How We Killed Our Most-Loved Service and No One Batted an Eye

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Replacing a well-loved service

- First, we did it the wrong way
  - Don’t do it like we did!
- Then, we did it the right way
  - Do it like we did it!
The General Finnish Thesaurus YSA

- National Library’s General Finnish thesaurus YSA was/is the most used thesaurus in Finland
  - Developed originally in the 1980’s mainly for book indexing
    - Used in the indexing of the national bibliography
  - Monolingual, has a swedish equivalent Allärs
  - Structure tied to MARC21-format, for example use of MARC-subdivisions
VESAN

- A dedicated site for browsing YSA and its Swedish-language counterpart Allärs
  - Also included the music domain thesaurus MUSA/Cilla
**A**

a priori tieto
käytä: apriorinen tieto
A(H1N1)-virus
A(H5N1)-virus
A-klinit
A-vitamiini
AA-liike
AAC-menetelmät
käytä: puhetta tukeva ja korvaava kommunikaatio
Aachen
Aakenustunturi
aakkoset

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**YSA - Yleinen suomalainen asiasanasto**

Haettava asiasana: koralliriutat

Huom: Hakusanan voi katkaista *llä

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**Hakutulos: (YSA)**

Käytettävä asiasana: koralliriutat

Rinnakkaistermit: laguunit

Korvaavat termit: atollit

[13] Hydrologia

Ruotsinkielinen asiasana: korallrev
VESAs

- Built in the 90s
  - Users were very used to it
- Single-purpose
  - Very functional design
  - Very fast
- Consistently our most-loved service in user surveys
  - No improvements needed!
VESAA

- Started in 1999
  - Users were very used to it
- Single-purpose
  - Very functional design
  - Very fast
- Consistently our most-loved service in user surveys
  - No improvements needed!
    - Except that there was no proper support for linked data, no APIs in order to integrate the vocabularies into other systems, and the ancient software was more and more difficult to maintain
ONKI

- A general thesaurus and ontology service
  - Developed in the FinnONTO research project
    - Aalto University and University of Helsinki
- Several aims
  - Ability to handle moderately complex OWL ontologies as well as thesauri and classifications
  - APIs to allow integration into annotation and search systems
  - Part of the larger national linked data infrastructure
- From YSA to YSO (General Finnish Ontology)
  - From terms to concepts (identified with URIs)
  - A complete is-a hierarchy
  - Multilingual (Finnish, Swedish, English)
  - Machine-understandable semantics
abstract art

URI: http://www.yso.fi/onto/ysop13274

Context:
- yso-käsitteet
  - endurant
  - phenomena
  - cultural phenomena
  - styles
  - abstract art
  - abstrakti ekspressionism
  - absurdist
  - aegean art
  - akmeismi
  - anti-formalism
  - art brut
  - art deco
  - arte povera
  - asiatyyli
  - avant-garde
  - baroque
  - biedermeier
  - burlesque
  - Byzantine art
  - camivalesque
  - carolingian art
  - celtic art
  - Chippendale
  - classicism
  - comic art
  - concretism
  - contemporary art
  - cubism
  - datasim
  - dandyism
  - elevated style

Properties
- Label (en): abstract art
- Alternative label (fi): nonfiguratiivinen taide
- Label (fi): abstrakti taide
- Alternative label (sv): nonfigurativ konst
- Label (sv): abstrakt konst
- Matching concept: Y14900*
  - Y04600*
- Related concept:
  - figurative art
  - informalism
  - surrealism
- Type: 
  - YSO Concept
- Superordinate concept:
  - styles
The United Nations Standard Products and Services Code - UNSPSC

Subconcept restriction: Services

Results / page: 20 50 100
The way property values are displayed: value/row values side by side

Results (7 hits, showing 1-20):
[expand all]

[+] Apartment construction

[-] Apiculture

Broader terms: UNSPSC

- Services
  - Farming and Fishing and Forestry and Wildlife Contracting Services
  - Livestock services
  - Livestock industry

Coordinate terms: Animal husbandry

- Bovine production services
- Farm rearing systems
- Livestock breeding
- Livestock genetics services
- Poultry production services
- Sericulture
- Small animal breeding services

URI: http://www.yso.fi/onto/unspsc/C70121610

Mehiläishoito (fi)
ONKI – weak points

- Designed by engineers for engineers
  - The design was refined over the versions to more accommodate the needs of the annotators
- A research prototype
  - Proof of concept
  - Not very reliable
    - Reliability isn’t important for research
- Slated to replace VESA in 2011
  - Pulled back because of user feedback
Finto

- A project to build a production version of ONKI
  - 2013 ->
  - National Library of Finland
  - Funded by the Ministry of Finance and the Ministry of Culture and Education
Finto - 2013

YSO - General Finnish ontology

PREFERRED TERM

coral reefs

TYPE
General concept

BROADER CONCEPT
places created by nature

RELATED CONCEPTS
lagoons

BELONGS TO GROUP
11 Geography, Cartography, Geodesy, Geology, Palaeontology
13 Hydrology

IN OTHER LANGUAGES
koralliriatat
atollit
korallrev
atoller

URI
http://www.yso.fi/onto/yso/p14886

Download this concept:
RDF/XML TURTLE JSON-LD

CLOSELY MATCHING CONCEPT

Coral reefs and islands
koralliriatat (fi)
korallrev (sv)

Library of Congress Subject Headings
YSA - General Finnish thesaurus
Alltärs - Allmän tesaurus på svenska

Images indexed with the term in Finna 6
User groups

**VESAS - verkkosanasto/webbtesaurus**

User group: Annotators → End users

**finto** Finnish Thesaurus and Ontology Service

User groups: Vocabulary developers → Annotators → Application developers → End users
Design principles

- Finto must be reliable and fast
- No extra workload for the annotators
- A lot of emphasis on usability
  - Tests with professionals
- Deep collaboration with people with real annotation experience
  - Several people in the project group
  - Active participation in the design
- Dug up information based on the VESA logs
  - An example finding: many users search for terms with the singular
User testing

- A limited pool of possible test subjects
  - Professional annotators are not very common
    - Various sub-categories
      - Books vs museum artefacts vs health documents
      - Finnish vs Swedish vs both
      - Annotation as main work vs annotation as auxiliary work

- Thorough planning
  - When to test?
  - Who to test with?
Test set ups

- Tests done on the test subject’s own computer in their own office
- Tasks
  - An ordinary annotation task
    - Using their usual set-up
    - Using Finto
  - A specifically set up annotating a book with key concepts that are not present in the annotation vocabulary as is but that require the use of the search interface
    - Using Finto
- Recorded
  - Observations
  - Questionnaire
  - General interview
System Usability Scale

- The System Usability Scale (SUS) provides a light-weight tool for measuring usability
  - Ten questions
    - I think that I would like to use this system frequently.
    - I found the system unnecessarily complex.
    - Etc.
  - Score of 1-100 with 68 being average
<table>
<thead>
<tr>
<th>System</th>
<th>ONKI3</th>
<th>Finto test 1</th>
<th>Finto test 2</th>
<th>Finto test 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average</td>
<td>48</td>
<td>80</td>
<td>80</td>
<td>76</td>
</tr>
</tbody>
</table>
Patient long-term communication

- Presentations in various forums
- Emphasizing the fact that the user should get no extra workload
- New possibilities and general interoperability with systems outside of the library domain
- Full support for multilinguality
- A long countdown to the end
  - Once we were absolutely sure of Finto’s performance
New features

- Modular design allows for additional features
  - Integration into the Finna search and access service to museum, archive, and library materials
- Suggestions system for new concepts and changes to existing ones
  - Originally done through email
Suggestions system

Uuden käsitteen ehdottaminen

YSAn ja YSON käsite-ehdotuslomake

Selaa ehdotuksia
Ehdota uutta käsittettä
Ehdota muutosta käsitteeseen

* merkittyt kohdat ovat pakollisia.

Tyyppi:
Käsite

Päätermi/asiasana:

Termi ruotsiksi

Termi englanniksi:

Vaihtoehtoiset termit ja ilmaisut:

Yliaksite YSOssa (LT):
Hae käsittä

Alakäsitteen (ST):
Hae käsittä

Assosiaatiiviset (RT):
Hae käsittä

YSA/YSO temaattinen ryhmä:
Valitse ryhmä(t) listalta

suomeksi

på svenska

Näytä onje
Suggestions system

- A simple web form codifying the necessary fields
  - A star rating for the suggestions – more fields filled, more stars
- Each suggestion opens an issue in GitHub
  - Allows for commenting on the suggestions
  - Powerful search tools
- Suggestions also go into a "suggestions vocabulary" in Finto where you can use them straight away
  - If the suggestion is accepted into the vocabulary, the URI stays
  - If it is not accepted, the URI is given a dct:isReplacedBy relation to a suitable other concept
Suggestions system

- Makes the work transparent
- Makes the suggestions easier to process but also makes sending them more streamlined
- Loved by the developers
The death of VESA

- VESA was finally unplugged in the beginning of 2016
  - Zero negative feedback
Thank you! Questions?

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