

[SPECIAL]

# Computer-based training program

Leanne Cummings and Sergeant Kim Nisbet, Queensland Police Service Library Service

Meeting the training needs of a geographically-isolated clientele was the challenge faced by the Queensland Police Service Library Service. An innovative partnership between the Library Services and Teaching and Learning Services of the Queensland Police Service, and utilising the latest information technology, ensured that the challenge was met.

The Queensland Police Service's 'virtual library' allows library clients to access, search and retrieve resources; submit reference requests; make inter-library loans; submit photocopying request forms; and to access current awareness and information alerts. The Library Service staff provide face-to-face training in the use of the virtual library. However, this is not a viable or effective option when addressing the needs of the library's remote users.

The Library Service team have harnessed information technology to bring the Queensland Police Service together, virtually. The Library Service team created the computer-based train-

ing (CBT) program which can be accessed from any networked computer within the Queensland Police Service, via the intranet. Now, Queensland Police Service personnel can undertake a self-paced online tutorial which teaches them how to maximise their use of the virtual library.

In developing the CBT, Ms Cummings and Sergeant Nisbet have not only bridged the physical divide faced by many Queensland Police Service personnel, but have also enhanced the profile of the library.



L-R: Sergeant Kim Nesbet, Queensland Police Library Service; Dierdre Gibb, One Umbrella representative; Leanne Cummings, Queensland Police Library Service; and Vicki McDonald, ALIA representative after the presentation for the ALIA Award for Innovation [Special libraries]

In presenting the ALIA Award for Innovation [Special], we congratulate the Queensland Police Service Library Service for their program, which combines innovation in technology, innovation in training, and innovation in management. ■

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