Best practices for the adaptive library – case

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Tritonia – an adaptive academic library?

• Why combine library and educational technology services for 5 universities?
  ◦ Academic library- phase 1: 2001-2003
  ◦ Academic library and Learning Centre- phase 2: 2004-2009
  ◦ Joint academic library and learning centre- phase 3: 2010-
  ◦ SWOT
  ◦ Conclusion
Tritonia – Where?

- Vaasa, Western Finland
- 59,000 inhabitants
  - Finnish-speaking 70 %
  - Swedish-speaking 25 %
- other languages
Universities in Vaasa

- University of Vaasa (fin)
  - 5100 students (Faculty of Business Studies, Faculty of Philosophy, Faculty of Technology)

- Åbo Akademi University (swe)
  - a fourth of Åbo Akademi University is located in Vaasa, the main part being located in Turku/Åbo, a town situated about 350 km from Vaasa
  - 1600 students in Vaasa (Faculty of Education, a part of Department of Social Sciences)
Universities in Vaasa

- Hanken School of Economics (swe)
  - a fifth of Hanken’s education is located in Vaasa, the main campus is situated in Helsinki, 420 km from Vaasa
  - 500 students in Vaasa

- VAMK University of Applied Sciences (fin swe)
  - 3600 students

- Novia University of Applied Sciences (swe)
  - a third of Novia’s education is located in Vaasa
  - 1700 students in Vaasa
Phases in the life of Tritonia

- 2001-2003: Joint academic library: 3 universities
- 2004-2009: Joint academic library and learning centre: 3 universities
- 2005-2009: Learning centre services on annual agreement basis: + 2 universities of applied sciences (polytechnics)
A joint academic library

- In 2001 the former libraries of the 3 universities – University of Vaasa, Åbo Akademi University and Hanken – merged
- The first library building in Finland designed as a modern academic library including learning centre services, group study rooms, computer labs and reading rooms accessible 24/7
Learning centre as a part of Tritonia

- In 2004 a permanent part of the Tritonia Academic Library
- In 2005 the two universities of applied sciences in Vaasa joined the learning centre activities on annual agreement basis
- In 2010 all 5 universities share the responsibility for Tritonia on regular basis as parts of their organizations
Organization structure: “the Tritonia model”

- Allocation of the library’s funding in proportion to the number of students and staff at the participating universities in Vaasa
- The library board, in which all universities are represented, handles all policy decisions
- One library director
“The Tritonia model”

- Each member of the library staff an employee of his/her respective university, but joint management

- **Staff (persons):**
  - University of Vaasa 26,5
  - Åbo Akademi University 8,5
  - Hanken 2
  - VAMK 7
  - Novia 4
The question of language

- Service to the public in Finnish, Swedish and English
- Two official languages, Finnish and Swedish
- Official documents composed in Finnish and Swedish
- The members of the staff use their own mother tongue in all internal discussions and memoranda
Collection services 2001-2009

- The library collections, information services and staff arranged in five subject teams:
  - Business and Economics BU
  - Education and Psychology ED
  - Humanities HU
  - Social sciences and Caring science SO
  - Technology and Science TE
The new Tritonia 2010-

5 Universities

The Board

Director (VY)

Educational technology and information services
Head of services: ÅÅ
- EduTech and EduTechLab
- EduLib and EduRef

Local and network services
Head of services: VAMK
(branch libraries in Vaasa, Nelli portals, OPAC, circulation, cataloging)

Administrative and IT services
Head of services: VY

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One OPAC but many portals (E-resources)

- The OPACs of the joining university libraries united in one OPAC (Tria), accessible for anybody
- High hopes for joint acquisition of e-resources but due to licensing agreements all e-material remains university-specific (3 portals 2009, 5 portals 2010)
- Library staff and access to all e-
Educational library services: IL

- university-specific model of education in information literacy, a course that renders ECTS credits
- Students offered education on all part of the curricula of University of Vaasa and the units of Åbo Akademi University and Hanken in Vaasa in collaboration
The learning centre services

- Pedagogical and technical support for the staff of the universities in Vaasa
- Learning in Networks - a trilingual, blended-learning educational programme in three parts, rendering 25 ECTS credits
- Short courses and workshops on the latest e-learning, ICT and social media
The EduTechLab at the learning centre e.g.
- produces video conversions,
- offers filming and editing services,
  graphic design and photographic services and
- offers guidance in the use of different software
Developing expert services: Visions for education and guidance

- EduTech offers regional ICT literacy centre of higher levels of study pedagogy.
- EduTech offers teachers/staff individual support for developing the education, and encourages them to form networks.
- Tritonia offers information literacy education on all levels of study to its students from the 5 universities in Finnish, Swedish, and English.
Developing expert services: visions for the literature

- Aim: customer-orientated web communication and subject-specific services
- Main emphasis towards library acquisitions of e-resources within almost all fields of science
- Continuously evaluating the subject-specific collections

Tritonia maintains 3 portals (Nelli) for information search and gives access to 5

Aim: literature of the five universities more easily accessible via the portals

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Tritonia
Increasing self-service: visions for the library as a place

- Self-service is increased
  - in web-based services
  - in local services at Tritonia
- Tritonia’s versatile facilities offer possibilities for multiform studies, distant learning and blended learning
Nelli and electronic resources

The licensed electronic resources that have been purchased by the University of Vaasa, the Åbo Akademi University, Hanken School of Economics in Vaasa, VAMK University of Applied Sciences and Novia University of Applied Sciences are available via each organization's Nelli portal.

What is Nelli?

Nelli is a national portal for information search, where you can use information resources acquired by your university or university of applied sciences. Through Nelli you can search several databases simultaneously and make links between databases and fulltext articles. In addition to licensed electronic journals, books, dictionaries and databases Nelli includes also electronic resources that are available for free.

Can I use electronic resources from my home computer?

You can also access the E-resources from your home computer through remote access students and staff. Remote access requires logging in to Nelli—portal.

Tags: databases electronic resources nelli remote access
Strengths

- One library collection in one OPAC
- A neutral arena and meeting place for students and teachers across university and language boundaries
- Modern learning environment in good premises and in beautiful surroundings
- Improved pedagogical and ICT skills of the information literacy teachers
- Challenging
Weaknesses

- The whole range of services difficult to grasp for customers
- Databases, e-resources, learning platforms and software remain university-specific due to licensing agreements
- Special expertise lost in too much generalism
- Demanding working conditions
Opportunities  (1/2)

• Combining educational technology services, information services and local and network services of 5 universities creates synergy benefits on a local and national level

• Enhancing the pedagogical, ICT and information literacy skills of Tritonia’s staff

• New learning possibilities
Opportunities (2/2)

• New interactive solutions in both information literacy teaching and in pedagogical support of (web-based) teaching

• Educational technology services + information services = better services to staff and students

• Rapid development of ICT= new services
Threats

- The universities’ financial problems
- Too complicated ownership model = too complicated marketing of services including ICT
- Profound expert knowledge is lost when “everyone is doing everything”
Tritonia 2010

3 universities
2 universities of appl sc
2 Languages + English
2 Fields of operation
4 Units
5 Portals, learning platforms, university administrations, organizational cultures etc.

University of Vaasa (49%)
VAMK University of Applied Sciences (20%)
Åbo Akademi University (17%)
Ostrobothnia Novia University of Applied Sciences (9%)
Hanken School of Economics (5%)

Other customers: an academic library open to everyone
Conclusion: Adapt and change!

The staff at Tritonia has
- learned to manage changes
- learned to merge the different organizational cultures of the universities into a collective service culture
- developed the services according to the changes in the university environments
References

- Tritonia www.tritonia.fi
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