



THE NATIONAL LIBRARY OF FINLAND

FINELIB Annual Report 2007

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OVERVIEW

FinELib consortium celebrated its ten-year anniversary and the festivities culminated in the now traditional FinELib day on 29th May. Over 160 library professionals from consortium member organisations gathered to the anniversary seminar where the history and the future challenges of the consortium were discussed.

The FinELib service unit has expanded from one person in 1997 to an expert unit with a staff of 16 at the end of 2007. The staff includes specialists in librarianship, law, procurement, finance, information technology and public relations. The average age of staff was 39,5.

CHANGES IN THE OPERATING ENVIRONMENT

There were significant changes to the operating environment, most notably, mergers of organisations. The first merger between two polytechnics was implemented during the year and several others were being planned. Over the next few years, the aim of the Ministry of Education is to cut down the amount of universities from 20 to 15 and the amount of polytechnics will be decreased from 26 to 18. In addition, several mergers are under way in the research institute sector. The municipal reform and consolidation of municipalities also has an impact on FinELib and its services as all the library sectors are members of the consortium. During the year, the service unit worked on amending the merger clauses of the licence agreements to better suit the merging organisations. FinELib also started preparing itself for the possible changes brought on by the structural development of higher education institutions in Finland.

The Finnish legislation on public procurements was renewed in 2007. The new law mandates the buying processes for all procurements exceeding the threshold of 15 000 euros. The procurement process at FinELib has been developed since the renewal of the legislation. The procurement process has already resulted in the concrete advantage of lower prices in some cases. Furthermore, the unit has been able to define the absolute requirements for licensing terms and the desired selection criteria.

A WELL-FUNCTIONING SERVICE UNIT – EFFICIENCY AND QUALITY

The service unit made use of process thinking as a tool in improving the efficiency and quality of the activities. Preparing process descriptions has been part of Helsinki University's and the National Library's quality auditing. The aim of the process flowcharts has been to describe the activities of FinELib, to identify the targets for development and to increase the openness and transparency of the activities. FinELib drew up a flowchart of the process of centralised acquisition of electronic resources.

The process description work has already led to improved and more straightforward practices in some subsectors of the process.

Administrative Database Halti

The Halti Database is a tailored tool for the service unit and the members of the consortium. Halti contains a lot of data on subscriptions which the libraries can utilize when evaluating the use of the resources and making acquisition decisions.

During 2007, Halti was being developed further together with the consortium member libraries. Data needed in maintaining the regional information retrieval portals was added in the Halti administrative database.

The new features in Halti have particularly made the enrolment process easier both for the consortium member libraries and the service unit. As one of the goals was to improve access to the information a separate report function was implemented in the library user interface.

Training and seminars for the library network

FinELib trainings are very much appreciated by information specialists in the consortium member libraries. In 2007, FinELib organised 24 training sessions with 470 participants from the libraries around the country. The Nelli portal unit organised seven training sessions for 136 participants.

In addition to the training sessions FinELib organised several specialist seminars during 2007, among others the FinELib ten-year anniversary seminar in May and the international publishing industry seminar *Electronic Publishing* in September.

Strategic undertakings

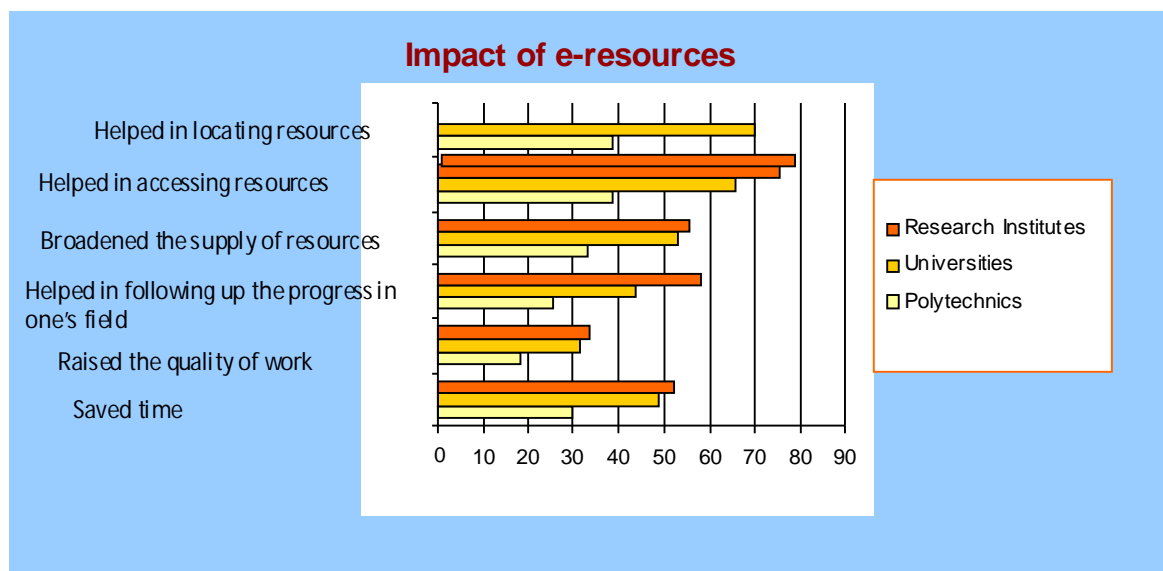
The Nelli Office was active in shaping the IT administration strategy of the National Library and the description of the digital library. The team also prepared the system architecture projects and took part in describing the processes of the library network services. All the above mentioned activities contribute to the availability of information and the usability of the services.

A WELL-FUNCTIONING SERVICE UNIT – RECOGNISING CUSTOMER NEEDS

In spring 2007 a survey of library end-users on the use of electronic resources within the member organisations was conducted. This was the ninth end-user survey since the first one in 1998. The aim was to find out what kind of resources students, researchers and other library users need and how they make use of the electronic materials. Feedback on the e-resources available and ideas for the development of the services was also gathered. The survey covered universities, polytechnics and research institutes and, for the first time, also public libraries.

The survey was designed and carried out in cooperation with the Department for Information Studies at Tampere University and professor Carol Tenopir from University of Tennessee. Professor Tenopir is involved in international research on the use of electronic materials. The focus of the survey could thus be shifted towards measuring the impact of the use of e-resources.

The impact of e-resources on the work of the users



The survey clearly indicated that the use of e-resources has significant effects on the work of researchers. The use of e-resources has meant that materials are easier to locate and access. It has also facilitated the following up of research and development in the researchers' own field. In many cases, the supply of materials has become wider. All of this has saved the researchers a considerable amount of time.

As much as 70 % of the respondents from universities and research institutes felt that e-resources had made the finding of materials and access to them considerably easier. E-resources seem to have affected especially the work of researchers. The differences between different organisations do not appear to be significant, although the disciplines differ somewhat.

Medical students and faculty have experienced the effects as more substantial than respondents of other disciplines. As much as 60 % of the respondents from the medical faculties thought that the quality of their work had improved considerably with the use of e-resources while the figure for other disciplines varied from 20 to 40%. Among the Humanities, the perceived impact was the most insignificant.

The respondents from the polytechnics thought the impact of e-resources to be less significant than respondents from research institutes and universities.

The use of electronic resources is still less frequent in the public libraries. 70 % of the respondents said they mainly used printed materials. Electronic materials needed by the public library users are relatively scarce and the patrons are not particularly familiar with them.

THE NUMBER OF LICENCED MATERIALS

Indicator	Materials 2007	Materials 2006
Number of licenced materials	<ul style="list-style-type: none"> ▪ 128 reference databases ▪ 278 reference works ▪ 8 e-book collections ▪ 2 bibliographic management software 	<ul style="list-style-type: none"> ▪ 112 reference databases ▪ 59 full-text databases ▪ 92 reference works ▪ 8 e-book collections ▪ 2 bibliographic management software
Number of E-journals / full-text journals	<ul style="list-style-type: none"> ▪ ca 20 000 e-journals / full-text journals 	<ul style="list-style-type: none"> ▪ ca 18 600 e-journals / full-text journals
Number of e-books (purchased collections)	<ul style="list-style-type: none"> ▪ ca 295 000 	<ul style="list-style-type: none"> ▪ ca 278 000

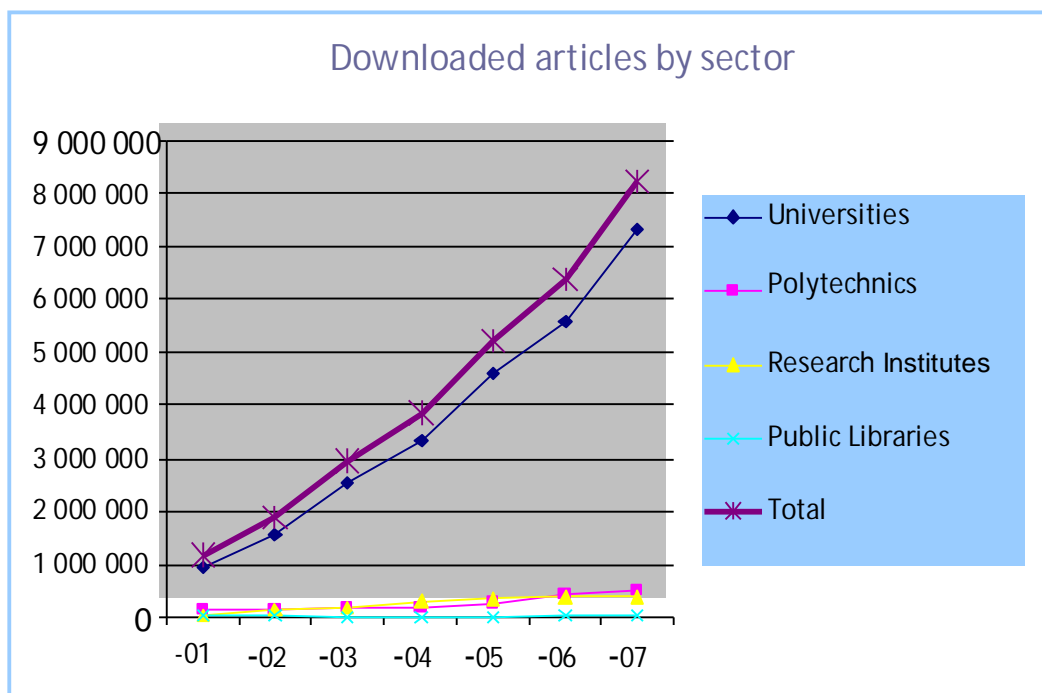
USE OF MATERIALS

In 2006 the number of downloaded articles increased in all the (library) sectors by 19 % from the previous year. In 2007, the increase was 29 %.

The share of the university sector of all article downloads was almost 90 % in 2007, an increase of 31% from the previous year. In 2006, the article downloads of the universities stood at 5,6 million and 2007 at 7,3 million.

In the polytechnic sector, the growth halved in 2007. In 2006, the increase from the year before was 54% but in 2007 merely 25%.

During 2007, the number of article downloads almost doubled in the public library sector. The public library use of e-resources is nonetheless still quite low. The volume of use can be expected to further increase in 2008 when public libraries also have access to Library PressDisplay.



ELECTRONIC USER INTERFACE NELLI

At the turn of the year, the national electronic Nelli portal was in use at all the universities (20), 26 polytechnics and 18 provincial libraries.

6,1 million searches were conducted by the university customers via the Nelli portal while the number of searches made in the polytechnics was 2,1 million. In the public libraries half a million searches were conducted. As a comparison, the total number of searches in the FinELib licensed resources was 52 million in 2007. In addition to the FinELib resources, the Nelli portal searches also include other resources added by the libraries such as library OPACs and resources licenced locally by the libraries themselves.

The use of Shibboleth authentication in the Nelli portal grew during 2007. At the end of the year, 12 universities and 7 polytechnics were using Shibboleth in their Nelli portals.

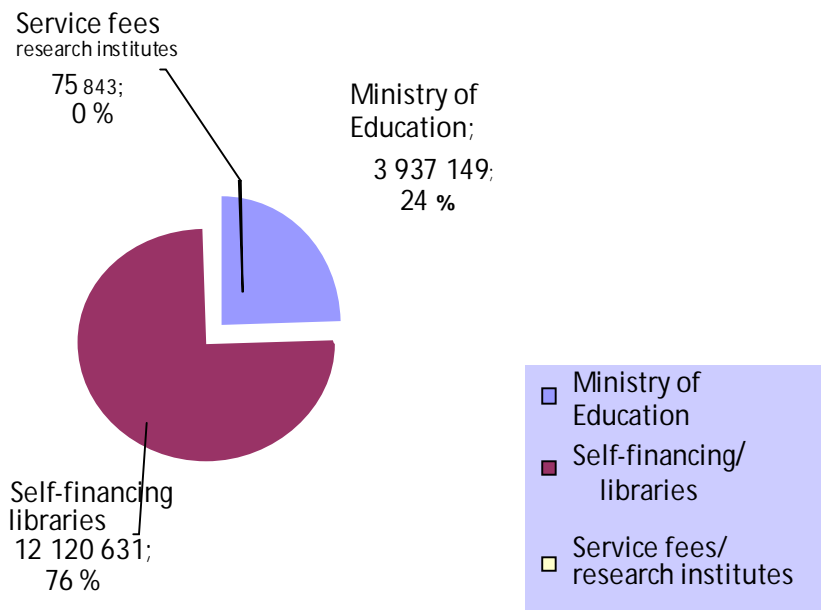
The usability of the Nelli portal was improved by implementing Web 2.0 applications such as RSS feeds. The Nelli portal was also integrated in the browser search functions which made searching the selected resources possible directly in the browser search bar. Integrating Nelli in the learning environments (Moodle, Blackboard) was started and the project will be completed by the end of 2008.

FINANCIAL SUMMARY

In 2007, the total expenses of FinELib (acquisitions + Nelli) were approx. 16,1 million euros. 24,4 % of the expenses were financed from the National Library's general operating budget and the government subsidy for public libraries, the rest came from the library sectors themselves.

The self-financing from universities, polytechnics and public libraries were allocated to costs of the e-resources. The special libraries financed their own e-resources and all the other costs of their own sector (the FinELib service fee).

FinELib financing in 2007



Costs of e-resources 15.085.320€ by sector in 2007

