Shared Services at National Level - What, Why, For Whom?

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Agenda

- Introduction
- Shared services
  - Why?
  - What?
  - How?
- Structures
  - Ministry of Education and Culture
  - The Finnish Library Network – Organised Structures to Support Cooperation
- National Library as a Service Centre
- Work Division at National Level
- National Digital Library
- Conclusion
Changes in the environment of libraries and trends
Changes in the working environment – perspective on digital services

- **User needs**
  - Easy access 24/7
  - New types of content
  - Integration to the working environment

- **Customer orientation**
  - Relevance of the service to the user
  - Ease of use and reuse
  - Possibility for the end-user to tailor the service

- **E-content**
  - E-books
  - Digitised content
  - Research data

- **New technologies**
  - Web 2.0/3.0
  - New devices
  - Semantic web, linked open data (LOD)
  - Demand for openness: open access, open data, open API’s, open mind

- **Standardisation**
  - New identifiers, long term preservation, research data, new formats (RDA)

- **Legal issues**
  - Copyright, legal deposit, P-P solutions for digitisation

- **Economic crisis**
  - Need to find new service solutions

NATIONAL LIBRARY NETWORK SERVICES
Trends in development

- Development of large scale architectures
  - Digital libraries – national/international
  - Data sets, raw data
- Cross sector cooperation
  - Archives, libraries, museums
  - Libraries and enterprises
- Collaboration
  - New collaborative platforms for development (national/international)
  - Cloud computing and services
  - Web 2.0/3.0
  - Crowdsourcing
- Human issues
  - New skills

NATIONAL LIBRARY NETWORK SERVICES
Shared services
Shared services – Why? & How?

Why?
- Better quality and improvement of services
- Cost savings
- Efficiency of processes
- Standardisation of processes
- Interoperability
- Specialisation and expertise

How?
- Work division
  - Between libraries
  - Between libraries and 3rd party
  - Between libraries and end-users
  - Between developers
Shared services in Finland

- **Metadata**
  - Descriptive, structural and administrative/technical
  - Many services

- **Software and servers**
  - Library system
  - National portal
  - National Digital Library
  - Aggregator (Europeana)
  - ERM; statistics
  - Institutional repository
  - In the future: Long term preservation system

- **Staff**
Shared metadata to support description

- What kind of services?
  - National metadata knowledgebase (National Union Catalogue)
    - In use for all university libraries and some special libraries
    - Under development for public libraries and polytechnics
    - Decision about open bibliographic data in 2012
  - National authority file
    - In use at National Library
    - To be developed for all libraries, museums and archives
    - Open bibliographic data decision in 2011-2012
    - Cooperation with VIAF
  - National Ontology Services
    - Based on the Finnish General Upper Ontology
    - Various public sector organisations
    - Under negotiation to become a permanent service at NL 2012
Shared metadata to improve access

- National Digital Library (NDL)
  - Under development for all libraries, museums and archives

- Institutional repository service
  - 10 + universities and research institutes
  - All polytechnics

NATIONAL LIBRARY NETWORK SERVICES
Shared metadata

- Why, benefits?
  - Description work done only once
  - Improves workflows, efficiency and quality
  - Cost savings (description work, server costs)
  - Machine readable, linked data framework in Finland
  - Improves access to information
Shared servers

- Cloud in Finland: IT Center for Science
- One server to run the library system for all universities and polytechnics
- Centralized server cluster to run the National Digital Library (NDL) Public Interface for all libraries, museums and archives
- Savings in server and maintenance costs
Shared software services

- Library system, union catalogue (Voyager, Aleph)
  - All universities, polytechnics
  - One software, 3 installations

- National portal (Metalib, SFX, bX, Central Index)
  - All universities, polytechnics and public libraries
  - One software, one ML, bX and CI installation, several SFX installations

- NDL public interface (Primo)
  - In development
  - All libraries, museums and archives
  - One software, One installation
Shared software services

- ERM
  - Customer information by organisation, sector, all
  - Publisher information
  - License information
  - Usage statistics of e-content
Shared staff

- Coordination of consortia
  - FinELib – licensing
  - Linnea- library systems
  - NDL- digital library
  - (ONKI- ontology)
- Coordination of contracts needed in the consortia (hardware, software, licenses, service agreements)
- Licensing for 100+ organisations centrally
- Service maintenance and development
Shared collections

- National Repository Library (NRL) 20 years
  - All libraries can deposit collections at NRL
  - Has meant significant savings in collection space
  - Services
    - cataloguing of deposited materials
    - ILL free of charge, efficient, fast
Structures -
The Ministry of Education and Culture
Structures –
The Finnish Library Network – organised structures to support cooperation

NATIONAL LIBRARY NETWORK SERVICES
Facts

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

NATIONAL LIBRARY NETWORK SERVICES
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?

- Partnership as a working model
- High quality and cost effective services
- Professional management of central services
- Good evaluation and feedback systems
National Library as a Service Centre for the Finnish Libraries
National funding for the central services

- Annual funding ca 9 million EUR
  - Permanent funding ca 5,2 million EUR (Ministry of Education and Culture)
  - Project funding ca 3-3,5 million EUR (Ministry of Education and Culture)
  - Other ca 0,5 million EUR (member organisations)

- What it covers?
  - Content – e-licenses
  - Hardware and software
  - Development of services
  - Staffing costs
  - Space
  - Other costs
Services for the Finnish Libraries by NL

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

NATIONAL LIBRARY NETWORK SERVICES
FinELib – national licensing of e-content

- Defined as a research infrastructure
- License agreements on Finnish and international electronic material
- Members include Finnish universities, polytechnics, public libraries, various research institutes and special libraries (over 100 organisations)
### FinELib - national licensing

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<tr>
<th>Consortium</th>
<th>INDICATORS</th>
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<tr>
<td></td>
<td>Over 100 organisations</td>
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<td>All universities, polytechnics and public libraries, ca 40 research institutes</td>
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| Content             | 30 000+ e-journals                                                        |
|                     | 300 000+ e-books                                                          |
|                     | Reference books (332), databases (154), citation management tools etc.    |
|                     | 60+ contracts                                                             |

| Usage               | 19,5 mill article downloads                                               |

| New development     | Integration with research evaluation                                       |
|                     | Reorganization of consortium activities and services                      |
| Customers                  | All universities  
|                           | All polytechnics  
|                           | Research institutes |
| Server                    | One server hosted by IT Center for Science  
|                           | (Library systems + national portal software) |
| Coordination and Support   | Coordination and guidance by NL             |
| New development            | Service and system architecture             |
## Indicators 2010

<table>
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<tr>
<th>Indicator</th>
<th>University</th>
<th>Polytechnic</th>
<th>Public library</th>
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<tr>
<td>Article downloads (FinELib 2009-2010)</td>
<td>+ 15%</td>
<td>+ 61%</td>
<td>+ 35%</td>
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<tr>
<td>FinELib share of e-acquisitions</td>
<td>79%</td>
<td>60%</td>
<td>Information not available</td>
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<tr>
<td>Efficiency of cataloguing (copy cataloguing of new material)</td>
<td>80%</td>
<td>63%</td>
<td>Information not available</td>
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Customer surveys – results

- Customer surveys: the satisfaction of libraries with the services provided by the National Library
- Results: The services are very important to libraries
- Action plan made after each survey to improve critical services
- Satisfaction (scale 1-4; 4 very satisfied)
  - 2008 2,88
  - 2010 2,99

NATIONAL LIBRARY NETWORK SERVICES
Steering of centralised services

- Memorandum of Understanding
- Service contracts: Member – NLF
  - NLF signs on behalf of the members the related contracts (eg. license agreements, hardware & software agreements)
- Steering groups
  - Library sectors represented
  - Ministry of Education and Culture represented
  - Rules defined
- Groups of specialists
- Ad hoc groups
Work division at national level
Higher Education (HE) libraries and national service providers in Finland

Higher Education institutions and libraries
- tailoring of the services to local needs

CSC – IT center for science
- Maintenance of servers
- Consultation

National library
- Shared services for libraries
- Development and coordination

National Repository Library
- National depot
- ILL

NATIONAL LIBRARY NETWORK SERVICES
International evaluation of National Library
Striking Achievements

- Over the past decade the Finnish library sector has succeeded in building up a comprehensive and impressive information infrastructure across all library sectors, based on strong consortia and centralised services, for the benefit of all participating libraries. This is a striking achievement and rather unique internationally, although the same approach can also be seen in some other European countries. **This would not have been possible without the proactive support from the Ministry of Education and Culture, inspired by a future oriented policy vision.**

- The demanding role of the National Library of Finland (NLF) has been to build up, develop and coordinate a variety of consortia, centralised services and networks on behalf of different stakeholders. The leadership and staff of the NLF performed this role successfully, which is a major achievement.
The Future Perspective as a Point of Departure

The point of departure for the evaluation was the future perspective. The relative weight of digital resources will continue to grow, whereas at the same time the use of printed sources may still go down, but will not disappear. Accordingly, the demand for cross sector networks, consortia and centralised services will continue to grow as well. This future development will intensify the need for a close cooperation within and across sectors and will raise the demands on communication mechanisms with all stakeholders. In order to meet those challenges the NLF needs ample scope for manoeuvring and adapting to new situations. Proactively responding to the digital development, the future of the NLF can be envisioned as an opportunity to develop further a nation wide infrastructure that offers integrated access to digital content and digitised cultural heritage material, relying on centralised services and a harmonised architecture, actively linked in with the international information infrastructures.
Conclusions

- According to the international evaluation there is an impressive information infrastructure across all library sectors.
- Dialogue between the Ministry of Education and Culture, different library sectors and National Library is open and active; many channels.
- The libraries in Finland are able to share core services.
- Work division between libraries and national service providers has been agreed on and is developed.
- The libraries network in Finland is well organised.
- Archive and museum networks need to be organised.
- National Library is a service centre for the libraries network and becoming a service centre also for archives and museums.
- Information technology provides new possibilities to support research, learning and human development.
- Cooperation, openness and innovation are the key success factors.