

Case Study

Artservis



Profile

Website's name / Domain	Artservis / http://www.artservis.org
Country of origin	Slovenia
Geographical scope	National
Language/s / tackling of language issues	<ul style="list-style-type: none"> English Slovenian
Whole website in two languages	

Website owner

Contact	Marija Mojca Pungerčar / info@artservis.org
Type of organisation	Non-profit organisation
Description of the owner organisation	Artservis is a web-based information resource for artists, theoreticians, and cultural managers who operate with/in

Importance of the website within the organisation structure	Slovenia or abroad.
	Artservis is a web-based initiative

Description of the website's mission and objectives including the main activities of the website and which domains and disciplines are addressed, as well as how the accomplishment of the mission is facilitated

Artservis' mission is to support independent and competent operation of individuals and organisations in the field of contemporary arts by offering an openly accessible, free of charge and user contributed information resources in the field of contemporary arts.

Its main goal is to enhance the availability of relevant information on funding sources, invitations, calls for participation, opportunities for creative and professional collaboration, and educational programmes.

Website facilities

Kind of facilities	<ul style="list-style-type: none"> • Information repositories (news, events, documents, downloads) • Forum • RSS • Newsletter • Resource contribution to the database • Contact us 						
Member / non-member facilities	Forum is only available to registered users; registration is free of charge and available to everybody.						
Importance within the website content	The website allows interaction between Artservis members through its forum.						
Frequency of usage	<table border="1"> <tr> <td>Number of visitors (monthly):</td> <td>30,000</td> </tr> <tr> <td>Frequency and number of uploads of contributors:</td> <td>No information</td> </tr> <tr> <td>Frequency of website updating by the website owner:</td> <td>No information</td> </tr> </table> <p>The Forum has 559 registered users as of 26 January 2010 who posted 970 contributions on 661 topics in 15 for a.</p>	Number of visitors (monthly):	30,000	Frequency and number of uploads of contributors:	No information	Frequency of website updating by the website owner:	No information
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Does the website show any results for working communication and debate on a European / cross-border level?	Database calls for partnerships, grants, stipends exhibition proposals, mobility schemes and more from Slovenia, Europe and the world are available. Forum has an English language area where members from outside Slovenia can post their contributions.						

Evaluation of the website

Mission and objectives, accomplishment of mission	Attitude towards the European idea, incorporation	The site aims to give service to the field of contemporary arts as a whole regardless of the country.
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	of the European idea	
	Cultural values	<ul style="list-style-type: none"> • Artistic expression • Equality, inclusion and accessibility
Presentation, navigation, structure	<p>The overall website structure is clear and easy to navigate. However, the access to the database of calls, invitations and funding opportunities, the main value proposition of the service, is not properly mapped, because its menu access button brings the visitor to the help of the service and not to the service itself, which has to be accessed through the advanced search button on the far right of the header, which is not the place the user expects it to be.</p> <p>The search box located on the header of a website is expected to be a general search across the website and not the access point to the database section.</p>	
Trustfulness	<p>The project is an initiative of the SCCA-Ljubljana, a non-governmental and non-profit organisation based in Ljubljana, Slovenia.</p> <p>SCCA-Ljubljana is a member of: CAE (Culture Action Europe), Brussels; IKT (International Association of Curators of Contemporary Art), Luxemburg; Anna Lindh Foundation, Alexandria; Asociacija (Association of Independent Artists and Organisations in the Field of Culture in Slovenia), Ljubljana.</p> <p>While user generated content in the forums can only be deemed trustful to a certain degree, the content on the database is moderated by SCCA-Ljubljana and can be considered trustful.</p>	
Main strength	<p>The site provides means of communication and exchange of ideas via a forum.</p> <p>The database offers very valuable information to anyone interested in cross-border activities in the field of contemporary arts, especially regarding information on the Slovenian context.</p> <p>The fact that the initiative promotes user generated content in its database is a very nice example of crowdsourcing.</p>	
Main drawback	<p>Although the initiative is very interesting for both individuals and organisations interested in engaging in cross-border activities with Slovenia, no special focus to the European scene is given. More international services and a clear focus on stimulating the debate and communication at European/Cross-Border level would increase the value of an already highly valuable service.</p>	
Usage of communication facilities	<p>The site provides means of communication and exchange of ideas via a forum.</p> <p>Users and entities can propose content for the database.</p> <p>Users can receive a newsletter and syndicate themselves to the Artservis news feed.</p>	