

# User services

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## User Services

Some 2500 images from the Gugelmann collection are available on Wikimedia Commons. Following a relaunch, the Swiss Press Online portal is now easier to use.

### Circulation

The number of active users rose for the second year in succession. In total, 6247 people used the NL's collections on site during the year in review (2014: 5679). Also on site, the library's circulation service recorded 4735 different users during the year (4305), the Prints and Drawings Department (PDD) 601 (548) and the Swiss Literary Archives (SLA) 911 (826). Despite the increase in user numbers, the number of items lent out fell from 76 121 to 69 605. This trend can be seen in the library among both loans of original documents (2014: 66 149; 2015: 60 019) and microfilms (2014: 6655; 2015: 6179). The decline in the SLA from 2326 to 2162 archive boxes lent out is a reflection not of reduced demand but of more efficient processes. In the PDD, loans increased from 991 to 1248 units. The figure is almost double that in 2013.

User cards have been adapted to comply with the Bibliopass standard. This makes it easier for those registered with the NL to use the libraries affiliated to Bibliopass.

### Information Retrieval

For the first time in some years, information and research requests rose once again, to a total of 20 075 (2014: 17 941, 2013: 17 933). The increase affected all areas. In addition to the increase in the Prints and Drawings Department and the Swiss Literary Archives, this was mainly due to two technical changes. Firstly, many users required an explanation of the new user interface of the catalogues. Secondly, anyone wishing to use the WLAN must now request a personal password.

A new offering was introduced in the form of full access to the Swissdix database, which allows users to access articles from the Swiss press free of charge.

### Outreach

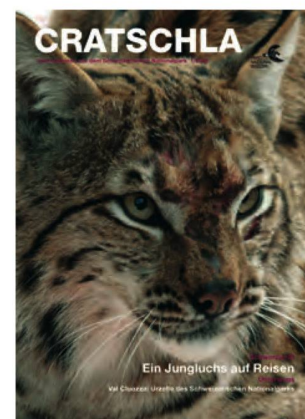
#### Digitised content

The collaboration with the Wikimedia Switzerland association which began in 2014 was continued. At the end of 2015, 3741 images were online on Wikimedia Commons,<sup>23</sup> all in high resolution. The largest group are some 2500 images from the Gugelmann collection of "Schweizer Kleinmeister". Wikipedia articles containing images from the NL were accessed around 1.3 million times, compared with just under 0.5 million times in 2014.

Following a relaunch, the Swiss Press Online portal<sup>24</sup> is now easier to use. At the end of the year, thirty newspaper titles were available. There is now a "Switzerland" section for multi-regional titles. Zug became the latest canton represented in 2015. A total of 17 titles were placed online during the year in review, including *Die Tat* (1935–1976) and the Neuchâtel newspaper *L'Essor* (1906 to today). In the absence of a very well known new title, accesses fell from 83 549 to 59 295. Some 53 titles from the NL are available on [retro.seals.ch](http://retro.seals.ch),<sup>25</sup> the national platform for digitised periodicals, representing 15% of the platform's entire content. Eleven of the titles were added during the year in review. The most important, and the one for which demand is highest, is *Nebelspalter*, the first 100 years (1875–1974) of which are available. One of the most beautiful is *Cratschla: Informationen aus dem Schweizer Nationalpark* (1992–2013). More recent years of both titles are to follow.



Cratschla 1/2004



Cratschla 1/2009

<sup>23</sup> [https://commons.wikimedia.org/wiki/Category:Media\\_contributed\\_by\\_the\\_Swiss\\_National\\_Library](https://commons.wikimedia.org/wiki/Category:Media_contributed_by_the_Swiss_National_Library)

<sup>24</sup> [www.swisspressarchives.ch](http://www.swisspressarchives.ch)

<sup>25</sup> <http://retro.seals.ch>



Die Tat, 1.1.1948



Die Tat, 20.1.1953

*Sprachspiegel* is available from 1945 to the present, though the most recent 24 months are blocked from online consultation. In all, 22 118 (or around 5.7 per thousand) of our 3 850 667 volumes of books, newspapers and periodicals were available online at the end of 2015. That corresponds to around 12.1 million pages (2015: 11.2 million).

### Website and social media

Visits to the website [www.nb.admin.ch](http://www.nb.admin.ch) fell from 527 204 to 515 249. The NL's German Twitter feed had 1282 followers at the end of 2015 (2014: 984), while the French feed had 996 (797). The number of Facebook fans remained stable, at a little over 10 000 (German) and 8000 (French). The NL reaches over 4000 people (German) and 3000 (French) unpaid per month (2014: approximately 7000 each).

### Catalogues

For the first time in a number of years, reliable usage figures are available for the library catalogues running on Virtua (Helveticat, Poster Catalogue, Periodicals Catalogue and *Bibliography on Swiss History*) in 2015. A total of 571 216 visits were recorded during the year. Research requests to the HelveticArchives archive database rose from 133 514 to 146 583.

### Reproductions

In 2015, 2681 photographs (2014: 4991), 26 293 (37 422) copies and 152 (148) e-books on demand were produced on behalf of customers. The large fluctuations in the numbers in this area are normal. For some time, the NL has been experimenting with the production of three-dimensional data. The first visible result was a three-dimensional projection of artists' books during *Long Sunday*,<sup>26</sup> which visitors could view from all sides using hand movements.

### Cultural offerings

A total of 9387 people visited an exhibition or attended an event, guided tour or course at the Centre Dürrenmatt Neuchâtel (CDN; 2014: 10 772); the figure for the NL was 8722 (10 375). The CDN celebrated the *Année Dürrenmatt*.<sup>27</sup> Bern hosted two major events – Museums Night and the Sunday open day entitled “Langer Sonntag – Kurze Weile” (Time passes quickly on Long Sunday) – which attracted visitors who do not otherwise come to the NL. A web app for mobile devices was developed for Long Sunday, offering an insight into the various collections.<sup>28</sup>

<sup>26</sup> See below and p. 7.

<sup>27</sup> See p. 6 and p. 19.

<sup>28</sup> <http://nationalbibliothek.ch>, in the App Store and on Google Play