



Building Next Generation Consortium Services

Part 1: Background for Change

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Agenda

- Reasons for change
- Environment
 - Ministry of Education and Culture
 - The Finnish Library network – organised structures to support cooperation
- National Library as a service centre
- Distribution of work at national level
- Discussion

Reasons for change

Changes in the working environment – perspective on digital services

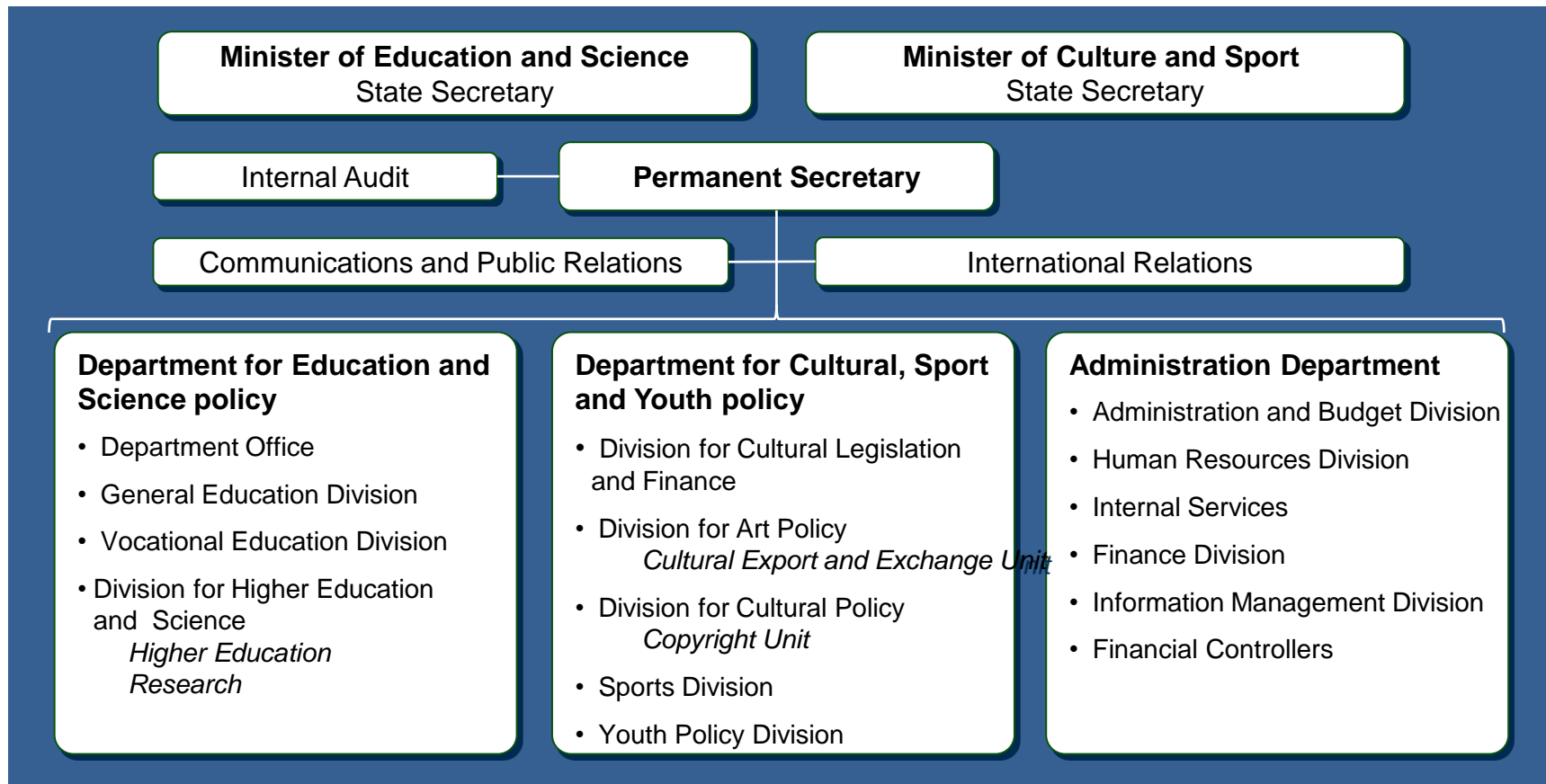
- **User needs**
 - Access, new types of content, integration of services
- **E-content**
 - E-books, digitised content, data
- **New technologies**
 - Web 2.0/3.0, mobile devices, semantic web
 - Demand for openness: open access, open data, open API´s
- **Standardisation**
 - New identifiers, long term preservation, metadata
- **Legal issues**
 - Copyright, legal deposit, P-P solutions for digitisation
- **Economic crisis**

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- IT solutions are outdated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 library network: merges of organisations

The Environment

Ministry of Education and Culture



The Finnish Library network – organised structures to support cooperation

Figures

- 15 universities
- 25 polytechnics
- 200+ special libraries
- 19 regional public libraries;
300+ municipalities



The Library Network

- The network consists of 4 library sectors
 - Universities, polytechnics, special libraries and public libraries
- Each sector has organised its own activities
 - Council + working committee structure
 - Each sector has a chair person and a secretary
- 2 library consortia in the country
 - Linnea – library system
 - FinELib – national licensing and national portal



What the libraries expect of the National Library?

- High quality and cost effective services
- Partnership as a working model
- Good evaluation and feedback systems
- Professional management of central services



National Library as a service centre for the Finnish Libraries

Services for the Finnish Libraries by NL

National Library

National Library Network Services

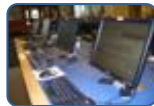
- Administration and financing
- Communication
- Training
- Research library statistics
- Service and customer surveys



Licensing of e-content



National Digital Library



*Library systems services and
databases*

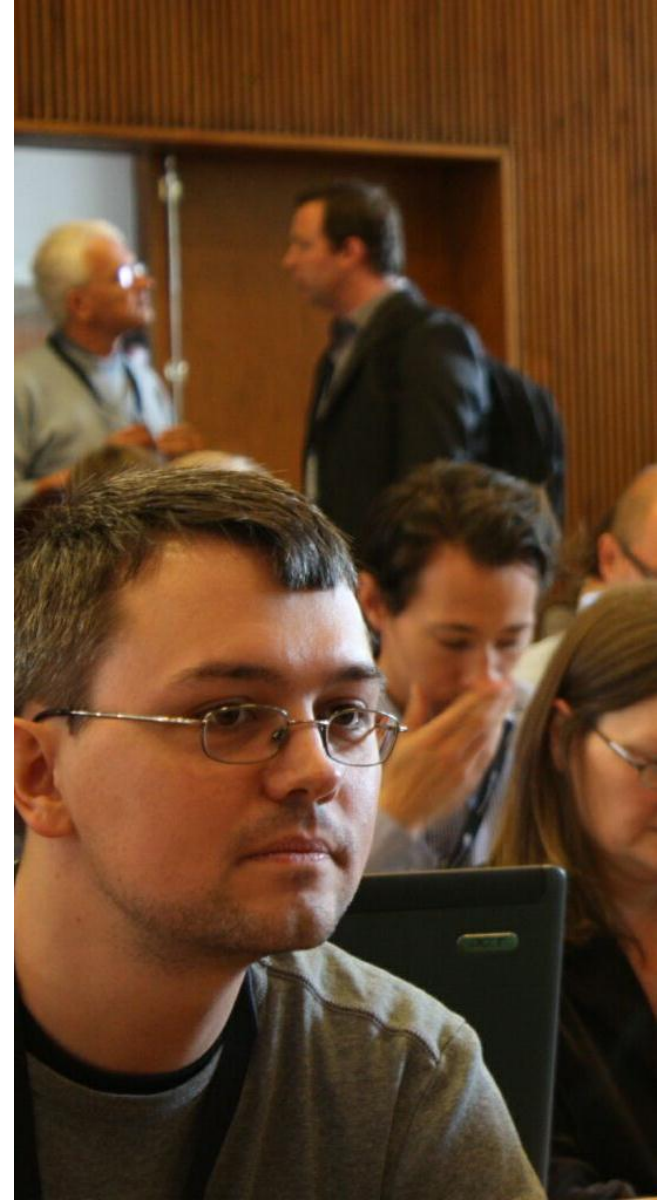


Institutional repositories



FinELib – national licensing of e-content

- Defined as a **research infrastructure**
- License agreements on Finnish and international electronic material, especially scientific journals
- Members include all Finnish universities, polytechnics and public libraries, in addition ca 40 research institutes and special libraries



Consortium	All universities, polytechnics and public libraries, ca 40 research institutes
Content	38 000+ e-journals 360 000+ e-books Reference books(4400), databases (112), citation management tools etc. 60+ contracts
Usage	24,5 mill article downloads
New development	Integration with research evaluation

Library Management Systems Services – LMS and National Union Catalogue

Customers	All universities All polytechnics Research institutes
Server	One server hosted by IT Center for Science (Library systems: Voyager, Aleph National portal: MetaLib, SFX)
Coordination and Support	Coordination and guidance by NL
New development	New library system under development

Customer surveys – results

- Customer surveys: the satisfaction of libraries with the services provided by the National Library
 - (2006), 2008, 2010, 2012, next in 2014
- Results: The services are very important to libraries (ranking 3,27-3,44 out of 4)
- Action plan made after each survey to improve critical services
- Satisfaction (scale 1-4; 4 very satisfied)
 - 2008 **2,88**
 - 2010 **2,99**
 - 2012 **2,86**





Enhancing the Steering Mechanism of Shared Services

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



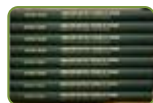
Licensing of e-content



National Digital Library



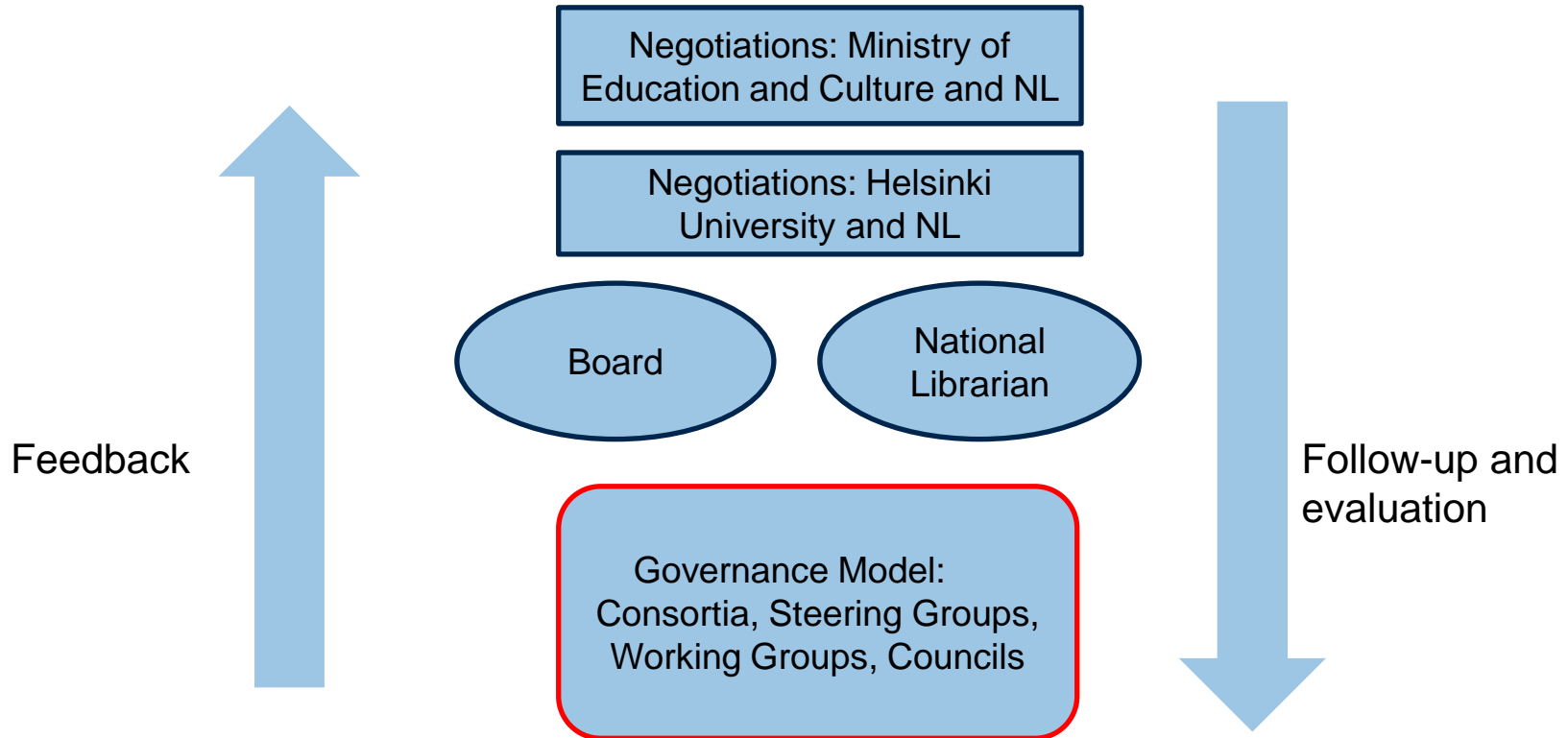
Library systems services and databases



Institutional repositories



Governance of Shared Services



The starting point

- Many groups; the libraries have been merging and it has been difficult to populate the steering groups
- A new group has been formed when a new service has been launched
- For the libraries it has been difficult to form an overall picture of the development especially of IT-services
- Services without a steering group

Goals in Enhancing the Steering Mechanism of Shared Services

- Clarified decision making
 - Administrational decisions vs. steering of services
- Clarified roles: duties of the steering group and its members
- Improved coordination among services
- Improved transparency
- Enhanced awareness of the channels of involvement
- Enhanced cooperation, interaction and trust

The renewal process

- Analysis of the present state
 - Dialogue with the representatives of the library network
 - Survey of the present state with a Web inquiry among members of steering groups
 - Analysis of the present state based on the survey, specification of development needs
 - Workshops of the staff of the NL
 - Presentation of present state analysis and amendments to the libraries
- Building up a new model in collaboration with the libraries
 - Sector chairs , steering groups

Outline for the new steering system

Steering groups:

Licensing of e-
content

Information
management

National Digital
Library

ONKI
(Ontologies)

Expert groups:

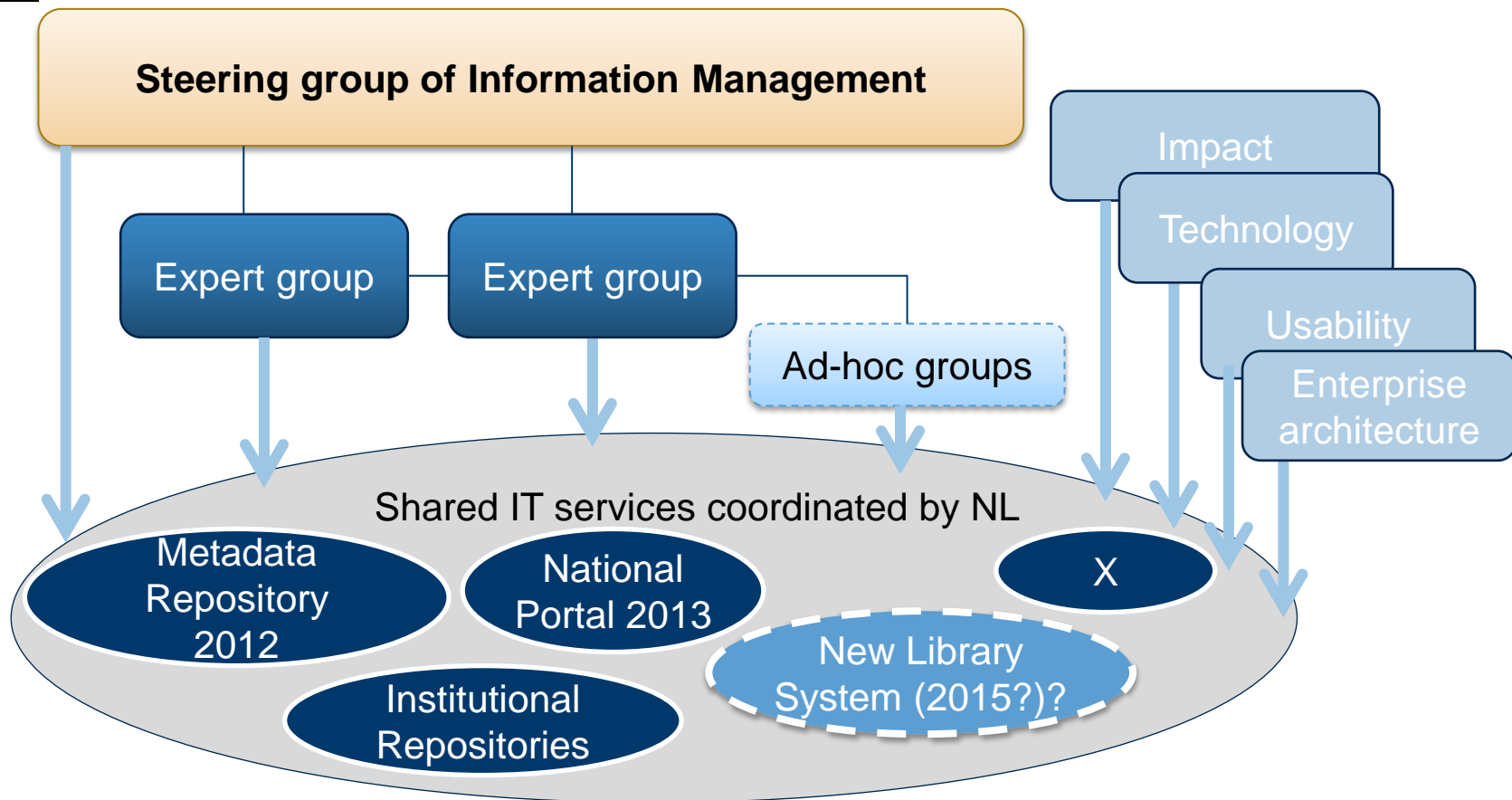
Impact

Technology
(incl. standards,
OS, URN)

Usability

Enterprise
architecture

Information Management



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

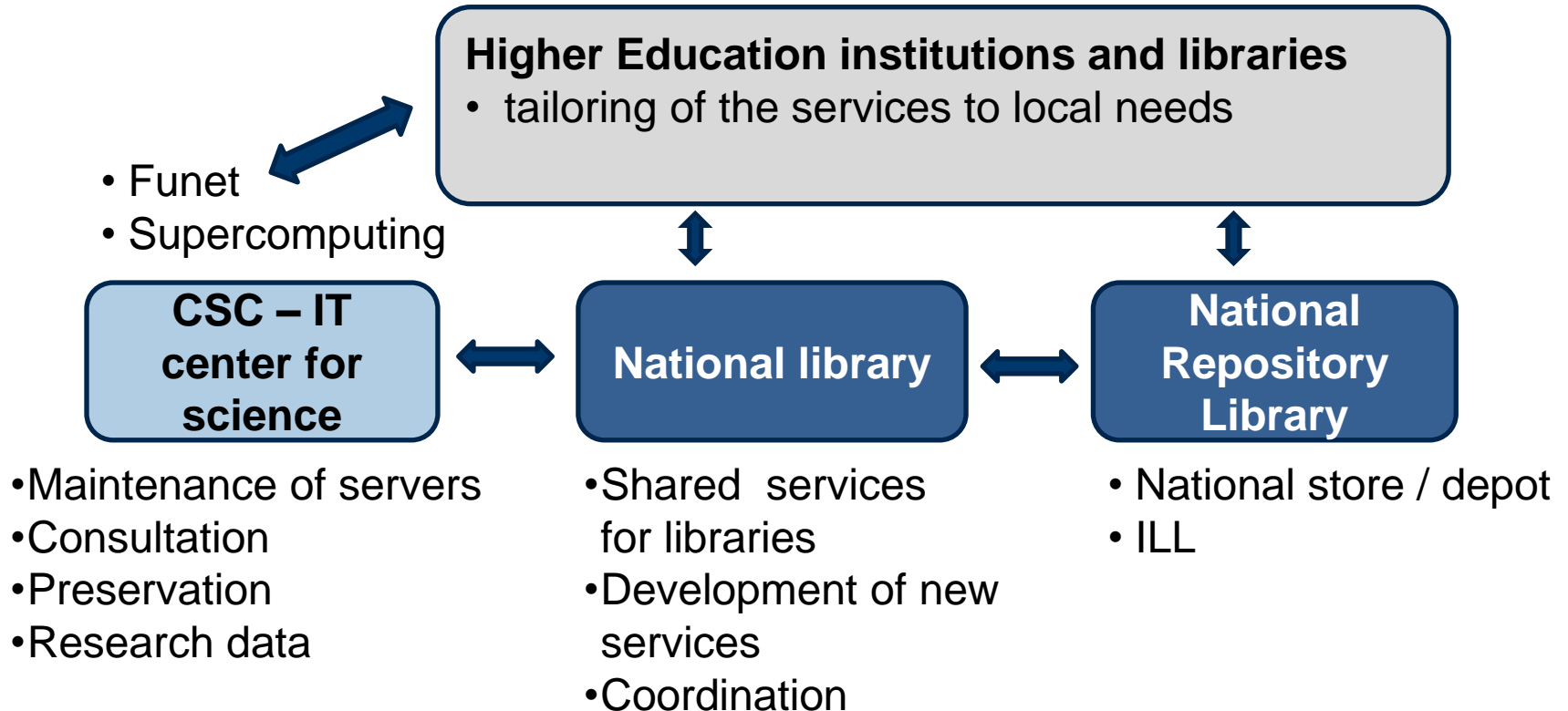
- The focus is on strategic development of services, on strategic planning and on prediction of future needs and special needs of the libraries
- Tasks:
 - aligning the development of services
 - functioning as a link to the libraries' decision making bodies
 - dealing with far-reaching and principled 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

Distribution of work at National Level

Higher Education (HE) libraries and national service providers in Finland



Conclusion

- The changes in the global working environment as well as in the Finnish one have created a need to analyse the services and the steering of these services
- Current services and processes are outdated
- The libraries and the Ministry of Education support change





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THE NATIONAL
LIBRARY
OF FINLAND