

# Development challenges of network services

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# ***Facts of Finland***

- **High level of ICT penetration (Internet connected computers, mobile phones)**
- **Hight level of library use, comprehensive library network**
- **High educational level**
- **Powerful academic data network**
- **Co-operation between the public and private sectors**
- **Competitiveness**

## ***Finnish model***

***”an aspiration to combine a dynamic technological and economic thinking with the use of new technology in order to promote social equality and general prosperity”***

***(Castells & Himanen)***

# ***Strategies and policies***

## **.Government programs**

- . Information Society Programme

## **.Sectoral strategies by various ministries**

- . Ministry of Education - Education, Training and Research in the Information Society (1995-1999; 2000-2004; 2005-2008)

## **.Focus on e-learning**

## **.Focus on Open Access**

# ***Information Society programme & libraries***

- Emphasis on
  - Access to information
  - Provision of digital services and content
  - Competence and learning
  - Copyright legislation
  - Upgrade the library system to meet the needs of the information society

# ***The Finnish Library Policy Programme for 2001-2004***

- **National library net seen as a whole**
- **Public and research libraries split up within the state administration**
  - **Ministry of Education / Ministry of Culture**
  - **Public libraries**
    - **under the Library Act and Library Decree (1998)**
    - **run and financed by municipalities**
  - **University libraries, polytechnical libraries and special libraries**
    - **no national law or regulations**
    - **run and financed by their organisations**

# ***The Finnish Library Policy Programme for 2001-2004***

”all citizens shall have access to knowledge and culture, regardless of their financial circumstances or where they live, is seen as a valuable basic right.”

# *Library strategy 2010*

- the Ministry of Education is now preparing a national library strategy extending to 2010
  - “a smooth state library administration with a functional national library net”
  - Hybrid libraries
  - Access to information
  - Accessibility of library and information services
  - Geographical and social equality



# ***National co-operation***

- Council for Finnish University Libraries
- Councils of other library sectors
  - Public libraries
  - Polytechnic libraries
  - Special libraries
- The National Library
  - Services for all sectors

# ***Research and special libraries***

- **National library – Helsinki University library**
  - Acts as a service and development unit for the nation's libraries
  - Promotes national and international co-operation
- **Universities/university libraries**
  - 20 universities/university libraries
- **Polytechnical school libraries**
  - 29 libraries
- **Special libraries**
  - Approx. 35 major research institutes under various ministries
- **The National Repository Library**
  - Serves both public and research libraries

# ***Finnish Research Library Association***

.Founded 1929

.700 members

.Contributes professional development

***.Goals and activities especially on...***

- . National level collaboration: umbrella organisation for library associations...*
- . Information literacy*
- . Quality and assesment issues*
- . Interlibrary loans*
- . Metadata, subject description*
- . International co-operation*

# ***National library***

- .Co-ordinating services
- .National union databases
- .Consortium for electronic resources (FinElib)
- .Digital library service environment
  - . Traditional (“integrated”) library system (Voyager)
  - . IR portal (Metalib portal, SFX linking software - Ex Libris)
  - . Digital document archive (ENCompass for Digital Collections - Endeavor Information Systems)

# ***Collaboration/co-operation projects***

## **•Municipal/regional portals, subject gateways**

- Regional co-operation between different type of libraries and public administration organisations increasing (eg. Portals)
- Virtual library -project (Renardus)

## **•Collaboration with acquisitions**

- ***"Tietokartta", subject based resource map of the Finnish Academic Libraries***

## **•Open Access -projects**

- ***FinnOA, individual projects***

# ***Collaboration/co-operation projects***

## **.Information literacy**

- . *National Information Literacy -project (Council for the Finnish University Libraries, 2004-2006)***

## **.Interlibrary loans**

- . National ILL -project (ILL Committee of the Finnish Research Library Association, Linnea2 consortium ILL Committee, public libraries, Linnea2 ILL evaluation group)**
- . Universal borrowing in partial (one-way) use between the National Repository Library and some University Libraries)**

## **.Collaborative reference services**

- . *Ask a librarian (public libraries + Library of Parliament)***

## ***Individual efforts***

- E-publishing
- Development of learning environments
- Mobile phone services (SMS-based services)

# ***Nature of work***

## **.Hybrid libraries**

- Parallel use of printed and electronic resources

## **.Guidance and training for users**

- Learning environments
- Information literacy
- Online reference services



# ***Electronic resources***

- Require new approaches to cataloging, subject description, acquisitions
- E-books
- Multimedia

# ***Electronic/network services***

- Quality
- Information architecture and design
- Multimedia
- How to utilize networked environment
  - Social innovations
  - Development of new type of services (current awareness, topical, interactive and mobile phone services)

# *Users*

- .More remote users
- .Target groups
- .Communication and feedback are needed
- .Real time services, 24/7 services, extension of working time
- .Availability of resources is not enough – new approach is required
- .Usability, accessibility

# ***Co-operation, collaboration, consortias***

***.Increasing co-operation will change the work flows, working methods, nature of work and decision making procedures***

- . Eg. outsourcing, centralizing/decentralizing, vertical/horizontal management, teams/specialists***
- . Practical impacts on copy cataloging, standards***

***.Various forms of co-operation***

- . In-house (parent organisation)***
- . Subject base***
- . Regional (eg. regional/municipal portals)***
- . National***

# *Technology*

- Smaller, faster, wireless and more intelligent technologies

- Variety of service models

- Manual, automatic, remote, mobile

- Integration vs. Personalization

- Portals, collaboration
  - Open architecture, standards

# ***Training, competence***

- .Subject expertise
- .Pedagogical skills
- .Technological skills
- .Co-operation and management
  - . Quality and assesment
  - . Centralizing/decentralizing/outourcing
- .Planning and organizing skills
- .Flexibility

# *To conclude...*

## .Democratic society

- We are working so hard to make information society real through libraries
- What do we get with these powerful tools? Where do we get?
- E-euphoria

## .Limited resources

- Balancing between staff – print/electronic resources – sw/hw
- Co-operation
- Open access
- Open source