Reshaping Digital Library Services at National Level – Why, How, When?

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Liber annual conference 2013
Agenda - Reshaping Digital Library Services

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

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
Reasons for change in Finland

- National policy to promote openness
  - Government programme
  - Act on Information Management Governance in Public Administration
    - Public Administration Recommendations
- 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- IT solutions are outdated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
EUROPEANA, GOOGLE, VIAF, LOD AND OTHER EXTERNAL SYSTEMS
Library systems
Union catalogue
Authority database
Digital repositories and other digital asset management systems

End users
Librarians

LIBRARY BACK END SYSTEMS

NATIONAL LIBRARY NETWORK SERVICES
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

- National Ontology Project, **ONKI 2013**-
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<thead>
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<tbody>
<tr>
<td>Finna (public interface)</td>
<td>Planning and coding</td>
<td>In production</td>
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<tr>
<td>Melinda (UC)</td>
<td>In production</td>
<td>New libraries and functionalities</td>
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<tr>
<td>NLS</td>
<td>Preliminary planning and fund raising 2011-</td>
<td>2013 project plan, RFP 2014 - Coding if funding is granted</td>
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# Finna, Melinda and NLS

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

- The focus is on strategic development of services, on strategic planning and on prediction of future needs and special needs of the libraries.

- Tasks:
  - aligning the development of services
  - functioning as a link to the libraries’ decision making bodies
  - dealing with far-reaching and principled matters concerning the service

- The steering group’s tasks and decision making authority are documented in the rules.

- All steering groups must have equal praxis (communication, meeting materials etc.).
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
- 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
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
- Steering structures must support development and decision making
- Project management is a must
- New skills are needed