The DOM project increases understanding between researchers and the National Library of Finland

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Digital Open Memory project - Basic information
(Digitaalinen avoin muisti in Finnish)

- 2-year project, from September 2019 to September 2021
- Funded by European Regional Development Foundation Leverage from EU 2014–2020
  - South Savo: digitization and **digi.nationallibrary.fi** user-interface development takes place in the area
- Joint collaboration with the local university of applied sciences (South-Eastern Finland University of Applied Sciences)
- Three work packages
  - WP1: **User-driven information** (**NLF** & XAMK)
  - WP2: Visualizing information (XAMK)
  - WP3: Archiving social media (XAMK)

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Starting points for the DOM project

- Develop the services
- Get to know what researchers need and want from the collections of the National Library of Finland and collaboration
- Increase knowledge among researchers what kind of data is available and how does the NLF offer it to researchers
- Understanding each other and making sense
  - Bridging knowledge gaps
  - Information collection

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Information collection from researchers

- User-driven information collection
  - Survey (130 participants)
  - Interviews (18 participants)
  - Participatory observation (collaboration with research projects)
- Benchmarking other national libraries' research services
  - 7 countries, 14(15) interviewed persons
  - +3 other countries with observations and publicly available material such as seminars, conferences, podcasts, articles, social media
- Analysing, combining and applying all the information to develop data-driven research services

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Research position – digital culture

- Background in cultural studies – PhD (digital discourse in school)
  - Cultural anthropology
  - Information studies
  - Other humanities and social sciences
- Qualitative approach
- Limitations
  - No technical background or quantitative analysis knowledge
  - Worked only a short period at the NLF

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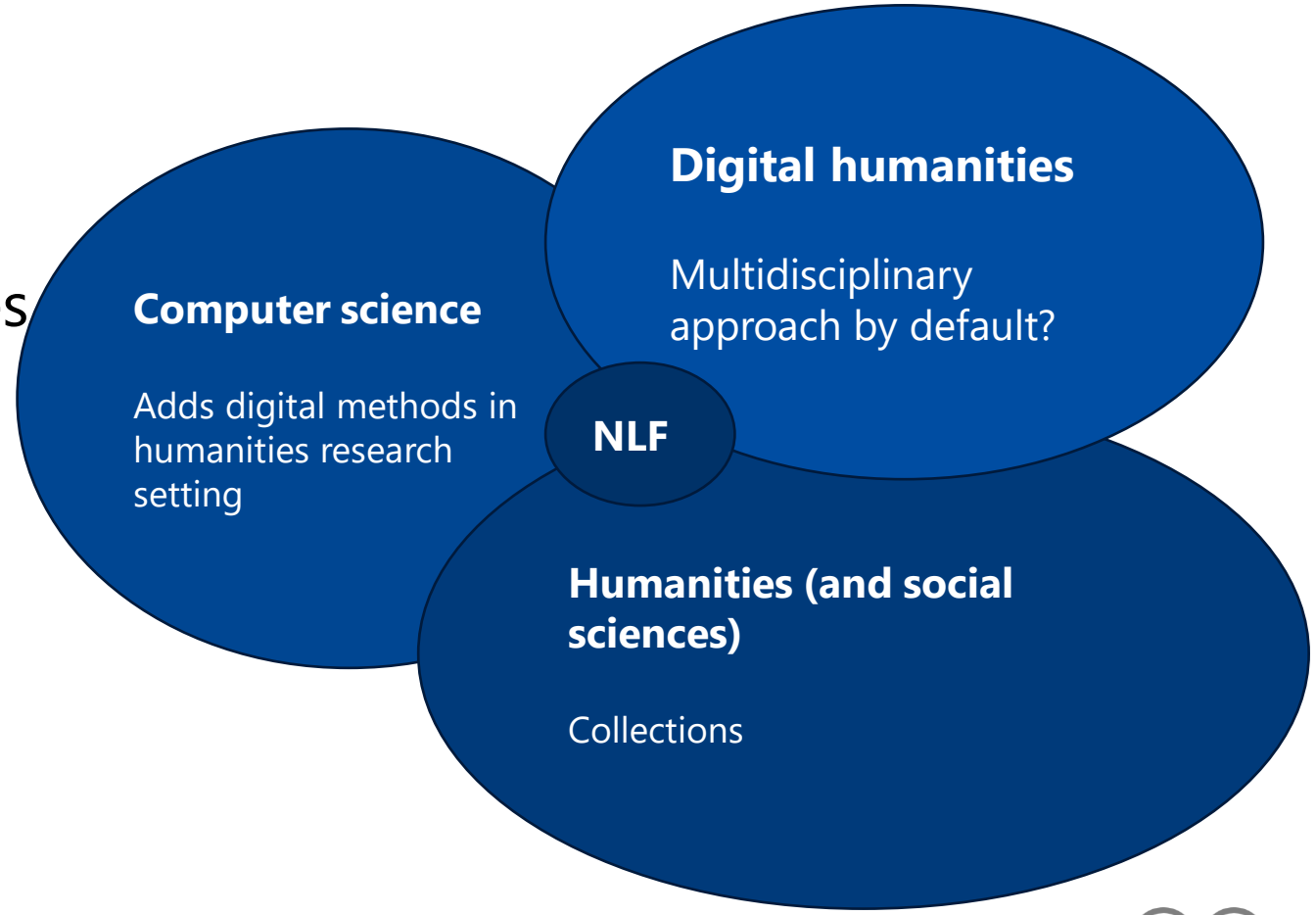
Combination of cultures

- Disciplines have their own theories, methodologies: qualitative and quantitative analysis
- Working practices, individual preferences, language differences
- Many projects, aims and objectives at the same time



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Challenges to understand, serve and develop

- Copyrights
- Research process
- Vocabulary, especially understanding the meaning of data
  1. Original/raw data
  2. Research data
  3. Archived data

  + aineisto (in Finnish meaning data)
- Approaches to digital collections vary
  - Analogue and digital collections are not equally FAIR
  - International GLAM collections needed

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Three user categories of digital collections

Focus on	Digital materials	Materials and methdos	Methdos
Who?	Humanities	Humanities with some metodology skills	Humanities, digital humanities and computer scientists
With what?	Qualitative methdos: close reading	Mixed methods: qualitative and quantitative	Mixed methods, quantitative oriented
Skill level	Skills and intrests are not methodology oriented	Skills are somewhat lacking in digital methdos	Advanced skills

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Three user categories of digital collections

- Categories are flexible – depending on the research setting, skills and interests
  - Example: text and data mining in the survey – 27% - but during the interviews mining was told be done by somebody else
- Methodology orientation is emphasized in discourse, but majority of the users have limited digital and technical skills

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Understanding each other and making sense

- Learning by doing
- Education (formal – informal)
- Information sharing (importance of the tacit knowledge)

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Conclusion

- Need to serve, understand and collaborate
- Different types of digital collection users
- Knowledge increases step by step
  - Copyrights, data archiving and sustainability tools are continuing themes
  - Collaboration and communication continues

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Thank you!

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XAMK

Digitalia
Digitaalisen tiedonhallinnan tutkimus- ja kehittämiskeskus