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Seamless member services

Virginia Walsh, ALIA executive director
Gordon Bower, ACLIS executive officer

From 1 January 1998 both ALIA and ACLIS members will have access to all ALIA and ACLIS services. This service delivery will be undertaken with the current organisational arrangements for ALIA and ACLIS staff.

A program of full integration of ALIA and ACLIS staff will be an incremental process and is subject to further negotiation. During that process the ACLIS and ALIA offices will remain in their present form and location.

This seamless service delivery will be constantly monitored and evaluated to ensure the professional quality and relevance of services provided.

Contact ALIA for...

Members of both ALIA and ACLIS can contact ALIA (1800 02 0071) for the following key member services:

Personnel and industrial services information

The ALIA manager, personnel and industrial services, will provide services to all ALIA and ACLIS members. The current services will be monitored to ensure their relevance and to determine the need for a range of regular publications.

Inter-library loans and document delivery services

ALIA will offer an integrated one-stop shop for inter-library loans/document delivery services. To enable this to proceed ACLIS will cede its existing inter-library loans/document delivery services to ALIA and will assign to ALIA the right to print and sell the ACLIS approved inter-library loan request form, the text and existing copies of the Australian Interlending Code and will give to ALIA the existing stock of the publication *Australian guide to interlending and document delivery*.

Publications

ALIA will provide a copy of its monthly news magazine *inCite* to all ACLIS members.

Contact ACLIS for...

Members of both ACLIS and ALIA can contact ACLIS (phone 02 6262 1200) for these key member services:

Copyright information

The ACLIS copyright research officer will provide services to all ALIA and ACLIS members. The current services will be monitored to ensure their relevance and to determine the need for a range of regular publications.

Publications

ACLIS will provide a copy of its quarterly *ACLIS News* to all ALIA institutional members.

Additionally, ALIA and ACLIS will work together to provide members with a range of other benefits and services:

- A reciprocal arrangement will exist to enable ALIA and ACLIS members to attend, at the same member rate, continuing professional development activities such as conferences, workshops and seminars organised by either or both organisations.
- ALIA and ACLIS will undertake to work together to identify appropriate processes for the distribution of copyright information.
- Any current or future publications from either organisation will be available at the same members' rate to all ACLIS and ALIA members. Innovative approaches will be taken to joint publishing ventures.
- Closer links and possible integration of the ACLIS and ALIA web sites will be investigated. ■