



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

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Handwritten text in red cursive script, possibly reading "The Queen".



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

National Library Network Services

- Administration and financing
- Communication
- Training
- Research library statistics
- Service and customer surveys



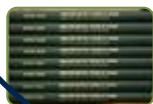
Licensing of e-content



National Digital Library



Library systems services and databases



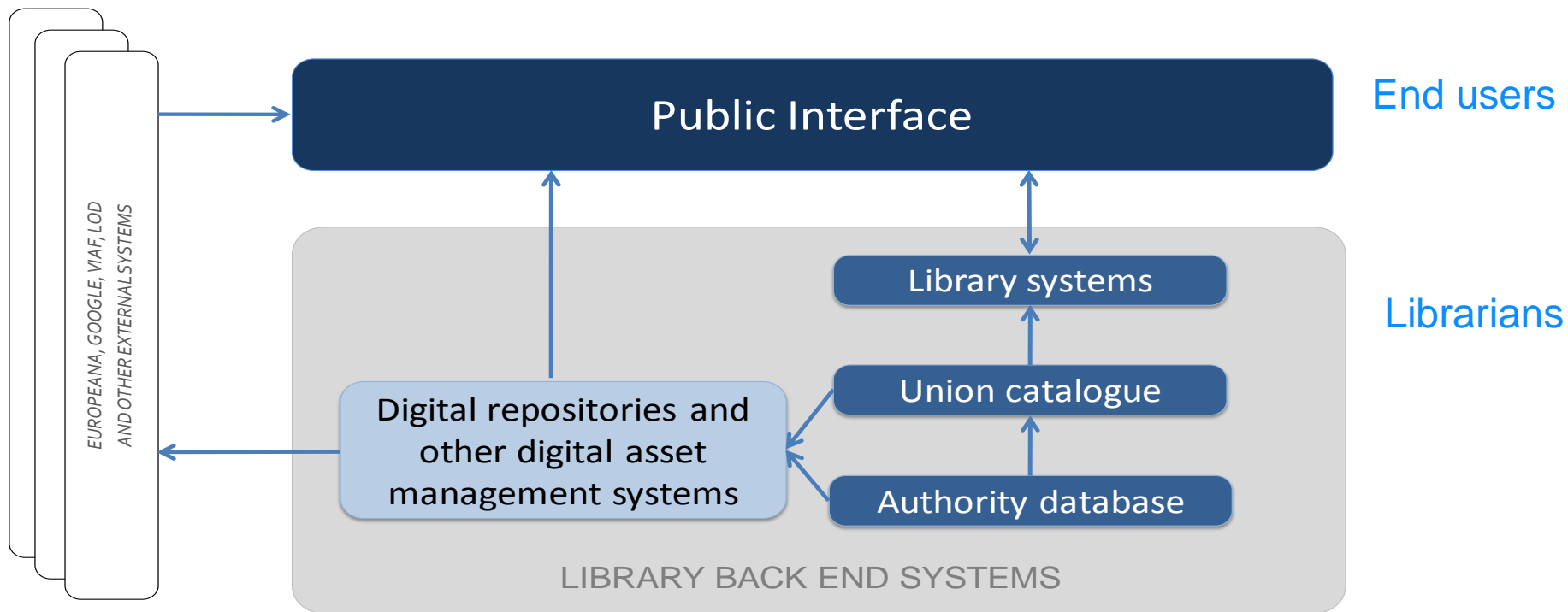
Institutional repositories



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- IT solutions are outdated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?



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-**

Development of Finna, Melinda and the New Library System, NLS

	2008-2012	2013-2016
Finna (public interface)	Planning and coding	In production
Melinda (UC)	In production	New libraries and functionalities
NLS	Preliminary planning and fund raising 2011-	2013 project plan, RFP 2014 - Coding if funding is granted

Finna, Melinda and NLS

	For whom	What	Why
Finna	A service for end users as well as for library, archive and museum organizations	A portal which provides access to the materials in the collections of libraries, archives and museums	A single user interface for accessing all materials and services provided by Memory Institutions. Enables more effective searching and promotes use.
Melinda	A working environment for library professionals	A joint repository for describing library materials. All the bibliographic metadata will be stored in one place.	Streamlines the process of describing library materials, eliminates duplicate work
NLS (New Library System)	The tools of the trade for library professionals	A technical environment for acquiring, managing and use of library materials	An up-to-date technical solution that can also communicate with external systems. New RDA based metadata formats. Modularity and flexibility. Need for co-operation

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







Kansallinen
digitaalinen
kirjasto

Yhdessä
enemmän!



FINNA

FINNA



FINNA



FINNA



FINNA



FINNA



FINNA



FINNA



FINNA



FINNA



FINNA



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





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THE NATIONAL
LIBRARY
OF FINLAND