Building next generation consortium services

Part 2: Next generation IT-services – why, what, when?

Kristiina Hormia-Poutanen, Director of Library Network Services in Finland
CBUC Barcelona 12.4.2013
Agenda

- Information Society Policy in Finland
- Why, what, when?
- Working method
- Project management
Information Society Policy in Finland

For over 20 years now, the collaborative use of information has been addressed in policy outlines on public sector information management and the development of the information society.

- The key areas of interest & action:
  - Interoperability – incl. open APIs
  - User-orientation
  - Citizen participation and eDemocracy
  - Common services for the public sector
  - Improved productivity and profitability
Why the IT-services have to be changed?

- **Openness**
  - Systems, API’s, standards
  - Data, metadata
  - Working methods, development

- **Interoperability**
  - Systems, data
  - People, projects

- **Usability, discoverability**
What?

Public Interface
EUROPEANA, GOOGLE, VIAF, LOD AND OTHER EXTERNAL SYSTEMS
Library systems
Union catalogue
Authority database
Digital repositories and other digital asset management systems
LIBRARY BACK END SYSTEMS

End users
Librarians
Main projects

- National Digital Library (NDL) Public interface, **Finna 2008-**
  - 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-**
  - University and polytechnic libraries, public libraries, some special libraries
  - Planning phase
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Finna (public interface)</td>
<td>Planning and coding</td>
<td>Production</td>
</tr>
<tr>
<td>Melinda (UC)</td>
<td>Production</td>
<td>New libraries and functionalities</td>
</tr>
<tr>
<td>NLS</td>
<td>Preliminary planning and fund raising 2011-</td>
<td>2013 project plan, RFP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2014 - Coding if funding is granted</td>
</tr>
</tbody>
</table>
## Finna, Melinda and NLS

<table>
<thead>
<tr>
<th>For whom</th>
<th>What</th>
<th>Why</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Finna</strong></td>
<td>A service for end users as well as for library, archive and museum organizations</td>
<td>A portal which provides access to the materials in the collections of libraries, archives and museums</td>
</tr>
<tr>
<td><strong>Melinda</strong></td>
<td>A working environment for library professionals</td>
<td>A joint repository for describing library materials. All the bibliographic metadata will be stored in one place.</td>
</tr>
<tr>
<td><strong>NLS (New Library System)</strong></td>
<td>The tools of the trade for library professionals</td>
<td>A technical environment for acquiring, managing and use of library materials</td>
</tr>
</tbody>
</table>

NATIONAL LIBRARY NETWORK SERVICES
**Finna from the patron’s point of view**

<table>
<thead>
<tr>
<th>The patrons of the service:</th>
<th>End users, Memory Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The patrons’ needs</td>
<td>A single interface for searching, browsing and providing the materials in the library, archive and museum collections</td>
</tr>
<tr>
<td>The benefits for the patron</td>
<td>Savings of both time and money Increased use of the materials</td>
</tr>
<tr>
<td>Added value</td>
<td>Development of a joint user interface and admin interface, sharing of materials, social interaction, self service support</td>
</tr>
<tr>
<td>Challenges</td>
<td>Integration with other services, APIs, project management, copyright issues</td>
</tr>
<tr>
<td>Core know-how of the service provider</td>
<td>Centralized development of the service, expertise in the fields of open source software and formats, experience in the management and development of systems</td>
</tr>
<tr>
<td>Know-how required of the patron</td>
<td>Development of own interfaces, describing own materials</td>
</tr>
</tbody>
</table>
# Melinda from the patron’s point of view

<table>
<thead>
<tr>
<th>The patrons of the service:</th>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>The patrons’ needs</td>
<td>Bibliographic metadata in/from a single repository</td>
</tr>
</tbody>
</table>
| The benefits for the patron| Savings of both time and money  
                            | Uniform quality of metadata, consistent processes |
| Added value                | Working groups, community interaction, sharing of know-how, uniform format which enables flexible transition to eventual new formats |
| Challenges                 | Integration with other services, APIs, project management, proprietary rights to the data |
| Core know-how of the service provider | Expertise in description work and formats, management and development of systems |
| Know-how required of the patron | Expertise in description work and formats, exploiting the repository |
# NLS from the patron’s point of view

<table>
<thead>
<tr>
<th>The patrons of the service:</th>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The patrons' needs</strong></td>
<td>An up-to-date library system that will interact with external resources and new materials and be flexible in regard to the needs of the libraries</td>
</tr>
<tr>
<td><strong>The benefits for the patron</strong></td>
<td>A library system as a service, flexibility in services enabled by the modularity, open APIs, sharing of know-how</td>
</tr>
<tr>
<td><strong>Added value</strong></td>
<td>Integration with external systems, social interaction, sharing of know-how</td>
</tr>
<tr>
<td><strong>Challenges</strong></td>
<td>Integration of external resources and systems, APIs, project management, diversity of needs</td>
</tr>
<tr>
<td><strong>Core know-how of the service provider</strong></td>
<td>Management and development of the service, standards and open source software</td>
</tr>
<tr>
<td><strong>Know-how required of the patron</strong></td>
<td>Recognizing own needs and exploiting the system</td>
</tr>
</tbody>
</table>
Finna, Melinda and NLS as repositories

Finna
- Central Index
- Local Index
- Linking information

NLS
- Patron information
- Access information
- Holdings information
- Acquisition information

Melinda
- Bibliographic data
- Authority Files
- Identifiers
Finna, Melinda and NLS by functions

**Finna**
- National interface
- Library’s own interface
- Sector specific interface

**NLS**
- Acquisition and life cycle of materials
- Cataloguing and collection management
- Circulation
- Interfaces to external systems

**Melinda**
- Metadata production
- Authority File production
- Identifier production
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
  - Using wiki as a working environment

- Usability work
  - Usability plan and tests

- Communication
  - Meetings
  - Newsletter, mails, web pages, wiki
  - Conferences and seminars
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
Conclusion

- Strong driving forces behind the change
  - Information Society Policy in Finland – openness
  - Need to integrate services
- Libraries’ and end users’ needs
- Collaboration with different stakeholders very important
- Project management is a must
- New skills needed