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# User Services

*Sapperlot! Swiss Dialects* proved to be one of the most successful NL exhibitions of recent years, with individual modules also available in the Internet. The collection of digital newspapers now includes titles in all four of Switzerland's national languages. Key NL catalogues are also available in mobile versions.

## Circulation

During 2012, 4898 people consulted documents from the NL. 3483 (2011: 3422) used the General Collection electronically. The actual number of users is higher, as people who only order manually are not recorded. The Swiss Literary Archives (SLA) received 932 users, the Prints and Drawings Department (PDD) 483. This is the first time these figures have been recorded.

The number of documents borrowed fell from 71 046 to 68 025. More microfilms were consulted (7536 compared with 6525 in the previous year), but demand for printed works fell (57 645 as against 61 370) as did demand for archive boxes from the SLA (2844 compared with 3151). Items were loaned to exhibitions at venues including the Forum of Swiss History in Schwyz, the Musée Rath in Geneva and the Württembergischer Kunstverein in Stuttgart.

Owing to lack of demand, loan service opening hours were reduced at off-peak times. From 1 September 2012, the service is available on Wednesdays until 6 p.m. (previously 8 p.m.) and on Saturdays until 1 p.m. (previously 2 p.m.).

Interlibrary lending is now processed via the library system rather than by hand. This automation has enabled the number of libraries that can borrow documents from the NL to be expanded.

## Information Retrieval

Demand for information and research rose sharply, with a total of 19 070 requests – 7% more than in the previous year (17 822). The increase was 23.1% in the PDD and 5.4% for the SLA. The public rooms provided 7.4% more general information, while general research rose by 0.9% compared with the previous year. This apparently minimal increase conceals the fact that demand for research in the narrower sense rose by 16%, while item location queries from the Swiss Union Catalogue – a service that is constantly declining in importance but is included in the same statistic – fell by 27%.

The research services were advertised online for the first time during the year in review, in an attempt to stimulate demand. There are also plans to open up new channels of distribution. Since autumn 2012 it has been possible to ask questions via Facebook.

Despite advertising, workspace occupancy proved disappointingly low, falling from an annual average of 31% to 28%.<sup>12</sup> As with the loan service, the opening hours of the reading rooms and information desk were reduced at times when they are little used. From 1 September 2012 they are now open on Wednesdays until 6 p.m. (as against 8 p.m. previously).

## Outreach

Visits to the website [www.nb.admin.ch](http://www.nb.admin.ch) rose from 376 287 to 573 003. The NL also proved increasingly popular on social media. At the end of the year, some 7500 people "liked" the NL's German channel on Facebook (2011: approx. 3500) and approximately 5400 (3700) the French one. Around 320 (150) people were following the NL on Twitter in German, and around 220 (60) in French.



*l'émilie*, March 2005



*Feuille d'Avis de Lausanne*, 9.1.1901

<sup>12</sup> The method used to measure workplace occupancy has been changed, resulting in a figure over 4 percentage points lower than under the old method. The figure for 2011 has been adjusted to reflect this change.



Fögl d'Engiadina, 23.12.1851



Il Grigione Italiano, 15.12.2011

Research requests to the *HelveticArchives* archive database rose 82.2% (from 38 079 to 69 396). The *e-Helvetica* database, which contains the digital collections, was accessed 12 192 times during its first year of availability. It is not possible to make any statements about the trend in accessing the other catalogues. In a welcome development, they were indexed by *Google* in 2012. However, this resulted in huge access numbers that are not comparable with a normal year.

*HelveticaCat*, the *Bibliography on Swiss History*, the periodicals catalogue (until 2002) and the poster catalogue have been available since autumn 2012 in a mobile version<sup>13</sup> for iPhone, iPad and Android 4.0. The functions include keyword search, ordering documents and access to the personal user account.

Demand for reprographic services rose once again, with 41 616 (2011: 36 859) copies and 1371 (1142) photographs being made, both on paper and digitally. On request, 158 (129) books were digitised. The profile of this service has been raised by the integration of the NL into the e-Books on Demand (EOD) portal<sup>14</sup> during the year.

A selection of digitised documents from the NL was also included in international portals. *The European Library* is showing twenty books and posters in its virtual exhibition *Science and Machines*.<sup>15</sup> Five “treasures” in French have been integrated into the *Réseau francophone numérique*.<sup>16</sup> Thanks to cooperation with other libraries and publishers, six new newspaper titles have been digitised and made available online at [www.swisspressarchives.ch](http://www.swisspressarchives.ch); they are the *St. Galler Zeitung* (years 1831–1881), *Il Grigione italiano* (1852–1980) and *Fögl d'Engiadina* (1887–1980). The joint platform now contains newspapers from all language regions for the first time. *24heures/Feuille d'avis de Lausanne*<sup>17</sup> and the *Schaffhauser Nachrichten*<sup>18</sup> have been available on other platforms since 2012.

The exhibition *Sapperlot! Swiss Dialects* prompted the digitisation of 96 monographs and 14 periodicals on the topic of dialect. With some 6500 visitors, this was the most successful exhibition at the NL in terms of numbers since 1994. It centred around historical and present-day sound recordings in all four national languages. Those interested were able to make their own contribution to research by recording their own dialect, either in the sound studio within the exhibition or outside via the Internet. The recordings were evaluated by the Phonogram Archive of the University of Zurich, with which the NL co-produced the exhibition. The accompanying events programme examined issues for which there was no space in the exhibition itself, such as the relationship of migrants to dialect. The “word of the week”, selected each time from the *Schweizerisches Idiotikon*, brought the exhibition theme to Facebook. This was therefore the first time that an NL exhibition was not only held on site but also made partially available via the Internet.

Apart from the exhibition, key cultural outreach events included the series of literary evenings organised by the Swiss Literary Archives on the theme of friendship, various conferences on literary topics, and the multifaceted programme of the Centre Dürrenmatt Neuchâtel (CDN). A total of 12 127 people attended an exhibition, event or guided tour at the NL in Bern. The CDN in Neuchâtel received 8987 visits.

13 [mobile.catalogues\\_en.nb.admin.ch](http://mobile.catalogues_en.nb.admin.ch)

14 <http://search.books2ebooks.eu>

15 [http://www.theeuropeanlibrary.org/tel4/virtual/science?query=swiss%20national%20library&view=explore&collection\\_id=a0598](http://www.theeuropeanlibrary.org/tel4/virtual/science?query=swiss%20national%20library&view=explore&collection_id=a0598)

16 [http://www.fnum.org/pages/recherche/recherche-simple.html?page=0&rows=10&keyword=\\*&inst=bn&tresor=oui](http://www.fnum.org/pages/recherche/recherche-simple.html?page=0&rows=10&keyword=*&inst=bn&tresor=oui)

17 <http://scriptorium.bcu-lausanne.ch>

18 <http://archiv.shn.ch>