Building next generation consortium services

Part 2: Next generation IT-services – why, what, when?

Kristiina Hormia-Poutanen, Director of Library Network Services in Finland
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Agenda

- Information Society Policy in Finland

- Why, what, when?

- Working method

- Project management

Information Society Policy in Finland

For over 20 years now, the collaborative use of information has been addressed in policy outlines on public sector information management and the development of the information society.

- The key areas of interest & action:
    - Interoperability – incl. open APIs
    - User-orientation
    - Citizen participation and eDemocracy
    - Common services for the public sector
    - Improved productivity and profitability

Why the IT-services have to be changed?

- Openness
  - Systems, API´s, standards
  - Data, metadata
  - Working methods, development
- Interoperability
  - Systems, data
  - People, projects
- Usability, discoverability

What?
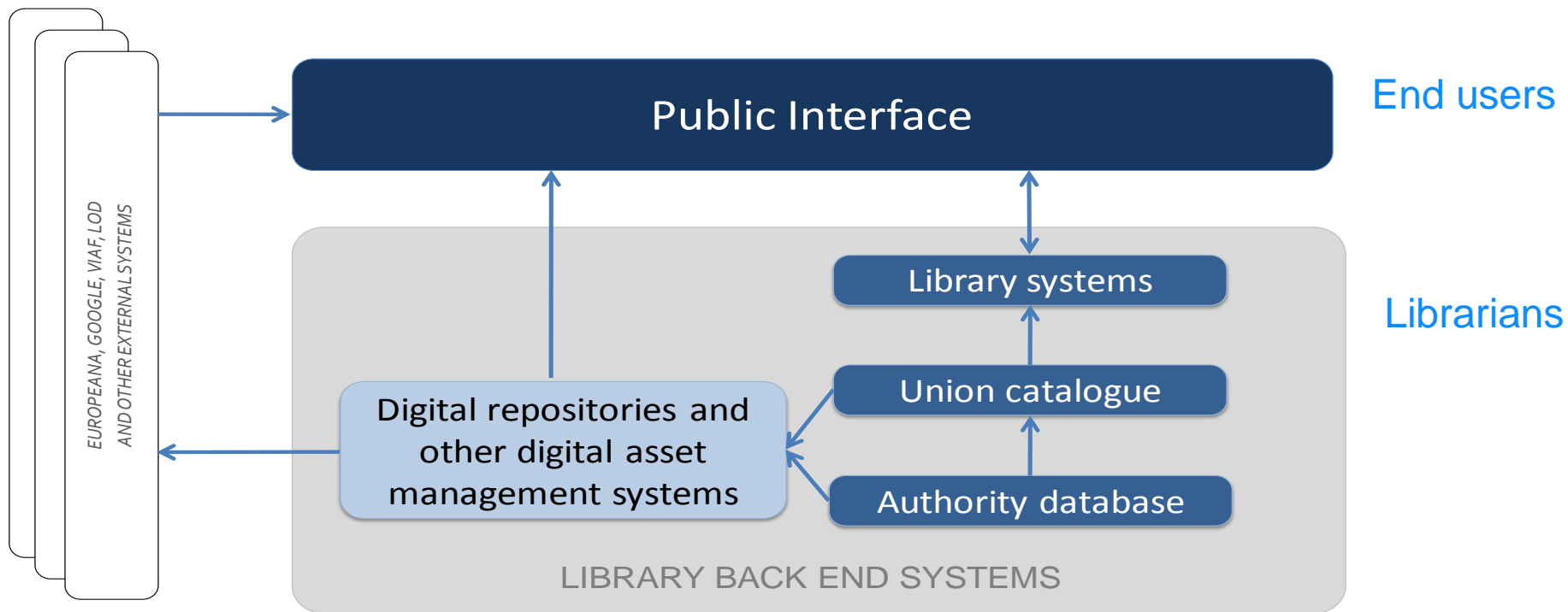
Main projects

- 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

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

	2008-2012	2013-2016
Finna (public interface)	Planning and coding	Production
Melinda (UC)	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 from the patron's point of view

The patrons of the service:	End users, Memory Institutions
The patrons' needs	A single interface for searching, browsing and providing the materials in the library, archive and museum collections
The benefits for the patron	Savings of both time and money Increased use of the materials
Added value	Development of a joint user interface and admin interface, sharing of materials, social interaction, self service support
Challenges	Integration with other services, APIs, project management, copyright issues
Core know-how of the service provider	Centralized development of the service, expertise in the fields of open source software and formats, experience in the management and development of systems
Know-how required of the patron	Development of own interfaces, describing own materials

Melinda from the patron's point of view

The patrons of the service:	Libraries
The patrons' needs	Bibliographic metadata in/from a single repository
The benefits for the patron	Savings of both time and money Uniform quality of metadata, consistent processes
Added value	Working groups, community interaction, sharing of know-how, uniform format which enables flexible transition to eventual new formats
Challenges	Integration with other services, APIs, project management, proprietary rights to the data
Core know-how of the service provider	Expertise in description work and formats, management and development of systems
Know-how required of the patron	Expertise in description work and formats, exploiting the repository

NLS from the patron's point of view

The patrons of the service:	Libraries
The patrons' needs	An up-to-date library system that will interact with external resources and new materials and be flexible in regard to the needs of the libraries
The benefits for the patron	A library system as a service, flexibility in services enabled by the modularity, open APIs, sharing of know-how
Added value	Integration with external systems, social interaction, sharing of know-how
Challenges	Integration of external resources and systems, APIs, project management, diversity of needs
Core know-how of the service provider	Management and development of the service, standards and open source software
Know-how required of the patron	Recognizing own needs and exploiting the system

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
  - Using wiki as a working environment
- Usability work
  - Usability plan and tests
- Communication
  - Meetings
  - Newsletter, mails, web pages, wiki
  - Conferences and seminars

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
- Project management is a must
- New skills needed

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LIBRARY
OF FINLAND