

# Putting the shoe on the other foot

Fleur Stigter

ELAG 'Rethinking the library'  
Wageningen, The Netherlands

April 2008

➡ Feet...Shoes...?

## ➔ **The European Library:**

- A service of the Consortium of European National Librarians (CENL) that gives free access to the resources of Europe's national libraries

## ➔ **Europeana:**

- Formerly known as European digital library or EDL
- eContent plus funded project ('digital library initiative' of European Commission)
- Access to the resources of libraries, museums, archives, audio-visual institutions and other organisations
- Not operational yet: first demo-version

## ➡ **Why do we need user requirements?**

- Users do not make any distinction
- You too have many competitors
- Why build a website that only a few visits?
- Returning visitors who ‘buy what you sell’

So.....how do we make this happen?

# The European Library

- ➔ Market research
  - External trends and developments
- ➔ Users Advisory Board
- ➔ Log file analyses
- ➔ Conversion points and Key Performance Indicators
- ➔ Internally – changing shoes...

### The European Library Users Advisory Board

The User Advisory Board helps shaping Europe's national library portal according to expert user needs and knowledge. As such it is integrated into the creating processes and development strategy of The European Library.

Members of the Board:

- ♦ [Peter Suber, Senior Researcher at SPARC and Research Professor of Philosophy at Earlham College, US](#)
- ♦ [Mathias Schindler, Student and member of the board of Wikipedia Germany](#)
- ♦ [Zinaida Manzuch, Vilnius University, Lithuania](#)
- ♦ [Margus Lääne, Librarian, Estonia](#)
- ♦ [Aparba Kundu, Associate Dean University of Bradford, UK](#)
- ♦ [Marjeta Gostincar Cerar, Librarian Institute for Ethnic Studies, Ljubljana, Slovenia](#)
- ♦ [Michael Fingerhut, Director of Multimedia Library and Engineering Bureau, France](#)
- ♦ [Max Dohle, Copywriter, The Netherlands](#)
- ♦ [Mel Collier, Chief Librarian Catholic University of Leuven, Belgium](#)

#### Peter Suber



Peter Suber is a Research Professor of Philosophy at Earlham College, Senior Researcher at the Scholarly Publishing and Academic Resources Coalition (SPARC), and the Open Access Project Director at Public Knowledge. He has a Ph.D. in philosophy and a J.D., both from Northwestern University. He writes the Open Access News weblog and the SPARC Open Access Newsletter, was the principal drafter of the Budapest Open Access Initiative, and sits on the Publishing Working Group of Science Commons, the Advisory Board of the Wikimedia Foundation, the Steering Committee of the Scientific Information Working Group of the U.N. World Summit on the Information Society, and the boards of several other groups devoted to open access, scholarly communication, and the

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Institution	<input type="text"/>
E-mail	<input type="text"/>
<input type="button" value="SEND"/>	

All of our online forms that require you to enter personal information are designed to meet privacy requirements. Refer to our [PRIVACY POLICY](#) page for further details.

#### THE EUROPEAN LIBRARY ON FACEBOOK

Join truly dynamic discussions about The European Library on [Facebook](#).

# Europeana

## ➤ Work Package “Users for Usability”

- ➡ Mapping the field
- ➡ Workgroup sessions to formulate user requirements – today and tomorrow...

## ➤ Reality checks

- ➡ Checking with stakeholders and developers
- ➡ User testing after every new version
  - Off line and online
  - Different user (age) groups from across Europe



# Working group sessions

- ➔ Use Case methodology
- ➔ Requirements for functionalities
  - search
  - browse
  - personalisation
  - search results
  - etc.

# The Boots video: A quick intro to Europeana

## ➡ What we know now....

- direct access to digitised material
- presenting content/collections in a non-traditional way
- Visual and multimedia-rich exploring: map and timeline
- Web2.0

## ➡ What we are expecting..

- Application Programmable Interfaces (API's)
- Semantics
- Multilingual search results

## ➡ New projects submitted ...

➞ An example:

Themed Collections & Mini Library of  
The European Library...

Language: English (eng)

[Register](#) | [Login](#)

HOME

COLLECTIONS

LIBRARIES

ORGANISATION

Search

Results

History

Favourites

help?

[Advanced search](#)
[Virtual keyboard](#)


SEARCH

## CHOOSE YOUR OWN COLLECTIONS:

- ☒ catalogues from national libraries
- ☐ digital collections
- ☐ audio and printed music
- ☐ images
- ☐ manuscripts
- ☐ maps

- ☐ journals
- ☐ children's literature
- ☐ theses and dissertations
- ☐ personal selection
- ☐ all collections from:

[Browse all the collections](#)
[Browse collections from:](#)

Country

[Browse collections by subject](#)
[Search collections by description](#)

The European Library searches the content of European national libraries.

## NEWS

01/04/2008

Genevieve Clavel from the [Swiss National Library](#) and Maja Žumer from the [National Library of Slovenia](#) help us understand the complexity behind multi-lingual searching. [More info...](#)

## EXHIBITION

[View Buildings](#)


National libraries of Europe. Click [here](#) to enter the gallery.

Visit The European Library web-exhibition and view 300 pictures of the

## TREASURES

[View treasure](#)


Missale  
Aboense  
National Library  
of Finland

HOME

COLLECTIONS

LIBRARIES

ORGANISATION

Browse all the collections

Browse collections by subject

Search collections by description

Search by material

Help?

Home Collections Online Books

## SEARCH ONLINE BOOKS

 search

OR SELECT...

ONLINE BOOKS

RARE BOOKS

REFERENCE BOOKS

MANUSCRIPTS

MUSIC COLLECTIONS

MUSIC SCORE

CHILDREN'S LITERATURE

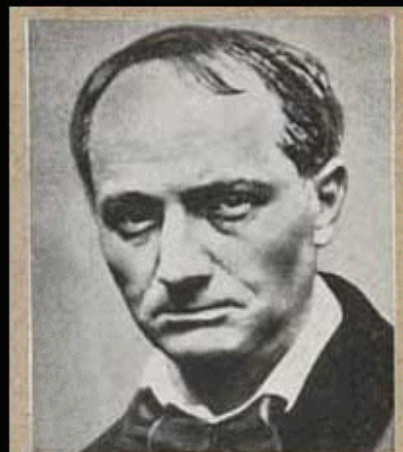
ATLASES

MAPS

RETURN TO "OVERVIEW"

## Online Books

If you want to find information about a certain subject or book, you can now easily find books online as well as a wealth of other information, articles and digitised images. To assist you in your search for books online, TheEuropeanLibrary.org offers many different collections to peruse through.



Daubelaire, Charles  
www.TheEuropeanLibrary.org

There are many reasons to look for books online. Maybe you want to be aware of the books relevant to your research that are available digitally. Or maybe you want to find out where a copy of a unique book can be found. You might also be looking for

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SEND

**MINI LIBRARY INSTALLATION**

[RETURN TO "SERVICES" ►](#)
[How to get a Mini Library on your site](#)
[MINI LIBRARY ON FACEBOOK](#)

## How to get a Mini Library on your site

Explore through the Mini Library search box the resources of the 47 national libraries of Europe.

**CLICK HERE** to install the search box

You can shape the Mini Library as you like: select your language, lay-out, and which collections you want to focus on.

A search for 'Dante' or 'Salzburg' for example leads to unique material from across Europe.

Offer your users for free:

- A quick check whether a national library has digitised a particular item
- A shortcut to the most reliable information and material there is
- All kind of material (original documents, text books, maps, photographs, music, etc.) from across Europe

**SEARCH EUROPE'S NATIONAL LIBRARIES**  
Die Europäische Bibliothek L  
ios **The European Library** De  
uropeos La Biblioteca Europ  
Enter a title, person or subject  
  
**Search**

MINI LIBRARY ON FACEBOOK

The Mini Library is also available for Facebook users.

Go to [Mini Library in Facebook](#) for futher details.

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Facebook | Mini Library

📄

Mini search box - The European Library - v1.6

🌐

TELL Fleur

✕

facebook

ProfileeditFriends▼Networks▼Inbox (1)▼homeaccountprivacylogout

Search▼

🔍

Applicationsedit

📄

Page Manager

📄

Mini Library

📄

Photos

👤

Groups


📅

Events

▼ more

📄

Birds of Wales in Holland



Mini Library

◀ Browse More Applications

SEARCH EUROPE'S NATIONAL LIBRARIES

Die Europäische Bibliothek L  
os The European Library De l  
uropeos La Biblioteca Europe

Enter a title, person or subject

Search

Mini version of The European Library - gateway to Europe's culture and knowledge

Gives you centralised access to the resources of the 47 national libraries of Europe. A search for 'Mozart' or 'Paris' for example leads to unique material from across Europe.

You can find all kind of material: original documents, text books, maps, photographs, music, etc..

Updates via The European Library group  
http://www.facebook.com/group.php?gid=4282452845

You already added **Mini Library** to your profile.

Go to this Application

Remove this Application

This application cannot be added to some of your Pages. [Learn more.](#)

Edit Application

Edit Admins

Send an Update to Fans

Promote Application with an Ad

Become a Fan

No Updates

Block Application

View Insights

Klaar



[Check your rankings](#)
[Refresh](#) | [Unhide all](#)

### ▼ Friends in Other Networks

#### Networks with the most friends

Ireland (31)  
 Wales (9)  
 London (5)  
 Aberystwyth University (4)  
 Australia (4)  
 UCD Ireland (4)  
 France (3)

#### Networks you belong to

London (5)

[Show All Networks](#) | [View All Friends](#)

### ▼ Private Photo Gallery [add](#)



### 0 Photo(s)

Updated: January, 23  
 request access



### ▼ Groups

25 groups. [See All](#)

Friends against drunk driving • Si ce groupe atteint 6 milliards de personnes, tout le monde sera dedans. • RACING FRIENDS NETWORK - ADD ME FOR ALL KIND OF RACING APPLICATION • Hockey Is The Best Sport Alive! • Charlotte Meddings Unofficial Fan Club • FC Bayern München fans • RIP PRETTY BABYy BOY • Every person I know who drives a Camaro is a complete douche. • I want a Chevrolet Camaro • The 2009 Camaro is going to be BADASS! • If Wikipedia Says It, It Must Be True • Journalists and Facebook • Il faut boire avec modération, mais putain c'est qui ce modération ? • Ferrari Lovers • Ferrari and maserati lovers • This has got to stop. • AN INDEPENDENT WALES. • BallsInYourCourt Dating • I Secretly Want To Punch Slow Walking People In The Back Of The Head • Citizens of Hawai'i for RECYCLING! • Lovers of Romania • Fiat Punto Owners' Club • NEW FIAT 500 - ITALIA • Fiat Punto Appreciation Society • Cars fan club



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APR 02

Quarter Finals

Make Predictions. Win Kits.

There will be at least one English club in the semi finals as Arsenal face Liverpool. United were drawn against Roma, while Chelsea will be facing Fenerbahce. Can the other British teams make the semis too?

[MAKE PREDICTIONS](#)
[LEADERBOARD](#)

### ▼ Mini Library

Enter any keyword

SEARCH EUROPE'S NATIONAL LIBRARIES

Die Europäische Bibliothek  
 The European Library  
 La Biblioteca Europea

Enter a title, person or subject

Search

### ▼ Zombies

[add](#)

David is a Ensign Zombie Newbie



### David's Vitals

0 chumps **infected**

1 Zombie **points**

**Feedin' Feed**

ZOMBIE VIDS - "re: Your Brains"

[Feed!](#)

[Fight!](#)

[Share](#)

### ▼ Send Love

[add](#)

## ➡ Some Europeana examples



# EUROPEANA

connecting cultural heritage

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## Focus on



### A Pair of Shoes by Vincent Van Gogh, 1886

The Pair of Shoes by Vincent Van Gogh were allegedly bought from a Parisian flea market, and worn in by the artist himself. In 1886, when Van Gogh moved to Montmartre, attracted by the light and company of his fellow artists, it transformed his palette.

[More...](#)

## Explore:

### Cities

For over 2,000 years the changing face of Europe has been visible first in its cities. Trade and travel bring new ideas and new styles to cities, where they're eagerly taken up and adapted. Waves of new city dwellers are drawn by the economic, political and cultural opportunities. Discover what lies behind the modern urban experience.



### Social life

From the highlights of ceremonies and celebrations to the humdrum daily routines, we've been capturing our lives in print and pictures for generations. Following this thread you'll see that our lives have changed – but people have never missed an opportunity to party.



### Music

Listen to our musical roots. Music is universal, it's shared and enjoyed regardless of time and place. But music is also highly individual. Every community has its own musical identity, whether we're talking about an ethnic population in a remote mountain village 100 years ago, or a contemporary teenage tribe.





**EUROPEANA**  
connecting cultural heritage

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Image

  
Open

**A Pair of Shoes by Vincent Van Gogh, 1886**

[WHERE](#) | [WHEN](#) | [WHO & WHAT](#)

**Description:**

This painting of a pair of down-at-heel shoes prompts speculation on a variety of psychological questions. They have been seen as symbolizing Van Gogh's difficult passage through life.

**Creator:** Vincent van Gogh (1853-1890)

**Title:** A pair of shoes

**Date:** 1886

**Type:** Oil on Canvas, 37.5 X 45 cm

**Identifier:** F255

**Location:** Van Gogh Museum, Amsterdam (Vincent van Gogh Stichting)

**Social Tags:** [vincentvangogh](#), [paairofshoes](#), [paris](#), [painting](#), [impressionism](#), [colour](#)

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More...

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WHERE

WHEN

WHO & WHAT

SEARCH

L'italienne, par Vincent Van Gogh, 1887



TIME

1830 1840 1850 1860 1870 1880 1890 1900



1887

Image 1/2

## ➡ Some concluding remarks....

- Your users are king!
- Start developing a concept
  - Don't leave the developing to the technical developers
- Try to think outside the box
- Install a web-statistical reporting tool

# Thank you

*Feel free to contact me at*  
[Fleur.stigter@kb.nl](mailto:Fleur.stigter@kb.nl)