

# Public User Interface for Information Retrieval and Customer Service

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# Public User Interface Objectives

- To develop a system for:
  - ordering and delivering digital and non-digital archived material
  - giving other assignments
- Get better availability and usability of archives: cultural heritage easily for everyone interested in



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# Foundations

- The functionality is based on processes in The National Archives of Finland:
  - research room services
  - genealogical research
  - loan service for provincial archives
  - exhibitions
  - presentations of the buildings
  - training for the personnel



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# Customer Service

- Customer oriented system: focus on the customers wants and needs
- Using the results of the customer questioning
- Self-service as well: customers perform their assignments over the Internet so much than necessary
- Interaction with personnel



# Requirements

- Easy and logic to use
- Versatile search functionalities
- Continuous availability through Internet: anytime, anywhere
- User authentication by using web bank recognition: username and password
- Safe transferring of data through secured channels



# Requirements

- Integrations into:
  - main Archive Databases
  - Digital Archive Database
  - Tweb management system
  - invoicing system
- Using by web pages [www.arkisto.fi](http://www.arkisto.fi)



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# Public User Interface Structure

- Consists of modules, each process mentioned above is one module for one purpose
- In addition one module for ordering and paying a digital document
- Reporting possibility for personnel: statistics about the use of the service and the increase of data in Archival Databases
- Modern web based technology



# Optionals

- Separate views or personalized services for different user groups:
  - common people (occasional visitors)
  - advanced users (genealogists)
  - public authorities (local, state, etc.)
  - professionals (“members of the household”)
- Customization tools easy to handle



# The National Digital Library

- Project for memory institutions in Finland: libraries, archives and museums
- Public user interface (+ The Long Term Preservation System)
- Separating user interface from back end systems
- Public user interface:
  - will replace (partly) current user interfaces
  - one installation, many institutions



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# The Aims of the Public User Interface Project

- One user interface for services of all libraries, museums and archives
- Easy availability, accessibility and usability
- Co-operation between memory institutions
- Economical point of view
- Development of Finnish research infrastructure
- Europeana



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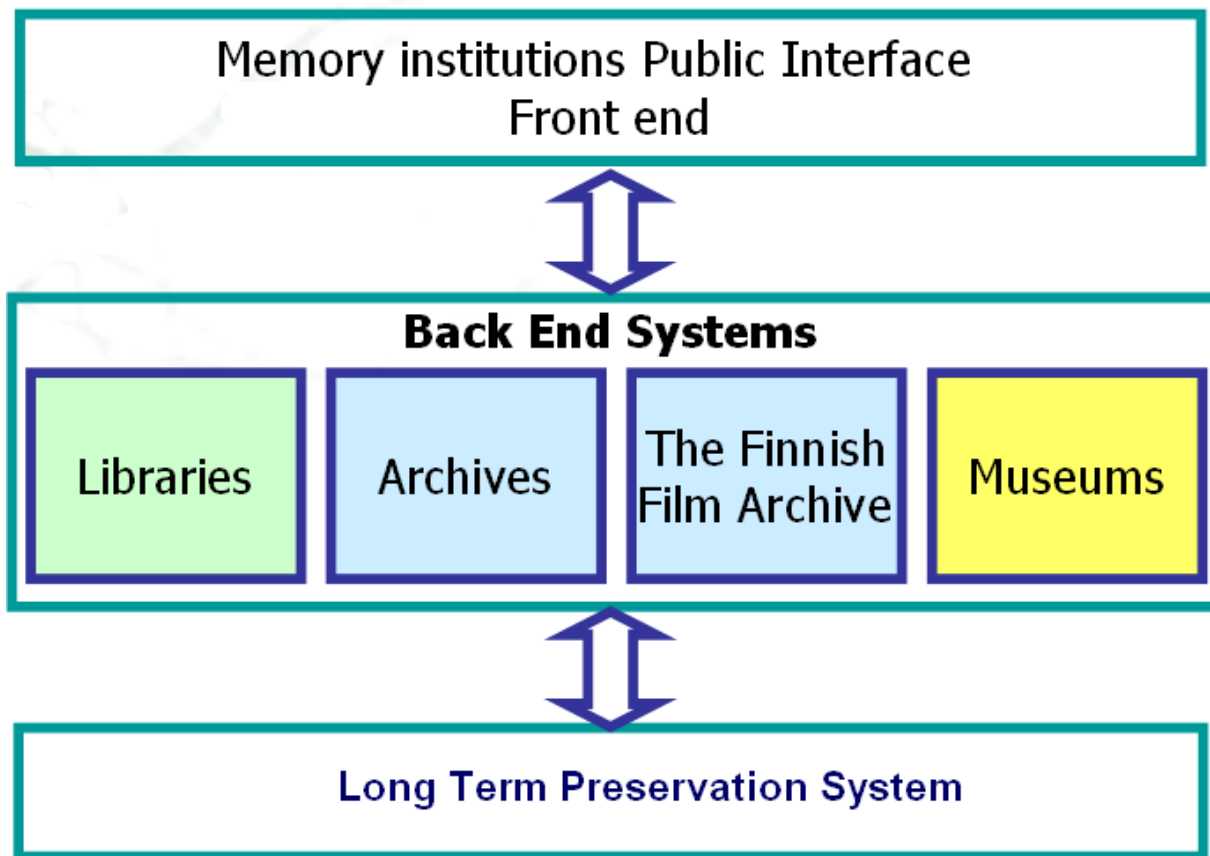
# Potential Customers

- All Finnish university libraries (20)
- All Finnish polytechnics (28)
- All Finnish public libraries (about 400 municipalities)
- Special libraries (about 30)
- Museums 150 (about 2000 museums in Finland)
- Archives 50-70



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# Architecture

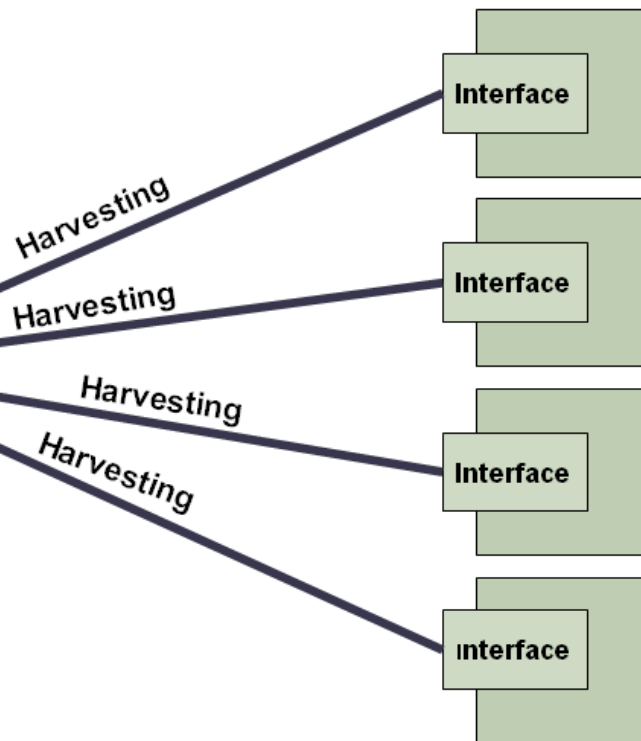


# Harvesting, Indexing and Normalisation

Public User Interface

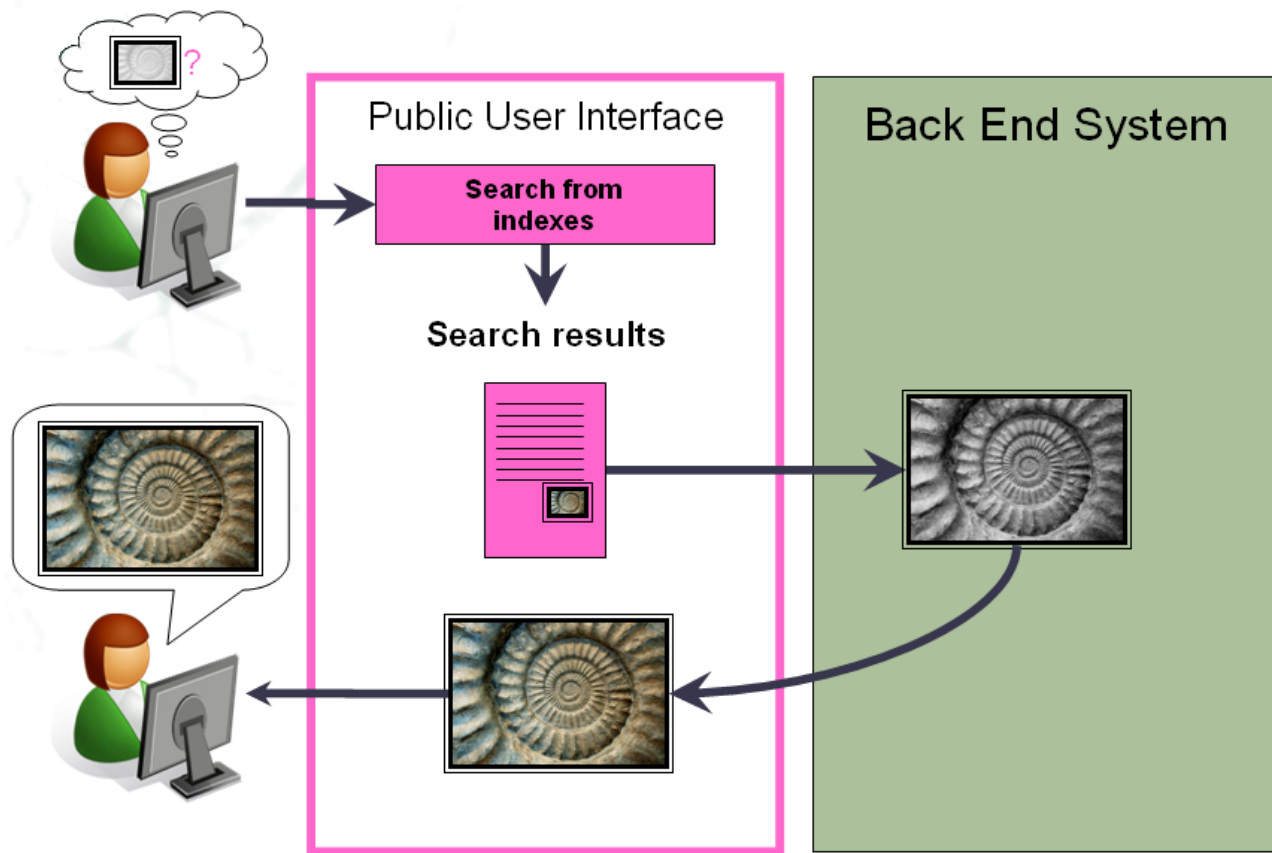


Back End Systems



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# Viewing the Document



# About the Timetable

2008

- Project plan
- Requirements (tech. & func.)
- Demos

2009

- Risk analysis
- Acquisition phase:
  - EU recruitment process
  - Selecting the system

2010

- Pilot project with:
  - A university library
  - A public library
  - A museum
  - An archive
- Evaluation of the pilot
- Implementation project

2011

- Go to live
- More customers



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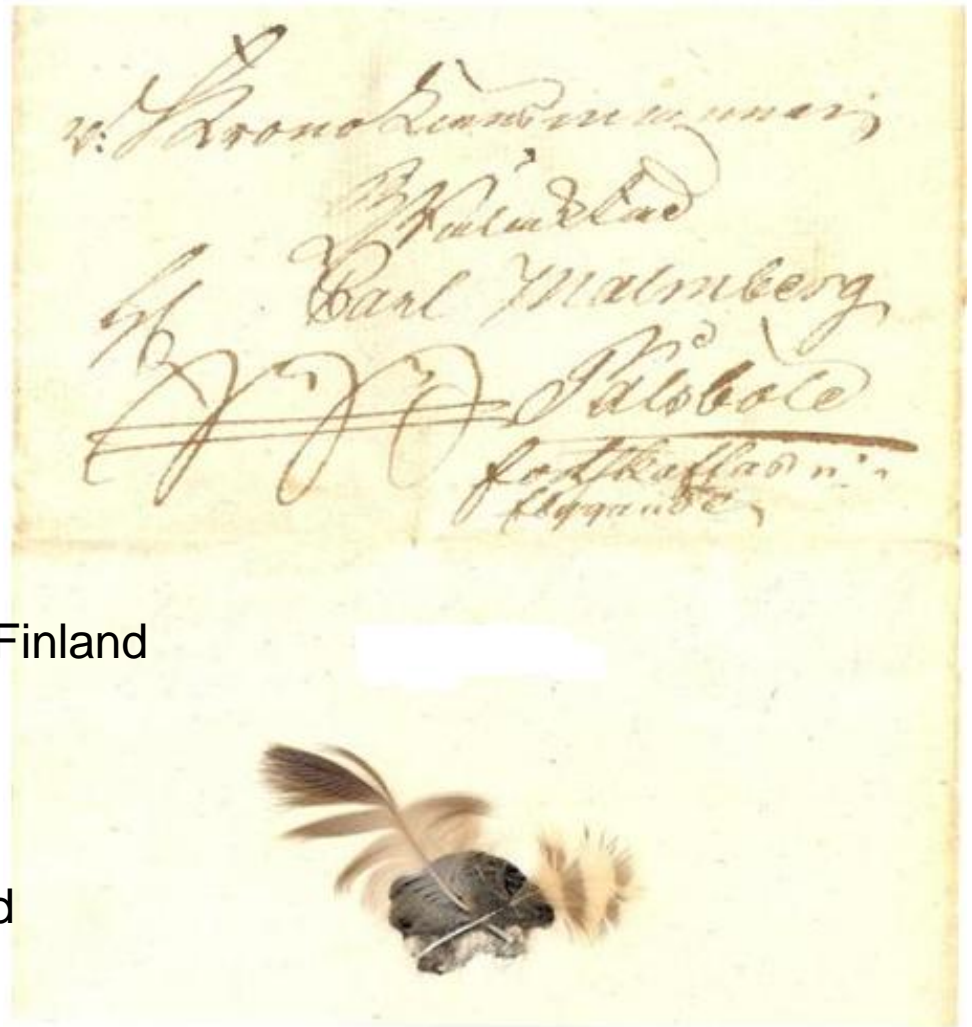
# Thank You

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