



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

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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



Main projects

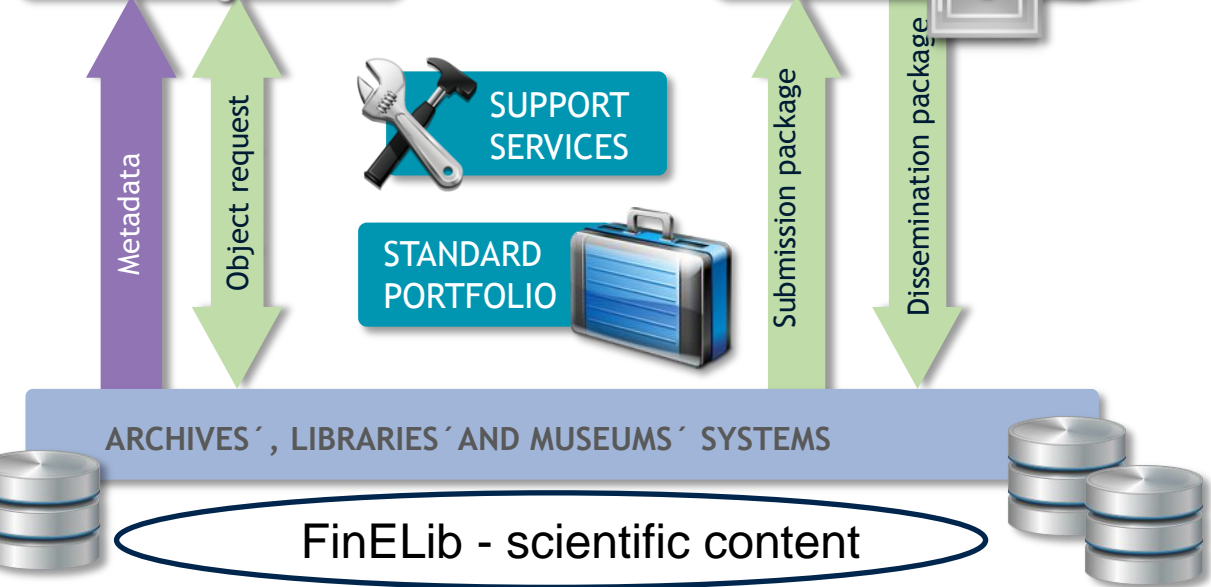
- National Digital Library (NDL) Public interface, **Finna 2008-**
 - Libraries, archives, museums
 - In production 2012, new organisations joining constantly
- National Metadata Repository, **Melinda 2008-**
 - University and polytechnic libraries, public libraries, some special libraries
 - In production 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



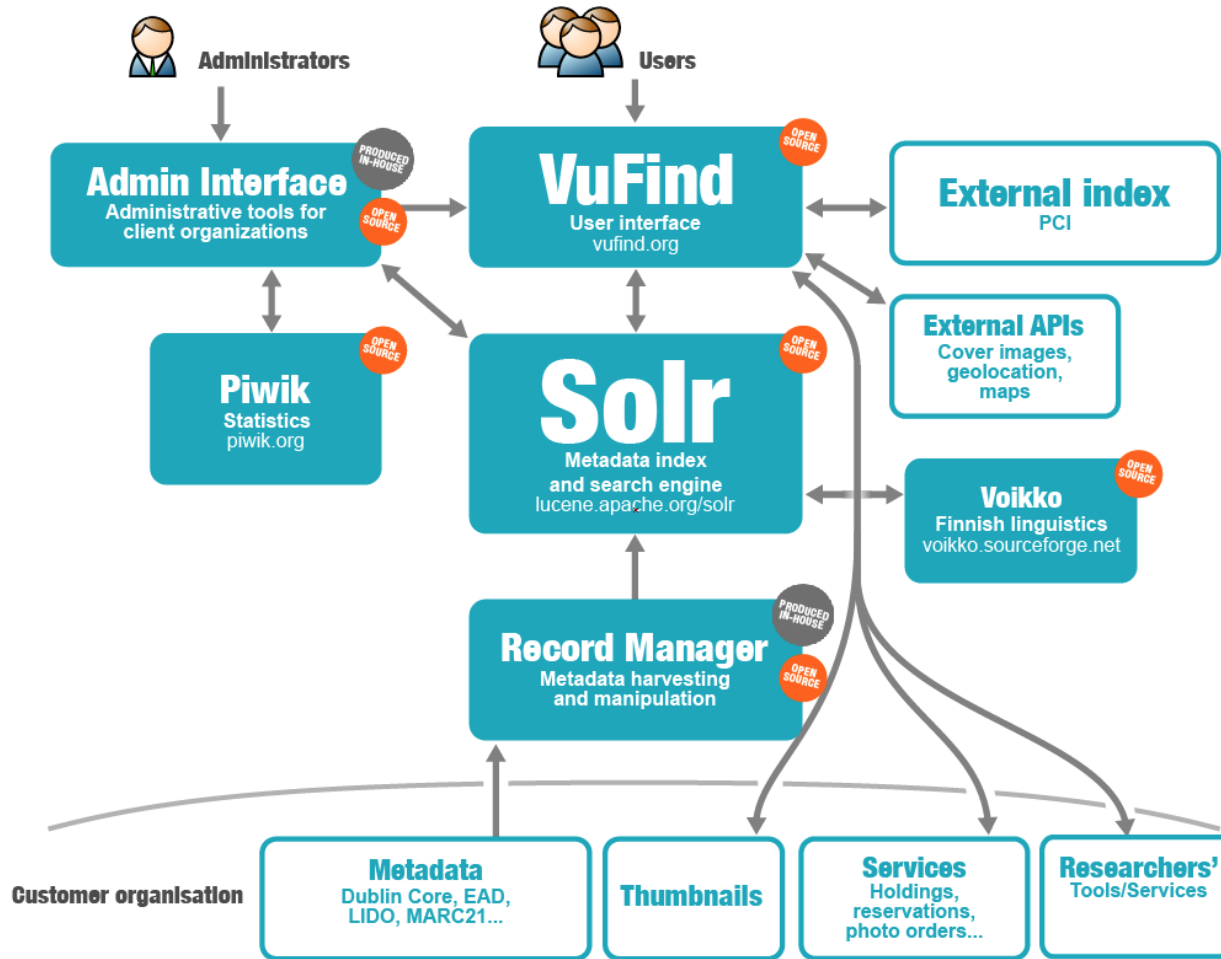
Memento



- External services**
- Ontology services
 - Authentication
 - Integration platform
 - Reachability information
 - Geographical information
 - Web payment



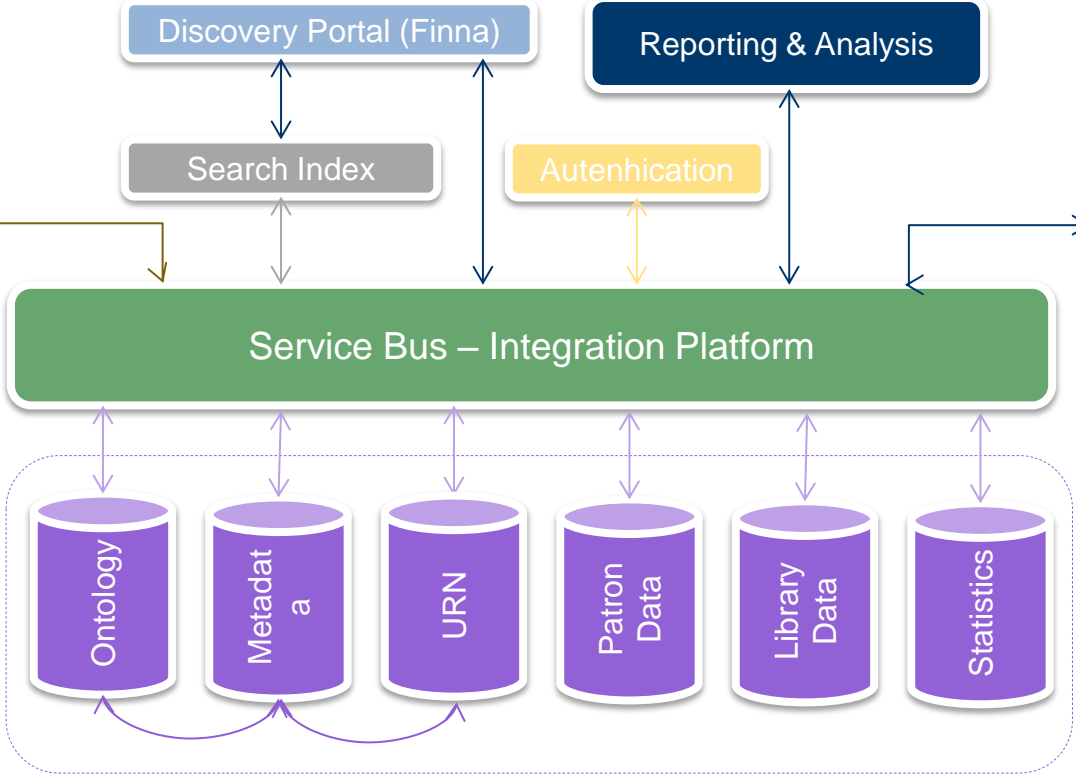
Finna's Architecture





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

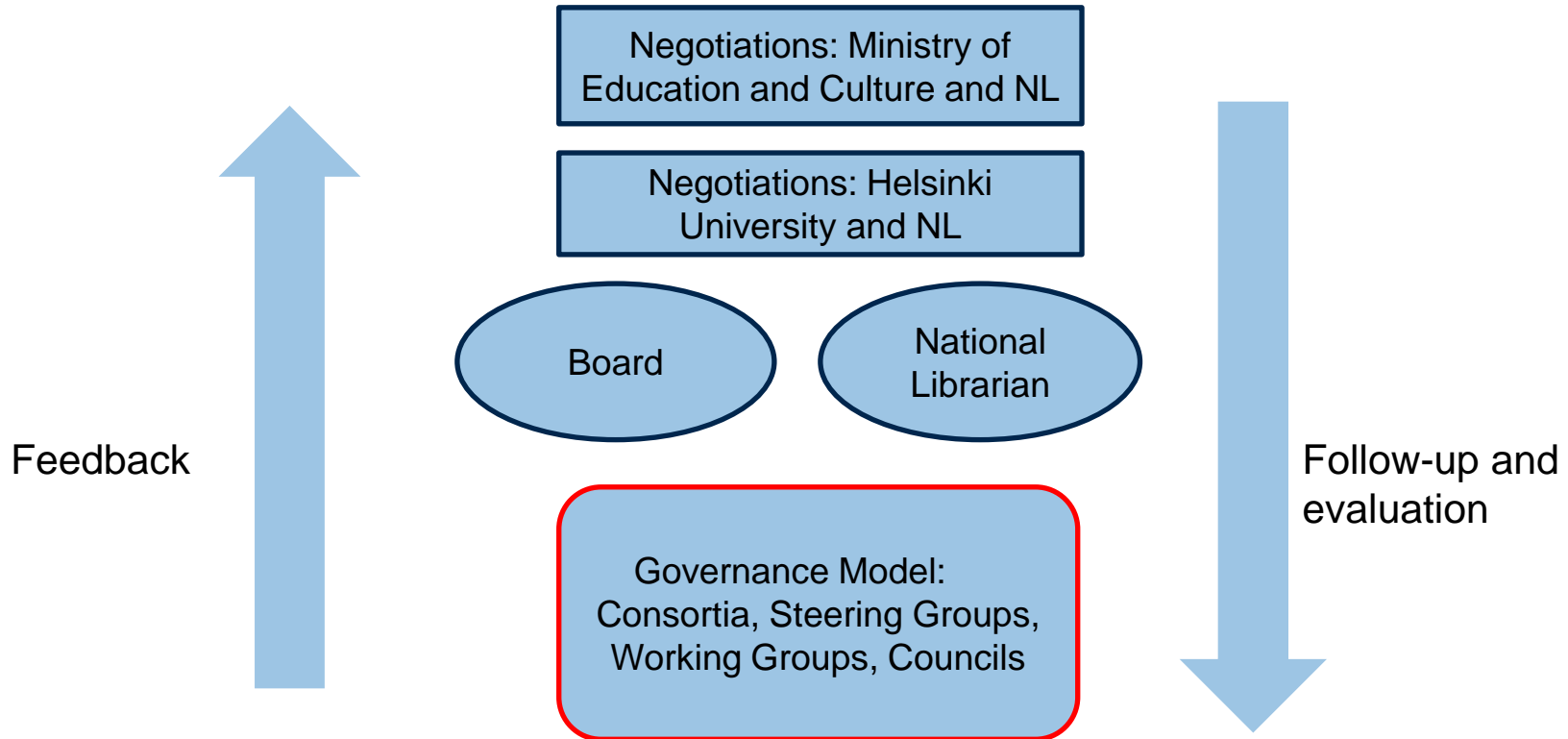
External Systems



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

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

Governance of Shared Services



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







Kansallinen
digitaalinen
kirjasto

Yhdessä
enemmän!



FINNA

FINNA



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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

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





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THE NATIONAL
LIBRARY
OF FINLAND