



National Library Network Services Questionnaire for libraries 2008

The national library network services (1/3)

- Access to high quality information
 - National catalogues
 - Linda, Union Catalogue of Finnish University Libraries
 - Arto, Reference Database of Finnish Articles
 - Fennica, the National Bibliography of Finland
 - Viola, the Finnish National Discography and National Bibliography of Sheet Music
 - National licensing and usage support
 - FinELib, the National Electronic Library
 - Nelli, the National Information Retrieval Portal



Services for libraries

The national library network services (2/3)

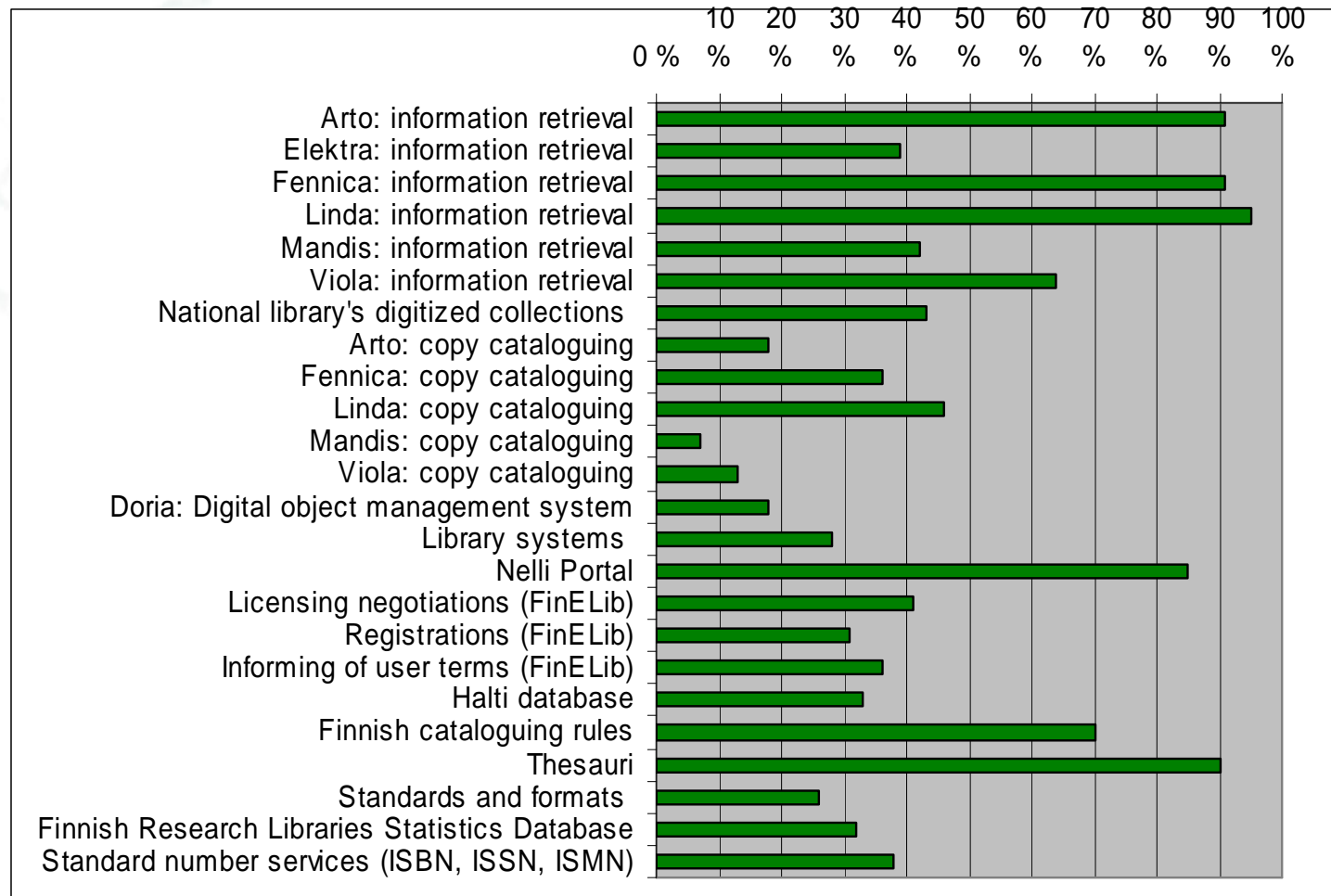
- Development of the digital working environment
 - Library system development - Voyager
 - Portal Development – MetaLib/SFX
 - Digital Object management system development
 - Standards and formats

The national library network services (3/3)

- Tools for evaluation and impact assessment
 - Quantitative - library statistics
 - Maintenance and development of Research library statistics database
 - Qualitative – surveys
 - National surveys for the library network and its users

The national library network services questionnaire 2008

Familiarity of services, all library sectors



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Importance of services, all library sectors

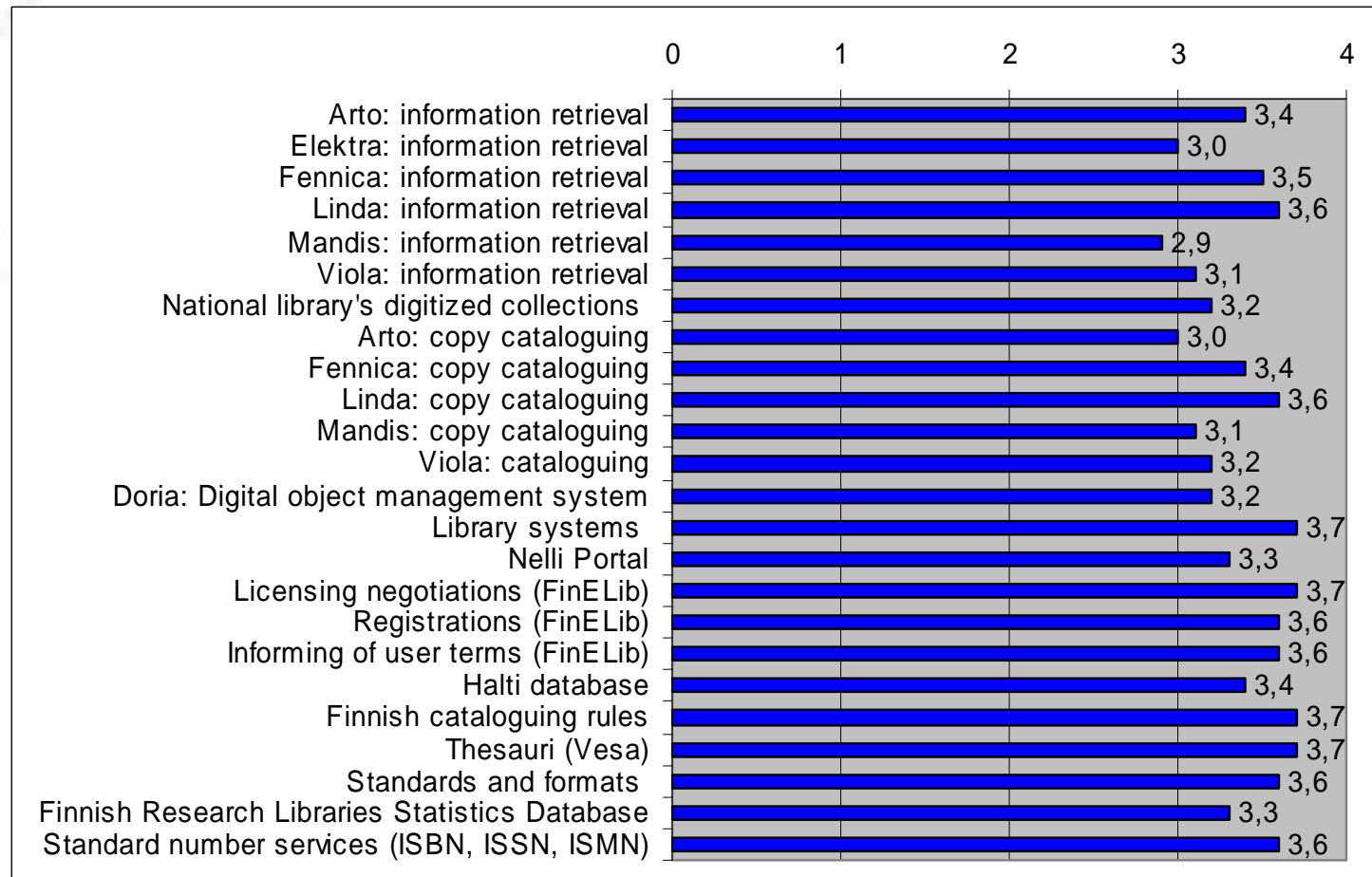
Scale

4 = very important,

3 = somewhat important,

2 = not very important

1 = not at all important



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Perceived service quality, all library sectors

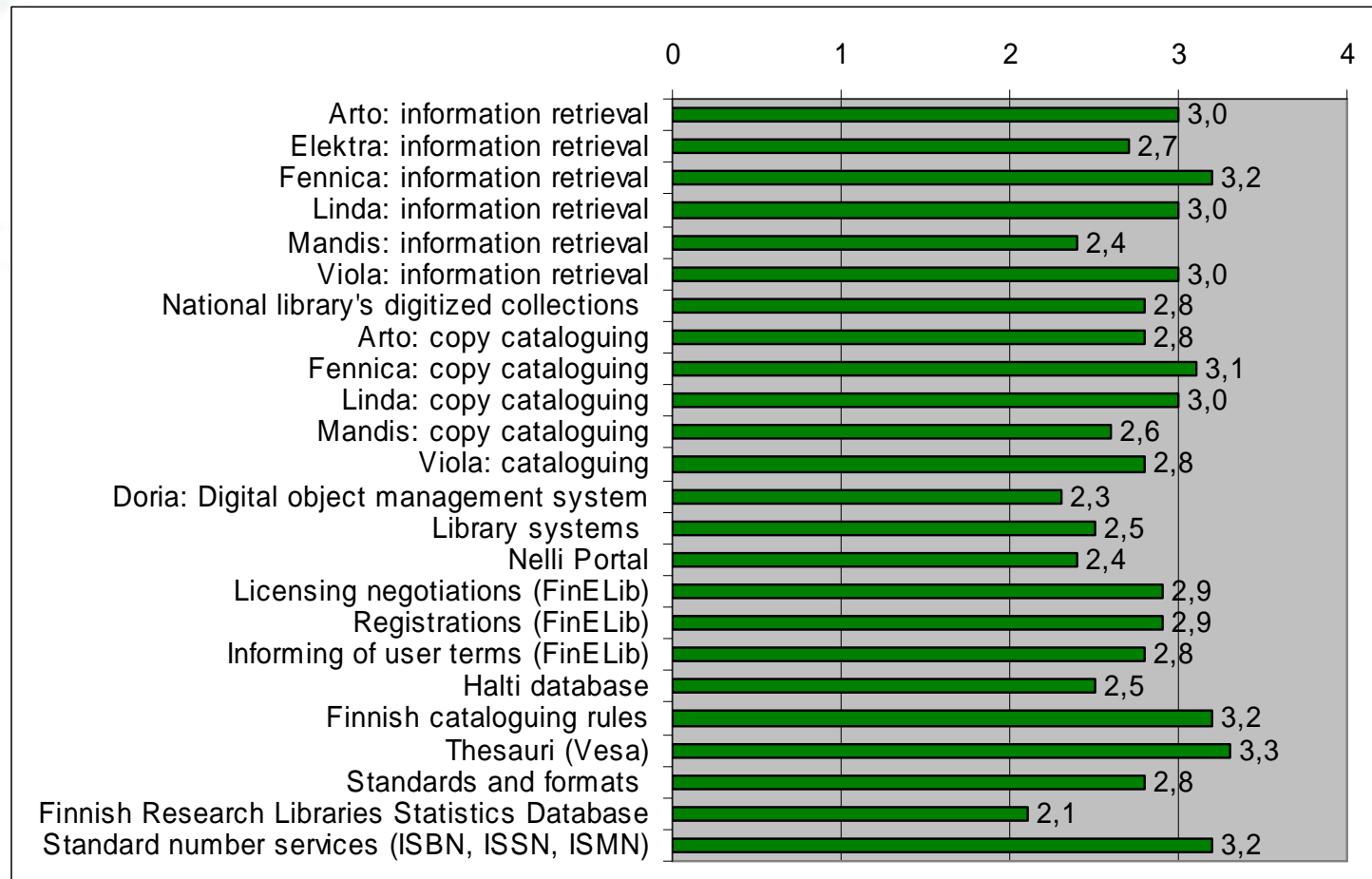
Scale

4 = very satisfied,

3 = somewhat satisfied,

2 = not very satisfied

1 = not at all satisfied

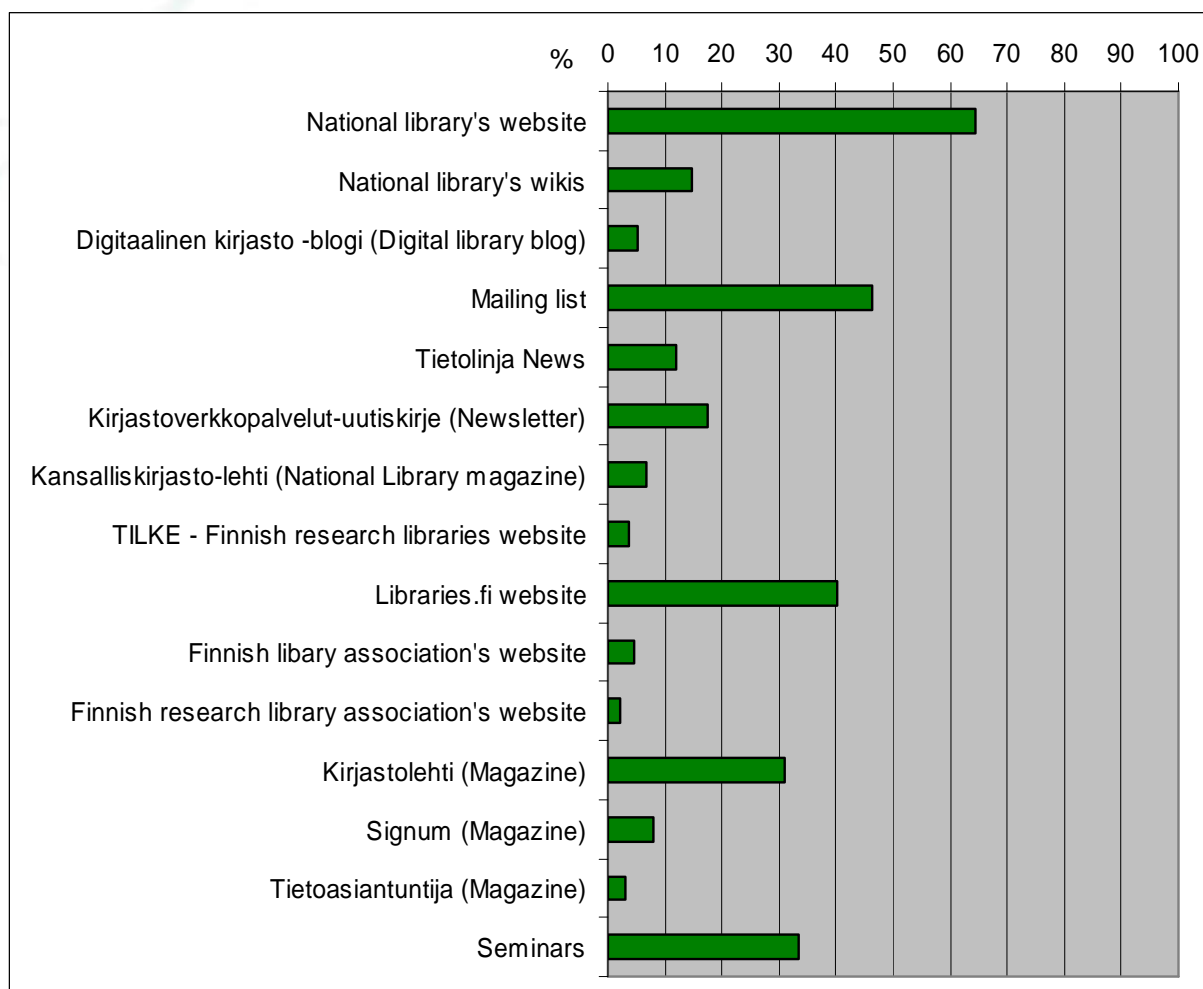


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Gap analysis, all library sectors

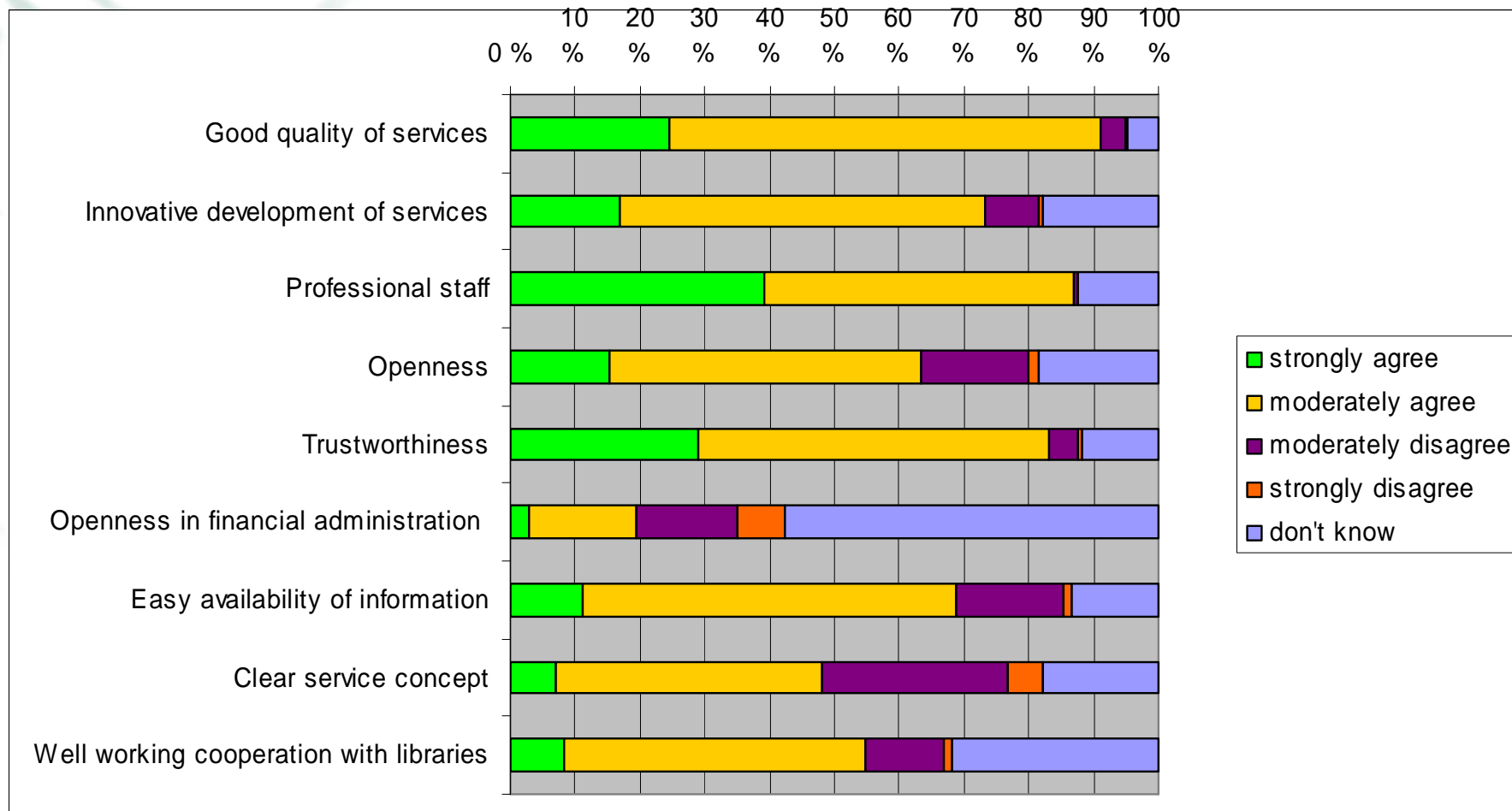


The national library network services questionnaire 2008 Preferred information channels, all library sectors



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Customer service principles, all library sectors





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Service Development

- Improving usability (Nelli Portal)
 - developing a new, national user interface for information retrieval
 - National Digital Library project coordinated by the Ministry of Education
- Library systems
 - creating a national union catalogue
 - preparing acquisition of a new library system
- Finnish Research Libraries Statistic Database
 - focus on the content: revising the key figures
- Halti Database
 - Important tool for licensing: developing the database to match better the licensing processes
- Communication, seminars and training for libraries
 - increased need due to the structural development