



# Developing and maintaining infrastructure services for libraries, archives and museums

Helsinki 24.9.2014

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Helsinki 2014







# Agenda

- Services - Why, what, when?
  - Working method
  - Steering mechanism
  - Skills development
  - Project management
- 
- Demo- Finna

# Services for the Finnish Libraries by NL

## National Library

### National Library Network Services

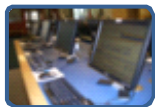
- Administration and financing
- Communication
- Training
- Research library statistics
- Service and customer surveys



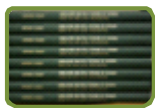
*Licensing of e-content*



*National Digital Library*



*Library systems services and  
databases*



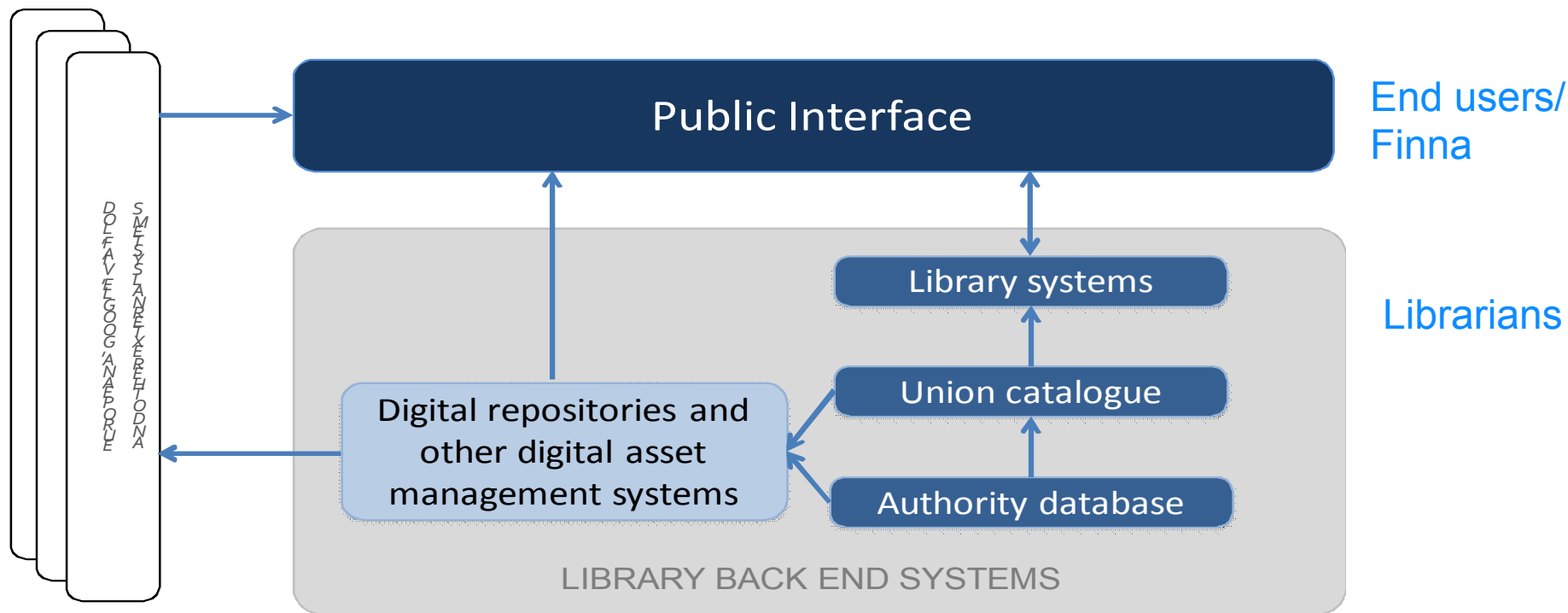
*Institutional repositories*



# 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- IT solutions are outdated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?



# 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-
  - University and polytechnic libraries, public libraries, some special libraries
  - Planning phase
- National Ontology Project, [Finto](#) 2013-
  - [Finto.fi](#)



# 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

# 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





