THE NATIONAL
LIBRARY
OF FINLAND

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

Kristiina Hormia-Poutanen

Director, Library Network Services, National Library of Finland (NLF)

Services for the Finnish Libraries by NL

National Library

National Library Network Services

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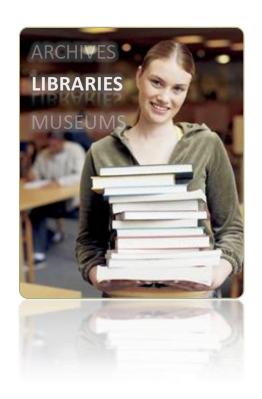- Service and customer surveys

Licensing of e-content

National Digital Library

Library systems services and databases

Institutional repositories

ARCHIVES
LIBRARIES
MUSEUMS

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-
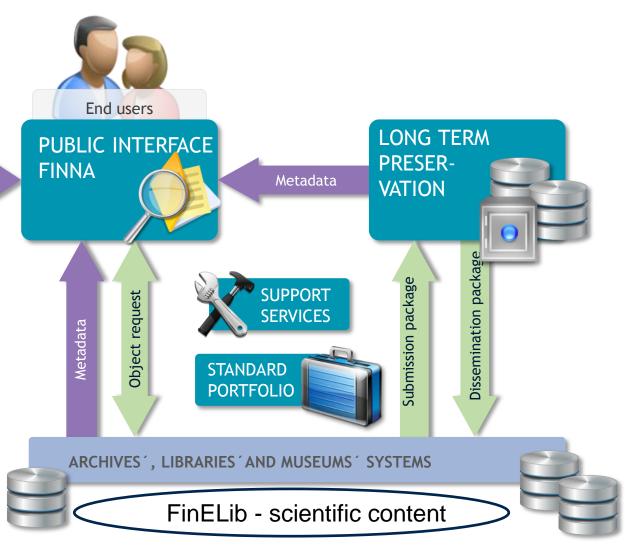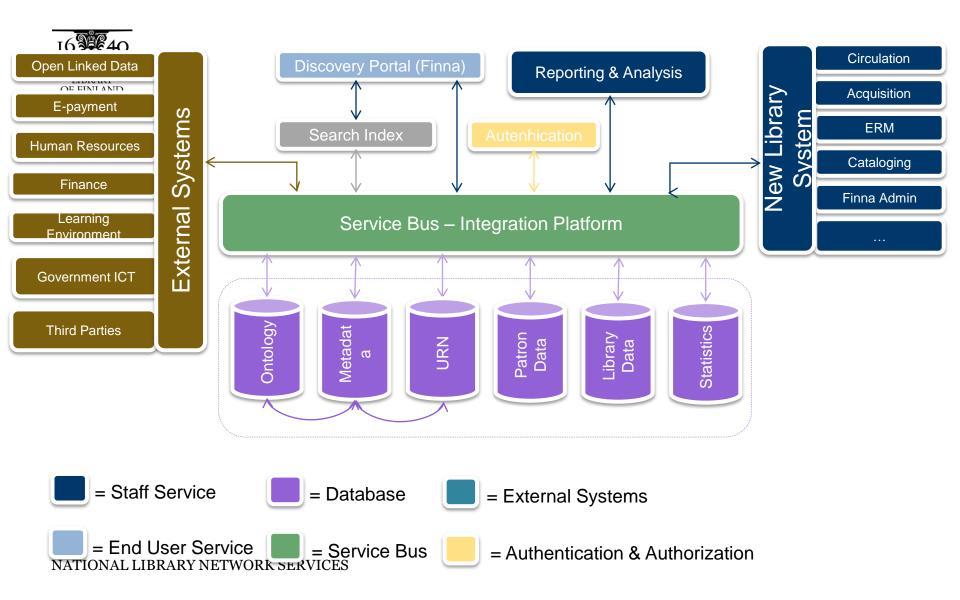 - Public sector organisations

THE NATIONAL LIBRARY OF FINLAND

europeana
and other
third party systems

End users

PUBLIC INTERFACE FINNA

Metadata

LONG TERM PRESER-VATION

Metadata

Metadata

External services

Ontology services

Authentication

Integration platform

Reachability information

Geographical information

Web payment

Metadata

Object request

SUPPORT SERVICES

STANDARD PORTFOLIO

Submission package

Dissemination package

ARCHIVES´, LIBRARIES´ AND MUSEUMS´ SYSTEMS

FinELib - scientific content

External Systems
- Open Linked Data
- E-payment
- Human Resources
- Finance
- Learning Environment
- Government ICT
- Third Parties

Discovery Portal (Finna)

Search Index

Reporting & Analysis

Autenhication

Service Bus – Integration Platform

Databases:
- Ontology
- Metadata
- URN
- Patron Data
- Library Data
- Statistics

New Library System
- Circulation
- Acquisition
- ERM
- Cataloging
- Finna Admin
- …

Legend:
- = Staff Service
- = Database
- = External Systems
- = End User Service
- = Service Bus
- = Authentication & Authorization

NATIONAL LIBRARY NETWORK SERVICES

Governance of Shared Services

Negotiations: Ministry of Education and Culture and NL

Negotiations: Helsinki University and NL

Board

National Librarian

Feedback

Follow-up and evaluation

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

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

16 40

THE NATIONAL
LIBRARY
OF FINLAND