

Qatar National Library
**ANNUAL
REPORT 2020**



مكتبة قطر الوطنية
Qatar National Library

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INTRODUCTION

Welcome to the Qatar National Library 2020 Annual Report. This was a year unlike any other at the Library, in Qatar and around the world. In March, to ensure the health and safety of our staff and patrons during the COVID-19 global pandemic, we closed our doors to the public. It was a difficult but necessary decision.

However, what could have been a major setback instead was a great opportunity to reimagine how we deliver our services and resources—in short, how we serve the community as a library. As this report shows, across the Library, we quickly shifted to digital platforms to ensure that we remain a place where everyone in Qatar can learn, grow, create and interact. Through virtual events, electronic resources and online support

from our librarians, the Library remained a beacon of knowledge at a dark time. This was particularly important for students, parents and educators, who almost overnight had to completely adjust their collective academic journeys. I am extremely proud of the way the entire Library staff came together to support the public, particularly as many of our staff members were facing the same disruptions at home.

We were also able to continue to provide critical leadership in our role as a national library. Throughout 2020, our Preservation and Conservation team held webinars for professionals around the world, tackling key issues such as audiovisual preservation, conservation during pandemics and, importantly, combatting trafficking of

heritage items—a threat exacerbated by the COVID-19 situation. We were able to launch “Arab Cinema Posters: Art and Memory,” an interactive digital exhibition that transported visitors through the rich history of Arab film. And in July we were able to re-open our doors to the public, following strict health protocols, returning some normalcy to the lives of our visitors who rely on us.

As time goes on and the pandemic of 2020 fades into history, we will remember it not for the challenges we faced, but how we overcame them. The lessons we learned will guide us long into the future as we continue to find new ways to serve our audiences. We have grown in ways we never expected, and as a result, the Library’s future is stronger than ever.

Dr. Hamad Bin Abdulaziz Al-Kawari

Minister of State
President, Qatar National Library



VISION, MISSION AND VALUES



Our Vision

To be one of the world's preeminent centers of learning, research and culture; a guardian of the region's heritage; and an institution that promotes imagination, discovery and the nourishment of the human spirit.

Our Mission

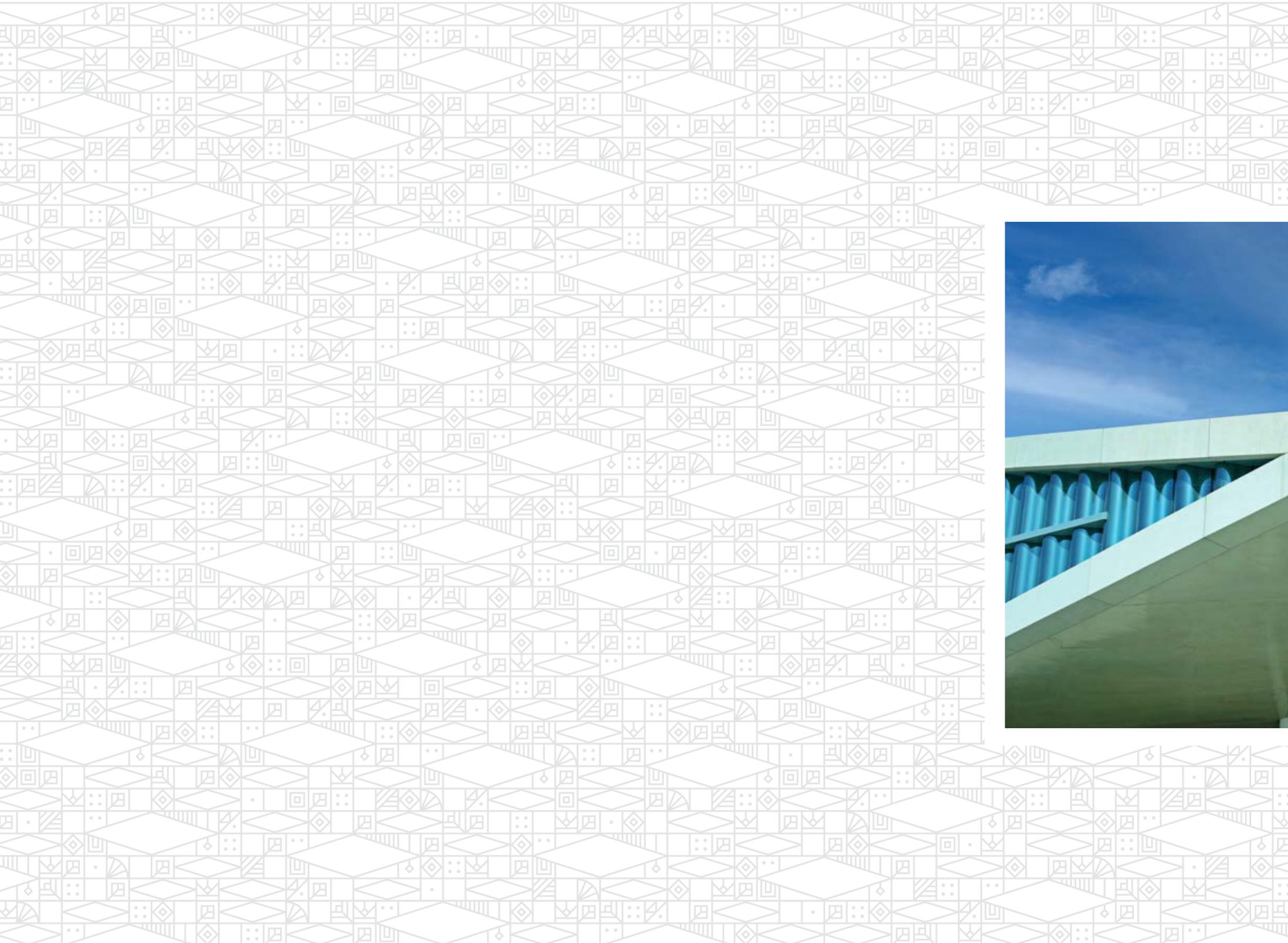
The mission of Qatar National Library is to preserve the nation's and region's heritage and enable the people of Qatar to positively influence society by creating an exceptional environment for learning and discovery.

The Library will achieve its mission by creating and sustaining an intuitive and trusted information environment in a culturally and technologically exceptional setting and by developing innovative programs and services.

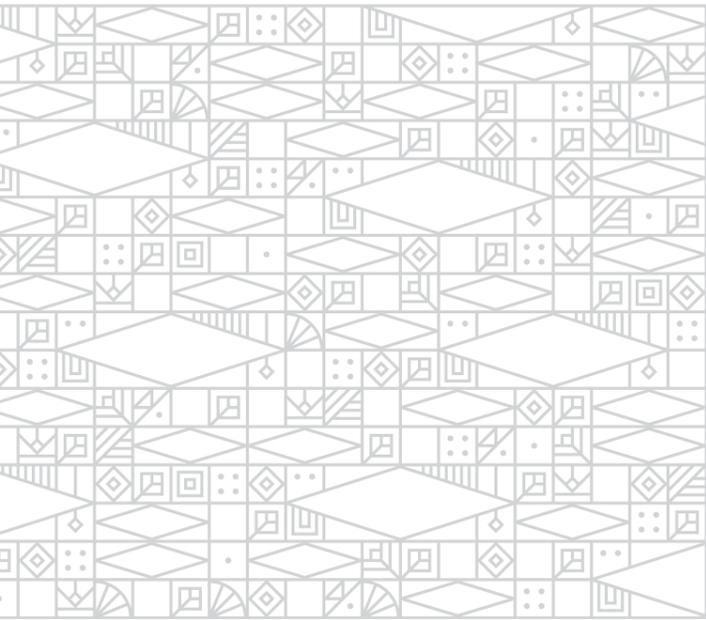
Our Values

Qatar National Library supports the core values of librarianship as a profession to include:

1. **Openness and Transparency** with all patrons and organizations we deal with, where privacy and confidentiality are observed.
2. **Education and Lifelong Learning**, where we strive to offer services that facilitate equitable learning.
3. **Open Access**, where we are committed to free, open, unrestricted access to our collections and services.
4. **Equity, Diversity, Inclusion, Accessibility, Respect and Fairness**, where our patrons are valued regardless of race, color, sex, gender, religion, disability, age, genetic information, socioeconomic status, or national or ethnic origin, and where their opinions, needs and viewpoints are considered in every decision we make.
5. **Growth and Innovation**, where we encourage creativity, continuous learning, experimentation and the generation of ideas.
6. **Stewardship** of all the resources with which we have been entrusted and are accountable for, ensuring the proper use of state funds and the preservation of the nation's heritage and intellectual output.
7. **Intellectual Freedom**, where we are committed to facilitating the free exchange of information and ideas.

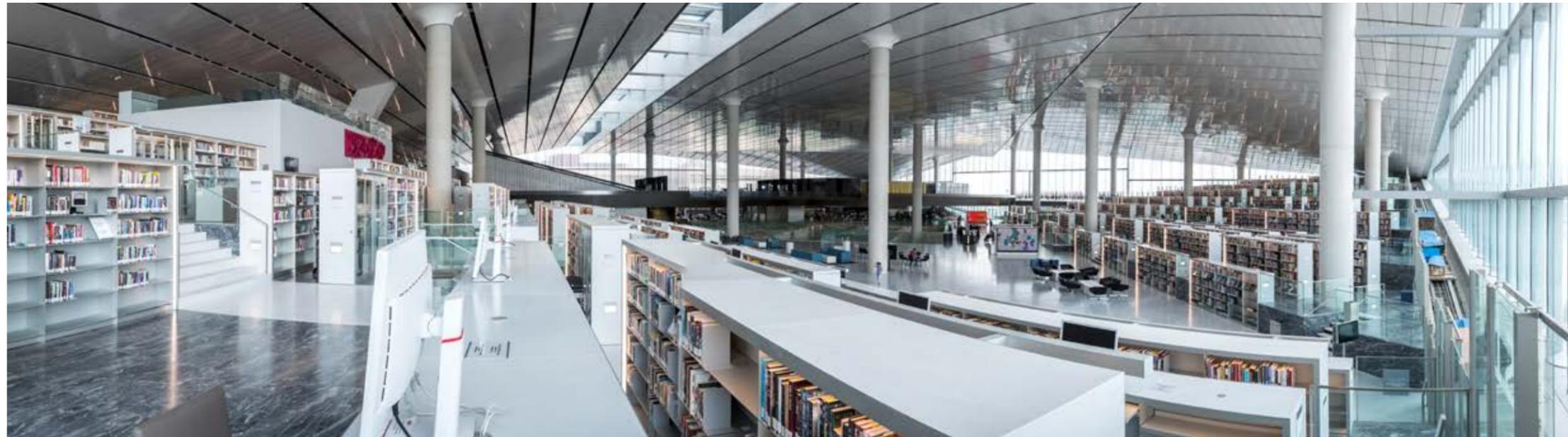
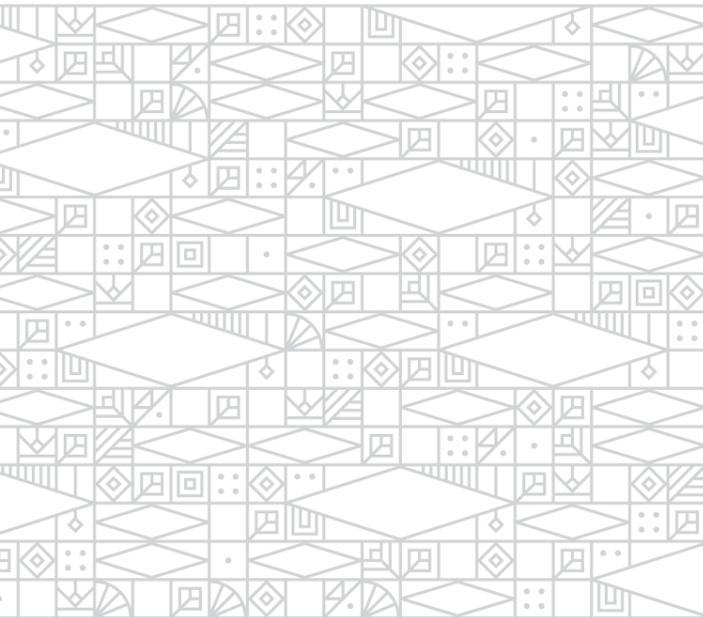


2020 IN REVIEW



For the Library, Qatar and the world, 2020 was a transformational year. On 12 March, in response to the growing COVID-19 pandemic, we closed our doors to the public to protect the health of our staff and patrons. As this report shows, although we faced unprecedented disruption, we nevertheless were able to adapt to serve our audiences locally and globally. With the world on lockdown, our electronic services and resources became more important than ever—to children home from school, students continuing their academic journeys, researchers shut out of physical archives, and to countless people just looking for a good book in a trying time. For all of them, as for all of us at the Library, 2020 was a year we will never forget.





1. Serving the Community: A Library for All

Collections

The pandemic heightened the role of the Library, as we adapted and changed to continue to serve our patrons' educational and social needs in difficult times. During the Library building's closure, we continued to grow our content on the digital mediums and recreated an open, safe and intellectual community space through our digital programs.

Main Collection

Print collection



| | |
|--------------|----------------|
| Arabic | 270,297 |
| Non-Arabic | 649,265 |
| Total | 919,562 |

Ebooks



| | |
|--------------|----------------|
| Arabic | 41,507 |
| Non-Arabic | 648,408 |
| Total | 689,915 |

Journals

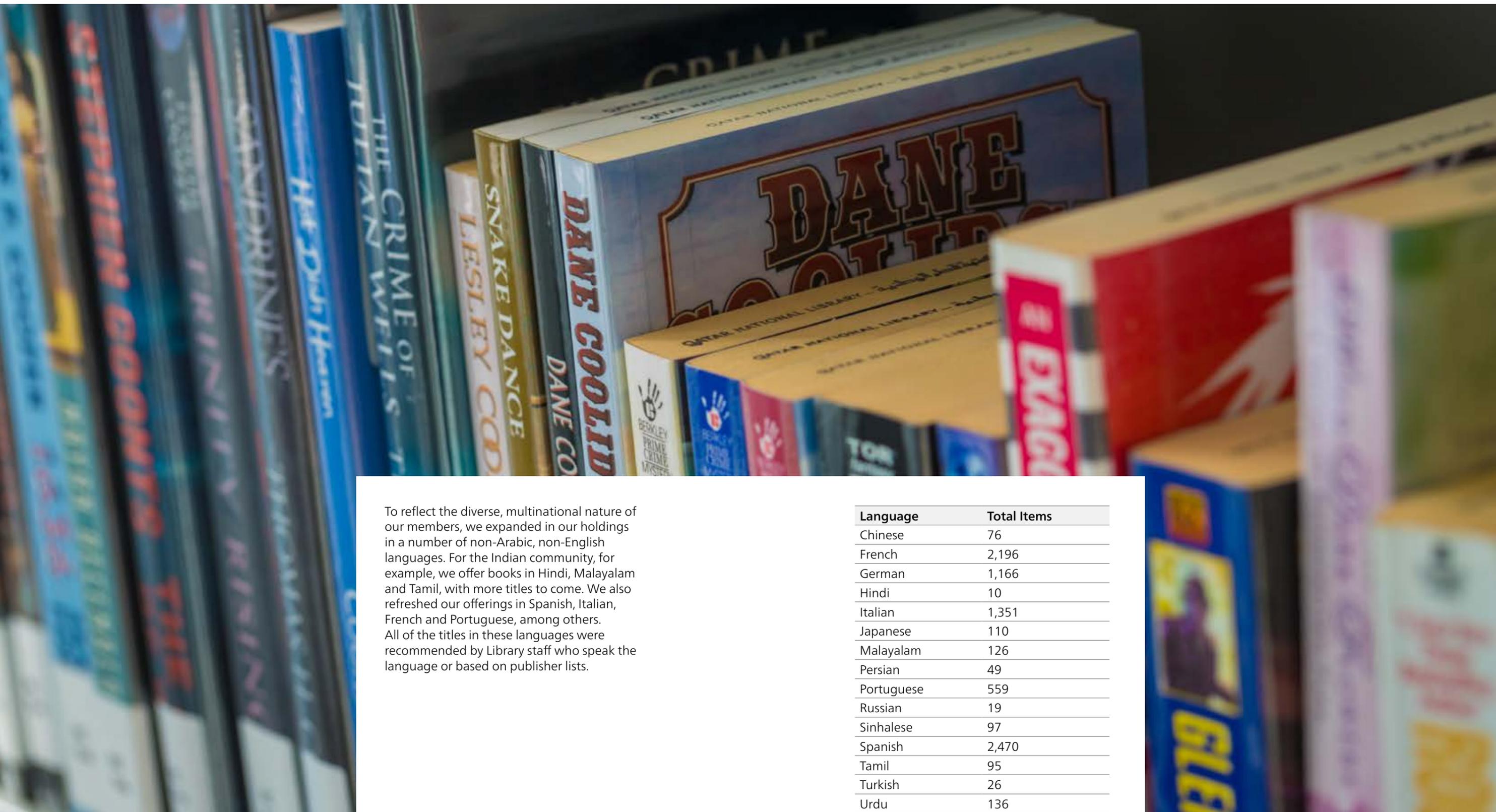


| | |
|--------------|---------------|
| Arabic | 1,963 |
| Non-Arabic | 24,072 |
| Total | 26,035 |

Proceedings

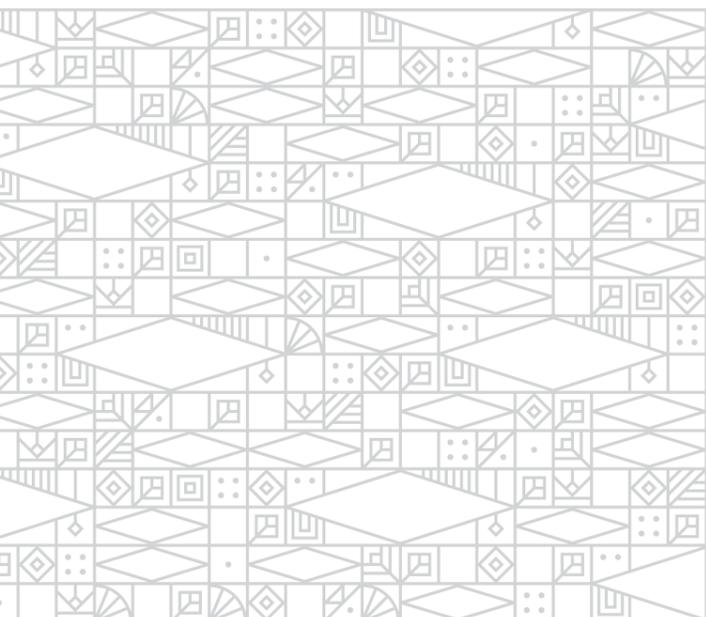


| | |
|--------------|---------------|
| Arabic | 2,244 |
| Non-Arabic | 33,162 |
| Total | 35,406 |



To reflect the diverse, multinational nature of our members, we expanded in our holdings in a number of non-Arabic, non-English languages. For the Indian community, for example, we offer books in Hindi, Malayalam and Tamil, with more titles to come. We also refreshed our offerings in Spanish, Italian, French and Portuguese, among others. All of the titles in these languages were recommended by Library staff who speak the language or based on publisher lists.

| Language | Total Items |
|------------|-------------|
| Chinese | 76 |
| French | 2,196 |
| German | 1,166 |
| Hindi | 10 |
| Italian | 1,351 |
| Japanese | 110 |
| Malayalam | 126 |
| Persian | 49 |
| Portuguese | 559 |
| Russian | 19 |
| Sinhalese | 97 |
| Spanish | 2,470 |
| Tamil | 95 |
| Turkish | 26 |
| Urdu | 136 |

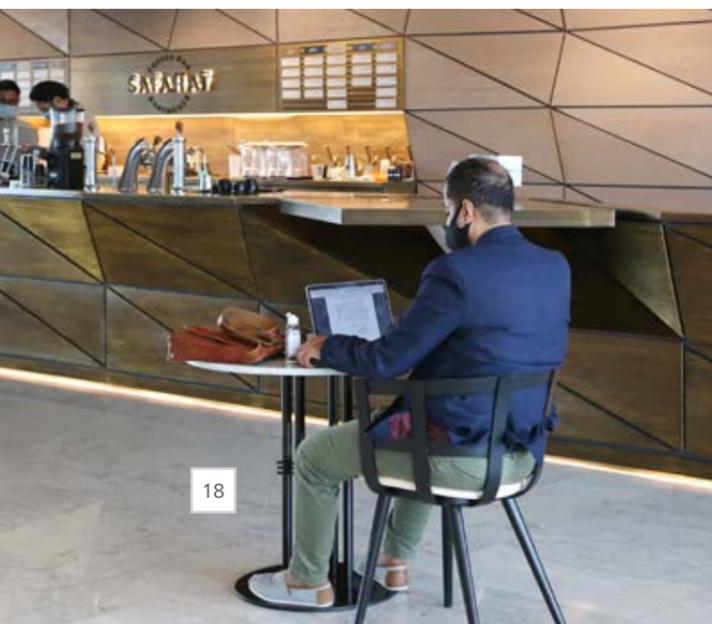


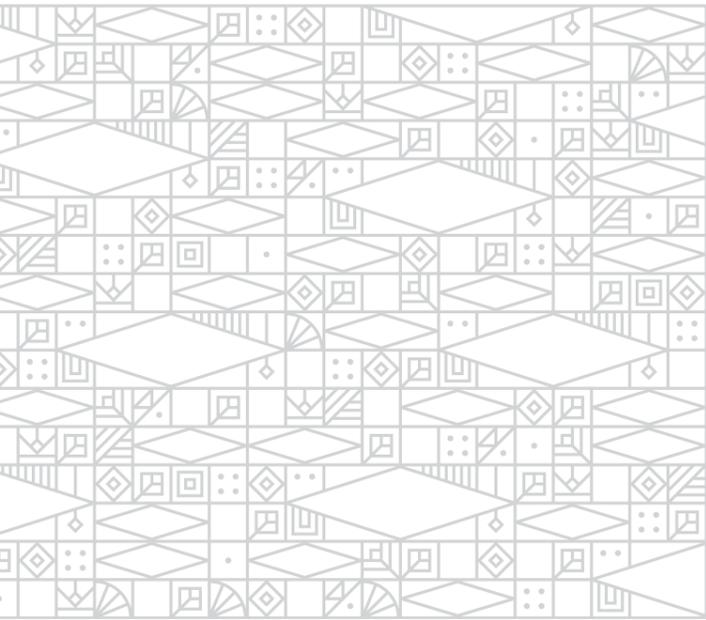
Membership, Visitors and Circulation

Though the closure limited the Library’s ability to provide in-person services, we were still able to grow our membership base. Early on in the pandemic, we instituted a process through which new members can now complete the entire registration process online.

On 15 July, we resumed the circulation of items on a pre-booking basis, with public access to the shelving tiers closed. As the number of permitted visitors increased, so too did the number of transactions.

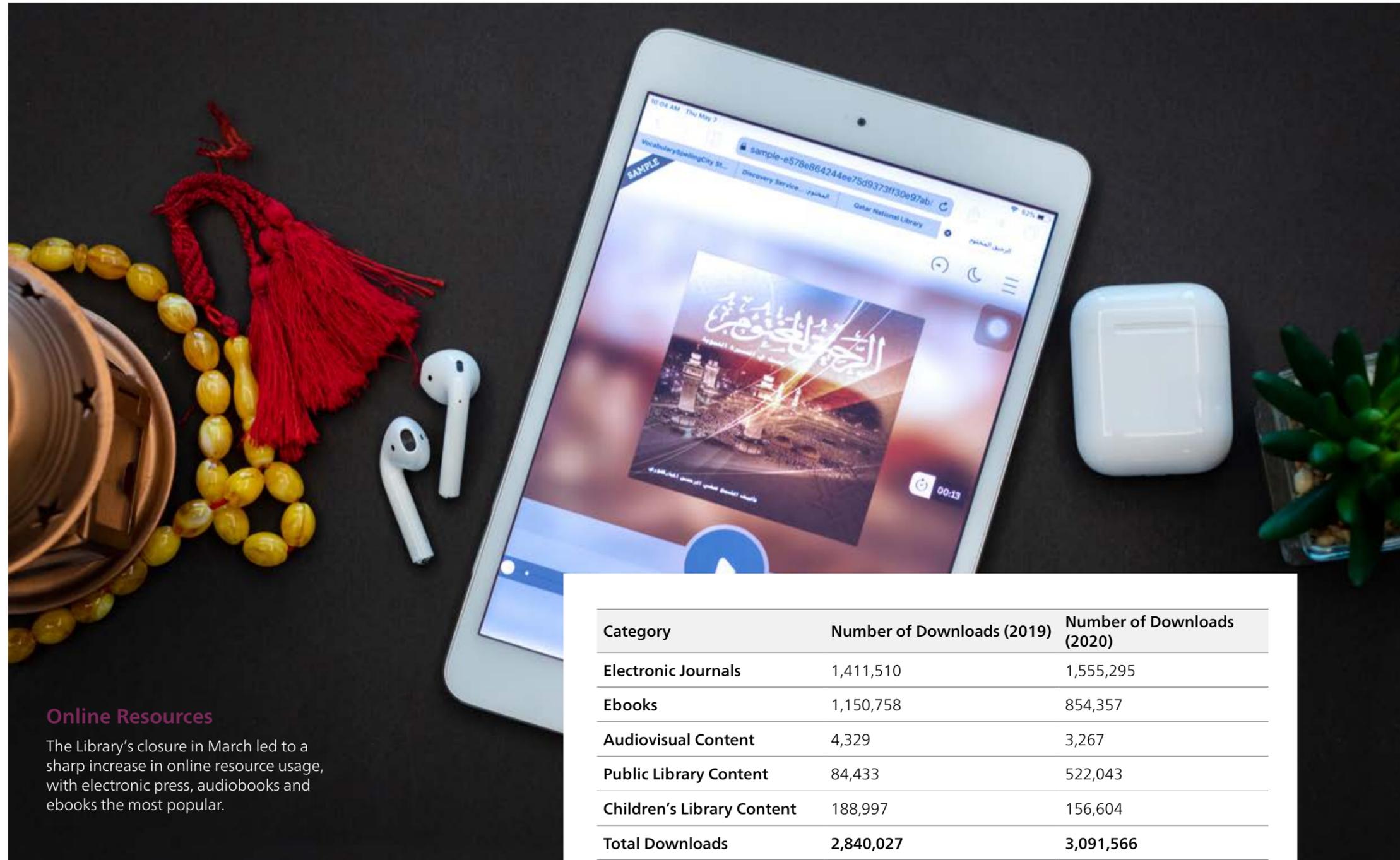
| | 2017 | 2018 | 2019 | 2020 | Total |
|---|---------------|----------------|----------------|----------------|------------------|
| New Members | 64,482 | 63,314 | 42,854 | 14,247 | 185,257 |
| Visits | 63,043 | 480,672 | 762,017 | 224,756 | 1,530,488 |
| Loans | | | | | |
| Main Collection | 37,096 | 301,717 | 381,625 | 97,614 | 818,052 |
| Children’s and Young Adults’ Library | 45,707 | 415,292 | 398,719 | 101,730 | 961,448 |
| Total Loans | 82,803 | 717,009 | 780,344 | 199,344 | 1,779,500 |





THE QATAR NATIONAL LIBRARY CONSORTIUM

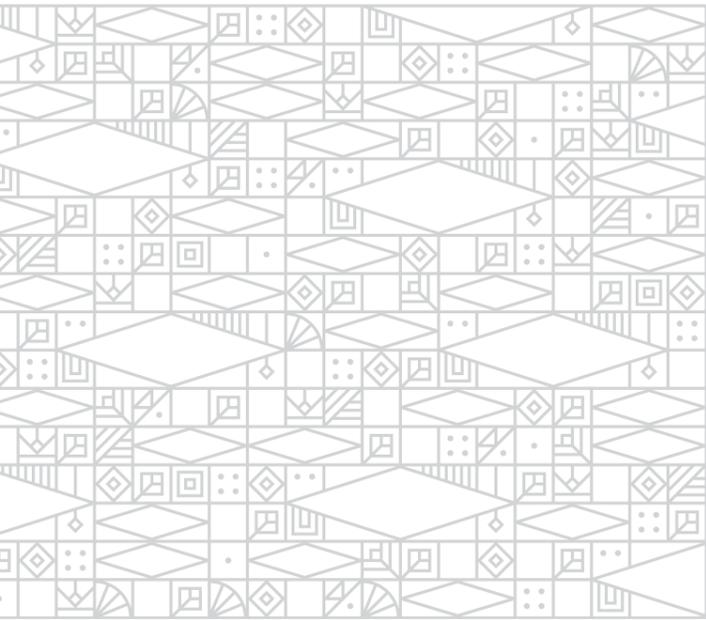
The Qatar National Library Consortium for online resources is a cost-sharing initiative between the Library and several local institutions, including Qatar University, Hamad Medical Corporation, Sidra Medicine, Hamad Bin Khalifa University and Primary Health Care Corporation. The Library provides professional and financial support to all consortium members, saving costs for all institutions and allowing member organizations to continue to provide their users access to a vast range of online resources.



Online Resources

The Library's closure in March led to a sharp increase in online resource usage, with electronic press, audiobooks and ebooks the most popular.

| Category | Number of Downloads (2019) | Number of Downloads (2020) |
|----------------------------|----------------------------|----------------------------|
| Electronic Journals | 1,411,510 | 1,555,295 |
| Ebooks | 1,150,758 | 854,357 |
| Audiovisual Content | 4,329 | 3,267 |
| Public Library Content | 84,433 | 522,043 |
| Children's Library Content | 188,997 | 156,604 |
| Total Downloads | 2,840,027 | 3,091,566 |

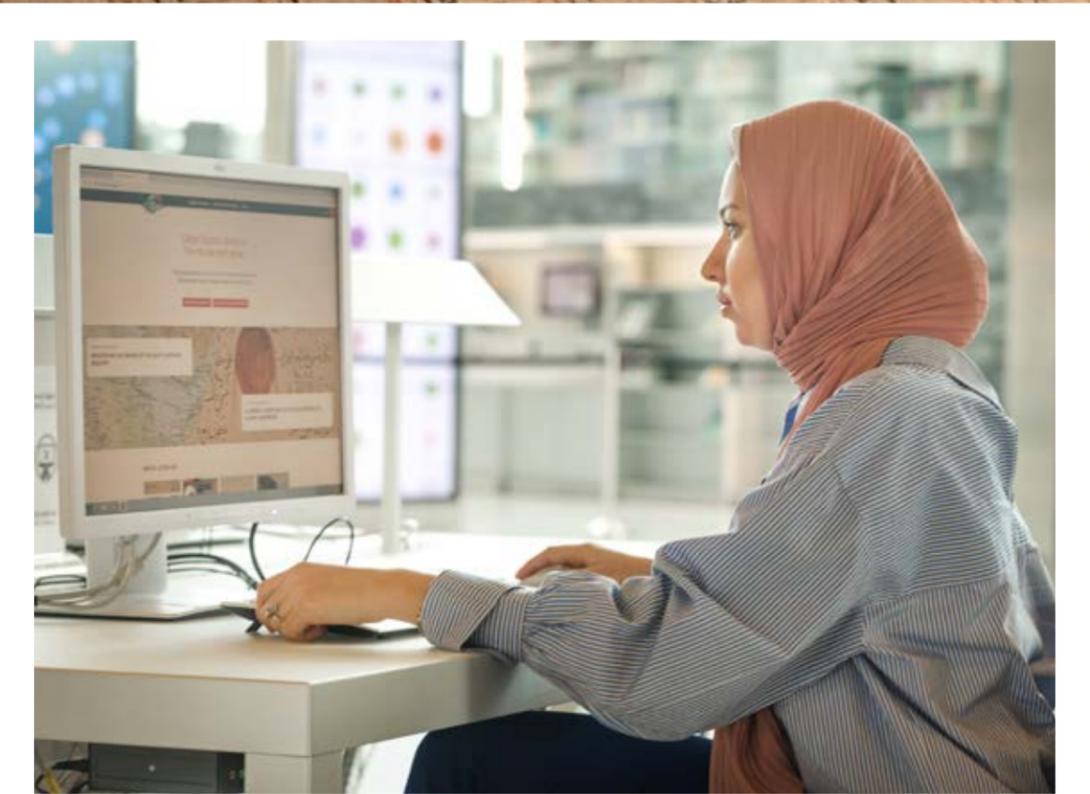
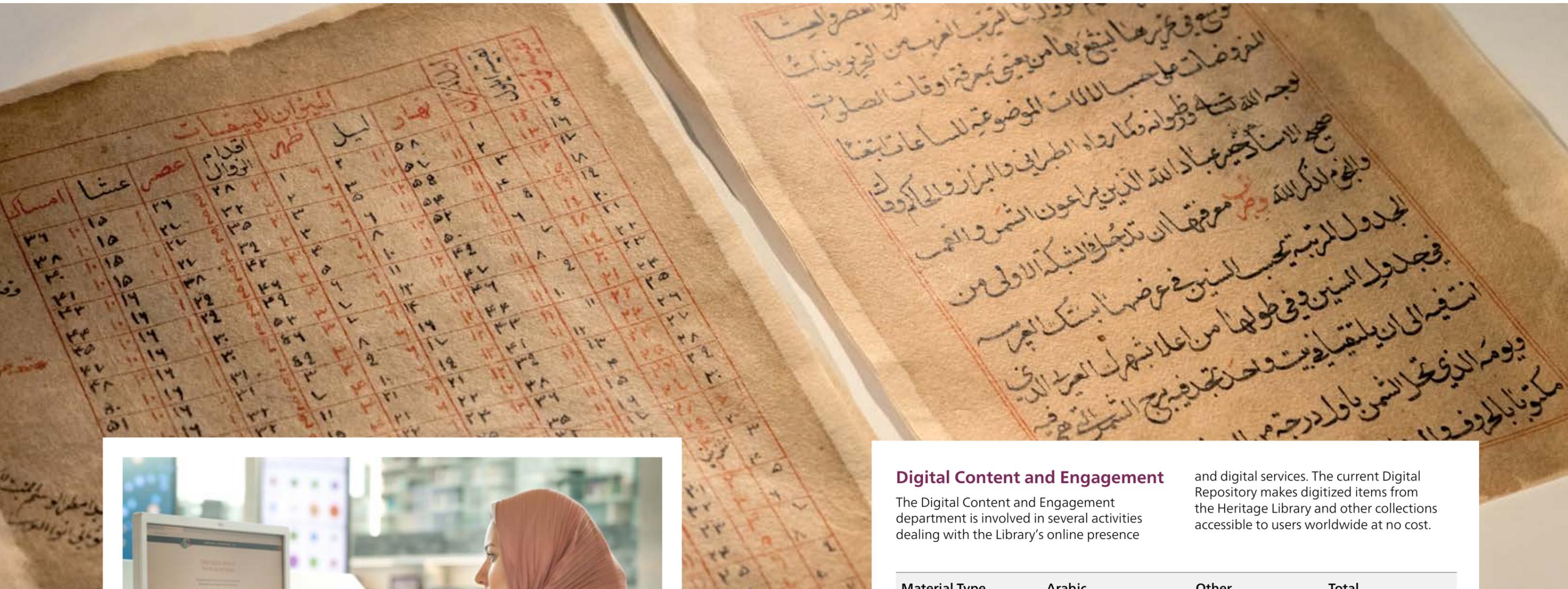


Children’s and Young Adults’ Library

The Children’s Library and Young Adults’ Library played a critical role in helping students and young learners continue their education when schools closed. The beginning of the pandemic restricted access to print items, but children, young adults and families were able to access ebooks, audiobooks, learning tools and other educational resources from home.

| Children’s Library Collection | |
|----------------------------------|----------------|
| Total Items | 124,490 |
| Total Titles | 45,655 |
| Arabic | 7,760 |
| Non-Arabic | 37,895 |
| Young Adults’ Library Collection | |
| Total Items | 42,950 |
| Total Titles | 20,698 |
| Arabic | 3,493 |
| Non-Arabic | 17,205 |

| Children’s and Young Adults’ Library Acquisitions | | | |
|---|--------------|--------------|---------------|
| Year | Arabic | Non-Arabic | Total |
| 2020 | 2,655 | 3,631 | 6,286 |
| 2019 | 393 | 569 | 962 |
| 2018 | 6,441 | 1,139 | 7,580 |
| Total | 9,489 | 5,339 | 14,828 |

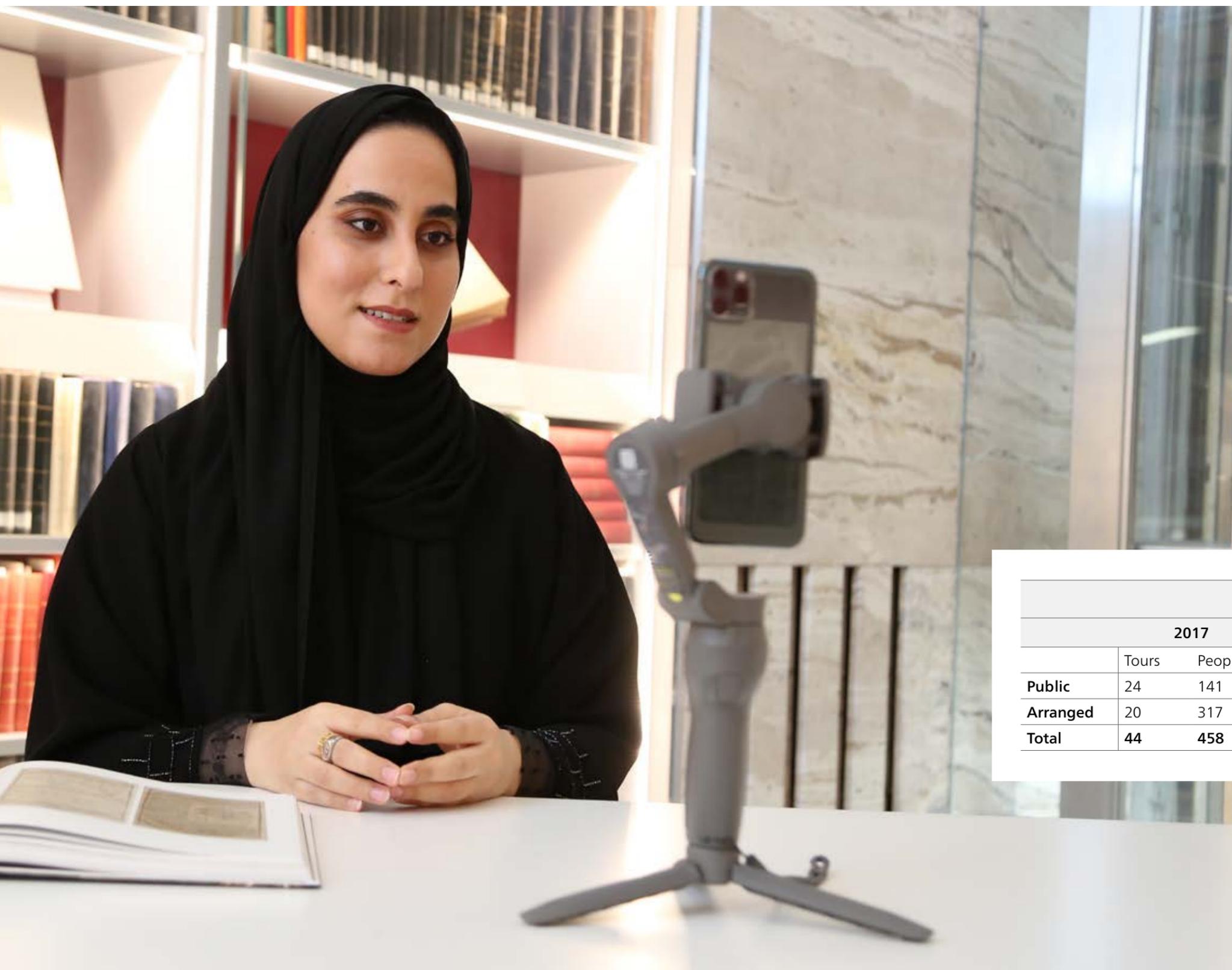


Digital Content and Engagement

The Digital Content and Engagement department is involved in several activities dealing with the Library's online presence

and digital services. The current Digital Repository makes digitized items from the Heritage Library and other collections accessible to users worldwide at no cost.

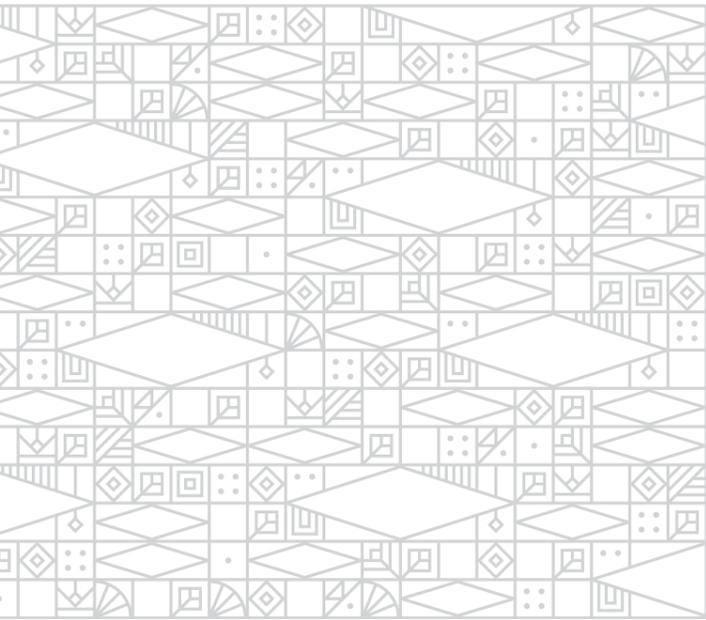
| Material Type | Arabic | Other | Total |
|--------------------|---------------|--------------|---------------|
| Books | 13,352 | 4,795 | 18,147 |
| Newspapers | 3,103 | 0 | 3,103 |
| Images | 167 | 1,331 | 1,498 |
| Maps | 41 | 1,116 | 1,157 |
| Manuscripts | 936 | 57 | 993 |
| Posters | 156 | 32 | 188 |
| Other Documents | 56 | 67 | 123 |
| Total Items | 17,811 | 7,398 | 25,209 |



Tours and Special Guests

The closure led to the suspension of all tours from 12 March to 11 August 2020, when they began again with health precautions in place and with a maximum of 10 people per tour. We launched virtual tours for schools, which enables us to introduce students to our collections and services.

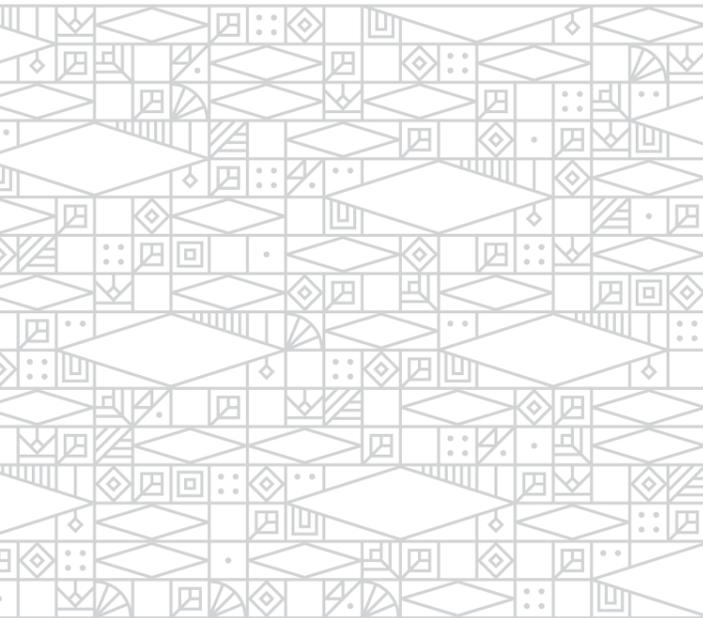
| Tours by Year | | | | | | | | |
|-----------------|-----------|------------|------------|--------------|------------|--------------|------------|--------------|
| | 2017 | | 2018 | | 2019 | | 2020 | |
| | Tours | People | Tours | People | Tours | People | Tours | People |
| Public | 24 | 141 | 132 | 440 | 139 | 349 | 63 | 113 |
| Arranged | 20 | 317 | 100 | 1,912 | 320 | 4,044 | 86 | 894 |
| Total | 44 | 458 | 232 | 2,352 | 459 | 4,393 | 149 | 1,007 |



In addition to regular public tours, the Library often hosts special guests. Though these visits were limited due to the pandemic, we welcomed several notable visitors, including:

- Kais Saied, President of the Republic of Tunisia
- Musa Asvat, Ambassador of Panama to the State of Qatar
- Dr. Mustafa Goksu, Ambassador of Turkey to the State of Qatar
- Dr. Claudius Fischbach, Ambassador of Germany to the State of Qatar
- Marina Sereni, Deputy Minister of Foreign Affairs and International Cooperation, Italy
- Vasco Seruya, Chargé d’Affaires, Embassy of Portugal in Qatar





VIRTUAL FORUM ON CULTURAL DIPLOMACY

The Library and UN Institute for Training and Research hosted a Virtual Forum on Cultural Diplomacy and National Libraries in August 2020. The forum was convened by His Excellency Dr. Hamad Bin Abdulaziz Al-Kawari, Minister of State, Qatar, and President of Qatar National Library, who brought together government leaders, foreign ministers, high commissioners and independent policy advisors. The panelists discussed how national libraries can be leaders in cultural diplomacy, which can be successful in ways that political diplomacy is not.

Events

After a brief adjustment period immediately after the closure, the Library began offering online events for all user groups, including children and young adults, researchers, students of all levels, parents and educators, people with disabilities, and the general public.

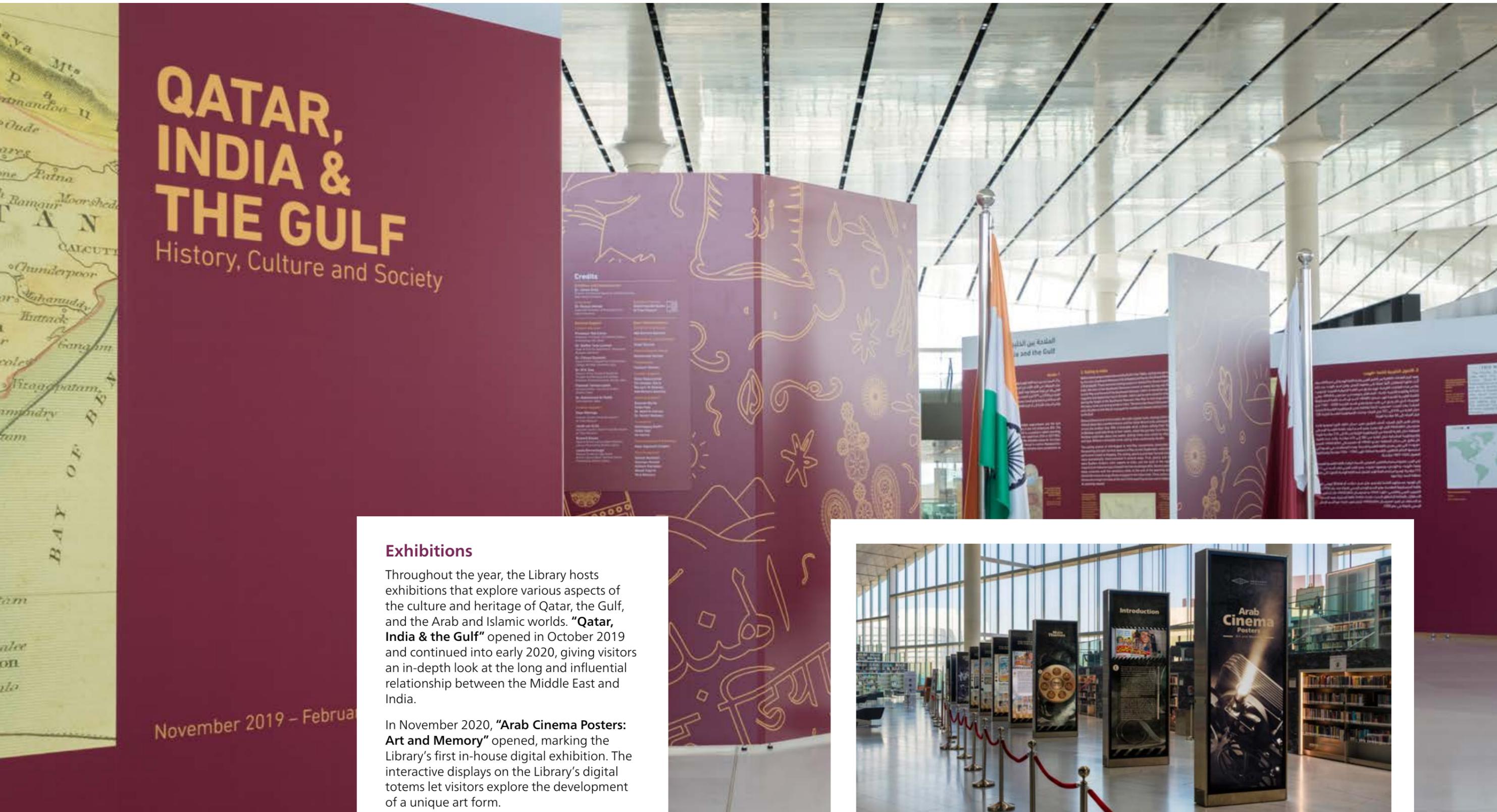
Highlights of the year's events include:

- Reesha Children's Art Display
- Science Book Forum
- Children's Online Storytime
- Chess Club

- English and Arabic Book Clubs
- Readings From the Library's Manuscript Collection
- Children's and Young Adults' Writing Challenges

| Events | 2017 | 2018 | 2019 | In-Person Events (January to March 2020) | Virtual Events (March Through December 2020) |
|--------------------------------|-------|--------|--------|--|--|
| Total Events | 97 | 757 | 869 | 174 | 475 |
| Educational Programs | 43 | 467 | 280 | 75 | 236 |
| Registered Participants | 352 | 13,565 | 21,334 | 4,519 | 12,614 |
| Total Participants | 2,047 | 21,394 | 32,926 | 5,921 | 56,663 |
| External Events | 1 | 22 | 59 | 8 | 0 |



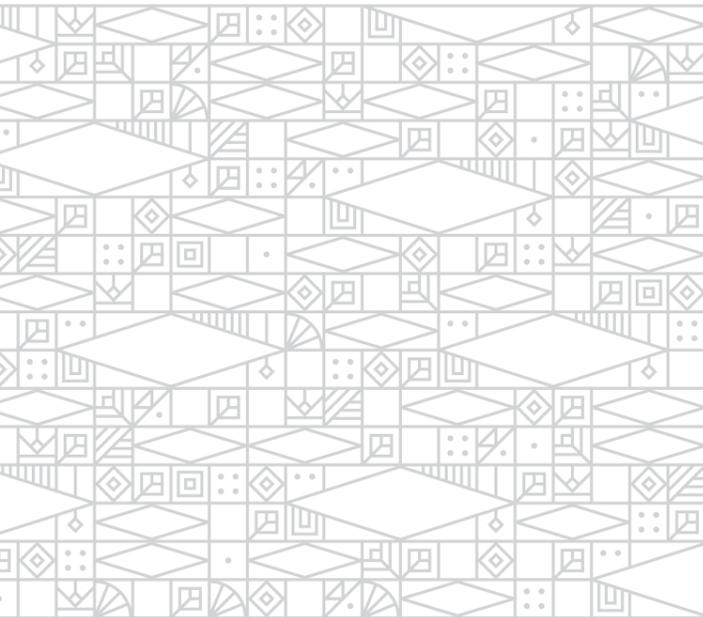


Exhibitions

Throughout the year, the Library hosts exhibitions that explore various aspects of the culture and heritage of Qatar, the Gulf, and the Arab and Islamic worlds. **“Qatar, India & the Gulf”** opened in October 2019 and continued into early 2020, giving visitors an in-depth look at the long and influential relationship between the Middle East and India.

In November 2020, **“Arab Cinema Posters: Art and Memory”** opened, marking the Library’s first in-house digital exhibition. The interactive displays on the Library’s digital totems let visitors explore the development of a unique art form.



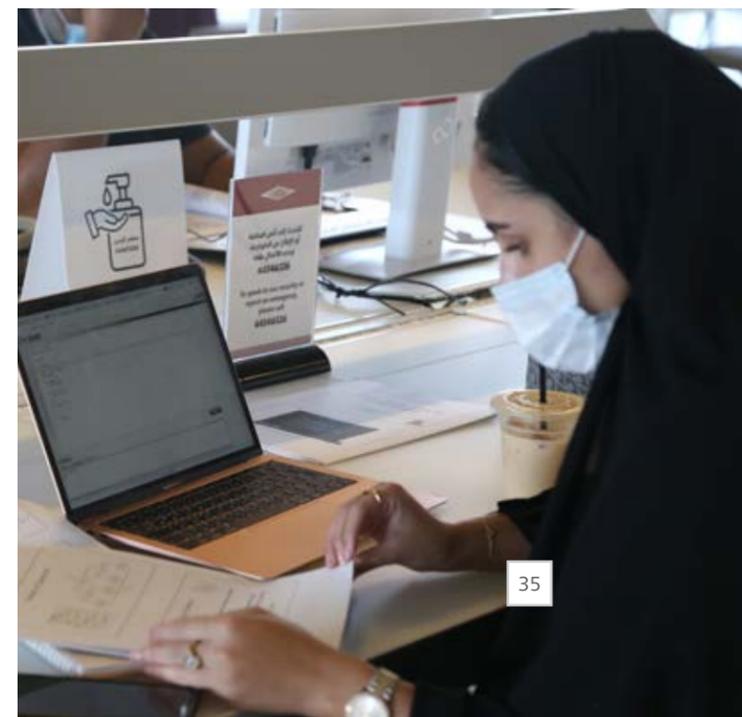


Health and Safety

On 15 July 2020, the Library building reopened to the public on an appointment-only basis, after more than four months of closure. For the protection of visitors and staff, members had to request books in advance, and librarians prepared the items for pick-up. Limited public spaces were open as well, such as individual study carrels. We were gradually able to increase capacity throughout the rest of the year and into 2021, as well as opening other services and areas in the building.

Throughout the reopening, the Library strictly observed health and safety measures recognized by the Qatari government, QF and international health organizations. These measures included:

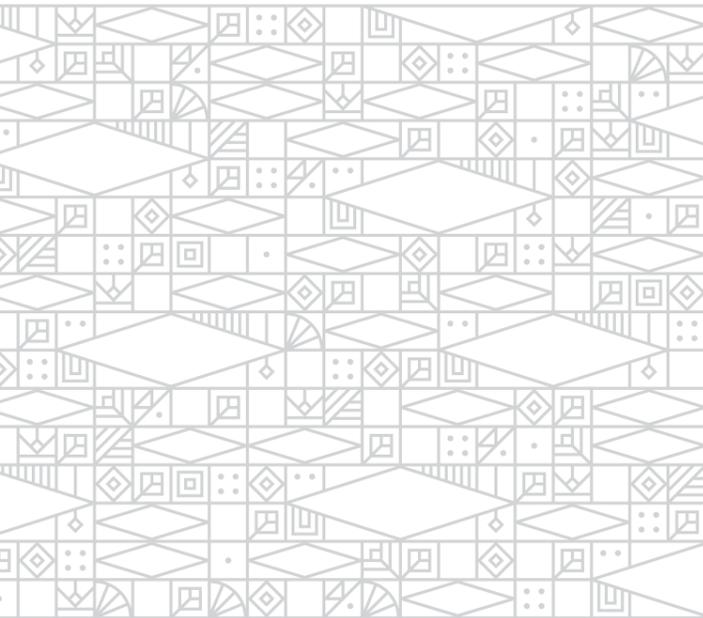
- Adding transparent barriers to all service desks
- Adding hand sanitizers in all public areas, toilets, elevators and seating areas
- Reducing the number of chairs throughout the building
- Closing public access to the shelving tiers
- Adding roll-ups, posters and signs to remind visitors and staff about the proper procedures
- Requiring all visitors and staff to show a “green” status on the Ehteraz app
- Temperature checks for all visitors and staff
- Enforcing social distancing
- Requiring masks be worn at all times by visitors and by staff



EDUCATING ABOUT COVID-19

Starting in the earliest days of the COVID-19 pandemic, the Library actively worked to educate the local community about the coronavirus. In March, our librarians launched a comprehensive COVID-19 Subject Guide. This frequently updated site provides users with links to accurate, trustworthy news and medical sources—a valuable resource at a time of rampant rumors and misinformation. Throughout the year, we hosted virtual events that explored the pandemic and its effects on a number of aspects of society, from how libraries adapted, to the importance of open access during lockdowns, to the impact on the pursuit of the UN’s Sustainable Development Goals. We even held a coding workshop that helped young adults design an app with useful information to help protect against the virus, proving that even in a pandemic, we can always find new ways to learn.





2. History and Heritage: Past, Present and Future

Heritage Library

The Heritage Library's collection includes rare and valuable manuscripts, documents, books, journals and periodicals in Arabic and other languages, as well as maps, atlases, globes, historical photographs, and instruments and tools related to travel.

In 2020, the Heritage Library continued to develop its collection in the areas of the history of ideas and their transmission between East and West, the history of Qatar, and audiovisual archives from the Gulf region.

In September, the Library, Qatar Foundation and the Smithsonian Institution signed a

Memorandum of Understanding, with key areas of collaboration including:

- Cooperation with the Smithsonian's conservation center to analyze the inks and materials of early Qur'anic fragments
- Cooperation with the National Museum of Asiatic Art (Freer Sackler Museum) on various topics, including the history of Arabic cinema and digital humanities

- Cooperation with the Museum Collection Rescue Team
- Other areas under discussion

In reaction to the Library's closure, the Heritage Library launched an on-demand digitization program that enables researchers to access items from the collection without physically visiting the Library.

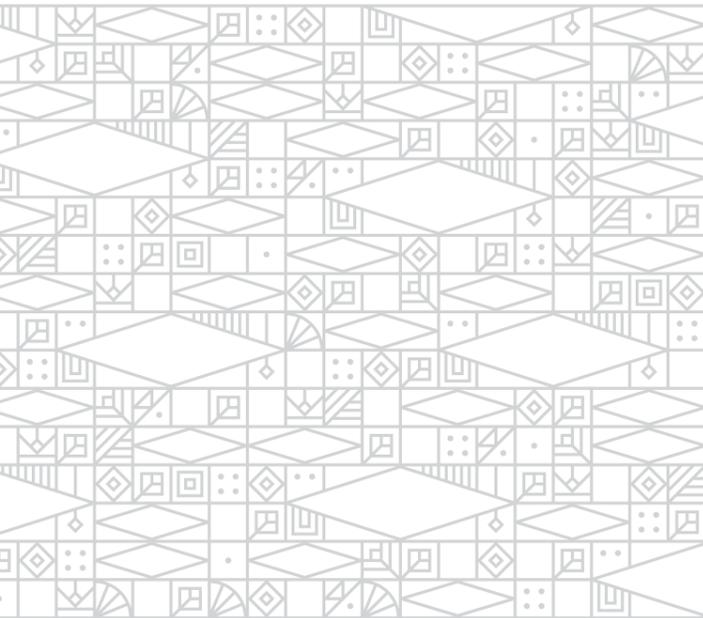
Distinctive Collections

| Printed Books | Serials | Manuscripts | Maps | Photographs | Archives Items | Total Items |
|---------------|---------|-------------|-------|-------------|----------------|-------------|
| 38,074 | 19,168 | 4,188 | 1,323 | 77,516 | 21,769 | 162,038 |



QUR'ANIC MANUSCRIPTS

The Heritage Library's China and Southeast Asia Manuscripts Collection is one of the largest of its kind in the region, with around 700 volumes, mostly Qur'anic manuscripts. The earliest manuscripts date to the 16th century, with most produced in the 19th and 20th centuries. For researchers and historians, these manuscripts offer valuable insights into the ways Islamic styles of calligraphy, illumination and binding were combined with local styles, symbols and aesthetics across Asia. Having so many manuscripts in one place enables researchers to develop new avenues of study of Islamic traditions in these regions and contribute to a greater understanding of Islam's influence around the world.



HELPING BEIRUT

On 4 August 2020, a massive explosion rocked the port in Beirut, Lebanon. Immediately, the Preservation and Conservation Center at the Library, in its duty to assist all libraries and archives in the Arab region, started to assess the damage and collect information. A report was completed a few days after the blast, and the Library provided technical advice to many professionals in affected areas. A virtual meeting was organized with IFLA and all regional and international funding organizations to establish an action plan and stimulate the best cooperation on the ground, and these efforts continue as Beirut rebuilds.

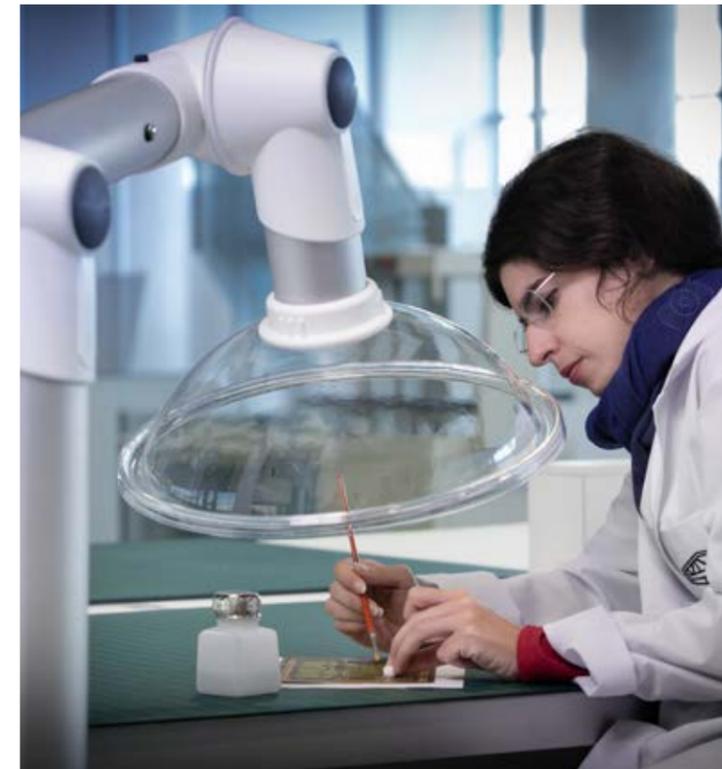
Preservation and Conservation

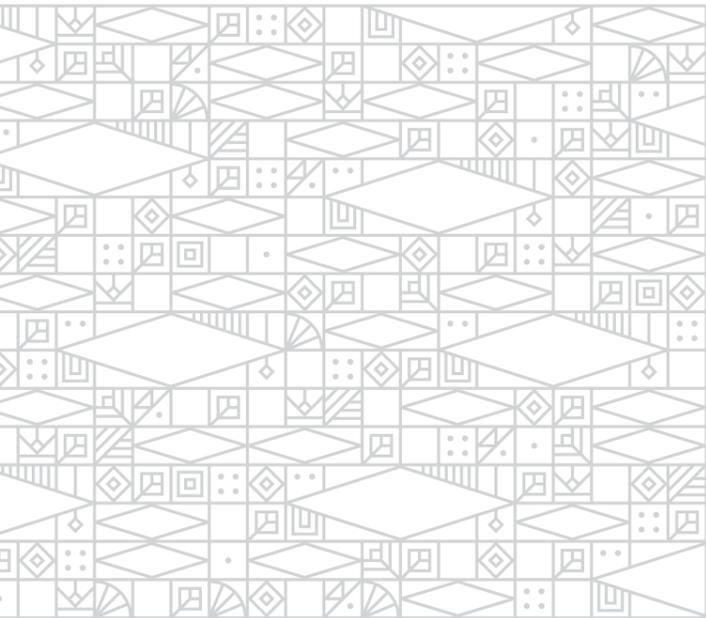
The Library, in its role as the International Federation of Library Associations and Institutions (IFLA) Preservation and Conservation Regional Center for Arab Countries and the Middle East, hosted a series of online webinars, workshops and training courses. These events drew conservators and researchers from regional and international libraries, archives and heritage institutions. Presentations included:

- Preservation and Conservation of Manuscripts: Founding Introductions
- Protecting Our Sound and Audiovisual Heritage
- Fighting the Trafficking and Illegal Circulation of Documentary Heritage
- Preventive Measures to Preserve Arabic Manuscripts: Reality and Prospects
- Illicit Circulation of Documentary Heritage in the Maghreb and Community of Sahel States

- Preservation and Conservation in the Time of COVID-19: Lessons Learned and Future Planning
- Preserving Audiovisual Heritage in the Arab Region
- Colophons of Arabic Christian Manuscripts
- Manuscript Preservation in the Historic City of Chinguetti, Mauritania

The Preservation and Conservation team launched the **Himaya** project in 2020 to fight against documentary heritage trafficking. The project has a special focus on protection and law enforcement in the Arab region, specifically fighting against book and manuscript trafficking and smuggling in the MENA region. Himaya was implemented in cooperation with various international organizations and will develop training, capacity building, e-tools, cross-cooperation actions and awareness activities.

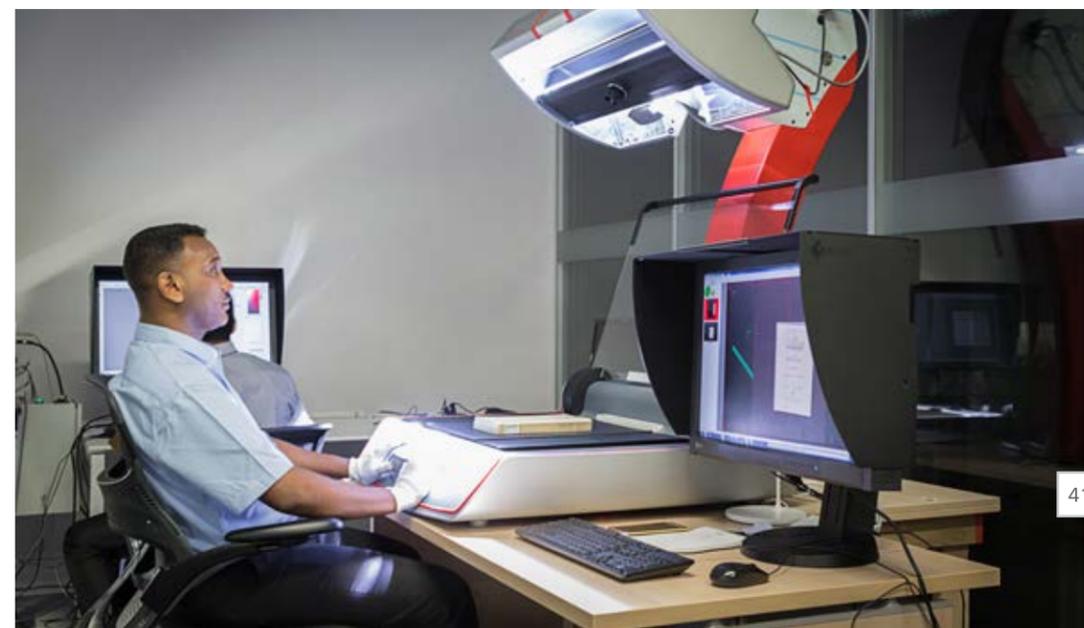




Digitization

The Digitization Center continued to provide custom digitization projects for government institutions, citizens, museums and international cultural institutions. During the pandemic, the Digitization Center remained open, with staff operating both on-site and remotely, providing key support for the Library's digital transformation and ongoing projects. The digitization workflow management system was developed to work in multiple locations, which let the Library maintain the same production rate.

| Material Type | Number of Pages |
|------------------------------------|-------------------|
| Arabic Books | 5,193,017 |
| Non-Arabic Books | 2,489,482 |
| Manuscripts | 171,127 |
| Newspapers | 15,534 |
| Maps | 1975 |
| Archival Documents | 6,275 |
| Photos, Slides and Posters | 51,294 |
| Periodicals | 54,216 |
| 3D Photography | 34 Objects |
| NYU Project | 2,876,733 |
| Grand Total (Including NYU) | 10,859,687 |



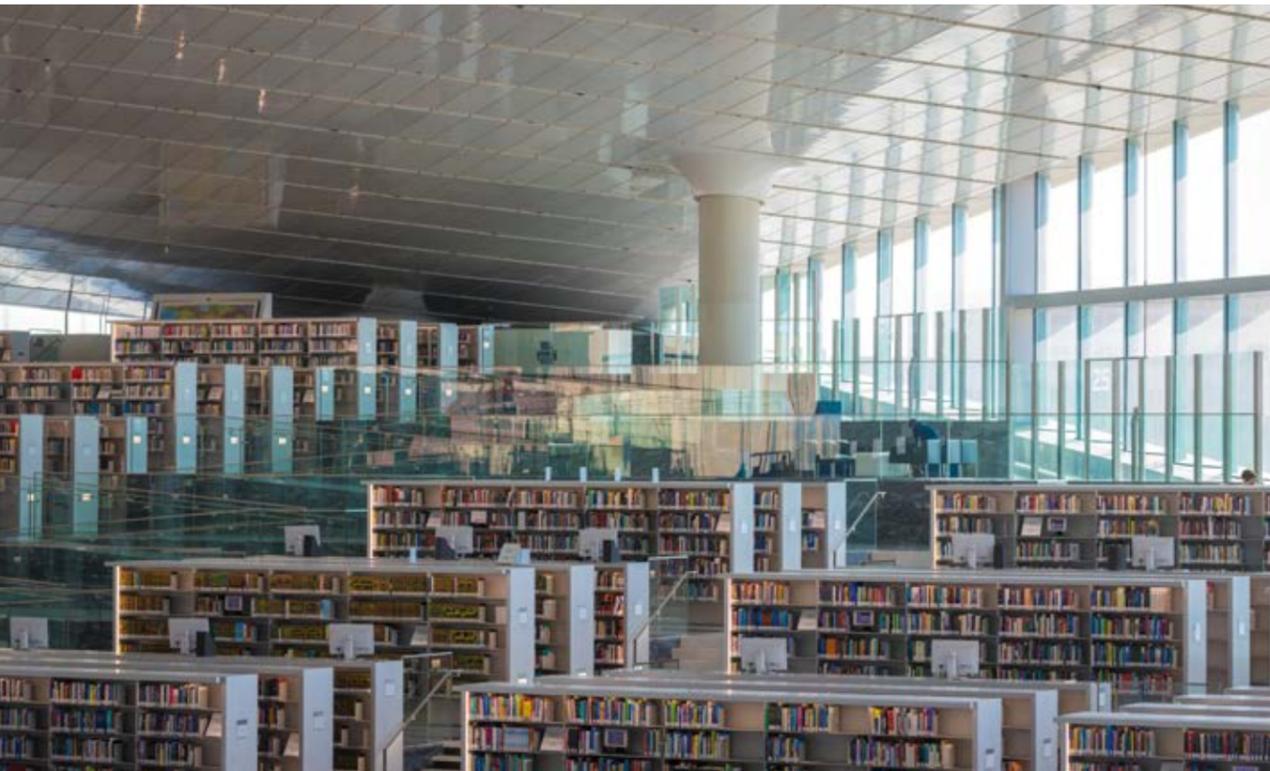
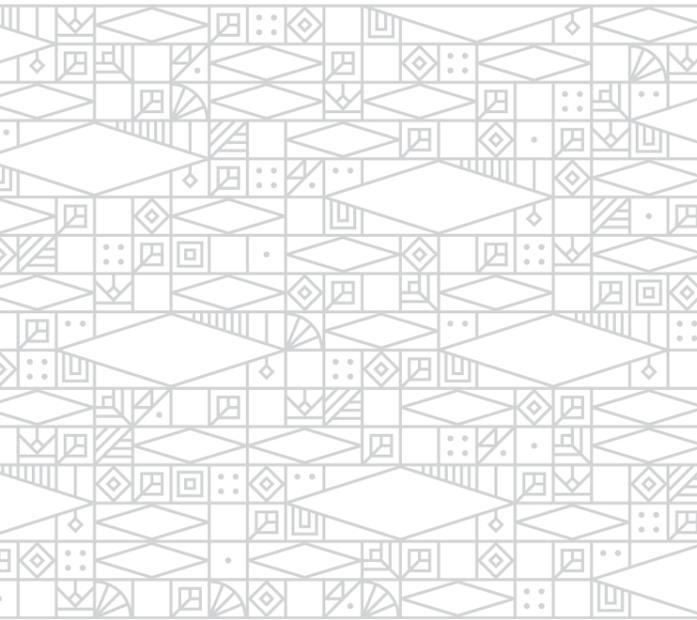


Digitization Projects

- In 2020, New York University added the Library as an official partner on the **Arabic Collections Online project**, one of the largest digital libraries of public-domain Arabic content. The collection currently provides digital access to 15,531 volumes across 9,356 subjects drawn from rich Arabic collections of distinguished research libraries.
- The Library completed phase 1 of the project to digitize manuscripts from the **Museum of Islamic Arts collection**, with

109 manuscripts completed. Phase 2, which was launched in 2020, will include 70 more manuscripts.

- The Digitization team performed high-definition digitization of more than 50 Qur’anic fragments for the Berlin-Brandenburg Academy’s **Corpus Coranicum project**, which seeks to document the Qur’an in its historical manuscript form.
- Through a partnership agreement with the Ministry of Interior, the Library set up the **Criminal Investigation Department lab** and trained its staff.

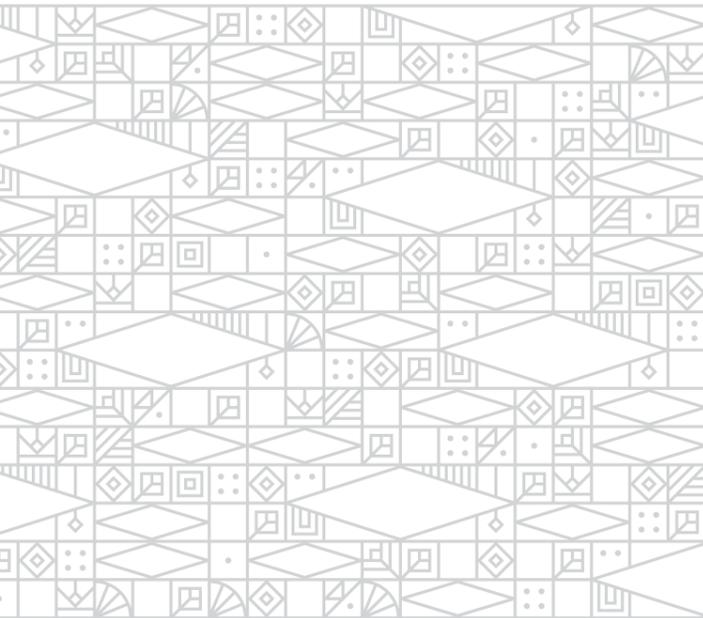


National Collection

As the national library, the Library maintains the national collection, a comprehensive compendium of Qatar's national output that meets legal deposit criteria. This process includes cataloging the collection using bibliographic data that conforms to international standards in all formats and a wide variety of languages, and making items available to users through the catalog.

In 2020, the Library began working with local publishers to provide cataloging in publication (CIP) services for their books. Through this program, the Library creates a bibliographic entry for a title before publication, which is then printed in the book, making that data available to each library that acquires the title. The Library provided CIP data for more than 200 Qatari publications in 2020.

Overall, the Library added 2,691 volumes to the National Collection in 2020, bringing the total collection size to 7,853.



3. Reaching Out: Connecting at Home and Worldwide



Partnerships

The Library has partnership agreements with educational, governmental and cultural institutions locally, regionally and internationally. These collaborations support the Library in its mission to preserve and promote the history and heritage of Qatar and its region, to be a preeminent center of learning, and to promote imagination, discovery and the nourishment of the human spirit.

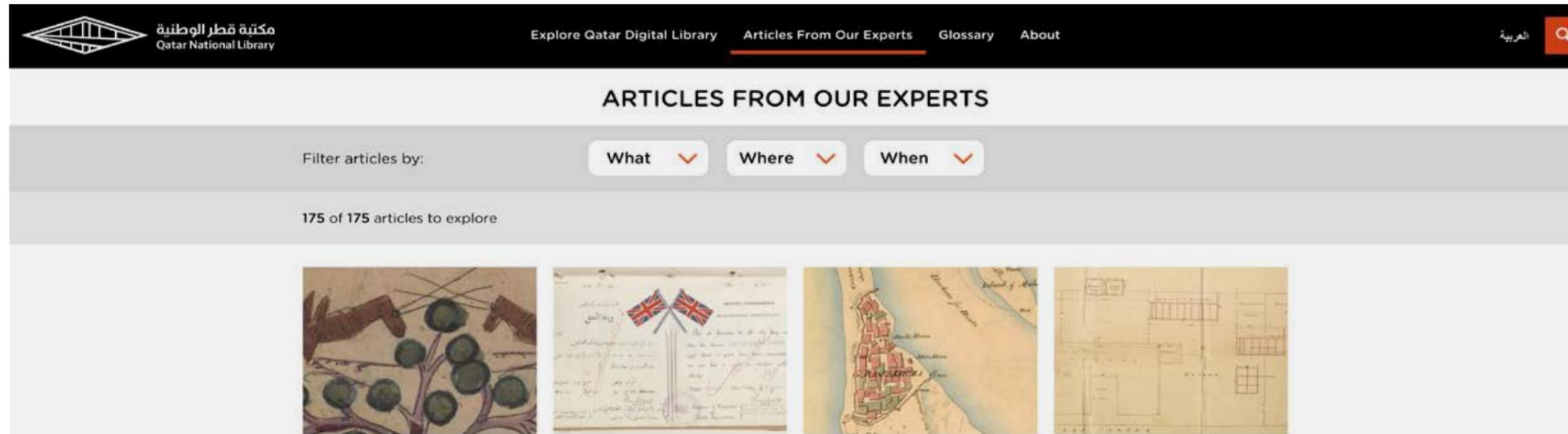
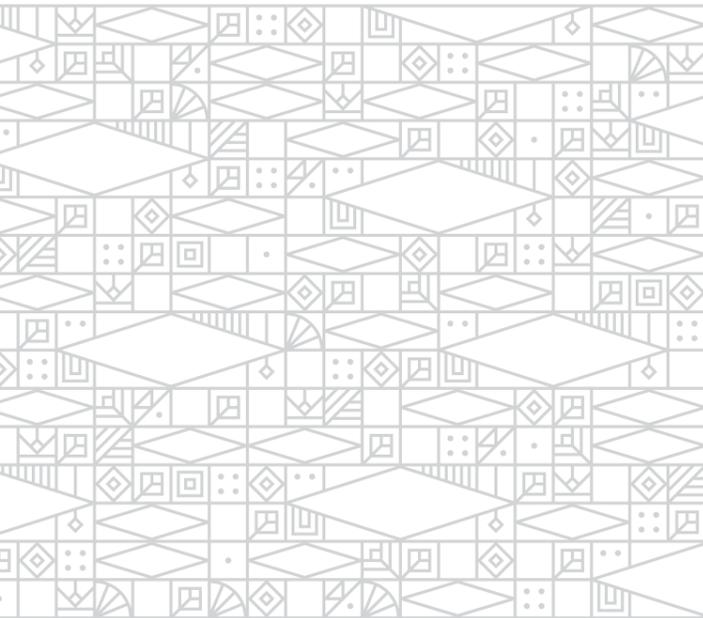
In 2020, the Library completed Phase 1 of the **Gulf Architecture Project** with the University of Liverpool’s School of Architecture. The first phase of this partnership resulted in 9,000 digitized images—with extensive research metadata—on traditional Gulf architecture from archival collections around the world, plus articles for an online Gulf Architecture Encyclopedia.

Qatar Digital Library

The Qatar Digital Library (QDL) was developed in partnership with the British Library and Qatar Foundation to digitize archival items from the British Library related to Qatar and the Gulf and make them

available for free online to users worldwide. In 2020, the QDL was fully migrated to the Library’s servers, making Qatar its home. We continue to improve the QDL portal to improve access, and we are working with archives around the world to expand the available content.

| Qatar Digital Library Statistics | |
|-----------------------------------|--------------|
| Online Content | Total |
| Digital cultural heritage objects | 17,707 |
| Digitized pages | 1,689,903 |
| Usage | Total |
| PDF downloads | 69,122 |
| Searches | 212,357 |



Top locations of QDL visitors:

- Qatar
- Oman
- United States
- United Kingdom
- Egypt
- India
- United Arab Emirates
- Algeria
- Kuwait
- Iraq

Active Projects

- Phase 3 of the **British Library Partnership** is ongoing, and will deliver more than 900,000 digitized pages (with metadata) of new historical material in the British Library on Qatar and the Gulf for the Qatar Digital Library.
- The **Bibliothèque nationale de France digitization project** will result in 64 digitized historical manuscripts relating to the Gulf and the wider Muslim world, with basic metadata in French.

- The **Digital Sira Project**, in partnership with Aga Khan University in the UK, is working to develop a virtual reading room with three Sira source texts, as well as a set of tools for researchers to work on historical Arabic texts with digital methods.
- The Library is working with the Council on Library and Information Resources (CLIR) on the **Digital Library of the Middle East (DLME) project** to further develop the DLME's functionality and new content, establish an international advisory committee and a governance model for the DLME, and host a series of annual DLME conferences at the Library.

Organization Memberships

The Library is a member of various leading international organizations, including the:

- International Federation of Library Associations (IFLA)
- Conference of Directors of National Libraries
- Silk Road Library Alliance
- Coalition for Networked Information

- International Image Interoperability Framework
- Digital Preservation Coalition
- Global Sustainability Coalition for Open Science Services
- Association for Gulf and Arabian Peninsula Studies
- Global Open Access Network

Local and International Partnerships

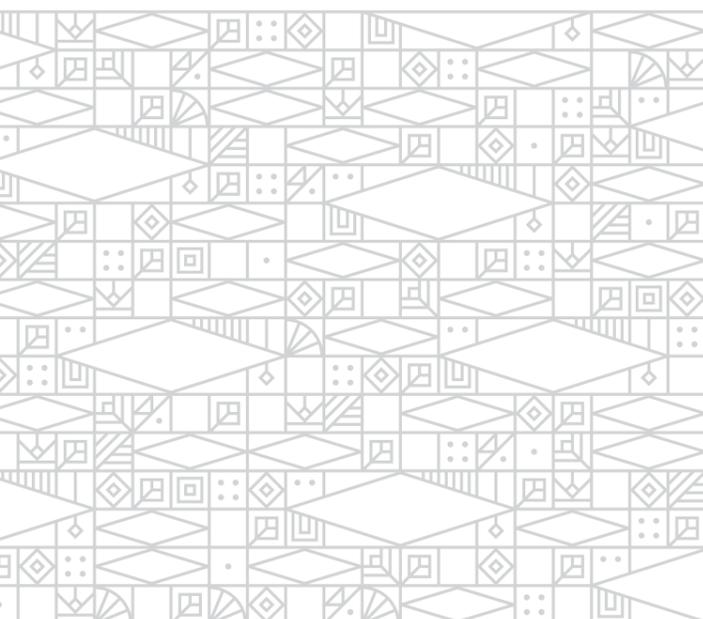
In 2020, the Library partnered with local and international organizations on several initiatives and long-term agreements to exchange knowledge and expertise, provide community programs, and share resources. These organizations included:

- National Parliamentary Library of Georgia
- Gambia National Library Service Authority
- Hamad Bin Khalifa University
- Qatar Ministry of Interior



STORIES FROM THE QDL

Each new item added to the treasure trove on the Qatar Digital Library (QDL) brings us closer to fully understand the rich history of the Gulf region. One series of historical documents, including handwritten agreements between the Sultan of Muscat and the British, outlines Britain's efforts to establish a telegraph line through the region. When the line was finished, people in the Gulf were able to communicate with India within hours instead of weeks, greatly expanding trade between the regions. Another series of documents reveals a fight against an unexpected enemy during World War II—locusts. To protect Allied food supplies, British and Arab troops used aircraft, vehicles and camels to wage constant war on the destructive pests, successfully preserving crops for use by soldiers fighting in North Africa. These are just two of the fascinating stories found in the QDL, with more being discovered each day.



INTERNATIONAL OPEN ACCESS WEEK 2020

To celebrate the 10th International Open Access Week, the Library hosted a series of virtual events to share information and encourage Qatar’s research and academic community to participate in open access publishing. Events included writing and publishing workshops, a look at Qatar’s research landscape, and the importance of open access during the COVID-19 pandemic.

The week culminated with the announcement of the Library’s first Open Initiative Awards for Qatar’s best open scholarship projects. The Best Individual Award went to **Dr. Julie Decock**, a scientist at Cancer Research Center, QBRI-HBKU, and Assistant Professor at College of Health and Life Sciences, HBKU, for promoting open scholarship in Qatar through student mentorship and open access research at QBRI. The Best Institutional Award went to **Bait Al-Mashura Journal**. The journal is an open access, semi-annual refereed international scientific journal publishing research in the fields of Islamic economics.

Open Access

The Library is committed to supporting the global dissemination of and unrestricted access to Qatar-based research through open access. Through the Library’s agreements with publishers and publishing fund, researchers at Qatari institutions can publish their work in open access journals without paying publishing fees. This greatly expands the reach and impact of the country’s research output.

| | 2018 | 2019 | 2020 | Total |
|--------------------------------------|------|------|------|--------------|
| Articles Funded | 129 | 497 | 885 | 1,511 |
| Unique Institutions Supported | 11 | 22 | 24 | 29 |
| Unique Authors Supported | 102 | 335 | 571 | 874 |



WRITING AND COMMUNICATION STATION

In February 2020, the Library opened the Writing and Communication Station, where users can get a one-on-one consultation with a writing specialist on essays, school assignments, cover letters, creative writing and other projects. Available support includes choosing and researching a topic, organizing a paper, citation and referencing, editing, and English grammar and vocabulary. The Writing and Communication Station held more than 200 consultations in 2020, taking the service online when the Library building closed in March.

Library Services

To better serve our users, the Library implemented LibAnswers as our new searchable FAQ knowledge database. This service allows visitors to the website to search a comprehensive database of questions to find information about the Library's collections, resources, services, policies and more.

At the same time, we unveiled the "Ask Our Librarians" service through LibChat. This chat program lets visitors to the website get fast, reliable and convenient answers to their reference questions. Our ability to offer remote reference services became imperative when the building was closed, as we could still meet our users' needs remotely.



LibAnswers Usage (April – December 2020)

| Category | Number of Requests |
|--|--------------------|
| Reference Desk | 2,353 |
| Information Desk (starting July) | 2,615 |
| Children's and Young Adults' Library | 152 |
| User Services Desk | 400 |
| Heritage Library and Distinctive Collections | 35 |



Our People

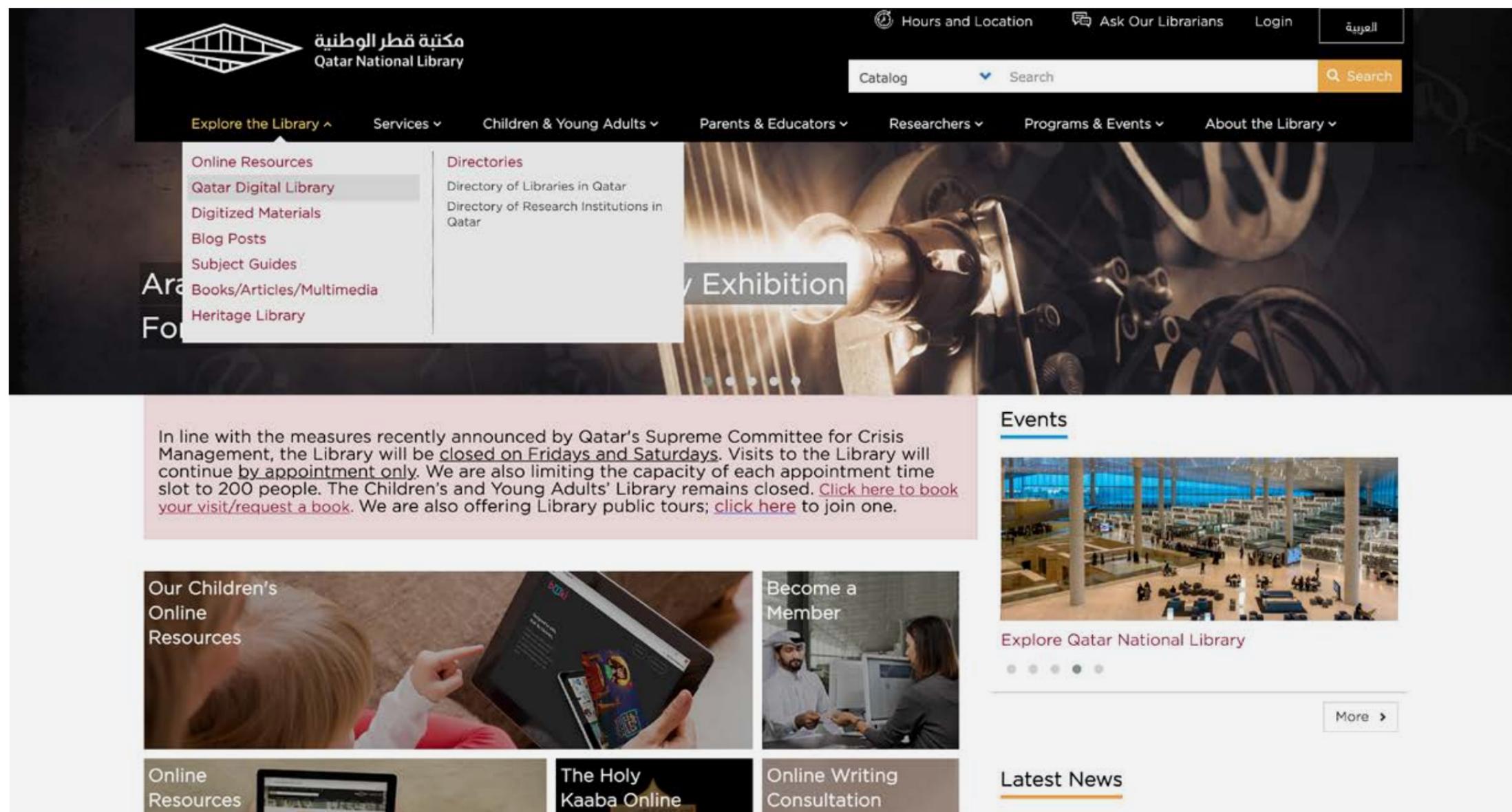
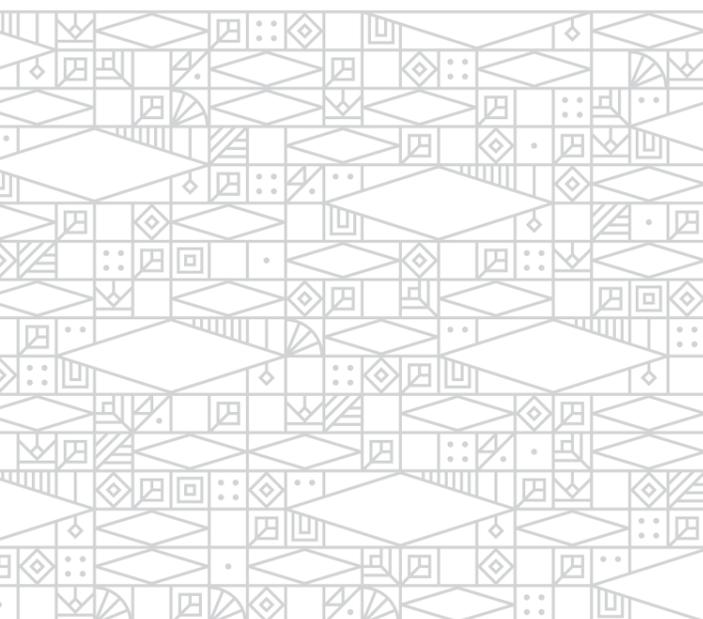
Throughout the year, regardless of the current situation, Library staff continued to serve the community in person and online. Librarians fulfilled book requests, answered user questions through the "Ask Our Librarians" service and provided our usual diverse offering of events online. Other staff, working both in the building and remotely, supported all the Library's operations, allowing the Library to continue in its role as a center of knowledge in a trying time.

| Total Library Staff | |
|---------------------|-----|
| Qataris | 50 |
| Non-Qataris | 122 |
| % Qatarization | 29% |
| Nationalities | 33 |
| Contractors | 80 |
| MLIS Degree | 14 |



ARABIC BOOK FAIR IN THE EU

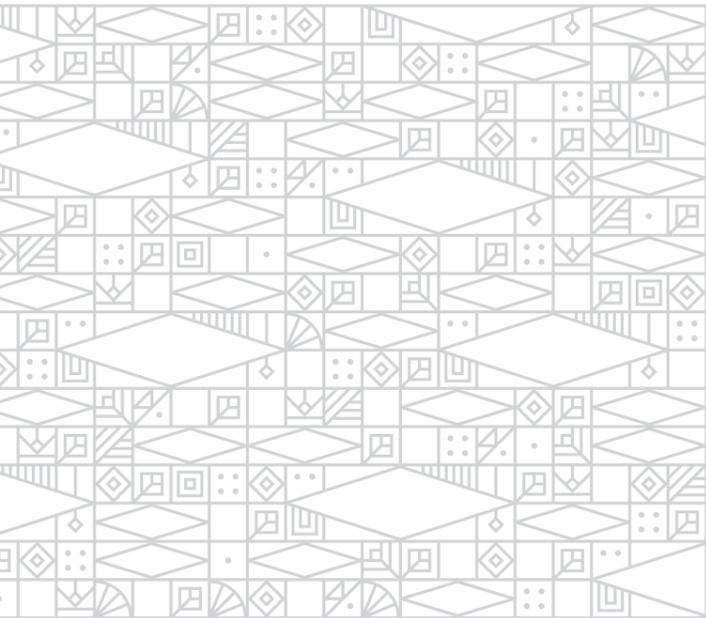
In August 2020, several of our librarians participated in the first virtual Arabic Book Fair in the EU. The Library offered a lecture about our efforts to support the preservation of documentary heritage, including future projects in countering the trafficking and illegal circulation of heritage items in the Middle East and North Africa. Librarians also provided information about the Qatar Digital Library and gave a lecture on Qatari history, and the Children's and Young Adults' Library team offered a storytelling session.



On the Web

The Library website, www.qnl.qa, is the main portal for users around the world to interact with the Library and its resources. The Library has six main online platforms: QNL.qa, QDL.qa (Qatar Digital Library), EDS (e-resources), Encore (Library catalog), EDiscovery (all digitized materials) and Exhibitions (digital exhibitions).

| Website | Users | Sessions | Page Views |
|--------------------------|----------------|------------------|------------------|
| QNL.qa | 372,516 | 891,503 | 2,975,801 |
| QDL.qa | 222,472 | 334,462 | 2,243,234 |
| EDS (E-resources) | 15,954 | 43,376 | 293,193 |
| Encore (Library Catalog) | 59,881 | 109,582 | 449,083 |
| EDiscovery.QNL.qa | 84,900 | 115,256 | 1,381,855 |
| exhibits.QNL.qa | 2,055 | 4,315 | 5,480 |
| Total | 757,778 | 1,498,494 | 7,348,646 |

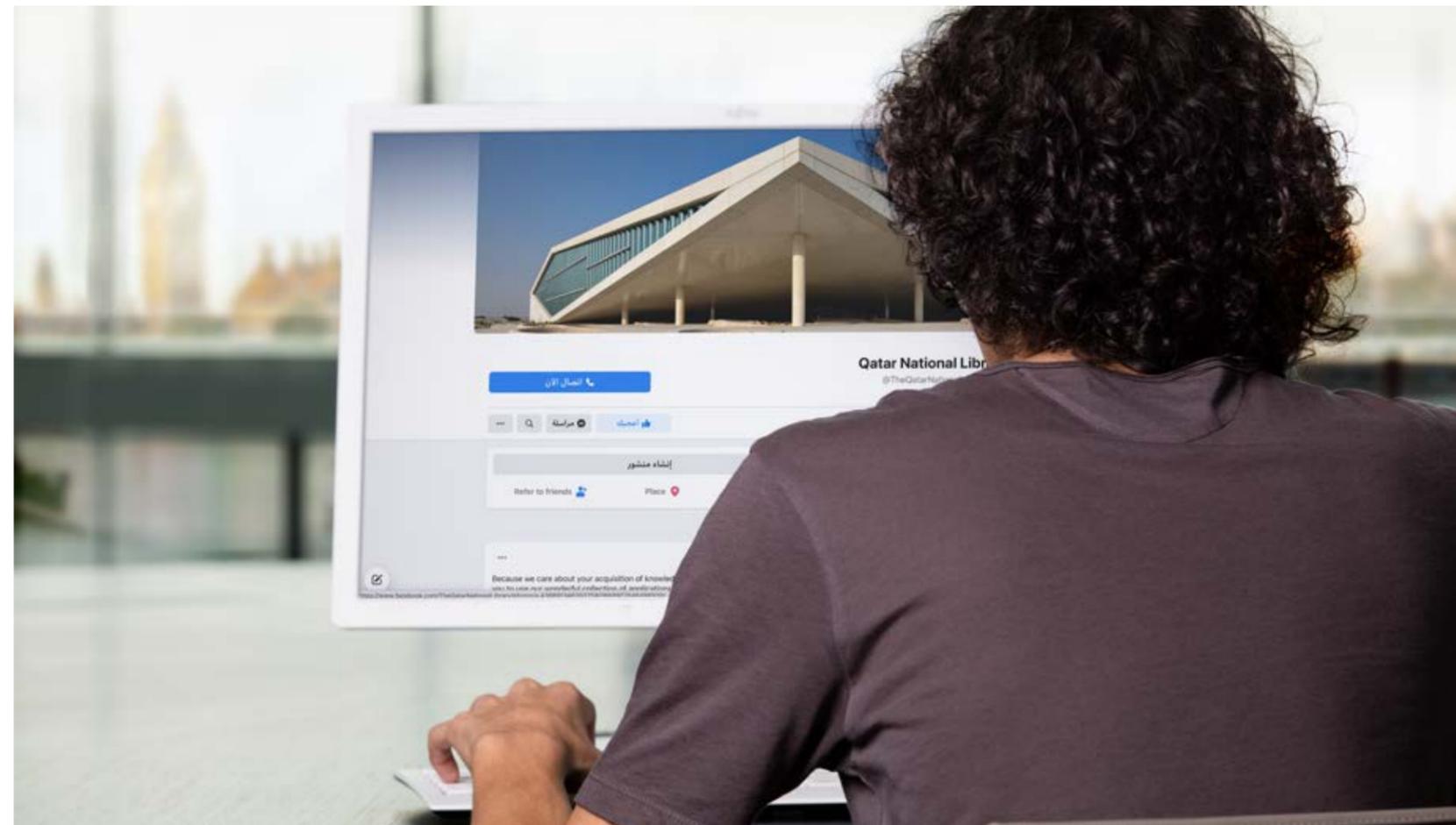


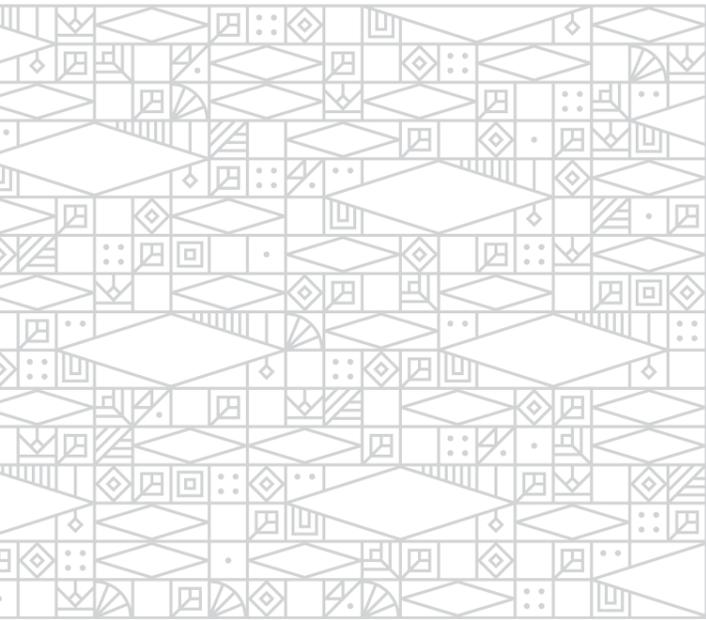
Marketing and Public Relations

The Library actively promotes its events, services and resources on print and online media, social media as well as through its e-newsletter. The main social media channels for the Library are Twitter, Facebook and Instagram. An e-newsletter consisting of news and upcoming events is sent to more than 17,000 subscribers every other week, as well as on special occasions.

| Platform | Total Followers |
|--------------|-----------------|
| Instagram | 41,420 |
| Twitter | 37,800 |
| Facebook | 45,403 |
| Total | 124,623 |

The Library's communication efforts in 2020 resulted in 347 items being distributed to the media, and a total of 715 items of media coverage (print & online) across local, regional and international media. International media outlets from around the world, including the US, France and India published 10 articles about the Library during the year. Some of the media outlets that published news about the Library include PR Newswire, Wall Street Online, Finanzen and Markets Insider.



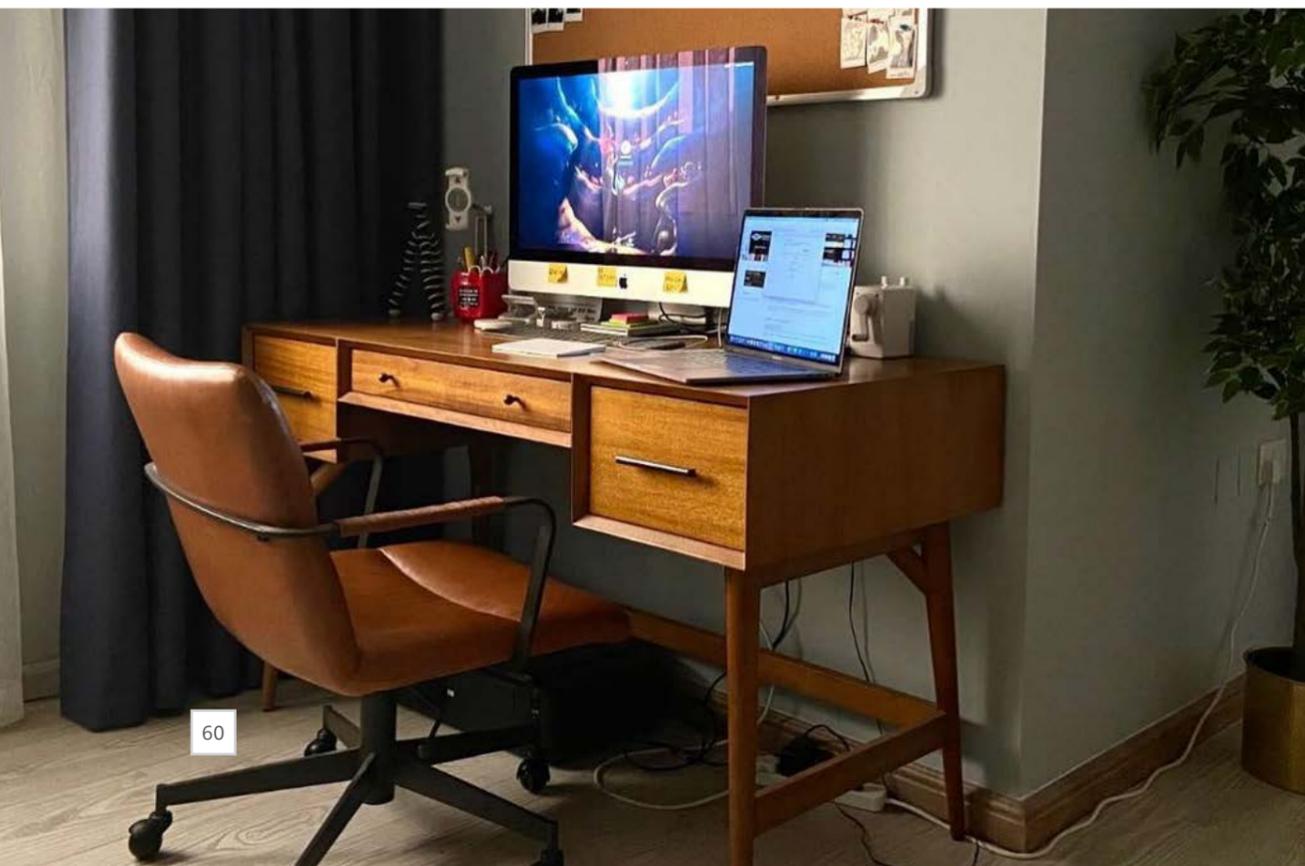


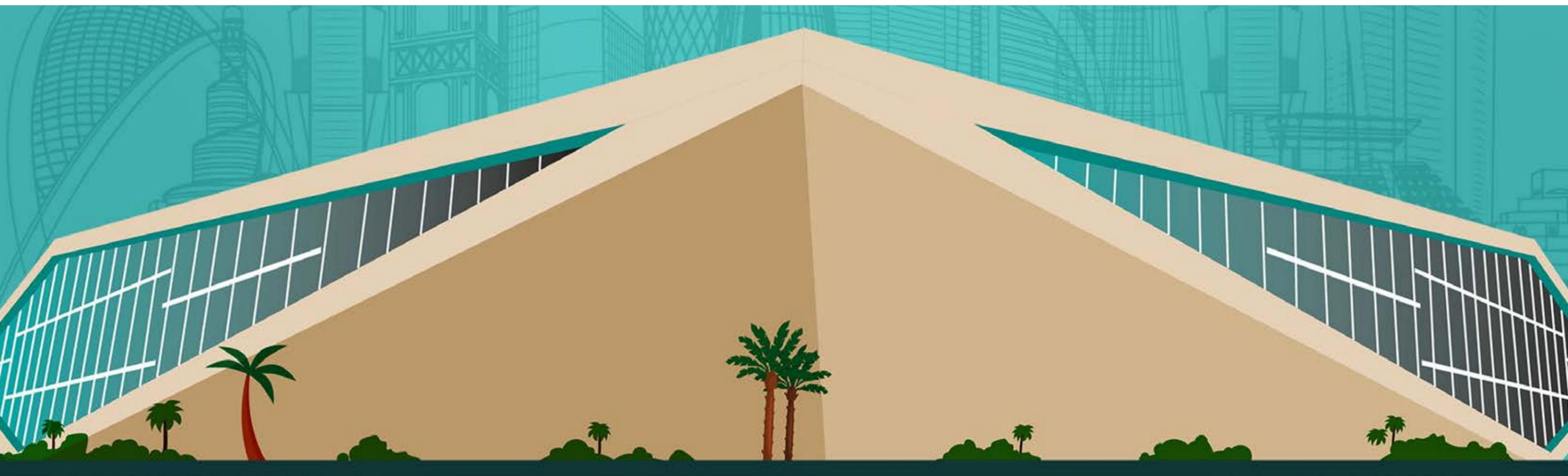
4. COVID-19 Timeline



Initial Closure

- **12 March 2020:** Library closes to the public, offering online-only services; more than 80% of staff works from home
- **15 – 26 March:** Library prepares Business Continuity Management Plan, which is approved by QF
- **29 March – 14 July:** Library offers online events and services only
- **1 – 30 June:** Library prepares a back-to-work plan to provide general guidelines on the phased re-opening of the building





Re-Opening

1 – 15 July:

Up to 38% of staff started to work from the Library to prepare for re-opening

15 July – 31 August:

Phase 1

- 38% of staff at the Library
- Two 2-hour appointment spots, 200 visitors per day max, closed weekends
- Borrowing via online advance request only
- Reference services available online
- Limited tour and study carrel capacity
- Closed: Children's and Young Adults' Library, restaurant and café, Innovation Stations, prayer rooms

1 – 30 September:

Phase 2

- 55% of staff at the Library
- One 2-hour and two 4-hour appointment spots, 400 visitors per day max, closed weekends
- Borrowing via online advance request only
- Reference services available online and in-person
- Limited tour, restaurant and café, and study carrel capacity
- Innovation Stations available for booking
- Closed: Children's and Young Adults' Library, prayer rooms

1 October – 31 December:

Phase 3

- 55% of staff at the Library
- One 2-hour and two 4-hour appointment spots, 600 visitors max, closed weekends
- Borrowing via online advance request only
- Reference services available online and in-person
- Limited tour, restaurant and café, prayer room, and study carrel capacity
- Innovation Stations available for booking
- Shuttle bus available per QF guidelines
- Closed: Children's and Young Adults' Library