





The publications repository of the German Aerospace Center

User Guide

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1. INTRODUCTION

elib is an electronic repository and permanent archive of publications produced by the German Aerospace Center (DLR). With training, DLR employees can archive their own material via DLR's elib publication server.

The elib repository uses GNU EPrints, free software developed by the Electronics and Computer Science department at the University of Southampton.

By rolling out elib, DLR is supporting the open access movement, in particular the <u>Berlin Declaration on Open Access to Knowledge in the Sciences and Humanities.</u> The movement calls for the findings of research financed by public funds to be publicly available in order to improve the exchange of knowledge and accelerate the publication of research results.

The impetus for open access came from the US <u>Open Archive Initiative</u> in 1999, which advocated faster publication processes and free access to results. These demands were reiterated by subsequent initiatives, such as the <u>Budapest Open Access Initiative</u>.

In the Berlin Declaration in October 2003, German and EU research organisations – especially the Max Planck Society along with the Helmholtz Association, the Fraunhofer Society, the Leibniz Association and others – called for open access to scientific knowledge. According to the declaration, scientific contributions based on the 'principle of open access' must meet two conditions.

Firstly, the authors and rights holders of such publications must grant all users free, irrevocable and worldwide right of access and permission to copy, use, distribute, transport and reproduce the publication under the condition that the authorship is correctly specified (using the already established mechanisms of the scientific community to acknowledge authorship correctly and ensure responsible use), along with the right to print a limited number of copies for personal use.

Secondly, a complete version of the publication, including all accompanying material, must be filed and published together with a copy of the authorisation for use in a suitable electronic format on at least one online archive server with appropriate technical standards (such as those of OpenArchive). The archive server must be operated by a scientific institution or society, a public institution or another established organisation that seeks to uphold the principle of open access, unrestricted distribution, interoperability and long-term archiving. Note that a social networking site is not an open access repository.

In 2016, the General Assembly of the Helmholtz Association adopted an open access guideline which provides the Helmholtz centres with a framework for the coordinated transformation process towards Open Access (<u>Helmholtz Association Open Access Guideline</u>).

1.1 elib technical details

The DLR publication server elib is configured as follows:

GNU EPrints 3.3.12

Operating system: Ubuntu Linux 12.04

Web server: Apache 2.2.22 Database: MySQL 5.5.62

Perl 5.14.2

elib is currently available in German and English.

1.2 Recommended web browser

The following web browsers are recommended for entering data and displaying the elib web pages:

- Internet Explorer (from version 11 onwards)
- Mozilla Firefox (from version 52 onwards)
- Google Chrome

Cookies and JavaScript should also be activated in the web browser. If you have a pop-up blocker, please deactivate it in order to use all of the elib functions when entering data.

1.3 Workflow

Users enter the details of their publications in their elib working area. After an entry has been created (comprising a description of the publication and the uploaded text in full), it is transferred from the working area to the review stage. The elib contact person at the institute that oversees the body to which the author belongs (elib-Institutsverantwortliche, elib IV) then approves the entry. The elib IV must also specify whether the publication has been refereed. You can find a definition of 'refereed' in the DLR publication guidelines. The elib IV also has the option of editing the entry or returning it to the author for further work. Only entries in the archive are visible to all internal and external users (Figure 1).

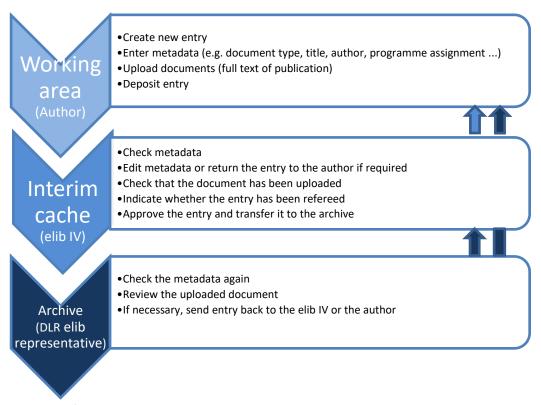


Figure 1: Workflow

DLR's elib representative carries out random quality checks and has access to all the entries under review and in the archive. If further editing is required, the DLR elib representative can retrieve entries from the archive and assign them to be reviewed again or send them back to the author's working area.

Figure 1 shows the elib workflow. This ensures that each publication in the archive has a correct description, as these are checked and approved by an authorised person (an elib IV or DLR elib representative).

2. REGISTRATION, USER GROUPS AND RIGHTS

To **register** in elib, click on the user area on the elib homepage https://elib.dlr.de (Figure 2).



Figure 2: elib homepage

There are various user groups in elib:

- User
- Author
- **elib IV**: the elib IV is appointed by the director of the institute or facility and reported in writing to the elib representative (<u>elib@dlr.de</u>).
- Administrator or DLR elib representative

Table 1 shows the elib user groups and their rights.

Rights		User groups		
	All users	Author (1st DLR author of the publication)	elib IV	DLR elib representative
Work area				
Create new item		✓	✓	✓
Edit or upload entries; use entries as		✓	√	(
templates; create new versions; delete		V	•	V
Review				
Approve entries; edit, delete, create new versions; send entries back; mark entries as refereed			√ **	√ ***
Archive				
Search and browse the archive	✓	✓	✓	✓
Export data	√	✓	✓	✓
View entries		✓	✓	✓
Edit entries; delete; use entries as		√ ∗	√ **	√ ***
templates; create new versions	√	•		
Download full texts (*.pdf) ****		✓	✓	✓

Table 1: User groups and their rights in elib

- * Authors may only edit their own entries. They may not delete their entries from the archive itself. However, they can transfer them from the archive back into the working area and delete them or edit them there, or make a request for their deletion.
- ** The elib IV may only edit and delete entries for their institute.
- *** The DLR elib representative can edit and delete all entries.
- **** Some full texts are approved for DLR employees only.

3. USER AREA

The user area is only visible to DLR employees, and only DLR employees may register. Please click on the user area on the start page to register (Figure 2).

Registration is carried out automatically via the DLR network, with the username you use to log on to your DLR workstation. There is no new password prompt. You cannot register outside of the DLR Active Directory or via non-DLR workstations.

Once you register, you will see the following window (Figure 3).

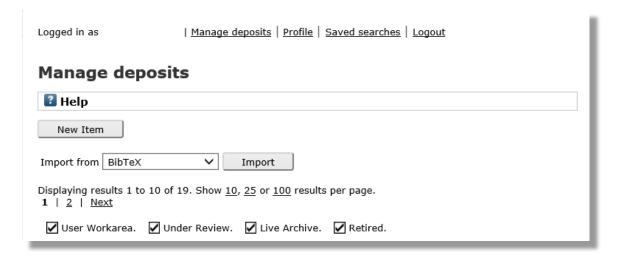


Figure 3: Homepage in the user area

The user area has a menu bar with the following options:

| Manage deposits | Profile | Saved searches | Review | Log out

3.1. Manage deposits

In 'Manage deposits', you can choose which entries you want to view or edit:

✓ User's work area. ✓ Under review. ✓ Live archive. ✓ Retired.

Select which type of entries are listed under 'Manage deposits'. The status column and the background colour of the rows of the table show where the listed entries are (Figure 4).

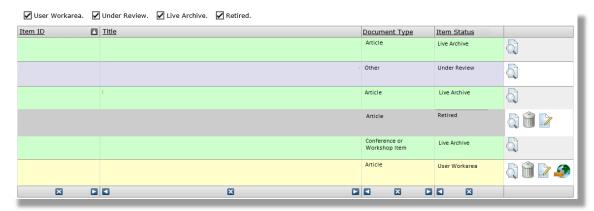


Figure 4: Manage deposits

User work area

These entries are in your personal working area and you can continue editing them at any time.

Under review

These entries are not yet publicly visible in the archive; they must first be approved by your elib IV.

Live archive

These entries are in the public archive, but you can edit or delete them at any time. However, you cannot delete entries directly from the live archive, in order to do so you need to move them back into your working area first (Chapter 5 / 'Back to the working area').

Retired

This is where you will find entries that you have deleted.

Displayed columns can be expanded by selecting 'Add column' in the drop-down menu. To delete columns, click on the 'x' symbol below the respective column.

3.2. Profile

Click on the profile menu to edit your own profile. Please fill in the user profile with as much detail as possible.

If you make your email address visible to everyone, users will easily be able to contact you with any questions as the author of the publication. Note that you cannot change your password on the profile page because elib registration is done via your Active Directory profile.

It is also useful to provide a personal ORCID (Open Researcher and Contributor ID) for your unique identification. You can register yourself for your own ORCID (https://orcid.org/register).

Note: After registering, enter the ORCID in your elib profile.

3.3 Saved searches

You can save **searches** (simple and advanced, plus programme-related and pre-defined searches for key performance indicators, KPIs) and call them up again in the **Saved searches** tab. Options for saved searches include settings for email notifications and publication of the search. For email notification, you can choose how often the system emails you with the search results. You can also choose to receive emails only when the search contains new search results. Saved searches can also be renamed or deleted.

3.4 Review (for elib IV only)

If you are an elib IV, you will see a 'Review' link in the menu list. Here you will find the entries of employees at your institute that are pending approval. elib IVs at all listed institutes can see all entries and should only edit those submitted by authors at their respective institutes. Please check the entries according to the <u>DLR publication guidelines</u>. It is also important to check the programme assignment. For more information on how to review entries, please consult chapters 5.1 and 5.2.

As an elib IV, you can generate **numbers for DLR research reports and DLR internal reports** for your institute/facility by selecting the 'Assigning numbers to DLR reports' option in the menu bar.

4. PUBLICATION MANAGEMENT IN ELIB

All **DLR employees** have their own **working area** within the system, in which they can manage their entries. Their entries can be found under **Manage deposits** (see chapter 3.1).

4.1 Publication entry in elib

Authors enter their publications into the system themselves. Only the first-named DLR author is authorised to enter the publication into elib to ensure that publications are not archived multiple times. Publications by former DLR employees that refer to DLR research topics can be archived in elib.

To enter your publication into elib, go to your user area, then click on the **New item** button under **Manage deposits**.

In elib, an entry consists of a description of the publication (metadata) and the publication itself in the form of a file (*.pdf). Uploading the file(s) is mandatory unless doing so infringes the publisher's rights or is prohibited by export control regulations. Please check the author contract that you have with the publishing house for any such restrictions.

Please also check whether your publication can be entered into elib under the terms of Green Open Access publication or secondary publication rights. You can use SherpaRoMEO to check whether and under which conditions the publishing house/journal supports Green Open Access publication. Some publishing houses impose certain conditions on DLR employees when it comes to uploading the full text of publications (for more on this, consult the DLR intranet).

An access restriction (e.g. access for DLR employees only) can be set up for the file(s). All descriptive information, i.e. the metadata (e.g. title, author, summary) relating to your publication are fully accessible.

The input form is divided into several stages via the buttons **type**, **details**, **publication**, **status**, **abstract**, **subjects**, **extras**, **upload** and **deposit**. The number of steps and the metadata to be entered will depend on the document type. You can go to any of the stages directly via the top row of buttons.

First, select one of the document types listed in table 2.

Monograph	Report series:
	DLR research report*, DLR internal report*, project report,
	other report
Thesis	Academic publication:
	Bachelor's thesis, Diploma thesis, Master's thesis,
	dissertation, postdoctoral qualification, student thesis,
	project thesis
Conference or Workshop Item	Contribution at an event (e.g. conference, workshop).
	Example: published contributions (conference papers,
	posters, talks) in conference proceedings; non-published
	contributions (papers, posters, talks); lectures
Editorship of Proceedings	If you are editor or co-editor of conference proceedings,
	select "Editorship of Proceedings"
Book Section	Contribution in a textbook or reference book
Book	If you are editor or co-editor of a textbook or reference book, select "book"
Contribution to a collection	A collection or an anthology is an edited textbook which
	features contributions from several authors on a particular
	subject area. The editor can be the publisher, an individual
	person or an institution.
Collection	If you are editor or co-editor of a collection or an anthology, select "collection"
Article	An article in a journal or online journal
Other	Only publications that do not fall under any other document
Ottlei	type should be entered in the 'Other' category

Table 2: Document types in elib

Now click on the next step and fill in the relevant boxes (e.g. title, authors, date of publication, programme assignment, etc.) to describe your publication.

The system assists with precise bibliographical entries as much as possible via the pull-down lists. Examples are also given for all of the input fields to reduce the number of incorrect data entries.

4.2 Author names

If you enter part of the author's surname and the name is already known to the database, a **list** of suggested names will be displayed. In this case, select the matching name from the list. Write out the surname and first name(s). Only input information in the institution or email address field if the author is not a DLR employee. Please do not enter any DLR institutes or facilities. An email address can be entered to enable users to make a simple request for a full text that has not been stored.

You are provided with four lines in which to enter author names. If there are more authors than lines available, click on the **More input rows** button. You can alter the order of authors by clicking on the arrow (to the right of the lines).

The 'Authors checked' checkbox reminds you to check for duplicate authors.

^{*} An FB number or IB number is always required here. Please request the number from your elib IV (see section 4.6).

4.3 DOI import

You have the option of a DOI (Digital Object Identifier) import to make entering a publication easier.

To do this, go to the 'Manage deposits' page and click on the 'Import from DOI' (via CrossRef) option, and then on 'Import' (Figure 5).

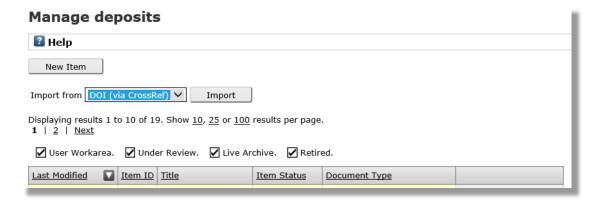


Figure 5: DOI import

A text field will appear, allowing you to enter the DOI. Click on 'Test without import' to check whether the DOI has been found. After confirming the DOI, you can generate the entry as a new dataset by clicking on the 'Import' button. All fields should be completed.

In the case of a journal article, the journal in which the article appeared must be verified by selecting it from the given list (see section 4.4 Journal article). After the import, please check all of the details (especially the author or authors), as the DOI import may have a different level of detail.

4.4 Journal article

To enter a journal article, select **Journal** in the drop-down menu (Figure 6). You do not have the option of entering free text here. This is to ensure that journal titles are spelled in a uniform way and that all journal articles are automatically classified as 'In ISI-Web Of Science' (JCR), 'In Scopus' and 'GOLD OPEN ACCESS'. If the title that you are looking for is not in the list, please send an email to elib@dlr.de. Elib will not allow you to save your own titles for journal articles.

If a journal has been selected, a link appears to the Sherpa/RoMEO website (Figure 7), which you can use to check the publisher's guidelines for saving publication texts for the selected journal under the terms of Green Open Access publishing.



Figure 6: Journal selection

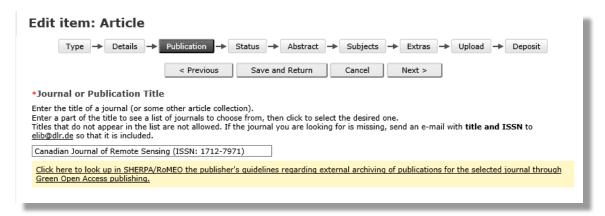


Figure 7: Link to SHERPA/RoMEO after entering a journal

4.5 Conference contribution

Conference contributions include abstracts, posters, talks (presentations), conference papers in proceedings and conference papers in series of books. If your conference item has been published in written form (conference paper) and listed in Scopus and/or Web of Science, you must select the conference or the proceedings from the drop-down menu (Figure 8). If the conference or proceedings cannot be selected from the list of Scopus / Web of Science indexed conferences or proceedings, you can request that they be included in the list by sending an email to elib@dlr.de.

You also have the option of entering free text here. However, the indexing for a conference or proceedings in Scopus or ISI-Web of Science must be selected from the drop-down menu (Figure 8).

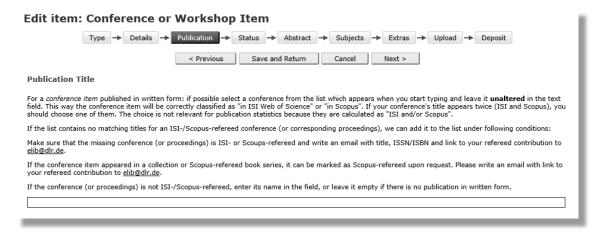


Figure 8: Conference selection

4.6 Report series (DLR research reports, DLR internal reports)

There are two series of reports at DLR: DLR research reports and DLR internal reports. DLR research findings (including dissertations) can be published in **DLR research reports**. These are given a sequential number that is assigned online in elib. The electronic version is published in elib. If there is a printed version, one copy must be submitted to the relevant site library and to the central archive.

Research findings and project results can also be published in **DLR internal reports**, which, unlike the research reports, are not distributed to public libraries. These are also given a sequential number that is assigned online in elib. Internal reports are assigned an accessibility level, which is determined by the institute director or head of facility.

Note: Please request a number for a research report or an internal report from your elib IV before making the entry. Entering this number is mandatory.

4.7 Other contributions

Individual Scopus-indexed articles in a collection, textbook or reference book and book series can be set to 'Scopus-refereed' on request (elib@dlr.de), specifying the link to Scopus.

4.8 Status

Under **Status**, specify the publication status of your publication at the time of entry (Figure 9). 'Published' means that the publication has been issued as a paper or is freely accessible to the public. In elib, your publication is considered published if the intended recipients have access to your document. For instance, your lecture is considered published if you gave it at a conference or similar, or if you make an internal report (e.g. a Master's or Bachelor's thesis) accessible to a limited number of people (internal access).



Figure 9: Status

4.9 Subject areas

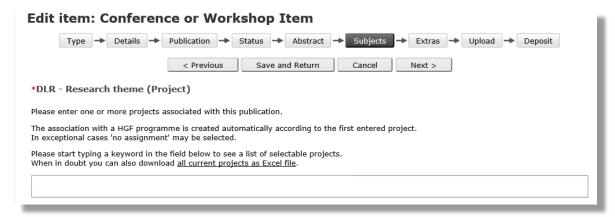


Figure 10: Subject areas

Each **DLR research theme (project)** can be selected under various subject areas, which in turn are automatically assigned to overarching DLR sub-topic or Helmholtz Association research field (Figure 10). For example, if you type 'R' in the field, you will see a selection of all of the projects and initiatives that are assigned to the research area of **Space** (Raumfahrt). The same applies to **L**, **E** or **V**, which stand for **Aeronautics** (Luftfahrt), **Energy** (Energie) and **Transport** (**V**erkehr) respectively. If a publication belongs to several projects, you can perform a multiple selection. However, it will only be assigned to the one that is named first.

A list of current HGF programme topics (to which individual DLR projects are assigned) and overarching HGF programmes and research areas can be downloaded under the link 'all current projects as Excel file', which can be found above the project input slot.

In addition, you can specify whether your publication is related to DLR's cross-sectoral topics of **security** or **digitalisation**.

If you wish, you can also select **your institute and that of your DLR co-author**, as well as your department and site.

Only select the **site** at which the first-named DLR author works, even if several institutes are involved in the publication. The entry is thus assigned to the elib IV for the appropriate institute, at the correct site.

4.10 Additional information

If the publication was produced as part of an EU project (article from an FP7 or Horizon 2020 project), please enter the funding code under 'Additional information', so that an entry is also made in OpenAIRE.

If you want to store information that cannot be entered anywhere else, you can do so under **Additional information**. This information will appear on the publicly accessible summary page for the entry.

You can enter comments for the editor under **Comments and suggestions**. This information will not be displayed publicly.

4.11 Add a new document

After the bibliographical description of your publication, you have the option of saving your publication as a **full text** in a file (*.pdf). To do this, go to the 'Upload' tab and click the '**Browse**' button (Figure 11).

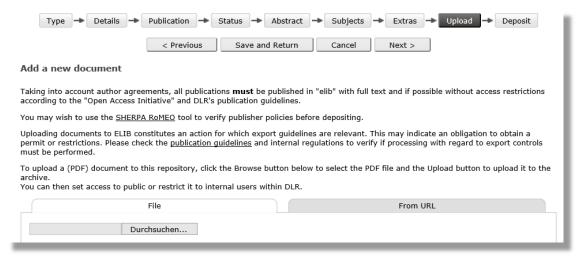


Figure 11: Upload a document

Note: Only PDFs can be stored.

Once uploading is complete, a page with further settings for the full text will appear. If you have stored the full text of a journal article, please select the **publication version** of the stored full text (Figure 12).

- Published version (version published by the publisher)
- Post-print version (manuscript version accepted by the publisher)
- Pre-print version (manuscript version submitted to the publisher)

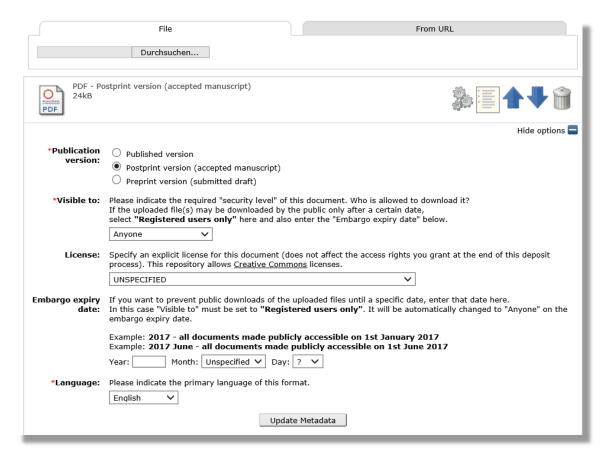


Figure 12: Setting options for full journal article texts

The mandatory submission of the publication version does not apply to full texts of other types of document.

You can specify access rights to the stored full text in the 'Visible to' field (ANYONE or only for DLR employees). You can use the 'Embargo expiry date' box to put time limits on access authorisations. After the block on access has expired, the full text will automatically become publicly accessible (Figure 12).

If you know the licence for your publication, please select it from this list:

CC BY (Creative Commons Attribution)

CC BY-SA (Creative Commons Attribution ShareAlike)

CC BY-ND (Creative Commons Attribution NoDerivatives)

CC BY-NC (Creative Commons Attribution Noncommercial)

CC BY-NC-SA (Creative Commons Attribution Noncommercial ShareAlike)

CC BY-NC-ND (Creative Commons Attribution Noncommercial NoDerivatives)

CC 0 (Creative Commons Public Domain Dedication)

All descriptive information (e.g. title, author, summary) related to your publication is fully accessible. If you click on the 'Save and Return' button, your entry will be stored in your personal work area.

Finally, check all the details that you have entered and click on the 'Deposit' button. Your entry will then be moved from your work area to the review stage to be approved by your elib IV and

the DLR elib representative.

5. ENTRIES IN THE USER AREA

Entries in your personal **work area** are visible only to you, and you can edit them at any time. After you have stored an entry in the working memory, it will appear in the **Manage deposits** list.

Check the status of entry column to see whether the entry listed there is still in your working area or whether it has been forwarded for review (Figure 4).

Four symbols are displayed for every entry saved in your work area (Figure 13).

	This gives you the opportunity to view a summary of the entry.
Î	Use this to move the entry to the trash can.
	Use this to edit the entry.
	This stores the entry and passes it on to the relevant elib IV for review.

Figure 13: Editing options for entries in the user's working area

If the entry is under review or in the archive, only the



symbol will be displayed.

If you have clicked on the symbol, you can access further options for processing your entry via the **Actions** tab (Figure 14).

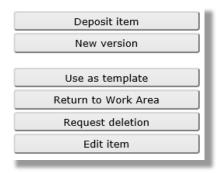


Figure 14: Processing options for an entry

Deposit item

Entry is saved and stored. The elib IV receives a notification to review the entry.

New version

Use this function to set up a new version of this entry. This generates an exact copy that you can edit. This entry and the new version will be linked to one another. The old version will no longer be found via the search engine, but it can be accessed from the latest version via a link.

Use as a template

This option generates a new item that uses the original entry as a template. The two entries are not linked together. Both can then be accessed via the search function. This is particularly useful if, for instance, you have issued several publications with the same authors that you want to store in elib; using this function means you will only have to provide this information once. The new item is created in your working area and can then be edited. Only use this function if both entries concern the same type of document.

Return to work area

This button only appears for entries that are already in the archive. To edit or delete an entry that is already in the archive, you need to move it back to the working area. Once you have made your changes, store the entry again.

Request deletion

A request to delete an entry from the archive is emailed to the elib IV. Note that you can delete your entry yourself if it is in your work area. If the entry that you want to delete is already in the archive, you can transfer it back to your work area and then delete it yourself.

5.1 Entries under review

In the list of your entries under **Manage deposits** you will also see any **entries submitted for review**, unless they have already been approved by the relevant elib IV.

None of the entries listed in this overview are publicly visible in the archive. They must be approved by your elib IV first.

As the **elib IV**, you have access to the entries submitted for review from your institute. You can see an overview of the cached entries waiting to be approved via the **Review** link.

As the elib IV, you are authorised to approve the publication for the archive if all of the information is correct.

Note: In the event that a work has several authors, only the elib IV for the institute to which the first-named DLR author belongs is authorised to check the publication and approve it for the archive.

Postpone entry

This function moves the entry back to the author's working area. The author will also receive an email from you stating why his or her entry could not be published in the archive. The author can then re-edit their entry and transfer it back into the cache for review.

Move to archive

Choose this option to approve the entry for the archive, where it will be fully visible to everyone. However, this action can only be carried out successfully if all of the information is complete and no formal quality defects have been automatically detected.

Edit

Click on the 'Edit' link to change or add to the entry.

Delete entry

The entry will be deleted and the author will receive an email from you explaining why his or her entry has been deleted.

Note: Subsequent changes to the 'refereed publication' attribute (for the elib IV)

If you want to make a later change to the 'refereed publication' attribute for an entry that is already in the archive, you must first transfer the entry back into your working area.

5.2 Entries in the archive

As the author, you will see all of your published entries under **Manage deposits**, provided that you have activated the **Live archive** option (Figure 3).

As an **elib IV**, you can edit an entry in the archive by clicking on the '**Item control page**' at the end of the displayed entry.

As an author, you have the option of moving your own entries back to review status. Click on the **Actions** tab to access several editing options (Figure 15).

6. SEARCH OPTIONS

You have the following options when searching for DLR publications:

Simple search

Title, keywords, author, author ORCID, institutes and facilities, Open Access, date of publication

Advanced search

ID number of entry, type of document, type of academic publication, type of report series, title, author, author ORCID, summary, keywords, institutes and facilities, journal or publication title, ID number (e.g. DOI, ISBN, ISSN, report number), publication status, refereed publication, in ISI-Web of Science, in Scopus, GOLD Open Access, hybrid article, Open Access, full text status, event information (e.g. event name), year of publication

Programme search

Institutes & facilities, site, HGF research field, HGF programme, DLR research area, DLR research programme, DLR research theme (project), type of document, publication status, refereed publication, in ISI-Web of Science, in Scopus, Open Access, type of academic publication, type of report series, type of event, type of presentation, review, guest lecture, full text status, cross-sectoral theme of security and digitalisation, date of publication

Note: To continue searching with the same settings after submitting the search form, go to **Refine search** on the search hit list page.

Pre-defined search (for key performance indicators, KPIs)

These are pre-defined search masks for KPIs such as published and refereed journal articles or contributions at domestic and international conferences. The search can be restricted by entering the year of publication and selecting an institute.

Note: In order to continue searching with the same settings after submitting the search form, **navigate back** from the search hit list page in the browser. Note that 'Refine search' will not work here.

Important information about searches

In the current version of elib, search results are displayed in blocks of 20 hits per page. Unfortunately, it is not possible to display all the search results on one browser page. However, this shortcoming can be overcome by making a short detour. If necessary, re-order the list of results, for example by author, if you want to list all of the entries from your institute from one year. If you then select 'HTML citation' next to the 'Export' button in the selection field and then click on 'Export', you will get the complete list of results, i.e. with all hits on one HTML page. You can then convert this HTML page into a PDF file or integrate it into a website.

If you select more than one value for 'Institutes and institutions' in the search form, pay attention to the value that appears directly before or after it in the selection field. If you want both values to appear at the same time in the search results, because you want to see instances where employees from both departments have worked together, you have to select 'All of these', in the other case "Any of these" must appear there.

You can also search www.literature.dlr.de, elib and other databases.

elib also offers the following pages for **browsing** entries:

Latest additions

This shows publications stored in elib over the last week.

Document type

The various types of document (e.g. journal article, conference contribution) are displayed here, with the number of publications stored in elib, sorted by year.

Date issued

This page lists publications entered in elib by year of publication.

Institutes & facilities

The DLR institutes and facilities are listed here, with the corresponding number of publications entered in elib.

Note: Publications that have recently been approved in elib can be viewed directly via the 'Latest additions' page. You may experience delays when searching for these new entries, as the indexing or the content may take a little longer under certain circumstances. All other browsing pages are automatically updated overnight.

7. EXPORTING DATA

The following export formats are available, allowing you to use the data on a publication entered in elib in other environments:

ASCII Citation

References are saved in a text file using the specified citation format

BibTeX

Program for creating bibliographical reference in TeX or LaTeX documents

Dublin Core

References are issued in Dublin Core Format

EndNote

EP3 XML

Eprints 3 XML format (only suitable for elib admin)

HTML Citation

References are saved in an HTML file.

METS (Metadata Encoding and Transmission Standard)

Multiline CSV

OpenURL ContextObject

Reference Manager

8. CONTACT

The DLR's elib publication server can be accessed via https://elib.dlr.de

For questions relating to content and suggestions for improvement, please contact:

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