





Library service wins national award

Above: (L-R) Graham Bashford, DIGITAL; Graham Hilton, LISWA; Lynn Allen, LISWA; Trevor Kaine, Minister for Urban Services, Tourism and Industrial Relations

he Library and Information Service of Western Australia (LISWA) has been recognised at the Tenth Government Technology Productivity Awards. At a gala ceremony held in Parliament House, Canberra, Dr Lynn Allen, State Librarian and the Chief Executive Officer of LISWA, accepted a gold award from the National Technology in Government Committee for Project Information Access.

The Government Technology Productivity Awards cater to federal, state and local governments plus statutory authorities. The thirteen gold awards presented this year recognised areas of government that have improved productivity and provided better service with the aid of technology.

Project Information Access, an information system which links the wealth of information resources within LISWA and the State's public libraries by integrating information resources whatever their location or format, provides better and more equitable access to information for Western Australians.

Before the launch of Project Information Access in September 1995, LISWA's clients were cut off from the rapid growth in information taking place locally and internationally. LISWA's computer technology was old, unreliable, and unacceptably slow. Operating in an 'information age' where clients demanded increasing levels of service, LISWA found itself unable to meet its role as information provider.

Now LISWA can offer everyone a window to its information resources either through public libraries or privately on the Internet. Its services no longer

shutdown when the doors of the libraries close and clients can search for information all day, every day on an easy to use system which will grow with their needs into the 21st century.

Project Information Access has improved the level and quality of information available to the public by creating a statewide 'virtual public library' that allows clients to browse the entire collection of books and other materials in the state and public library system using a simple to use graphical interface. With the launch of this innovative service LISWA became one of the first large public libraries in the world to provide a simple graphical interface of this type to clients via the Internet.

In addition to the information held within the State Reference Library and the State's public libraries, the new system provides access to an extensive database of Government and Community organisations and the heritage collections housed within the JS Battye Library of West Australian History.

To complement these local information sources LISWA provides free public access to the global information resources of the Internet from several workstations within the Alexander Library Building.

The transformation of LISWA's systems has been achieved on time and on budget at each stage so far, a rare attribute for any project of this size. And as their working time becomes more productive, with savings of time and money, LISWA staff will be able to look beyond everyday operations to more innovative ways to provide information services to Western Australians.