AUGUST 2012

DDB Ready

An open ecosystem for [**cultural**] innovation, cooperation and sharing of results in a digital society

A little bit about...

#1

/The idea

The goal of TING is to unify the Danish library sector and on the basis of a common development strength to create an Open Source based (IT) platform, which can liberate the digital resources of libraries and make them available to people all over the country.

T!NG

The TING idea!

TING was conceived and developed in the fall of 2008, took root in 2009 and has been developing ever since.

TING is to support communication from libraries and secure seamless access to those knowledge resources, which libraries provide to their users.

TING should also return control to the libraries. Supplier-control and the proper discharge of demands made upon data deliveries were and are crucial. We wanted to move away from a situation where suppliers can define the resources we are able to offer to people, and how they could be delivered. At the time it was only possible to facilitate physical services via library homepages, which was a bit ironic on a digital platform.

This needed a revision. We wanted to take control ourselves, define our needs and take development in hand from an Open Source point of view, so that others could benefit from our results. At the time, it was the cities of **Copenhagen** and **Aarhus**, who together with **DBC**, a public company which develops and maintains the bibliographic and IT infrastructure in the Danish libraries, laid the foundation. Since then, many others have joined.

We have come far, but we are still a long way from our goal.

Recently, TING has been incorporated into supporting DDB (or DDL, as DDB is a Danish acronym for Danskernes Digitale Bibliotek, which means the Danish Digital Library).

We are both proud and happy about this in equal measure; more about this in the final chapter.

The purpose of this e-book is to tell the reader about TING, as well as the many activities and projects, we are working on. We want to talk about how we work, how we are organised and where we are going. Finally, we want to talk about how we see TING in relation to DDB/DDL.

Enjoy.

Bo Fristed - Chairman of TING Council

#2

/What is TING?

The core of TING is a new and innovative Open Source based development cooperation, which supports our libraries of the future in a new and more democratic way.

T!NG

Rolf Hapel, Director of Citizens Services and Libraries, the City of Aarhus

"TING is neither a project nor a product – it is a fusion of technological progress and new ways of cooperating - a movement, which has liberated enormous energy within the library sector through the development of the most advanced IT infrastructure, which can be made available in a network based society.

TING builds upon an Open Source, Open Access and Open Content ideology. Behind this conception lie values such as fellowship, a sense of contributing with whatever you are capable of, sharing and giving back to the community.

The point is that everything developed may be used by everyone – including organisations and commercial businesses that choose not to participate in the fellowship.

Watch a short movie about TING

The only condition is that future developments of the software in question must be made available for everyone else. TING has shown that this way of thinking and developing has made it possible for public enterprises to have new digital services of a better quality developed in a very cost-effective manner, just as privately owned businesses can earn reasonably by participating.

Open Source emerged in IT development communities in recognition of the fact that the market alone is not a sufficient driver of development and that something else is needed, such as correctives, which are based on some of the most important values of civil society. TING has been evaluated and found worthy to form the basis for the development of the Danish Digital Library – which is one of the central priority areas in the cultural digitalisation strategy of KL - LGDK, Local Government Denmark."

1. Seamless access to all resources

All the various resources of the libraries must be available in such a manner that they can be disseminated seamlessly to users. Portals are neither the aim nor the solution, but may be a necessary evil until all libraries receive identical means of dissemination.

The resources of the libraries must not only be available in a manner where they can become part of a single dissemination, which can be initiated from local library websites, but also in a manner, where the content can be syndicated out to other platform(s) and be a part of themes and services aimed at specific target groups.

One of the means was the establishment of the so-called TING brønd, or the TING "well" (the Danish title corresponds to a well). The "well" is a large meta-data-repository, which stores and distributes meta-data for the many resources, which are at the disposal of the libraries. In addition, relationships between the various resources are also generated in the TING "well".

THE TING VISION

1. Seamless access to all resources
2. Sharing of content – communication and dissemination across libraries and municipalities
3. One common infrastructure - many user interfaces
4. Supplier control
5. Open Source - Open Content - Open Access
6. Local dissemination – adds to the community

2. Sharing of content

There are many competent employees in the libraries and quite a few have special competences or areas in which they are specialised. With TING, we want to support the possibility that the contribution made by library staff is moved from being a one-to-one dialogue to becoming a one-to-many dialogue. This must primarily take place by way of supporting the desire and ability of the employees to communicate digitally. Further, to make it technically possible that content, articles, etc. are made available nationally where it makes sense.

Later, the so-called BPI (Biblioteksproduceret Indhold) project is described. BPI is an acronym which in Danish means "Library Generated Content". BPI is supported by the Danish Agency for Culture and the aim is precisely to meet the goal mentioned above.

3. One common infrastructure - many user interfaces

A fundamental idea in TING has been to consolidate the basic technology while retaining the possibility of multiple user interfaces. Our aim is not to have only one library website. Instead there ought to be many and our content should not be fenced in by dedicated library services, but should also be syndicated to other platforms. A single infrastructure reduces costs while providing the possibility to create something new quickly and jointly – for the benefit of everyone.

4. Supplier control

TING is also about a new approach to suppliers. Our suppliers need to make money of course, and preferably lots of it, but it should be done by selling development, not services. We no longer purchase services with nicely packaged content – content where access to the resource is controlled by the business model of the supplier. TING's suppliers make money on supplying expert advice - NOT on selling licenses. With TING, we do not pay for the same merchandise twice. Our supplier partners understand and accept this.

5. Open Source - Open Content - Open Access

There is not much to add to this almost altruistic (we call it TINGtruism) headline. Everything we produce, we share with others and by "open" we are not just talking about source code – we are talking about everything that we work with, including content elements and access to our services. .

6. Local dissemination - adds to the community

Local dissemination is one of the central elements in the dissemination policy of the libraries. Events, local news and so on adds to the websites. This part of our vision is about supporting the desire for local services, where the local segment (the user interface – that which is experienced by the user) is a "thin" layer on top of the common technical platform.

#3

/What we created?

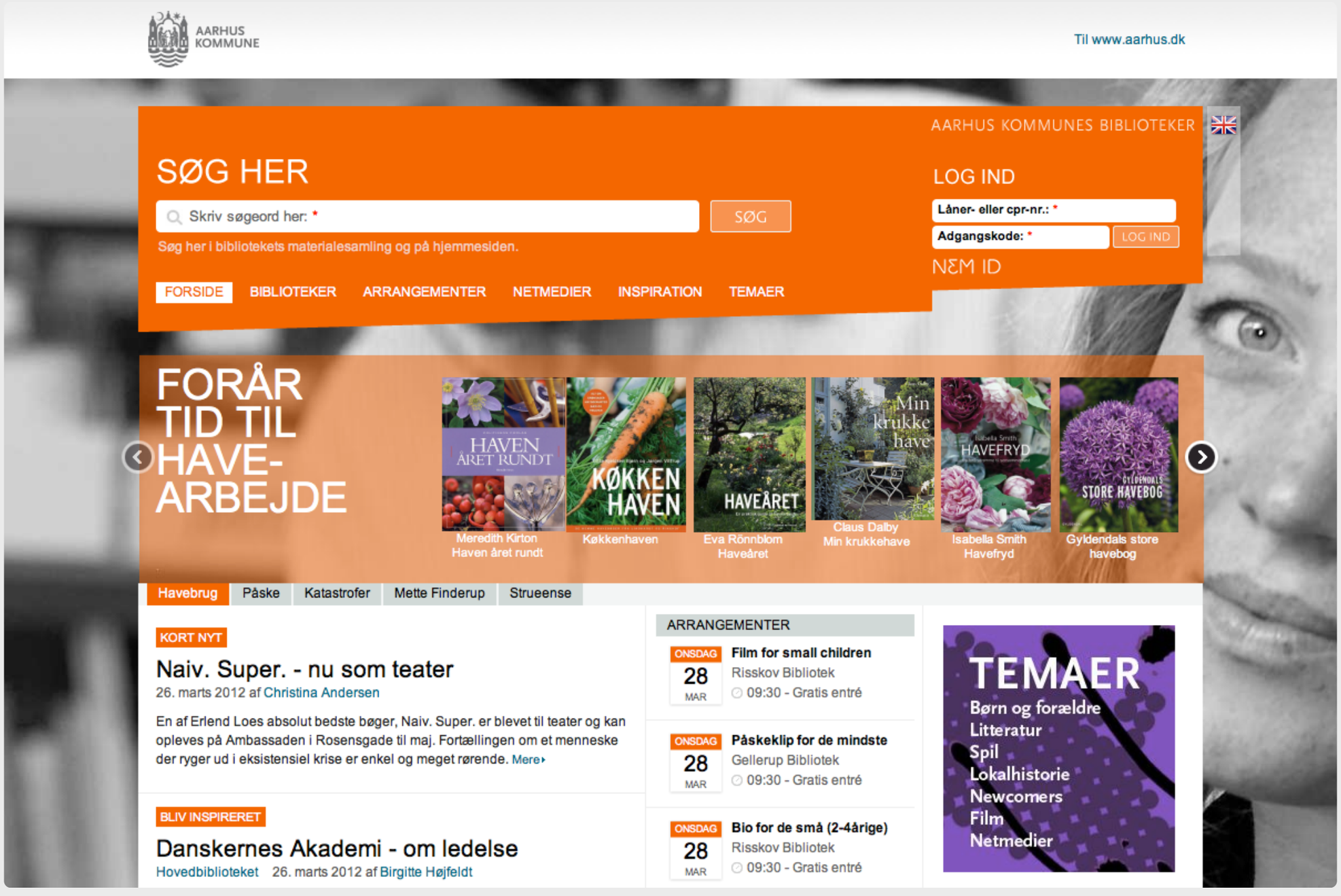
When a joint goal is set, there is no limit to what can be achieved. With TING, we have experienced lots of energy and also ascertained that the libraries have resources themselves, as well as the will and ability to put their stamp on development.

T!NG

TING HAS CREATED A COMMON INFRASTRUCTURE, WHICH IS THE STARTING POINT FOR A NUMBER OF INITIATIVES FOR DISSEMINATION. THESE INCLUDE:

1. A national data repository (the TING "well"), which harvests, relates and distributes meta-data.
2. A CMS system, which provides every municipality (library) with the opportunity to establish a new website and to become part of the further development work.
3. A mobile theme so that all municipalities (libraries) can have a mobile website.
4. Apps for iPhone and Android.
5. A number of national library services, including netlydbog.dk (audio books), pallesgavebod.dk (children's library website), litteratursiden.dk (fiction/non-fiction website) and lately eReolen.dk. (e-book website)

Check out our TING-based websites



Aarhus

#4

/Why TING?

As a new TING library it is possible to step in and benefit from what has already been created, make use of results and simultaneously have influence onwards, while contributing to the community, users and society.

T!NG

Because the greatest development strength is when we share and build upon the ideas of one another….

TING is a new way of conceiving a cooperating library service. For many years, cooperation between libraries has been the strength that Danish libraries are based on. It is our belief that cooperation is also the answer to how we should develop library services in the future – now based on the principle of Open Source with a service-orientated architecture and in an open dialogue. This will entail less parallel development and greater efficiency.

….so what do the TING libraries say about it?

"I enjoy it every day….

"It is quite clear to me that with TING, we have found a form and an organisation that will contribute to innovative 'leaps' within the library world, and which will have a decisive impact upon 'The New Library' – it is extremely good and positive. I enjoy it every day…"

Jens Steen Andersen, Executive Librarian, Copenhagen Libraries

"Rapid development….

"We see TING as a very exciting platform and we expect that it will form the basis for the rapid development of library websites."

Randers Libraries

"Synergy effect…

"We are very thrilled to be able to join the TING co-operation as it is one of those initiatives in the library world, which has the greatest potential to create positive results. The Open Source mind-set and the synergy effect inherent in sharing our development resources is something, which we look forward to benefiting from – and which we will of course contribute to."

“The way forward…

“We have chosen to join TING because we basically believe that the cooperation, which TING expresses, is the way forward.”

Aabenraa Libraries

“Integrated and extensive web communication…

“We want our web-dissemination to be developed in a manner, which is more integrated and extensive than what we can deliver today. We wish to join and contribute actively to the joint library development which TING is a part of.”

Herning Libraries

“Ambitious, visionary and sympathetic…

“TING is an ambitious and visionary project. It is very much a digital dissemination project, which supports the intent of DDB/DDL well. It is sympathetic that TING builds on the Open Source principle, and that the solutions, which have been developed, are provided freely to all TING libraries.”

Silkeborg Libraries

“Public Libraries in our country are in a strong position!

“TING is a national development network, the goal of which is to create and share relevant digital solutions and results between libraries, museums and other cultural institutions. In my opinion, the idea and rationale behind TING is that public libraries in our country are in a much stronger position with regards to dissemination if the technical platform, data repository and infrastructure are consistent and shareable. For many years, libraries have had to reinvent the wheel every time a new digital dissemination project was to be launched – those days are hopefully over.”

-Thomas Angermann, Head of Development, Gentofte

“Accessibility and influence…

“We have previous experience with other systems, and the idea of entering into an open co-operation, where everything produced is freely available, and where there is the possibility of having great influence and at the same time making one’s own mark on website design for example, appealed very much to us.”

Esbjerg Libraries

5 attractive examples

An example: We want to implement our login using NemID (the new digital signature in Denmark for one login for public and private services on the internet). Previously, this had to be done in several steps but we have developed a single module which can be used by all. The price for this is marginally higher, but in return everyone can now "click" on the NemID module on their own website/net service without further costs.

A second example: With aid from the Danish Agency for Libraries and Media, a module has been developed that collects and distributes user-generated entries about literature. The module has been developed on the basis of TING and makes it possible for users of library homepages and national services to comment, tag and rate materials provided by the libraries – digital as well as physical. Libraries that wish to use the module join in implementing the function in our common CMS template and in this way the cost is shared by 10 (in this instance) as opposed to previously, where each individual municipality/library would pay the cost.

A third example: The municipal libraries in Vejle wanted a booking function so that users can book PCs, facilities and so on directly from the website. The function is financed by Vejle but is developed in accordance with TING principles so that subsequently, others merely have to implement the module.

A fourth example: As a TING-partner, you have the opportunity to report areas where you would like special focus – and to assume a coordinating role in selected areas. The municipality of Gentofte chose to focus on TING in relation to RFID (Radio Frequency Identification) technology, Elsinore assumed leadership with regards to technical accessibility, Kolding with regards to mobility, and so on. In this way, we share our resources crosswise, and we do it voluntarily and with our eyes open, because we understand the usefulness of a joint effort.

A fifth example: The Info Channel 2.0. Most municipalities have purchased systems for digital signage. This may be in waiting areas, at city hall or on screens placed around the city. The Info Channel 2.0 will be accessible to all municipalities. Like with the previous examples, we will create a functionality, make it operational and pass it on. In this area alone, there will be quite a lot of money for the municipality to save as it is not necessary to purchase a commercial product.

#5

/The community

With TING it is not the technology, which is the leading and driving force. To a larger extent, it is the community and the inclusive democratic values and principles.

T!NG

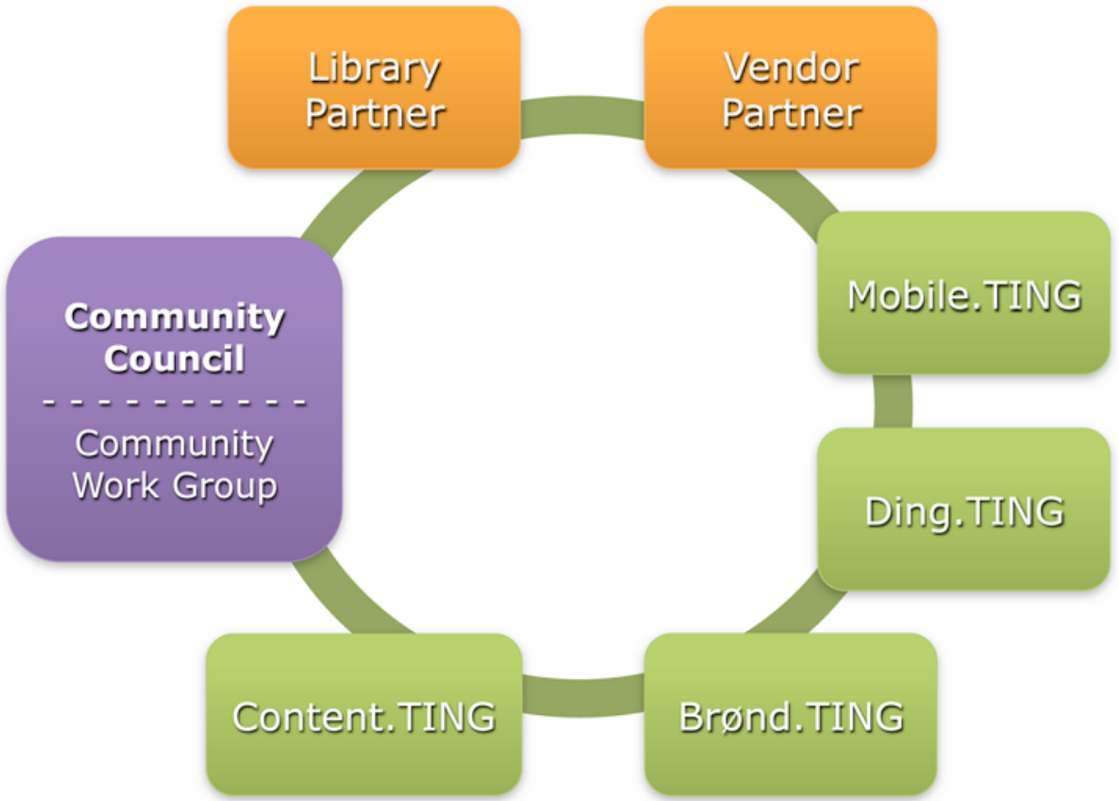
Governance and community

The most important method and model, which TING has employed, is the collective governance part on which the TING Community is based. In this respect, the project is inspired by Open Source communities such as Ubuntu, Linux and Drupal.

Concretely, TING has established a form of democratic governance, the aim of which is to assist the participating parties to experience the community as being open, result driven and equal.

Basically, the TING Community is organised as a Council and in Teams. The Council is the general and strategic work body, while the individual teams coordinate their efforts and strategies within specific areas of development, while at the same time ensuring that results are made available to the rest of the community.

The bonus achieved by using this type of organisation is a common development strength, which it would not be possible to establish to the same degree locally with libraries or by suppliers.



TING Community Council members:

Bo Weymann, DBC
Mats Hernvall, DBC
Nicolai Dupont-Heidemann, Kolding
Thomas Angermann, Gentofte
Jens Steen Andersen, København
Rasmus Luckow-Nielsen, Reload
Bo Fristed, Aarhus

/Who is involved?

TING is deeply anchored in the Danish library sector and now includes 40 municipalities (libraries). They represent more than 50% of the population of Denmark

T!NG

How many libraries?

At the moment, 40 libraries and municipalities across Denmark are partners in TING. The geographical development and distribution is visualised on our map of Denmark, which shows TING partners.

In addition, TING is currently negotiating with a number of other libraries, including those in the municipalities of Albertslund, Herlev, Høje-Tåstrup, Hvidovre.

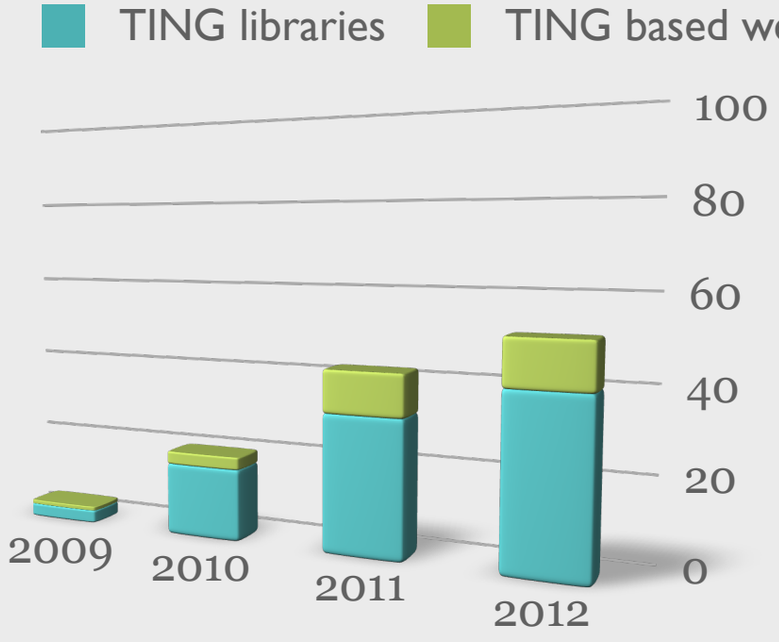
TING map

View the TING-municipalities in the order they joined the community

Become a partner!

Becoming a TING-partner is simple and commitment-free. It is a declaration of intent more than it is a contract and it is about committing to working with, developing and utilising services, which are based on TING.

One can join even if one is operating a proprietary CMS system. It is quite possible to use ding.TING (the user interface) for example, even if one has no intention of drawing upon data contained in the TING data repository or "well". Contact TING at info@ting for more info about partnership.



The bar graph shows the development in library partners and TING websites from 2009 to August 2012

TING vendorpartners

B14

DBC
- VI FORMIDLER VIDEN

RELOAD!
INNOVATIVE WEBLØSNINGER

pro peo pie

Bellcom
Open Source baseret WEB

Touch a logo to visit website

rediaals

Klean

ITminds

Headnet open minds

INLEAD

conXo
IT BUILDER

/TING projects

Not just with the libraries, but also in a wider framework, TING has participated in initiating a change in attitude towards Open Source as the basis for change, as it has produced several TING projects.

T!NG

Content produced by libraries

The goal of the project is to disseminate the physical and digital resources of the libraries via articles and reviews written by library staff. In addition, it is to increase the number of unique visits to the library websites and increase the number of downloads and loans – to get more customers in the store, so to speak.

The website of the Copenhagen Libraries has experienced a large increase in the number of unique visits, which is due to active dissemination on the site. The BPI project will facilitate the common production and sharing of articles created by library staff. The BPI project will make content cooperation more efficient by supporting the creation, planning and sharing of content. The technology must be able to support types of data other than articles.

The project will work in relation to current and future content projects and will ensure that elements, which have already been developed, such as Open Search Admin, VoxB, TING, etc., will be a part of the project.

Participants: The Libraries of Copenhagen, Gentofte, Tårnby, Allerød, Faxe, Lemvig, Halsnæs, Brøndby, Ringsted, Aarhus as well as Inlead and DBC.

DigiForm

The purpose of DigiForm, or Digital Dissemination, is to demonstrate the digital services that the libraries have to offer – because they are not visible at the library. This has to do with all the digital services, which we have for users, such as Netlydbog.dk, E-reolen, Filmstriben (library film website), Bibzoom (library digital music website) and many more. We develop and implement not only digital platforms and user interfaces in new and innovative ways, but also down to earth experiences that catch the eye. It is our desire to further disseminate our experiences, content and services to other libraries.

Participants: ITC, Aarhus Public Libraries and Gentofte Municipality. This project is subsidised by the Danish Agency for Culture.

Fun Facts

Finurlige Fakta (Fun Facts) is a snack of knowledge for library users, which may provide an incentive to explore music, literature, film or to find further inspiration online. Finurlige Fakta simply makes a subject come alive – if you spend a moment piquing your curiosity. The idea is that Finurlige Fakta should run on the websites of interested libraries, info screens or other digital platforms.

Participants: Biblioteksvagten (the Danish Library Q&A service), Odense Central Library and ITC, Aarhus Public Libraries. This project is subsidised by the Danish Agency for Culture.

Personalisation

The aim of the project is to develop a personalised search option, which presents the user with relevant and inspiring content from library websites. The user should experience receiving more than expected and become motivated to use the services without having a clearly defined need. The library services are promoted to the right recipients. Personalising should support the self-service mind-set and enable citizens to help themselves. The personalised search option will provide citizens with experiences, inspiration and service regardless of time and place – and independent of the opening hours of the physical library.

Participants: ITC, Citizen's Services and Libraries, Aarhus, the libraries of Copenhagen, Gentofte, Frederiksberg and Lyngby-Taarbæk.

Social platforms

The project is working on developing an open digital platform, which can support the activities of library clubs, including the possibility of creating a personal profile, create and/or participate in group dialogues and with the further possibility that dialogues can be shared in modules across Danish library websites. It is the ambition of this project to take the first steps towards the development of an Open Source-based platform/service, which in a modular manner can support and collect user dialogue and other forms of user-generated content, which relates to materials, virtual activities and communities.

Participants: The libraries of Roskilde, Vejle, Odense, Aarhus and TING

The Public Library e-book project

The aim of this project is to establish a national service with access to Danish fiction and non-fiction e-books and literature dissemination by using the TING database (and DDB/DDL at a later date), which will allow for the interests of both publishers and libraries and which will enable distribution to the libraries' user interfaces.

The project must ensure the possibility of checking out e-books in new forward-thinking ways to all platforms and create a viable price and business model for the cooperation between libraries and publishers, as well as cooperate with regards to consultation, dissemination, sales and marketing.

Ding2tal

The object of Ding2tal is to offer the digital dissemination platform of the future to Danish libraries, which is based on an accessible, flexible, modular and sustainable CMS created on the basis of a united and cooperative national library community. Ding2tal supports the vision of a democratic and shared library community where all physical and digital materials/resources across the libraries in Denmark can be disseminated via all types of digital interfaces.

- Users should experience ding2tal as innovative, modern, informative, instructive and surprising.
- Ding2tal centres on users and their needs, activities and contributions.
- Ding2tal must be modular and easy to access for everyone.
- Ding2tal must support the vision of DDB/DDL, as well as positive and negative, active and passive interested parties and possible alliance partners.

Ding2tal is based on Ding2, which is the new common main track, which has been financed and developed by DBC. In this way, Ding2 is the starting point for the public library CMS of the future: that, which we will all develop further.

Participants: The libraries of Copenhagen, Gladsaxe, Odense, Sønderborg, Kolding, Vejle, Horsens, Silkeborg, Randers, Viborg, Herning and Aarhus.

New bibliotek.dk (library.dk)

DBC is in the midst of planning the reorganisation of Danbib (information site for librarians) and bibliotek.dk (Danish library portal for users) to technology compliant with the TING database or "well". Among other things, this means that components will be usable in other connections, while elements developed by others can be integrated.

At the same time, the possibility of multiple as well as new types of data sources will be introduced, for the benefit of all who use the database. Danbib and bibliotek.dk will be accessible via web services and will thereby implement the vision of the DBC Open Library Strategy, which is to transform our national business systems to a service orientated architecture.

Searching on bibliotek.dk will be improved by adding more search facilities, such as facets.

The interface on the new bibliotek.dk will also be based on Drupal.

BAPPS

BAAPS is a single joint project concerning the development of apps for Danish libraries. We want to avoid double development (and payment) and have, starting with preliminary work done in Copenhagen and subsidised by the Danish Agency for Culture, initiated a project, which is to create future library apps for IOS (iPhone etc.) and Android. The app has already been launched in Copenhagen, while Kolding and Aarhus will join soon.

During the project period, a facility will be integrated so that e-books can be read from eReolen (the e-book website) directly from the app. In addition, we will implement a scanning function, so that a book can be scanned at a bookstore for example, then indexed and reserved in cases where it does not exist as a digital book which can be downloaded immediately.

Participants: The libraries of Viborg, Kolding, Copenhagen and Aarhus (project owner)

BAPPS It may look different although it is the same!

#8

/TING and DDB

"TING has been evaluated and found worthy to form the basis for the development of The Danish Digital Library – which is one of the central priority areas in the cultural digitalisation strategy of KL."

Rolf Hapel, Director of Citizens' Services and Libraries, the City of Aarhus

T!NG

The Danish Digital Library – PLEASE, YES PLEASE!

With TING we are very pleased that Local Government in Denmark and the Danish Agency for Culture have concluded an agreement concerning the Danish Digital Library (DDB/DDL), so that the debate concerning common digital library services of the future can be initiated – and there is a lot to do! We note with pleasure that TING has been evaluated and selected as the basis on which DDB/DDL is to be built. Since we had our first deliberations concerning TING in 2008, the cooperation between library partners and suppliers has taken a vision of digital development in the entire library and cultural sector as its starting point. Among other things, the vision is to further cooperation, sharing and digital development for the end users of cultural institutions.

Today, we have 40 library partners from all over the country as well as a large number of suppliers – and among other things, we offer much more than half of the population a library website, which is constructed with common data developed under TING.

Recently, we have become part of yet another community across 12 municipalities, which provides library service to more than 1.8 million users and have started creating the CMS of the future. We call this project Ding2tal and we are looking forward to the work ahead, which will of course take the experiences we have acquired as its starting point. Ding2tal is being designed and developed by our own staff and we are in fact quite proud that we now have competences of this kind "in-house". This development has taken place as a joint development co-operation in which the financial frames were quite tight.

We have noted the recommendation of the Devoteam that a more stringent governance model is required when TING becomes the foundation for the digital part of DDB/DDL. Within TING, we now have a governance model that reflects the voluntary nature of the way we work. Those who contribute and participate also make decisions. This will now change at a general level and we are of course completely aware of this.

It is, however, also our hope that we can find a way in which the community mentality can be retained so that TING has the possibility to unfold in the same way as before. We feel confident that the coming discussions will lead up to this and we look forward to our many upcoming tasks.

We have achieved much, but we will now be given the opportunity to continue our work on a larger scale, which will lead to more professional products and even deeper synergies.

Bo Fristed - Chairman of TING Council

2009
2010
2011

T!NG

2012

Wanna know more??

If you want to hear more about TING, feel free to contact us.

Head of TING working group
Niels Schmidt Petersen
nsp@aarhus.dk
+45 8940 9432

Chairman of TING Community Council
Bo Fristed
fristed@aarhus.dk
+45 8940 9401
+45 2014 2612

TING

An open ecosystem for [**cultural**] innovation, cooperation and sharing of results in a digital society