

LibraryLink helps Victorians find the perfect read



Shane Maloney, Melbourne author spoke at the launch

The \$500 000 LibraryLink website (<http://www.llv.net.au>) was launched in August at the Northcote Library giving Victoria's 2.5 million public library users access to the 10 million books, CDs and other items in public library catalogues. LibraryLink covers 42 metropolitan libraries in the Darebin, Boroondara, Casey, Port Phillip and Cardinia areas. LibraryLink also covers 97 country public libraries in the north and west of Victoria, giving nearly 45 per cent of Victorians access to the service. *



Self-service allows Noosa library to open 7 days a week

Noosa Library has been able to open its doors on Sundays for the first time after installing a Spydus self-service unit that allows borrowers to check out their own selected books, DVDs and other items. The resulting economies made seven days a week opening possible, according to Kerri Contini, the Manager Library Services. She said that although the library was getting busier, there were difficulties in gaining funding for staff.

"We decided to put in a simple self-service device so that our patrons could do some of the work themselves," said Kerri. "This has allowed us to improve customer service levels by opening for an extra day – without self-service we would have been unable to pay staff overtime rates for working on Sundays."

The self-service unit integrates with the Civica Spydus library management system, which Noosa Library has used since early 2003. The self-service unit is a small, inexpensive and simple to install device that automatically generates a receipt when customers pass their library card and borrowed items beneath its bar-code scanner.

The introduction has been smooth, and while some customers stick to personal interaction, others are happy with self-service. Within three months of introduction, the unit was being used for about 22 per cent of borrowings. Kerri and her team are touched by the response of some loyal clients, who have voiced genuine concerns that automation might mean staff cuts. She has reassured them that this is not the case, and that automation will improve service levels and free staff to help those who need assistance, or like the personal touch.

Kerri said the Spydus Self-Service unit was cost-effective for Noosa's purposes, certainly compared to the cost of employing new staff or paying overtime. Noosa Library plans to introduce radio frequency identification (RFID) for its stock when a new branch library opens at Cooroy. The self-service unit can operate both as a barcode reader and RFID scanner.

Kerri Contini can be contacted at Noosa Library, ph 07 5455 8302. *

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Over 450 free study guides for popular programs and films are available at www.enhancetv.com.au Top downloads include Rolf de Heer's *Ten Canoes*, winner of the Special Jury prize at the 2006 Cannes Film Festival; *Honey We're Killing the Kids*, the popular series examining children's nutrition, and Phillip Noyce's *Rabbit Proof Fence*, the thought-provoking drama based on a true story. Even light entertainment is covered with Hollywood blockbusters such as *Shrek* and *Ice Age*.

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