National Library of Finland as Service Centre for libraries, archives, museums and other public sector organisations

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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
Main projects

- **National Digital Library (NDL) Public interface, **Finna 2008-
  - Libraries, archives, museums
  - In production 2012, new organisations joining constantly
- **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 2013-
  - Public sector organisations
Open
Governance of Shared Services

Governance Model:
Consortia, Steering Groups, Working Groups, Councils

Negotiations: Ministry of Education and Culture and NL

Negotiations: Helsinki University and NL

Board

National Librarian

Feedback

Follow-up and evaluation
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 and other customer organisations represented
  - Ministry of Education and Culture represented
  - Rules outlined
- Groups of specialists and ad hoc groups
- Strategies (NLF, FinELib)
- International evaluation (NLF, FinELib)
Working methods

- 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
- International collaboration
Challenges

- Maintain and improve trust among customer organisations
  - Expertise
  - Innovativeness
  - Cost efficiency
  - Knowledge of local needs

- Project management
- Product (OSS) development and management
- Skills development
- Leadership and 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

- 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