

But Library and Information Week is just for public libraries...

Nerida Hart, director, Commonwealth Department of Family and Community Services, Library and Information Research Service

What do special libraries do for Library and Information Week? Those special libraries which understand and practice good marketing, know that Library and Information Week is not just for public libraries, and take the opportunity to market themselves.

At Family and Community Services (FaCS), the Library and Information Research Service has four organisations to which they are responsible for providing services — Family and Community Services which incorporates the Child Support Agency and the Social Security Appeals Tribunal; and Centrelink, which delivers income support payments services on behalf of FaCS. These four agencies represent approximately 27 000 potential clientele located throughout Australia, often in rural and remote communities.

As a special library, FaCS Library and Information Research Service exists to serve their internal clients with library and research services to support the core business of the client organisations. As they are part of a larger organisation, information provided by the library is not the only source of information available internally.

Library and Information Week was taken

as an opportunity to highlight these various sources and service types. We decided on an 'information expo' to be run by the Information Strategies Branch, of which the Library and Information Research Service is a part. The goal was to show all staff what types of information they had access to and how the technology could assist them in performing their work in a more efficient manner. It was also an opportunity for staff to meet with information specialists from the different areas at the same time.

As FaCS in Canberra is located in two locations — Tuggeranong and Woden — the expo was conducted Monday to Wednesday in Tuggeranong and Thursday and Friday in Woden. This gave all Canberra-based staff an opportunity to attend the expo.

Products and services demonstrated as part of the Expo included:

Targeted information services such as:

- InfoFIND — a Lotus Notes product developed internally by the FaCS Library and Information Research Service, which allows clients to build their own targeted profiles and have the results delivered by e-mail.
- Hansard Alerting service — another

inhouse product developed for portfolio-specific Hansard material.

- Online information products provided by the Library and Information Research Service.
- The Longitudinal Data Set (LDS) developed by the Policy and Management Information Section. This is used to enable researchers to analyse individual customer trends over time. This is crucial for assessing the effect policy changes have on the income support population.

Knowledge sharing products such as:

- Quickplace — a browser-based collaboration tool to support communities of practice/interest and similar business needs. Quickplace can provide an online workspace to share and organise ideas, content and tasks, and secure web-based collaboration with external partners, suppliers and customers.
- Sametime — a collaboration tool that works with any browser to provide real-time awareness, communication, and document sharing capabilities.
- Corporate Document Management and the services available to assist staff to manage their paper-based and electronic documents.
- IT support from applications development to Help Desk facilities.
- intranet support — including how to publish to the FaCS intranet.

The expo also assisted the Library and Information Research Service, as our aim is to eventually deliver most of our information services electronically. We are already well on our way to achieving this as we have mainly remote clientele and often this is the only option which is practical. We also provide training on all our products as well as internet research skills.

The resulting amount of new work generated by the expo was significant, even given that the Library and Information Research Service already has seventy-five per cent of its FaCS clientele as registered and regular users of its services.

So, for those special libraries that think Library and Information Week relates to public libraries only, take another look and see what is possible if you make yourself part of the core business of your organisation. Not only will you raise your profile, an important issue when it comes to funding, but you will also generate much new business. ■

Raymond J spices thing up...

BOOKS ALIVE!

Ivanhoe Library celebrates the National Simultaneous Storytime



Photo courtesy of Mirror Australian Telegraph

Raymond J Bartholomeuz entertained more than forty children, parents and grandparents at Ivanhoe Library on Thursday 17 May as part of the National Simultaneous Storytime. Thanks to sponsorship from Books Alive! and with help from ALIA, Ivanhoe Library was able to offer this one-off, history making event. The storytime was proclaimed a hit by kids and parents alike. All joined in with the animal noises, rhymes and songs. The give-away of Library and Information Week balloons was the icing on the cake!