



مكتبة قطر الوطنية
Qatar National Library

Qatar National Library

Annual Report 2019

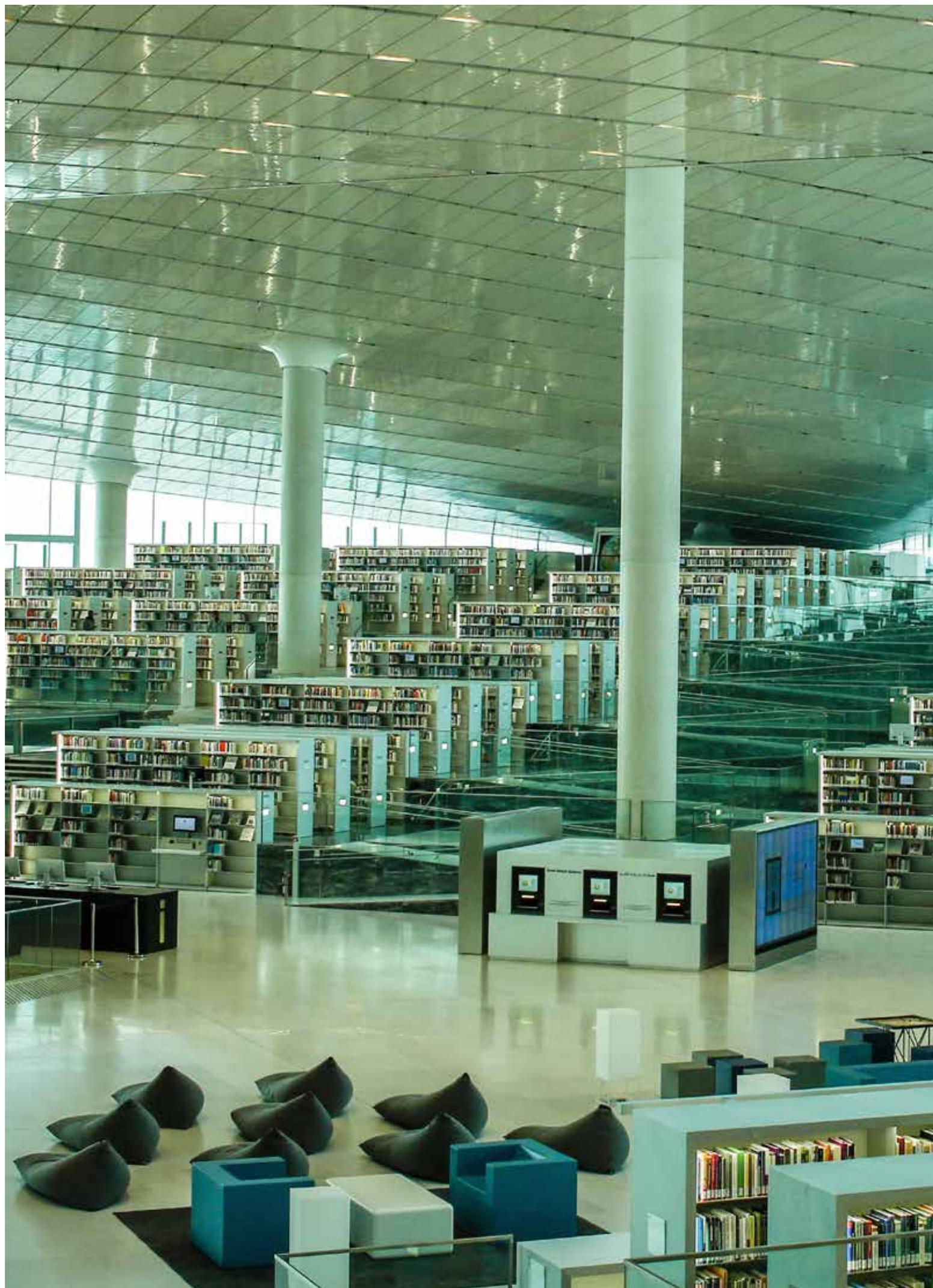
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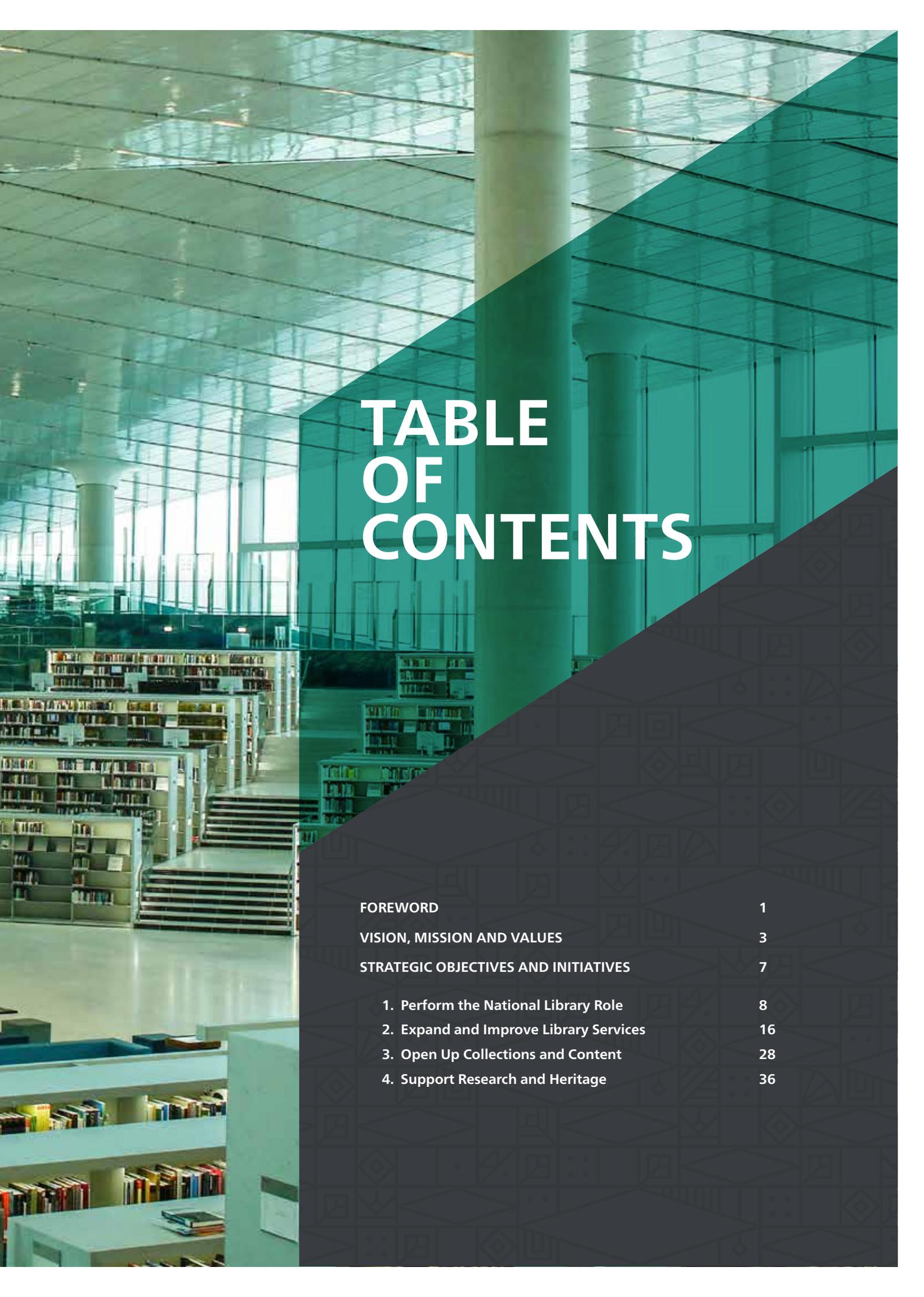
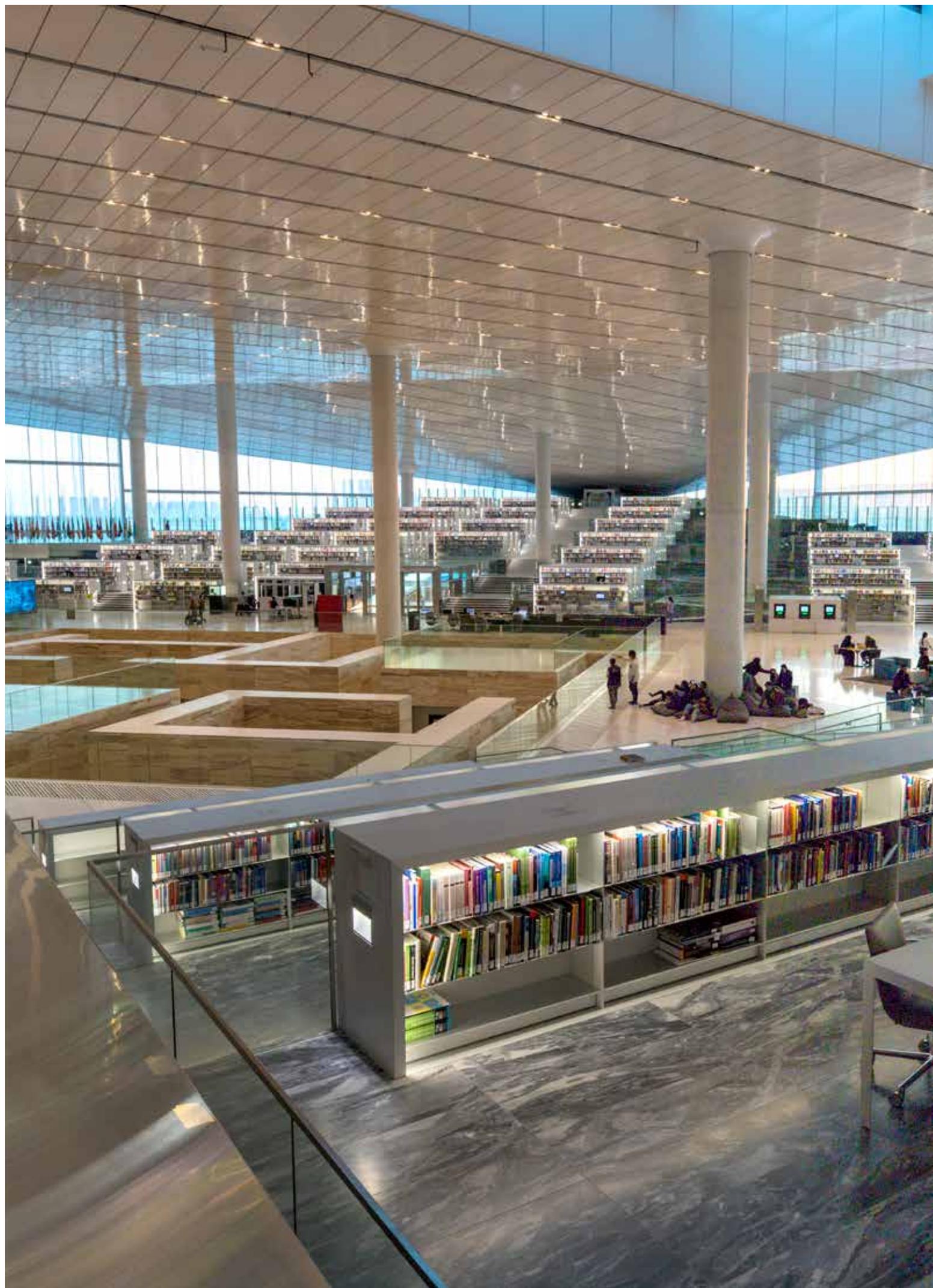


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FOREWORD



This annual report for 2019 details Qatar National Library's activities and achievements in our second year. In many ways, this has been a critical year for us, as it is the year we have established ourselves a true community institution, with roots in Qatar's society that deepen every day.

Our first year was full of success and excitement, as the inauguration by His Highness the Amir Sheikh Tamim bin Hamad Al Thani created unprecedented enthusiasm for the Library. However, in those early days, we were operating in a new environment, based only on our staff's expertise and years of experience in libraries. Each day since has given us greater understanding of our users and what they want out of the Library.

We are in the second phase of development, one that is being actively driven by our users. Our enthusiastic, engaged member base sees the Library as theirs to shape, and they are actively leading us into the future. This manifests itself in myriad ways, from the daily feedback our librarians and staff receive, to the members of the community who volunteer their time and expertise to teach public workshops, to the user-driven book clubs that call the Library home.

Indeed, we have welcomed more than 500,000 visitors through our doors in 2019—more than in our landmark first year—with corresponding increases in circulation and event attendance. For families, we are a place where children and parents can read together. For students, we are a welcome stop on the academic journey. For the country's diverse population, we are common ground, anchored in Qatar's past and giving its people the tools to guide its future.

Though the building remains the heart of our mission, the way we provide access to information is evolving far beyond our physical walls, driven by our users' needs and preferences. In 2019, our members used our digital resources more than our print collection, upending the traditional conception of a library. The treasures of our Heritage Library are available worldwide thanks to our digitization efforts, and we continue to expand our international partnership efforts to break down geographic and cost barriers to information.

Through all our activities, we are putting down roots that will serve the people of Qatar for generations to come. The past year has seen us emerge as the home of a thriving community of people from all walks of life eager to learn from one another, grow together and help us become not just a national library, but a library for the nation.

Dr. Sohair Wastawy
Executive Director, Qatar National Library







VISION, MISSION AND VALUES



The Library's 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.



The Library's 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.





The Library's 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.







STRATEGIC OBJECTIVES AND INITIATIVES



1. Perform the National Library Role

Our role as the national library brings a wide scope of responsibilities locally and globally: overseeing the national collection via legal deposit, supporting the development of librarianship and literacy, preserving and promoting Qatar's cultural heritage, advocating for equitable access to information, and representing Qatar internationally. Throughout 2019, our activities sought to build on the momentum of our first full year in operation by expanding our programs, partnerships and operations to fulfill each aspect of our mandate.

Oversee the National Collection

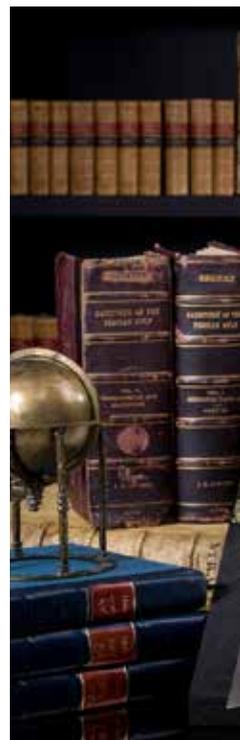
A key role as the national library is to develop and maintain the national collection to be a comprehensive compendium of Qatar's national output and meet legal deposit criteria. This process includes cataloging the collection using bibliographic data that conforms to international standards in all formats and a wide variety of languages, and making items available to users through our catalog.

Support Librarianship and Literacy

Librarians throughout Qatar look to us for support and guidance as they seek to better serve their own users at school and other institutional libraries. In 2019, the Children's and Young Adults' Library collaborated with the Ministry of Education and Higher Education to develop school librarians' skills through a series of workshops and lectures. These explored ways to enhance the school library environment with rich collections and distinctive services, as well as how to benefit from the Library's resources. The Young Adults' Library team also ran workshops for teachers on techniques for supporting gifted students, information literacy and helping student research.



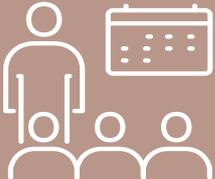
287
teachers and
educators
attending Library
workshops





The Children's and Young Adults' Library launched a program to provide institutional membership to schools to allow them to borrow 20 books related to their curriculum at a time from our collection, giving teachers more resources to use in the classroom. We will continue to expand the number of resources available for checkout by educational institutions to support learning outside the Library's walls.

Regardless of our efforts within the Library, developing a love of lifelong learning begins at home. In recognition of that, our librarians provided parents and caregivers with numerous sessions to help them encourage children to start reading for pleasure at a young age. These programs, and others relating to child safety, health and development, were conducted in cooperation with Sidra Medicine, the Qatar Nanny Training Academy and the Wifaq Family Consulting Center.

150
parents and
caregivers attending
Library training
sessions





The Research and Learning department complemented these programs with its ongoing initiative to improve information literacy and digital literacy capabilities at several local institutions. The Library staff conducted seven training and orientation sessions with

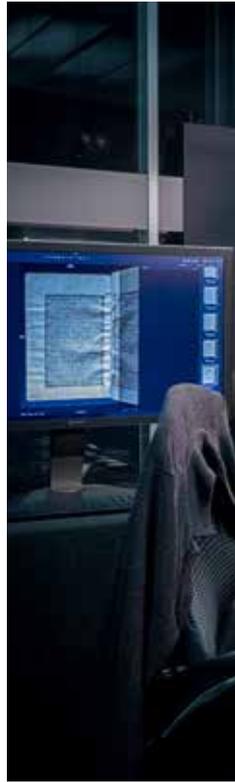
the Ministry of Public Health, Hamad Medical Corporation, Multaqa (HBKU Student Center) and Qatar Preparatory School. This initiative also helps the Library promote its services and collections to a wider user base.

Professional Development

We continue to support the development of our own librarians and staff to ensure that they are consistently improving their skills and, in turn, their ability to serve our users. These efforts, led by the Human Resources department, include in-house and external training, scholarships for postgraduate education, and participation

in local and international conferences. In 2019, four staff members earned their Master of Library and Information Science (MLIS) degree, bringing the total number of staff who have earned the degree through the Library’s professional development program to 10.

	2018	2019
Professional development	91	269
Conferences	84	114
MLIS degree	6	4
Other degrees	2	2

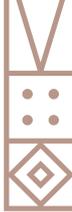


Preserve and Promote Cultural Heritage

In 2019, the Library organized seven public exhibitions and one special event, each of which took a detailed look at a historical or cultural aspect of local and regional spheres:

- The World Through Picture Books
- Syria Under the French Mandate (1918 – 1946)
- Qatar Through Private Collections
- Healthcare in Qatar: Development and Milestones
- The Holy Kaaba
- Gulf Architecture Conference & Exhibition
- Qatar, India & the Gulf
- Jaipur Literature Festival Doha





These exhibitions, along with the Heritage Library's Permanent Exhibition of more than 400 items from its collection, offer our visitors the opportunity to see firsthand how Qatar and the region have developed through centuries of internal and external interactions.

The one-year anniversary of the Library's inauguration in April 2019 provided another opportunity to explore the importance of cultural heritage, this time in the context of human rights. Keynote speaker Her Royal Highness Princess Dana Firas, UNESCO Global Ambassador and President of the Petra National Trust, discussed the protection of heritage sites in conflict zones. Guest speaker His Excellency Dr. Hamad bin Abdulaziz Al-Kawari, a State Minister with the rank of Deputy Prime Minister, talked about the efforts that Qatar has been making to support the preservation of and access to cultural heritage.

Our Digital Repository, established and overseen by the Digitization Center, contributes to this heritage preservation by providing online access to rare books, manuscripts, maps, photographs and other items from our Heritage Library collection. By making these important resources available online, we are enabling researchers around the world to use our collection. In addition to digitizing items from our own collections, the Digitization Center established projects to make items from other collections in Qatar and internationally available through partnerships with New York University, the Museum of Islamic Art, the Doha Historical Dictionary of Arabic Language, the Ottoman Archive and the Qatar Traditional Architecture Photographic Collection. The Center also launched a new service to digitize audiovisual materials, allowing us to preserve important Arab films and music and sound recordings.





Advocate for Equitable Access to Information

A leading priority in 2019 was our continued support of open access, which makes peer-reviewed research widely available online, free of cost and with little to no restrictions on copying and reuse. The Library's Open Access Fund is a national service that provides researchers the opportunity to publish with open access journals from 14 different publishers, greatly increasing the visibility of Qatar-based researchers and their work. Since it was launched, the Fund has supported 517 different authors from 38 institutions in Qatar in the publication of 577 journal articles, 455 of which were funded in 2019.



455

articles funded by
the Library's Open
Access Fund in 2019,
supporting 517
authors from 38
institutions in Qatar
since it was launched

The Library is also involved in several advocacy activities to support open access internationally. The Library funds initiatives such as the Directory of Open Access Journals and the Global Sustainability Coalition for Open Science Services, participated in Knowledge Unlatched, and is the first contributing institution from Asia in the INTACT OpenAPC project, which aims to establish global transparency of article processing charges for open access publications. In 2019, the Library once again organized Open Access Week, featuring lectures and discussions about the topic. Throughout the year, Library staff provided open access-related training, seminars and other support to Qatari research institutions on an ongoing basis.

In January 2019, the Marrakesh Treaty entered into force in Qatar, allowing for copyright exceptions to enable the creation of books and other copyrighted works for visually impaired and print-disabled persons. The Library played a key role in the advocacy for Qatar's ratification of the treaty, which is crucial to our mission to provide information to all people of Qatar. The treaty will also increase our ability to provide accessible copies of works to other institutions— for example, those in less developed countries or countries with an Arab diaspora—therefore increasing the study of Arab cultural heritage globally.

In conjunction with the Marrakesh Treaty, we signed an agreement with the World Intellectual Property Organization to give us access to the ABC Global Book Service, an online catalog that allows participating libraries for the blind and organizations serving people who are print disabled to easily obtain accessible content from other participating authorized entities under the treaty. This means our users with print disabilities or someone acting on their behalf will now be able to freely access a wider range of digital books in different languages.

Our advocacy for increased access to information took place close to home as well.





We commissioned a study by copyright lawyer and consultant Dr. Kenneth Crews on proposed revisions to Qatar copyright law. The study suggested statutory revisions to redefine the terms on which the Library and other institutions can fulfill our missions through effective library services. The proposals also include statutory language to serve the needs of persons with disabilities and the adoption of fair use to meet changing needs. This is an opportunity for Qatar to take a leadership role in adopting original copyright provisions that may influence lawmaking in other parts of the world.

To that end, we published our own copyright policy to clarify the Library's responsibilities and procedures regarding the reproduction and other uses of copyrighted materials consistent with the copyright law of Qatar. The policy is meant to be a guide for our staff and users on the application of copyright principles to library services. Our staff received training on copyright basics, our policy and Creative Commons licenses, focusing on the day-to-day application of our copyright policy.





Represent Qatar Internationally

International partnerships are the lifeblood of our global leadership and cooperation activities. Through these agreements, we are able to facilitate knowledge exchange, education advancement, research, skills development, joint events and exhibitions, and cultural preservation efforts with leading institutions at home and around the world.

This year, we signed Memoranda of Understanding with:

- National Library and Archives of Iran
- Springer Nature, New York
- Centre Français d'Archéologie et de Sciences Sociales, Kuwait
- Qatar Foundation International
- Società Dante Alighieri, Italy
- Qatari Authors' Forum

We also signed an Agreement on Organization with Teamwork Arts India to hold the first Jaipur Literature Festival Doha, which took place 12 to 14 December 2019 at the Library. We continue to pursue further opportunities for partnership, in particular with national libraries and archives containing materials related to Qatar and the Gulf.

The Science Book Forum (SBF), a Library initiative aimed at increasing interest in science education in Qatar, exhibited a booth at the Frankfurt Book Fair in Germany in October. Hundreds of visitors interacted with the Forum team to discuss environmental issues in the Middle East, and Dr. Essam Heggy, the Chairman of SBF and a research scientist in earth and planetary sciences and a member of several space experiments, gave a lecture to an audience of more than 150 students, researchers and academics.

In its role as the IFLA Preservation and Conservation Center for Arab Countries and the Middle East, the Library's Preservation and Conservation Center is leading efforts across the region to share knowledge and resources, organize workshops and training, and provide support for libraries and cultural institutions.

In 2019, the Center organized several workshops and presentations for conservators in the region, attracting participants from local institutions as well as 26 countries, as part of the ongoing "Supporting Documentary Heritage Preservation in the Arab Region" partnership initiative with UNESCO.





We continue to contribute to information and knowledge sharing and accessibility through our participation in a number of international entities, including the:

- Digital Library of the Middle East
- Digital Library Federation
- World Digital Library
- International Federation of Library Associations
- 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

Our international outreach has not gone unnoticed. The Library's activities in 2019 resulted in 1,149 stories being published in Qatar's print and online media from January to December. International media outlets from around the world, including France, Italy, the US, the UK, Russia, India, Malaysia and Pakistan, published 41 articles about the Library during the period of January to December. Some of the media outlets include Agence France-Presse (AFP), France 24, *The New York Times*, *Modern Russia Library Magazine*, *The Daily Mail*, *Malaysian Insight*, *Business Standard*, *Malay Mail*, *L'independent France* and *The Free Press Journal*. The Library's spokespeople conducted 63 television, radio and newspaper interviews in 2019.

Local Media Coverage

Articles		TV, radio & newspaper interviews	Total
Arabic	English		
581	505	63	1,149





2. Expand and Improve Library Services

The services and resources we offer to the public, and particularly to our members, are the backbone of our mission. In 2019, we continued to build on the momentum of our first year, expanding our programming, offering more and better services, and increasing our outreach efforts to touch all communities in Qatar. In turn, we have seen steady growth in membership and visitor numbers as the Library becomes a central part of life in Qatar.

Membership and Visitors

The Library's membership continues to grow apace. Membership is free for all citizens and residents of Qatar, including children and young adults, and is required to check out items and access e-resources. The number of visits also continues to grow as members of the community increasingly see the Library as a hub of creative, educational and social activities.



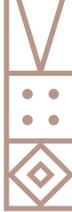
	2017	2018	2019	Total
New Members	64,794	63,314	42,854	170,962
Visits	63,043	480,672	762,017	1,305,732

The Library offers both regularly scheduled public tours of the building and the Heritage

Library, as well as arranged tours for schools, government organizations and other groups:

	2017		2018		2019	
	Tours	Participants	Tours	Participants	Tours	Participants
Public Tours	24	141	132	440	139	349
Arranged Tours	20	317	100	1,912	320	4,044
Total	48	458	232	2,352	459	4,393







Events

In 2019, we organized more than 860 events targeting all user groups, including children and young adults, researchers, students of all levels, parents and educators, people with disabilities, and the general public. Some of these are recurring events, such as the monthly book clubs and Qatar Philharmonic concert, the weekly Knitting and Crochet Circle, and the Science Book Forum. Others are developed

based on monthly themes (e.g. space, environment) or events of wider importance, such as Qatar National Day and Ramadan. The Library is also a frequent venue for external organizations to host their own events, thanks to our state-of-the-art facilities; for non-QF entities, the Library charges for this service.

	Events		
	2017	2018	2019
Public Events	97	757	869
Educational programs	43	467	280
External entities events	1	22	40
Total	141	1,246	1,189

	Participants		
	2017	2018	2019
Total participants	2,047	21,394	32,926





The Children's and Young Adults' Library organized more than 250 events focusing on information literacy and reading, arts and creativity, health and well-being, STEM, and lectures and training specifically for young adults. More than 35 percent of the attendees in these events were Qatari. In addition to regularly scheduled programs, highlights in 2019 included:

- **Book Swap:** More than 150 children took the opportunity to swap their personal books with each other as a way to keep their own collections fresh and make friends through reading.
- **Islamic Heritage Series:** This series of monthly programs incorporates storytelling and crafts to teach children about Islamic history, culture and values.
- **Maktabati:** Our children's librarians collaborated on an illustrated story featuring Thamer, a boy who discovers the joy of reading through the Library. The story was turned into an animated film, which is enjoyed by visiting school groups and is available on our YouTube channel.





- **Financial Education Campaign:** Held in collaboration with QNB, this series of six sessions taught children and their families the importance of financial responsibility; more than 60 families participated.
- **Qalamy Competition:** The Qalamy writing competition for primary school students included workshops led by some of Qatar's top authors and illustrators, culminating in a nationwide competition.
- **Collaboration with Local Authors:** Through book readings, discussions, workshops and performances, children and young adults have had the chance to connect with featured authors such as Dr. Jaber Al Noaimi, Asma Al Kuwari and Maha Al Delaimi. These activities attracted more than 900 participants in 2019.



Children's Programs		
Program Type	Number	Attendance
Information literacy & reading	74	3,244
Arts & creativity	29	1,058
Health & well-being	8	103
STEM	7	183
Total	118	4,588

Young Adults' Programs		
Program Type	Number	Attendance
Information literacy & reading	36	1,374
Arts & creativity	26	770
Health & Wellbeing	2	77
STEM	24	540
Lecture & training skills	52	997
Total	140	3,758





The Science Book Forum, a Library initiative aimed at increasing interest in science education in Qatar, brings leading scientific authors and experts to the Library to discuss key topics with students and the general public. There were seven forums in 2019:

- The Amazing Story of Qatar's Tsunamis and Floods
- Latest Discoveries: Water on Mars and Black Holes
- How We Capture and Create Solar Energy
- Dust Storms from Mars and Titan to Qatar
- Glaciers, Sea Ice and Ice Shelves: Why the Ice Poles Matter to Qatar
- Mapping New Worlds Beyond Planet Earth
- Evolution: Between Science and Myth

The Research and Learning department held 220 events aimed at the general public and addressed the wide diversity of our users' needs and interests. These programs covered five categories:

- Capacity building
- Community engagement
- Culture and heritage
- Educational programing
- Research skills





Enriching Services

We continue to adapt our services to our users' needs, expanding both internal and external services to ensure the best possible experience for everyone who walks through our doors. This year saw a notable rise in the lending of laptops, iPads and power banks; as a result of the popularity of the tech lending program, we will be adding hand-held projectors and cameras.

Our Interlending and Document Supply Service continued to provide our members with journal articles, book chapters, conference proceedings and reports that are not available in our collections. Last year, we successfully fulfilled 557 requests for these items.

The Innovation Stations, which let users tap into their creative side with a 3D printer and scanner, photo and video equipment, musical instruments, design software, green screen, and a recording studio, continues to be one of our most popular features. In 2019, we provided 30 workshops and programs for users to hone their tech skills using our equipment, attracting more than 650 participants. In total, the photography and music studios were booked 903 times for individual and group projects in 2019, and 29,423 walk-in users took advantage of the Innovation Stations.





Computer literacy is an integral part of professional, academic and daily life, and with that in mind, we offered a series of services to help adults build their computer skills. These included Introduction to Google Drive, Create Your LinkedIn Profile, How to Edit Wikipedia, and online database training for students and researchers.

Behind the scenes, we launched several new systems and procedures aimed at increasing efficiency across our entire operations, with benefits for both users and staff:

- **New Patron Registration:** A new module allows new members to register with minimal input from staff, streamlining the registration process.
- **Shift Planning:** Improves the efficiency of the staff shifts, reducing the burden on managers and Human Resources.
- **School Visits:** A new module enables automated registration and processing for school visits, which are consistently a popular request.
- **Intranet:** We started working on an internal website which will smooth staff communications by hosting key files and calendar functions.





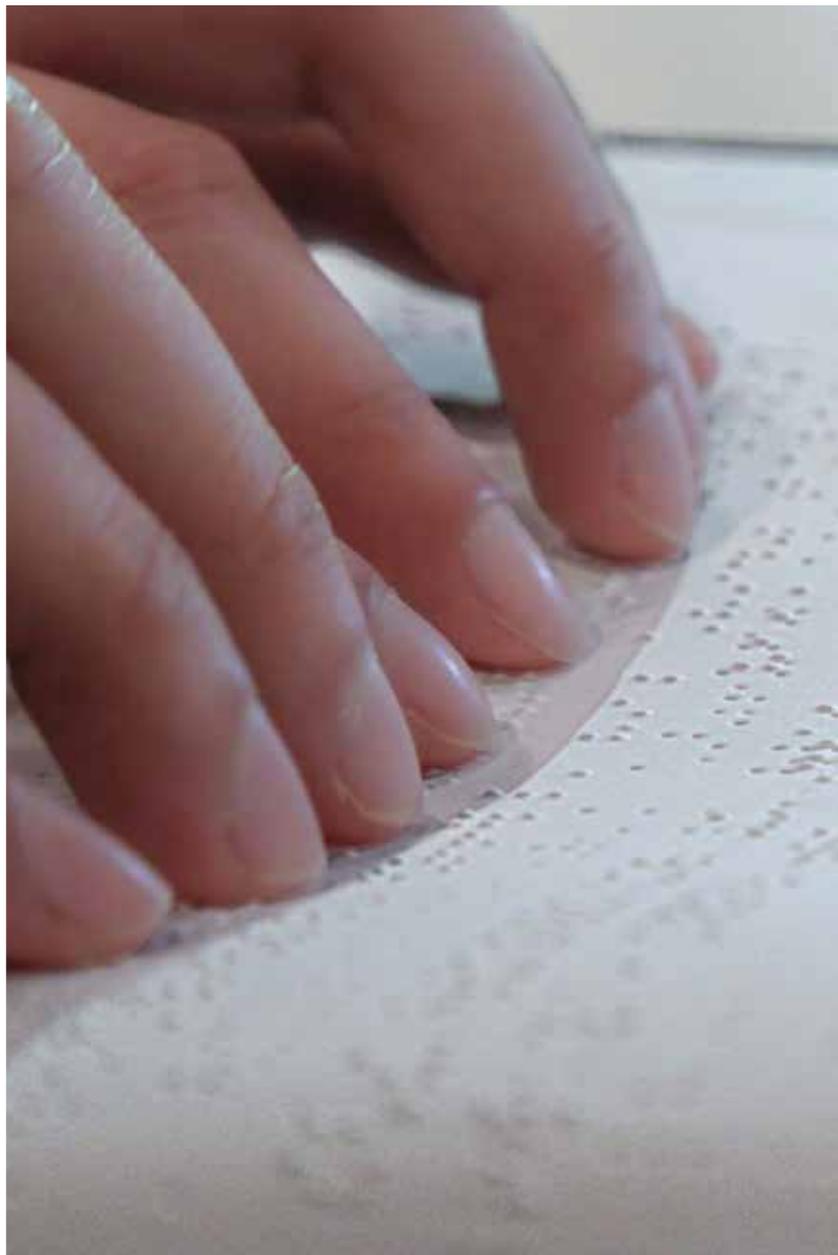
- **New Employee Onboarding:** To ease the process of onboarding, HR established a new approach that quickly and effectively integrates new staff, enabling us to continue to provide excellent service to our users even as our membership base expands.

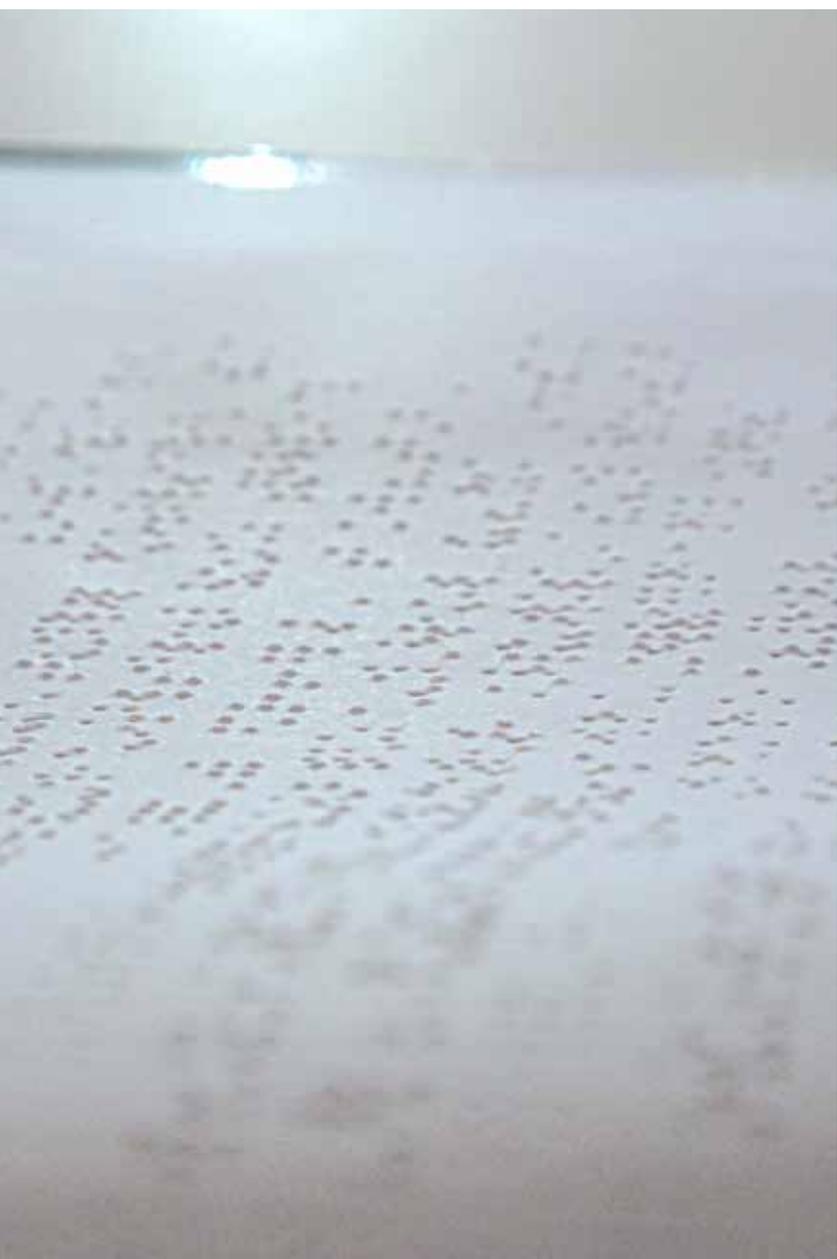
Library Staff Profile	
Qataris	43
Non-Qataris	134
Contractors	184

Assistive Technology

The dedicated assistive technology space in the Library is specially designed for people with disabilities, with adjustable workstations and the latest equipment and software, such as scanning pens with headphones, ergonomic keyboards and mice, braille keyboards, and portable electronic magnifiers. We hold regular workshops, lectures and other events for people with disabilities and their families and caretakers, including:

- Summer camp activities for visually, speech and hearing-impaired children
- Sensory storytime, multimedia activities and play camp
- Emergency preparedness training for people with disabilities
- Activities to raise awareness and understanding about autism, ADHD, Down syndrome and muscular dystrophy
- Zumba for wheelchair users
- Training for staff of Hamad International Medical Center
- The Book Club for the Blind





Along with these events for children with disabilities, the Children's and Young Adults' Library launched a series of programs in collaboration with Beyond Limitation Georgetown University in Qatar that integrate movement, rhyme and song for children with disabilities.

To ensure services and resources are accessible to everyone, we partnered with several service-specific organizations in Qatar, including the Qatar Social and Cultural Center for Blind, the Arab Union for the Blind, the Qatar Institute for Speech and Hearing, Community Connect Doha, the Al Noor Center, and the Mada Center on programs throughout the year.





Virtual Outreach

With the Library building attracting a steady stream of visitors, our outreach in 2019 focused beyond our physical walls. Our key point of engagement outside the building itself is our website portfolio, which consists of seven

seamlessly integrated portals that present all our digital services in one user-friendly package.

Website	Users	Sessions	Page Views
QNL.qa	423,110	1,177,687	4,125,127
QDL.qa	329,540	459,969	2,514,383
EDS (e-resources)	11,467	28,099	181,607
Encore (Library catalog)	80,289	154,146	656,768
EDiscovery.QNL.qa	31,094	40,464	136,985
events.QNL.qa	424,849	1,179,443	4,127,005
exhibits.QNL.qa	1,088	1,088	3,788
Total	1,301,437	3,040,897	11,745,663

Our digital outreach extends to social media. The Library’s Instagram, Twitter and Facebook accounts are the foundation of our social media presence, and in 2019 the Children’s and Young Adults’ Library, the Heritage Library, and

Core Services, Content and Engagement team launched their own channels as well. These targeted channels enable us to better reach specific audiences for events and services.





Social Media Channels	
Platform	Total followers as of 31 December 2019
General	
Instagram (qatarnationallibrary)	34,862
Twitter (@QNLlib)	31,729
Facebook (TheQatarNationalLibrary)	42,108
Total	108,699
Core Services, Content and Engagement	
Instagram (QNL_engage)	1,040
Heritage Library	
Instagram (QNL_heritage)	208
Children's and Young Adults' Library	
Instagram (QNL_children)	392
Snapchat (@QNLlib)	350

We send out an e-newsletter consisting of news and upcoming events to our subscribers every other week, as well as on special occasions such as Eid and Ramadan. Our subscriber base grew by 110 percent in 2019, reaching 18,465 total subscribers.

One of our most exciting initiatives launched in 2019 is the Library on Wheels, our way of bringing the Library to everyone in Qatar. Library on Wheels is a wheeled wooden cart that unfolds into 12 shelving units with 150 children's books and a tabletop great for activities and displays. The cart is perfect for visiting children's groups who for whatever reason are unable to come to the Library. Library on Wheels spent a week at the Orphan Care Center "Dreama," where children enjoyed reading books, listening to stories and taking part in fun activities with our librarians.

To support projects and libraries both locally and internationally, throughout the year, we donated books to institutions to promote reading and literacy. These included:

- **National Library of Somalia: 2,111 books** in social sciences, history, medicine, general knowledge, young adult literature and Islam
- **Hamad Medical Corporation: 220 books** for Mental Health Services and Qatar Rehabilitation Institute to enhance the in-patient experience by providing leisure-oriented books in different languages
- **Embassy of Qatar in Washington, DC: 152 books** to provide the Embassy with research materials about Qatar's history and culture
- **Al-Ahli Hospital: 200 books** in psychology, Islam, health, history and fiction in English and Arabic to support the hospital's "Read for Your Health" program





3. Open Up Collections and Content



The Library's physical and digital collections provide comprehensive coverage of all areas of information. The diversity of what we offer reflects the multinational population of Qatar and accounts for all of our user groups, from casual readers to children and young adults to students, scholars and researchers. Along with the print books, periodicals and journals in the Library, our members have free online

access to thousands of ebooks, audiobooks, magazines, journals, research and academic databases, educational tools, and streaming video and music. In 2019, we continued to provide additional content through in-house endeavors such as the QNL Press and the Digital Repository.





Print Collections and Circulation

The Library's main collection continues to expand, as our librarians are constantly evaluating our existing holdings, identifying needs and assessing user feedback to select new titles to add. Our acquisitions strategy

accounts for subject needs, reading trends, and language and format considerations. This commitment ensures that we are always improving our users' ability to access the information they seek.

Acquisitions			
2019 Acquisitions	Arabic	Non-Arabic	Total
Purchased	19,899	1,405	21,304
Donations/ gifts	2,978	1,762	4,740
Total	22,877	3,167	26,044

2018 Acquisitions	Arabic	Non-Arabic	Total
All acquisitions	29,876	11,585	41,461

Total Library's Main Collection		
Arabic	Non-Arabic	Total
259,964	641,080	901,044

Children's and Young Adults' Library Collection by Language	
English	138,869
Arabic	27,808
French	587
Spanish	144
German	112
Urdu	18





We also acquired 26,044 monographs, including 22,877 in Arabic and 3,167 in non-Arabic languages for all the collections. In total, we subscribe to the print edition of 165 non-Arabic journals, 133 Arabic journals and 12 newspapers in both Arabic and other languages.

Members are free to check out books from all of our collections, though those under the age of 18 are limited to items in the Children’s and Young Adults’ Library. Thanks to our shelving team, stacks maintenance unit and automated

book sorter system, returned items are back on the shelf and ready for recirculation within 24 hours.

To improve discoverability of the Library’s collection and support awareness on various interests and themes, our librarians create thematic book displays around the Library. These displays promote Qatari publications, staff picks, new arrivals, award-winning titles, and items related to local events and the Library’s monthly theme.

Print Circulation				
	2017	2018	2019	Total
Main Collection	37,096	301,717	381,625	720,438
Children’s and Young Adults’ Library	45,707	415,292	398,719	859,718
Total Loans	82,803	717,009	780,344	1,580,156

Online Resources

Our extensive online resources give our members access to a world of information beyond our walls. Access to some of the databases is organized via agreements with Qatari research institutions; by centralizing these acquisitions through the Library’s consortium, we are reducing acquisition costs for all participants.

Currently, we offer a total of:

- 190 databases
- 13 children’s and young adults’ databases
- 611,789 ebooks
- 16,780 journals
- 465,292 reports, theses, dissertations, conference proceedings and other resources

We provide a wide selection of Arabic online resources as well, including:

- 36,641 ebooks
- 6,072 book chapters
- 4,243 journals
- 749,681 journal articles

Usage of these online resources grew significantly in 2019, thanks in part to the successful “Take the Library With You” promotional campaign that highlighted the ability to access our digital collections from anywhere via smartphone, computer or tablet. On days with digital activations for the campaign, usage of the online resources jumped by 200 percent to 350 percent.







Online Resources Downloads			
	2017	2018	2019 (through December)
Ebooks	1,247,445	1,550,957	1,141,729
Ejournals	831,081	851,321	1,281,672
Encyclopedias and Dictionaries	260,625	219,386	155,395
Multimedia	4,425	6,091	35,499
Total	2,343,576	2,627,755	2,614,295

Digital Repository

The Digital Repository is the home for the digitized material from our Heritage Library collection and from partners, including the British Library and the Museum of Islamic Art. It has three main functions:

- Long-term preservation of information
- A one-stop platform to integrate, link and enrich content
- Provide users with the tools to access and use information

The Digital Repository offers millions of images of rare manuscripts, old books, maps, original copies of the Arabian Nights, newspapers, modern website archives and research data sets. Each object can be read, shared, annotated, downloaded and printed, and is presented with descriptive, technical and textual information.

Digital Repository Items			
Material Type	Arabic	Other	Total
Books	7,546	4,528	12,074
Newspapers	3,102	-	3,102
Image Albums	-	-	1,330
Maps	-	-	650
Posters	-	-	157
Archive Documents	38	331	369
Manuscripts	450	84	534
Total Items			18,216
Total Pages			4,387,972







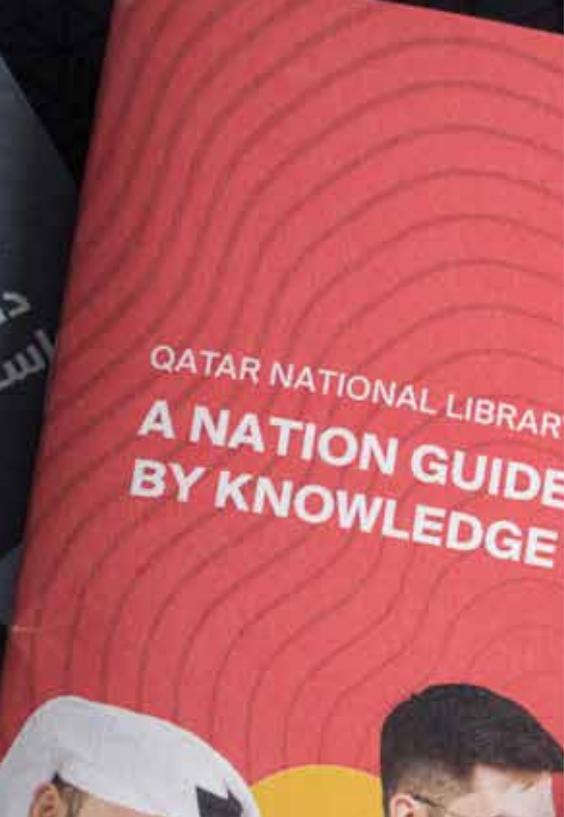
QNL Press

QNL Press is a fully integrated part of the Library that provides a wide range of design and production services in support of the Library's various activities and programs. Its activities include venue branding, decorative fit-outs, art installations, promotional material, advertising, gifting solutions, signage, stationery, publications, photography and video production. Through all of its products, QNL Press helps promote our events and services, and gives our users interesting, creative ways to discover and interact with our collections. During 2019, QNL Press delivered more than 214 design projects and 400 in-house print production projects, and 34 outsourced production projects.

Among the most notable of these were:

- *Qatar, India & the Gulf*, the 200-plus-page catalog (in English and Arabic) accompanying the Qatar India 2019 Year of Culture exhibition, for which QNL Press also produced the exhibition panels
- The Gulf Architecture Project Exhibition panels and program
- The Holy Kaaba Exhibition panels and program
- A versatile and creative set of branded gift items, including a set of two scarves depicting calligraphy art prints and a ceramics set featuring items from our Heritage Library
- A new family of brochures highlighting specific aspects of the Library's facilities and services







4. Support Research and Heritage

As the national library of Qatar, we have a twofold responsibility: to preserve the country's cultural and historical heritage, and to support research that helps increase understanding of Qatar's past, present and future. Our Heritage Library, appropriately located at the heart of the Library, is the centerpiece of this mission, making accessible critical resources about the Arab and Islamic worlds and their place in history. Frequent exhibitions make use of our Heritage Library items and other collections to explore specific aspects of heritage in more depth. Our thoroughly modern approach to information sharing, using digitization to virtually repatriate millions of pages of key archival material, uses a growing network of global institutions to paint an ever-evolving portrait of Qatar through time.

The Heritage Library

Our Heritage Library's location at the heart of Qatar National Library reflects its important role as the guardian of the nation's history and heritage. The extensive collection of historical materials traces social, economic, scientific and religious development throughout the Arabic and Islamic worlds. It also highlights the evolving relationship between the Middle East, the Far East and the West, and illustrates the critical role of the Islamic world in advancing global scientific knowledge.

Among the rarest items in our Heritage Library are 16th-century Arabic books and European translations of Arabic books dating to the second half of the 15th century, when printing first arose in Europe. In addition to printed books, the collection also includes manuscripts, photographs, periodicals, maps, atlases, globes, travelers' instruments and archival documents about Qatar and the region.



Exhibitions and Special Events

Our Heritage Library Permanent Exhibition, "It All Began With 'Read': Unfolding the Arabs' History," features more than 400 books, manuscripts, maps, photographs, travelers' instruments and scientific tools that reflect the uniqueness of Arab culture, the changing relationships between the East and the West, and the deep history of Qatar and its relationships with the world. The Library organized seven additional exhibitions and one special event exploring various aspects of local and regional cultural heritage:

- **The World Through Picture Books:** This celebration of children's books from around the world, including Qatar, highlighted the similarities and differences of global children's literature.





- **Syria Under the French Mandate (1918 – 1946):** This exhibition, held in partnership with the Museum of Islamic Art, focused on France’s governance of Syria from 1918 – 1946, including key political events and the French influence on the legacy of Syrian heritage.

- **Qatar Through Private Collections:** Photos, artifacts and documents from several Qatari family collections explored the development of the modern State of Qatar and highlighted the role that individuals within a community can play in building its identity and preserving its heritage and history.

- **Healthcare in Qatar: Development and Milestones:** This exhibition outlined the history of healthcare in Qatar, from traditional medicine and early hospitals of the late 1940s through today’s world-class facilities.

- **The Holy Kaaba:** Photos, works of art, and books and manuscripts offered insights into the history of the Kaaba, the stages of its construction, its architectural features and adornment, and the religious and spiritual significance of the holiest site in Islam.

- **Gulf Architecture Project Conference and Exhibition:** Four days of speeches and panels, in partnership with the University of Liverpool, Qatar University and the Arab Architecture Bureau, launched a month-long display of traditional Gulf architecture.

- **Qatar, India & the Gulf:** This exhibition outlined the longstanding relationship between Qatar and India, which has inevitably influenced each nation in myriad ways, from language and food to trade and politics.

- **Jaipur Literature Festival Doha:** The first Middle East satellite of the Jaipur Literature Festival, one of the most renowned literary festivals in the world, brought writers, scholars, journalists and leaders to the Library to exchange ideas, art and literature.





Throughout the year, public events were designed specifically to include components of Qatari and Arab culture. For adults, these included the “History of Horses in Qatar,” “Influential Women in Qatar,” “Sports and the Olympic Culture in Qatar,” and the

monthly Readers and Opinions Book Club. The Children’s and Young Adults’ Library also taught our young users about local heritage through workshops, storytimes and crafts events, particularly around Ramadan and Qatar National Day.

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 January 2019, Phase 3 of the project commenced, with the goal of digitizing and uploading an additional 900,000 pages of historical material on the Gulf and medieval Arabic manuscripts on science.

We continue to improve the QDL portal with a focus on ensuring convenient access to digital collections from several international digital repatriation partnerships. In parallel, we are also working on the preparation of a new long-term digital preservation repository with automated data ingestion and quality assurance mechanisms.

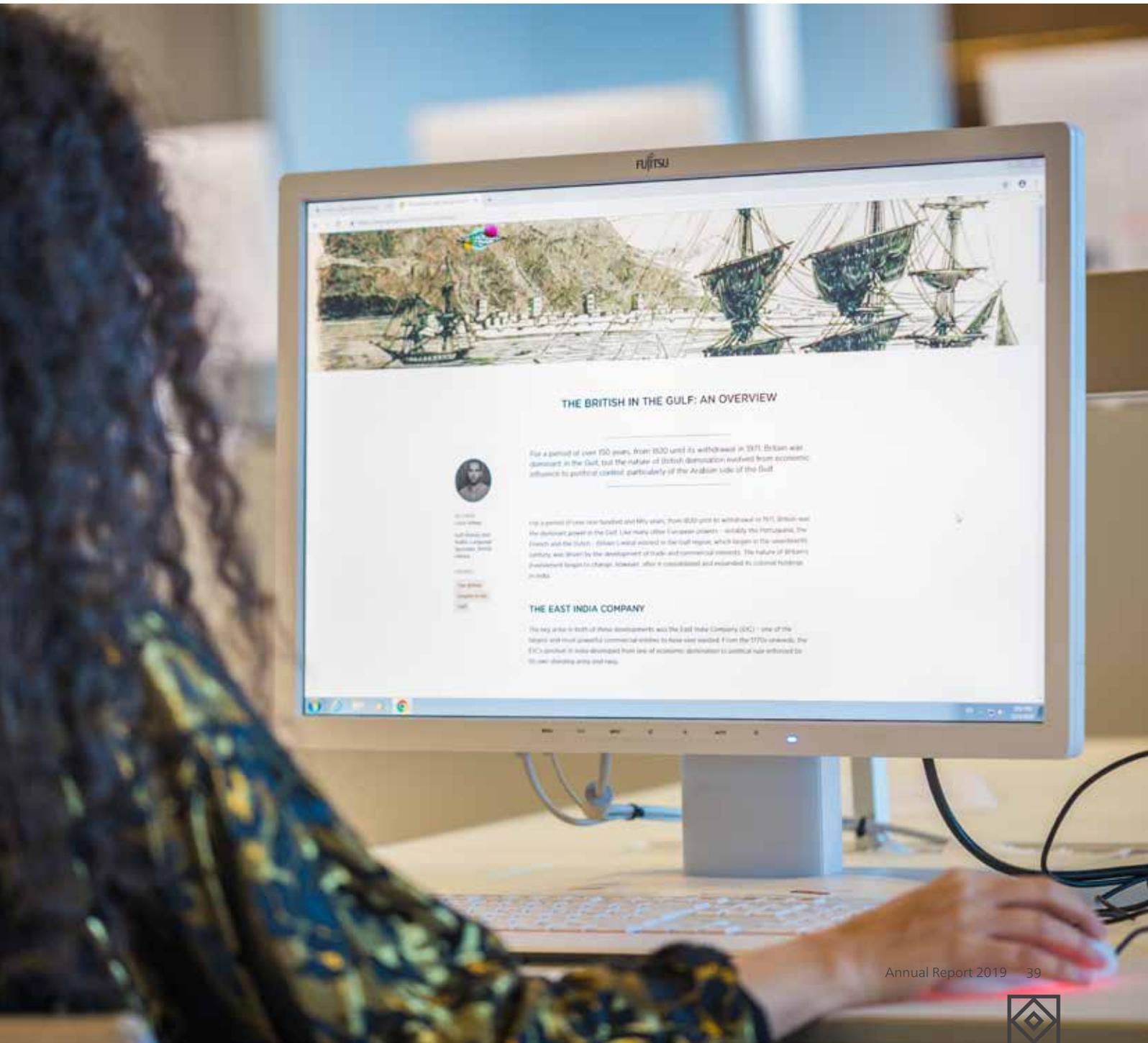
Qatar Digital Library Statistics	
Online Content	Total
Digitized items	17,403
Digitized pages	1,932,030

	Total
Users	329,540
Visits	459,969
Page views	2,514,383
PDF downloads	70,842
Searches	196,718

Top locations of QDL visitors:

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







Research Support

Providing access to historical materials is just one aspect of our support to help increase funding for and visibility of research in Qatar. In the Open Access Author Fund, the Library pays for article processing fees on behalf of the author for articles published in open access journals. In the open access vouchers option, the Library's partner publishers provide vouchers for eligible authors to publish their articles in one of these publishers' open access journals. In 2019, 455 such articles were funded, thus supporting 517 different authors from 38 institutions in Qatar in total since the Fund was launched.

To give researchers even more options for disseminating their work, we established best practices and procedures for signing transformative agreements with publishers. The agreements are not only ensuring access to online resources, but also giving researchers in Qatar greater opportunities to publish in open access journals. Signed agreements with Springer Nature and Taylor and Francis will

allow for publishing more than 450 research articles from Qatar by 2022, with authors retaining copyright using CC-BY licenses. These are the first transformative agreements signed in the Middle East. By negotiating these transformative agreements with major commercial publishers, the Library is working to create a more transparent and sustainable system of scholarly research.

In line with a Memorandum of Understanding signed with Qatar Foundation, the Library is a trusted repository for all research outputs funded by the Qatar National Research Fund (QNRF). We co-authored a data management planning policy with QNRF for all future research projects, and we are currently working on the integration of that policy with the QNRF workflow for research grants application and reporting.





To help researchers with the practical side of their work, we organized more than 15 Research Clinic programs, open to the public, to introduce tools such as RefWorks and our catalog and online resources. More than 150 people attended these sessions. We also organized the monthly Postgraduate Peer Support Network, which gives aspiring and current postgraduate students an opportunity to exchange information and knowledge, share expertise, and provide each other with intellectual and emotional support.



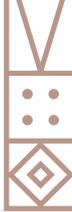


Preservation and Conservation

The Library is designated as the IFLA Preservation and Conservation Center (IFLA-PAC) for Arab Countries and the Middle East. In this role, it leads efforts across the region to share knowledge and resources, organize workshops and training, and provide support for libraries and cultural institutions. As IFLA PAC Center, the Library has launched several initiatives:

- **“Supporting Documentary Heritage Preservation in the Arab Region”** is a significant initiative in partnership with UNESCO to map the situation of documentary heritage in the Arab region, identify areas where capacity building and support are needed, and contribute to the preservation and promotion of documentary heritage in the Arab region. The target group of this project is libraries, museums and cultural institutions in the Arab region that have documentary heritage collections.
- The Library has organized **several workshops for conservators in the region**, including two sessions of “Practical Methods for the Scientific Examination of Library Objects” (with the Moroccan Archive Foundation and the National Records and Archives Authority of Oman) and a skills program for conservation specialists from Jordan (with the UNESCO offices in Doha and Amman) and Iraq.
- The Library also organized regular workshops and presentations, which **target conservators at local and regional institutions**. These attracted participants from Turkey, Lebanon and Iran, as well as from local institutions such as the Museum of Islamic Art, the National Museum of Qatar, the Sheikh Faisal bin Qassim Al Thani Museum, the Russian School Library in Doha and Qatar University. On occasion, the Library subsidizes participation in these events for conservators outside Qatar.
- As part of its knowledge-sharing mandate, the Library produced **three instructional videos** about water leakage in libraries, using Arab staff as actors and with English subtitles.





Digitization

The Digitization Center digitizes the rare books, photographs, maps, manuscripts and other historical items in our Heritage Library and makes them available online through our Digital Repository. The Center also offers digitization services for private collectors, with special attention given to private archives of Qatari families. In 2019, the Center completed its Digitization Enhancement project to bring operations up to full capacity, allowing for increased output. The Center also established a new service to digitize various formats of audiovisual materials.





Total Items Digitized	
Material Type	Number of Pages
Arabic books	3,920,568
Latin books	2,183,440
Manuscripts	114,624
Newspapers	15,522
Maps	1,207
Archival documents	5,439
Photos, slides, posters	48,569
Periodicals	54,183
3D photography	34 objects
Total	8,021,373

In addition to ongoing efforts to digitize the Library's collections, the Digitization Center established new digitization projects with other heritage collections in Qatar and internationally, including:

- **New York University (NYU):** This joint project applies optical character recognition to more than 8,000 Arabic books in the NYU libraries collections, which will also be available on our online platforms. To date, 4,280 books and 1,677,787 pages have been processed.
- **Museum of Islamic Art:** A Memorandum of Understanding outlined possible collaborations, including a project to digitize 109 of the rarest books and manuscripts in the museum's collections.
- **Doha Historical Dictionary of Arabic Language:** The Library continues to support this project in the area of optical recognition of Arabic characters, which will help researchers working on the etymology and meaning of Arabic words.





- **Ottoman Archive:** 1,600 digital images of heritage documents related to the Gulf region from the Ottoman Archive have been processed, to be made available on our online platforms.
- **Qatar Traditional Architecture Photographic Collection:** The Library digitized a collection of 1,793 photographs from a 1985 French archeological expedition to Qatar that produced a comprehensive record of traditional 19th-century architecture.
- **Qatar Digital Library:** Phase 3 of this partnership with **The British Library, UK**, began in January 2019 and will digitize and make available more than 900,000 additional pages of archival items and scientific manuscripts.
- **The Gulf Architecture Project:** This project, which is being carried out in partnership with the **University of Liverpool, UK**, is identifying and digitizing archival collections around the world relating to the traditional architecture of Qatar and the Gulf, supplemented by an annual conference and exhibition.
- **The Digital Sira:** This Arabic Digital Humanities project is in partnership with **Aga Khan University, UK**, and seeks to use text analysis to trace the evolution of individual books throughout history.

Partnerships

A number of ongoing projects emerged from partnerships with international institutions, each supporting the preservation and dissemination of cultural and historical information about the region:





