

## National Electronic Library, FinELib ACTION PLAN 2009

### Partnership with the FinELib Consortium means taking scholarship, research, teaching and learning to the top

The FinELib Consortium supports Finnish research, teaching and learning by promoting the availability and use of high-quality information in society at large. FinELib's activities are steered by the FinELib Consortium Strategy 2007-2015<sup>1</sup>, the strategy of the National Library of Finland 2006-2015<sup>2</sup> and the University of Helsinki Strategic Plan for 2010-2012 currently under preparation. The common feature of these strategy papers is their emphasis on international activities and professionally competent staff.

In 2009 the FinELib service unit will negotiate on behalf of its member organisations agreements concerning about 80 different e-resources. In addition to renewing current agreements, FinELib will launch negotiations in 2009 for new materials on the basis of proposals submitted by libraries. The terms of the FinELib expert groups, consortium group and steering group will run out at the end of 2009. The election of the members of these groups will take place in the course of 2009.

In 2009 the greatest challenges will be presented by changes in the operating environment, which will be manifested primarily in the form of structural changes in the universities, such as mergers. The FinELib service unit will negotiate e-resource agreements for three new universities to begin operations on 1 January 2010. The reform of the Universities Act will also affect the teaching and research, financial administration and liquidity of universities. In fact, the universities have expressed a wish for increased tailoring in the acquisition of materials. In 2009 the FinELib Consortium will draft an operational model for licensing, which will define practices for the division of labour in centralised and local acquisitions. The drafting of this operational model is part of the structural development project launched by the Ministry of Education.

The problems and challenges encountered by public libraries with regard to electronic resources include the lack of Finnish-language materials and especially materials suitable for the customers of public libraries, the low degree of familiarity with e-resources among library users as well as the lack of possibilities for the remote use of e-resources.

In 2009, after an EU tendering for the designing of the customer interface of the National Digital Library, the software will be chosen, the construction of the customer interface will be launched in the form of a pilot project and efforts to market the project to the library network will continue. The customer interface will replace the interface of the National information portal Nelli as well as library-specific interfaces. Nelli's background systems MetaLib and SFX will continue to be used, but only through the new customer interface.

The FinELib service unit has defined the central aims for its operations in its strategy for 2007-2015. In 2009 the measures supporting these aims are as follows:

Awareness of changes in the operating environment and familiarity with the processes of the information environment:

- Influencing research policy and social policy with a view to the interests of the library sector
- Improving familiarity with the processes of the information environment through studies and surveys
- Supporting the changing operating environment through flexible licensing and service solutions

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<sup>1</sup> <http://www.nationallibrary.fi/libraries/finelib/finelibconsortium/strategy20072015.html>

<sup>2</sup> [http://www.nationallibrary.fi/infoe/organization/nationallibrarystrategy\\_20062015\\_summary.html](http://www.nationallibrary.fi/infoe/organization/nationallibrarystrategy_20062015_summary.html)

- Enhancing familiarity with the publishing sector through increased interaction and dissemination of information

Recognition of customer needs:

- Surveys of the information and service needs of library users
- Increased attention to the service needs of libraries

Cost-benefits for society at large:

- Lowering the price of article downloads by developing e-resource negotiations, user training and the dissemination of information
- Increasing the proportion of e-resources negotiated centrally by FinELib in the total e-resources acquisitions of libraries
- Increasing cost efficiency in the work of libraries and researchers

A functional service unit:

- Increasing customer satisfaction and quality assurance by enhancing the practices of the production and dissemination of information
- Focusing on core competence

Targeted communications:

- Successful targeting of communications at decision-makers and interest groups
- Successful targeting of communications at researchers, teachers and students
- Successful targeting of communications at libraries

Experiments and pilot projects:

- National Digital Library project
- Structural development project
- SUSHI (Standardised usage statistics harvesting initiative) project

Competence in digital services in libraries:

- Needs analyses among the Consortium member organisations
- Implementing new innovative services to enhance usability, interaction and accessibility
- Quality assessment and international comparisons