

Personified web service to library customers with TietoEnator's product

The city library of Tampere in Finland is considered to be the first library in the world when they at the end of 1999 introduced individual web and information management service to its customers. This year, a corresponding service has been launched in Kajaani and Oulu and the city library of Turku it has in test use.

Libraries are at the head of the building of the Finnish information society. Users of TietoEnator's customer libraries already register about one million electronic transactions monthly, and the number increases all the time. A growing part of this service consists of personified web service through the IntroActive product implemented by TietoEnator.

In addition to the traditional library card, the users of IntroActive only need a personal code. The customer can himself define which library services he wishes to use in the net - renewing loans, making reservations, searching for material and checking its availability etc. He can easily define his interest profile and, accordingly, automatically get information about the new purchases of his library. The user can store this information in his virtual library, and make reservations later. If the user so wishes, the system also informs him of coming due dates of books or the availability of previous reservations, by e-mail or as text message to his mobile phone.

The library of Tampere has offered electronic services to its customers already during almost four years, but IntroActive has added new features to the service.

- We feel that IntroActive builds an excellent basis for the development of individual, tailor-made library services. We have taken into consideration the feedback from users, and, as a result, IntroActive has had an excellent reception. Groups that need special services are e.g. small entrepreneurs, students and handicapped customers, says Ms Maija Kanerva, Deputy Director of library operations at the city of Tampere.

Additional information:

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