

Library Services by Mobile Phone and In Internet



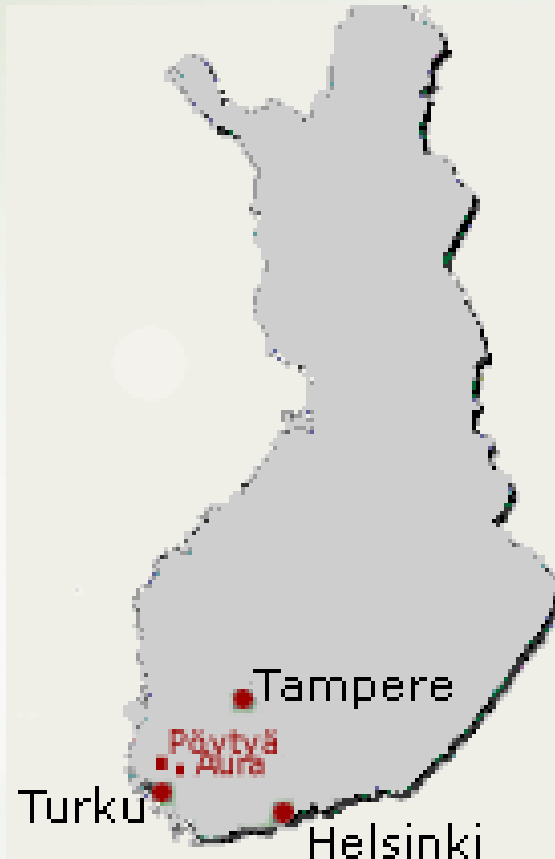
NAPLE - Conference of the National Authorities on Public Libraries in Europe

19.10.2006

National Museum, Helsinki, Finland

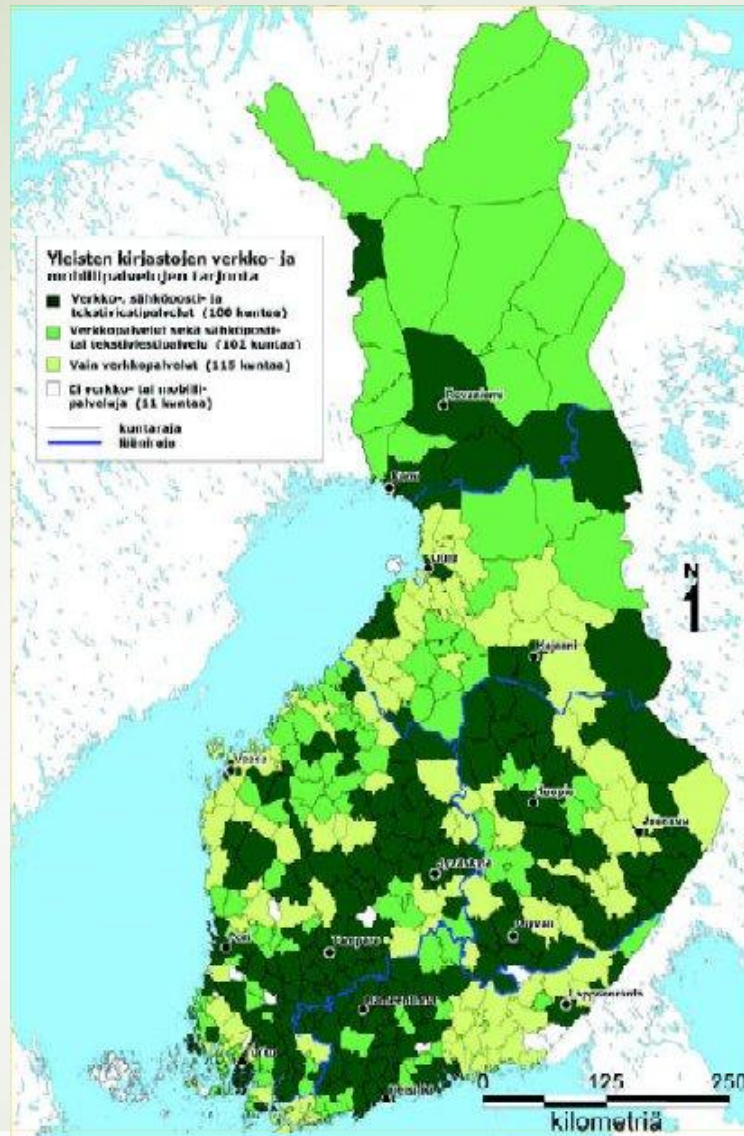
Library Director Ulla-Maija Maunu

Background information



- Aura and Pöytyä : two independent municipalities
- Ca. 10 000 inhabitants together
- In Western Finland. Nearest city is Turku, to Helsinki 150 km and to Tampere 125 km
- Over 400 cities and municipalities in Finland
- Structural change in municipality field:
 - the number of municipalities has dropped
 - Co-operating between independent areas

Mobile services in Finnish libraries



- County Administrative Board carried out an enquiry to Ministry of Education in mobile and net services in Finnish libraries in 2005
- SMS services in 50%
 - SMS reservation in 49%
 - Expire date reminder
 - Overdue reminder14%
- Only a few library offer Internet and WAP services by mobile phones

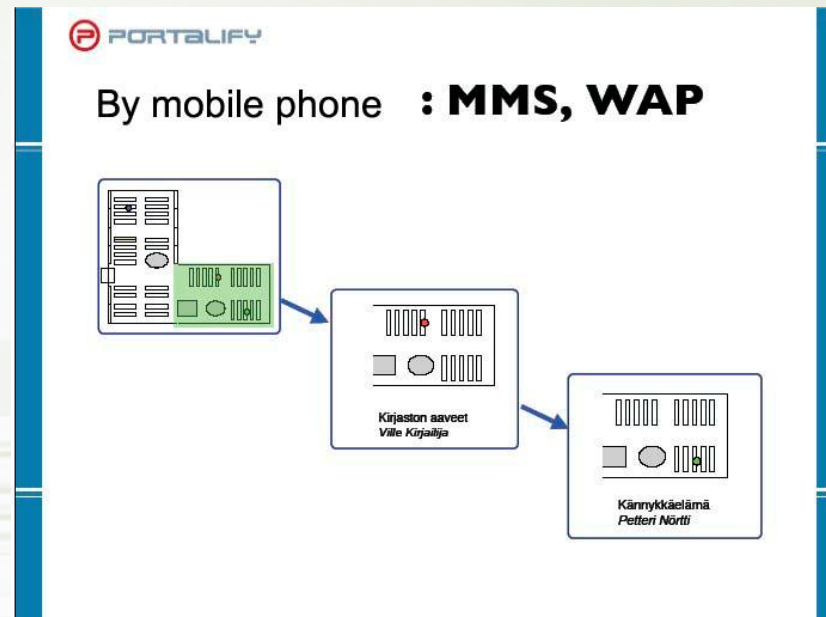
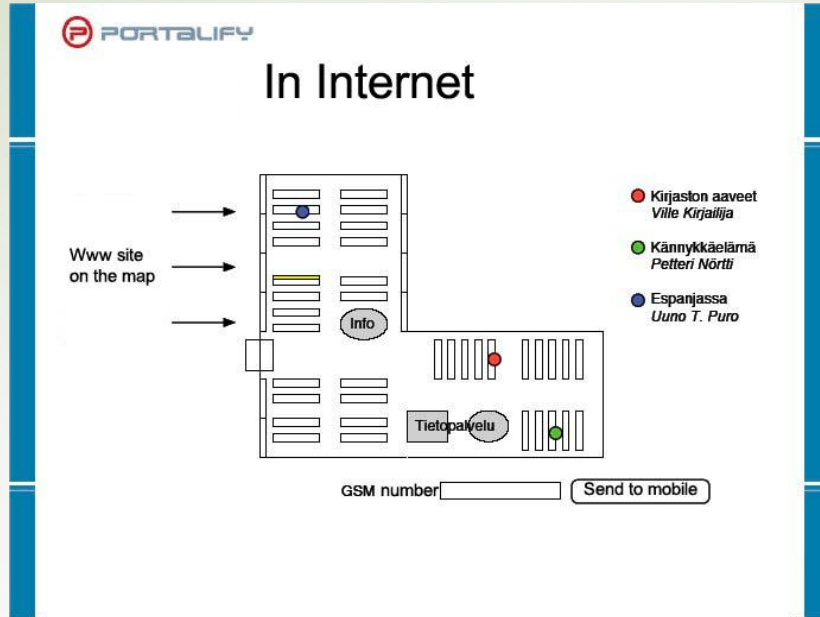
[http://www.intermin.fi/intermin/images.nsf/files/2AC05F6479B572D0C225718C00344A55/\\$file/272006_osa2.pdf](http://www.intermin.fi/intermin/images.nsf/files/2AC05F6479B572D0C225718C00344A55/$file/272006_osa2.pdf)

Library at hand



- Possibility to check loans and renew them by mobile phone (SMS or WAP)
- By using WAP customers can also seek items of Web Catalog
 - For this service customers need library card number and pin code (the same as they have when they use catalog in Internet)
 - SMS is common, WAP is quite expensive and only a few use this service

Library on map



Web-Origo E-payment



2,50€ fines for overdue items

1,30€ fines for overdue items

0,80€ reservation fees

10,50€ fines for overdue items

Selected fines : 13,80€

Choose bank:

Nordea

Sampo

Osuuspankki

- Choose the payments
- Choose bank and continue to the Net bank

Web-Origo E-payment



Solo codes

Type your Solo Agreement customer number, the next unused password and continue by pressing the OK-button.

At the next page you can see the details of your payment. Confirm the payment with the confirmation code. To abort the payment, press the Cancel-button.

Solo codes



Customer number:

Password:

OK

Cancel



This connection is secured by SSL-technique. The lock on the browser's status bar shows that the connection is secured. Click the lock to check that you are connected with Nordea Bank

- Continue to Net bank by using your own customer number and password

Web-Origo E-payment



Maksu

Maksun tiedot

Tilille:	295018-14
Saaja:	Magazine Ltd
Viite:	55
Eräpäivä:	Heti
Määrä:	13,80 euro
Maksaja:	LAURA TESTI
Tilitä (Käytettävissä):	295018-20590 (euro 9.107,45+) ▼
Viesti:	<input type="text"/>

Vahvista antamalla tunnuslukutaulukon alaosassa oleva vahvistustunnus.

Vahvistustunnus C : ●●●●

Vahvista

Keskeytä

Olet esittelypalvelussa! Täällä tehdyt maksut eivät välity eteenpäin. Jos tahdot tehdä oikeita ostoksia internetissä, soita numeroon 0800 123 123 (ma-pe 8-20) ja tilaa omat Solo-tunnukset.

- Confirm the payment

Web-Origo E-payment



Hyväksytty e-maksu

- Esittely

Jatka [Palaa myyjän palveluun](#) -valinnalla, jolloin ostoksesi rekisteröityy varmasti myös myyjälle. Jos tämän jälkeen tarvitset kopion maksamastasi Solo e-maksusta, saat sen Solo Internetistä maksutilisi tapahtumakyselyllä.

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Viesti:	
Arkistotunnus:	06102588INWX0000
Yhteysnumero:	41976590

[Palaa myyjän palveluun](#)

- You receive a notification when all is OK
- On line connection to library database
- Fees are quit also in library database at the same moment
- And then you can return to library's net catalogue

Paying by mobile phone



- Paying reservation fees by SMS
- Fees are for low to log on Net bank
- One reservation 0,5-1 €

Mobile services in libraries - pros and cons



At the beginning of 2000 libraries led the way in using mobile services (SMS services were new)

Why isn't it so today? It could be, because:



- + Mobile phones are common. Nearly all people have mobile phone
- + Customers like mobile services
- + Possibilities are many-sided



But also:

- Many mobile services are not easy to use
- Many mobile services are expensive
- User interfaces are nearly always varied. Lack of standards?
- In Finland, we have many operators and it's necessary to pay attention to all of them -> It's laborious to develop services and library field isn't economic notable

Mobile services in libraries - in summary



- Libraries could offer many services by mobile technology and people love their mobile phones.
(especially here in Finland)
- Maybe we should be profitable to us...