Developing and maintaining infrastructure services for libraries, archives and museums

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Helsinki 15.10.2014
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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
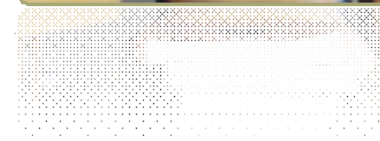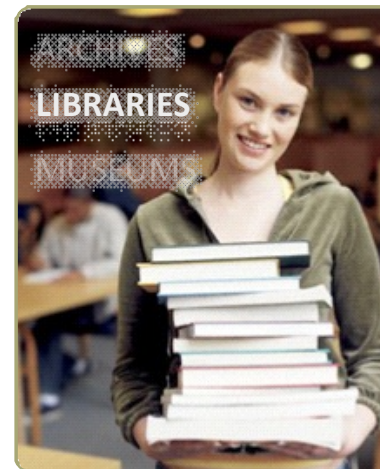
 Licensing of e-content

 National Digital Library

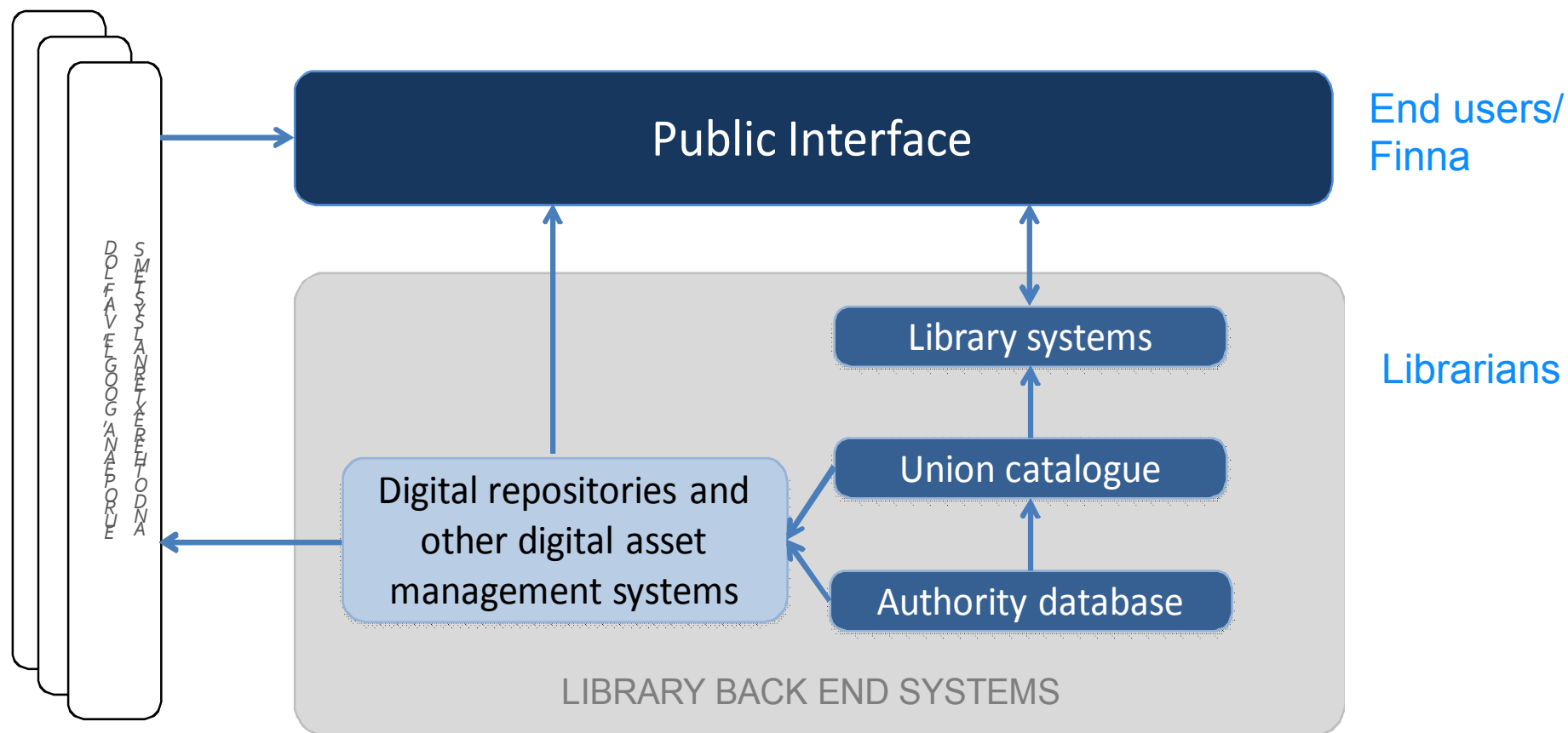 *Library systems services and databases*

 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- IT solutions are outdated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?

LIBRARY BACK END SYSTEMS

Public Interface

End users/ Finna

Librarians

Library systems

Union catalogue

Digital repositories and other digital asset management systems

Authority database

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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