasts an innovative infrastructure. Numerous experts from external institutions including the Cinémathèque suisse and the Conservation Service of the Bern University of the Arts visited the studio for training during the year.

Website and social media

In 2017 the NL's website recorded 473 524 visits (2016: 527 464). Owing to changes in the method of measurement used, the figures are not comparable. The figures for the social networks are as follows: the NL's German Twitter feed had 1882 followers (2016: 1614), and the French version 1374 (2016: 1176). The NL reaches over 4000 people (German) and 2000 (French) unpaid per month via Facebook (2016: approximately 14 000 and 6000 respectively). The decline is due to the fact that Facebook has sharply curtailed the reach of unpaid content in general.

Twenty-five years on from 1992 the NL published a five-part series on that exceptional year on its website.¹⁴ In the first episode, historian Georg Kreis placed the year in its historical context. Further episodes were published to mark the anniversary of other significant events. The first episode was published on 20 April, marking the anniversary of the world fair in Seville at which the artist Ben Vautier prompted outrage with his picture *Suiza no existe*. On 17 May the cabaret artist and writer Franz Hohler spoke about the introduction of civilian service, and on 8 August tennis star Marc Rosset recalled winning an Olympic gold medal for Switzerland. Former member of the Council of States Dick Marty spoke on 27 September about the importance of the NRLA, while on 6 December journalist and political scientist Esther Mamarbachi discussed the Swiss electorate's rejection of EEA membership.

The Prints and Drawings Department launched the website *kleinmeister.ch*. More information about this project can be found in the *Prints and Drawings Department* section on page 16.

Catalogues

The Helveticat, Poster Catalogue and Bibliography on Swiss History databases, which are operated in the library management system, recorded 422 859 visits (2016: 457 213, though this figure includes the Swiss Union Catalogue of serial publications RP/VZ, which was switched off at the end of 2016). Queries to HelveticArchives rose by 12.5% to 189 152 (2016: 168 136).

Reproductions

The NL produced fewer photographs in 2017 than in the previous year (2016: 4312, 2017: 3537), though 2016 included two large external orders to the NL. The number of copies rose 28.6% to 36 336 (2016: 28 245), while the number of e-books on demand ordered fell to 76 (2016: 146).

Cultural offerings¹⁵

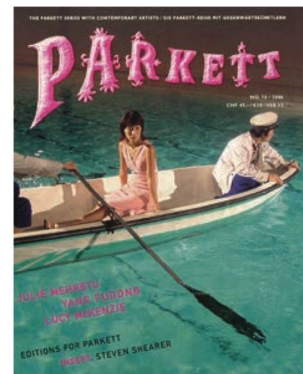
A total of 9691 people took advantage of cultural offerings at the NL, a rise of 15.3% over the previous year (2016: 8405). The CDN received slightly fewer visitors than in 2016 (8012 compared with 8244). The Swiss National Sound Archives in Lugano, the Centre Dürrenmatt Neuchâtel and the Swiss Literary Archives also worked specifically with school groups in 2017.

Accompanying its two temporary exhibitions *Les Fous de Dieu* and *Friedrich Dürrenmatt – L'imaginaire des sciences*, the CDN published two new issues of the *Cahiers des CDN*.

The NL staged two exhibitions in Bern: *What Lenin Read. The Revolutionary in the National Library* and the trilingual project *Rilke and Russia*. Both were well received by both visitors and the media.



Schweizer Kunst, no. 1/2 (2009)



Parkett, no. 76 (2006)

¹⁴ www.nb.admin.ch/1992

¹⁵ See also p. 6ff., p. 18 and p. 19