Developing and maintaining infrastructure services for libraries, archives and museums

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Agenda

- Services - Why, what, when?
- Working method
- Steering mechanism
- Skills development
- Project management
Services for the Finnish Libraries by NL

National Library
National Library Network Services
- Administration and financing
- Communication
- Training
- Research library statistics
- Service and customer surveys

- Licensing of e-content
- National Digital Library
- Library systems services and databases
- Institutional repositories
New services - reasons for change in Finland

- National policy to promote openness
  - Government programme
  - Act on Information Management Governance in Public Administration
  - Public Administration Recommendations
  - OpenScienceFinland programme
- Cross sector cooperation
  - Archives, libraries, museums
- IT solutions are outdated
  - Voyager, Aleph, MetaLib, local solutions
- Need to integrate various services with each other
- The needs of libraries and their users
- Changes in the network: merges of organisations
What?

Public Interface

Digital repositories and other digital asset management systems

Library systems

Union catalogue

Authority database

End users/Finna

Librarians
Main projects

- National Digital Library (NDL) Public interface, **Finna** 2008-
  - Finna.fi
  - Libraries, archives, museums
  - In production 2012, new organisations will join
- National Metadata Repository, **Melinda** 2008-
  - University and polytechnic libraries, public libraries, some special libraries
  - In production 2008, new organisations will join
- New Library System, **NLS** 2013-2014
  - University and polytechnic libraries, public libraries, some special libraries
  - Planning phase
- National Ontology Project, **Finto** 2013-
  - Finto.fi
Working method
Working method

- Co-operation at different levels
  - Decision makers (the Ministry of Education, library directors)
  - Specialists at libraries and at the National Library
  - Directors and specialists working together

- Working together
  - RFP’s; definition of work processes
  - Development of software
  - Using wiki as a working environment

- Usability work
  - Usability plan and tests

- Communication
  - Meetings
  - Newsletter, mails, web pages, wiki
  - Conferences and seminars
Enhancing the Steering Mechanism of Shared Services
How the steering groups are formed

- The library sectors, interest groups and other parties involved nominate their representatives.
- The structure must support comprehensive development of the service.
- The Board of the National Library nominates the steering groups.
- The expert groups are appointed by the National Library.
Steering of centralised services in nutshell

- Memorandum of Understanding
- Service contracts: Member – NLF
  - NLF signs related contracts (e.g. license agreements, hardware & software agreements) on behalf of the members
  - SLA to be added to the contracts as attachments
- Steering groups
  - Library sectors represented
  - Ministry of Education and Culture represented
  - Rules outlined
- Groups of specialists
- Ad hoc groups
Project management
Project management

- Project managers with good skills in project management have been recruited
- Frequent training on project management
  - Team leaders, project managers, work package leaders, other staff
- Common project plan model has been developed
  - Work package structure, definition of roles
- Steering of the projects at different levels have been outlined
- Different project roles have been defined
Skills development
Skills development

- Work in a development team (national, international)
- Agile development as working method
  - Daily meetings
  - Analysis of results every three weeks
- Enterprise architecture
  - Business Architecture
  - Data Architecture
  - Application Architecture
  - Technical Architecture
    - Technical portfolio
- Aim to circulate staff – use of existing expertise, developing new skills
NLF - Liber

- Open access
  - Journals & books
  - Data
  - Methods
  - Communication

- > strategic goals of Liber
Conclusion

- Strong driving forces behind the change
  - Digital Agenda for Europe
  - Information Society Policy in Finland – openness
  - Need to integrate services
  - Libraries’ and end users’ needs
- Collaboration with different stakeholders very important
- Steering structures must support development and decision making
- Project management is a must
- New skills are needed
Questions?

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