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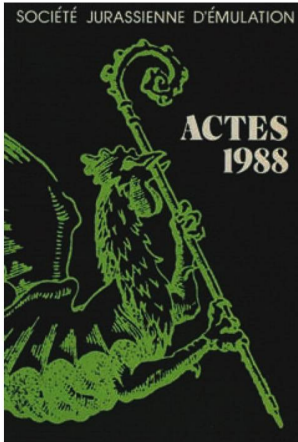
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User Services



Actes de la Société jurassienne d'émulation, 1988

A large number of additional periodicals have been digitised and are now accessible online. The most important include the *Swiss Official Gazette of Commerce* (SOGC) and *Nebelspalter* from its origins in 1875 to 2010.

Circulation

The number of active NL users declined slightly in 2016, to 6187 compared with 6247 in the previous year. The General Collection recorded a slight increase (2015: 4735, 2016: 4785), the Swiss Literary Archives a slight decline (2015: 911, 2016: 886) and the Prints and Drawings Department a significant fall (2015: 601, 2016: 516). The number of users of the Swiss National Sound Archives is not recorded.

The number of documents borrowed increased to 76 475, compared with 69 605 in 2015. In the General Collection the number rose to 67 419 documents (2015: 60 016), in the Swiss Literary Archives to 2461 archive boxes (2015: 2162) and in the Prints and Drawings Department to 1278 units (2015: 1248).

In addition to the collections housed in Bern, since 2016 the NL's usage figures also include the documents in the National Sound Archives. These are primarily consulted at the external workstations in institutions throughout Switzerland. Here, the 2016 figure is 41 574.

Information Retrieval

The number of information and research requests rose in 2016, to 21 035 compared with 20 075 in 2015. This is partly because advice activities of the Swiss National Sound Archives are now also included.

With a few exceptions, on-site demand is declining overall. Workstation occupancy, for example, fell from an average of 31% in 2015 to 27% in 2016. Online usage, by contrast, is on the increase.

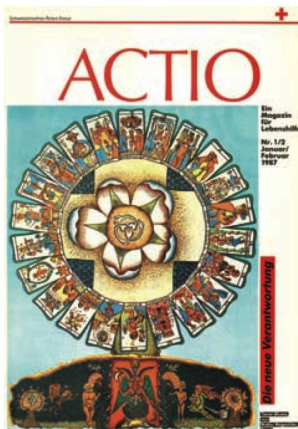
Outreach

Digitised content

The NL uploaded almost 2000 more pictures to Wikimedia Commons, the media database of Wikipedia, in 2016. The most recent collection comprises 1323 photographs by the Orientalist Max van Berchem (1863–1921).¹³ In total, 5724 images from the NL's collections are available for re-use without restriction on Wikimedia Commons,¹⁴ all of them in the high resolution customary on the platform. Wikipedia articles containing images from the NL were accessed 2 866 987 times. This is more than twice the 2015 figure of approximately 1.3 million.

The user interface of retro.seals.ch was completely overhauled in 2016. The platform is now online as e-periodica.ch. Important periodicals now available to read online include the *Swiss Official Gazette of Commerce* (1883–2014), *Nebelspalter* (1875–2010), *Hotel-Revue* (1892–1992), *Actes de la Société jurassienne d'émulation* (1857–2014) and *Actio*, a periodical published by the Swiss Red Cross in German, French and Italian. As of the end of 2016, 41 periodical titles from the NL are available on e-periodica.ch (2015: 30).

The Canton of Fribourg is now also participating in the “Swiss Press Online” project, teaming up with the NL to digitise *La Liberté* (1876–1976), the *Freiburger Nachrichten* (1865–1920) as well as a few other historical newspapers from the canton. In 2016 the Swiss Press Online platform was accessed 65 100 times, an increase of 9.8% compared with the previous year (2015: 59 295).



Actio, 1 / 2 (1987)

¹³ https://commons.wikimedia.org/wiki/Category:CH-NB-Max_van_Berchem

¹⁴ https://commons.wikimedia.org/wiki/Category:Media_contributed_by_the_Swiss_National_Library

In all, 25 474 volumes from the NL's collections have now been digitised, corresponding to 6.5 per thousand of our 3 901 566 books and volumes of periodicals and newspapers. This adds up to a total of 14.7 million pages (2015: 12.1 million).

Website and social media

In 2015 the NL's website www.nb.admin.ch recorded 515 249 visits; in 2016 the figure was 527 464 – roughly the same as in 2014. The NL's German Twitter feed had 1614 followers at the end of 2016 (2015: 1282), while the French feed had 1176 (2015: 996). In 2016 the NL reached far more people unpaid via Facebook than in the previous year: just under 14 000 per month via the German page (2015: 4000), just over 6000 via the French page (2015: 3000).

Catalogues

The Helveticat, Swiss Poster Collection, Swiss Union Catalogue of serial publications RP/VZ and Bibliography on Swiss History catalogues, which run on Virtua, recorded 457 213 visits, markedly less than 2015 (571 216). The NL switched off the Swiss Union Catalogue of serial publications VZ/RP at the end of 2016. It had not been updated since 2002, due to the availability of better ways of researching periodicals in Swiss libraries, including the Swiss serials portal and the [swissbib](http://www.swissbib.ch)¹⁵ metacatalogue.

HelveticArchives recorded an increased number of queries: 168 136 compared with 146 583 in the previous year. Further records from this database were made available on www.swissbib.ch during the year in review. All documents with digitised versions as well as surveys of the Prints and Drawings Department, the Swiss Literary Archives and the special collections can now be found there.

The NL is now also represented on Archives Portal Europe,¹⁶ which offers access to metadata and provides information on archives from all over Europe.

Reproductions

In 2016 the NL produced reproductions of almost twice as many photographs as in the previous year: 4312 (2015: 2681). The main reason for this increase is two large orders from third parties. The number of copies rose slightly (2016: 28 245, 2015: 26 293), while the number of orders for e-Books on Demand remained virtually unchanged year on year (2016: 146, 2015: 152).

Cultural offerings¹⁷

Overall, the number of people attending cultural events at the CDN and NL declined in 2016. The figure for the CDN was 8244 (2015: 9387), and for the NL 8405 (2015: 8722). Nevertheless, this is a pleasing result given that in 2015 the NL hosted a one-off major event in the form of the "Long Sunday" open day while the CDN had its *Année Dürrenmatt* programme. Activities related to the SLA's anniversary year and – as ever – Museum Night in Bern attracted large numbers of visitors.

tü-ta-too, the Swiss National Sound Archives' touring exhibition, was shown in Delémont and Bulle during 2016. In Lugano itself, 327 people took part in a guided tour or introduction to the FN.

In 2016 the SLA published an issue of *Quarto*¹⁸, while the CDN published four new *Cahiers des CDN*.¹⁹ The last two, nos 13 and 14, were related to the exhibitions *Ionesco – Dürrenmatt. Peinture et théâtre* and *Jean-Christophe Norman – Matières*.



Nebelspalter, 1 (2010)



Swiss Official Gazette of Commerce, 1 (2014)

¹⁵ www.swiss-serials.ch and www.swissbib.ch

¹⁶ www.archivesportaleurope.net/home

¹⁷ See also p. 5ff., p. 17ff.

¹⁸ See also p. 17

¹⁹ <http://www.bundesmuseen.ch/cdn/00129/00218/index.html?lang=en>