



COMMUNITY SERVICES CONNECTING AUSTRALIA AND THE US

Connecting Up Australia (www.connectingup.org) is a non-profit organisation providing information and resources to support the non-profit sector in Australia through our online and printed directories (www.sacommunity.org). Connecting Up Australia and local government contributors work together to collectively provide a free online resource that assists people to locate helping services and to participate in their local or wider community.

Over a number of years we have been building international links with organizations that have common interests and activities with



Connecting Up Australia

our own. An important connection is the one we've made with 2-1-1 (www.211us.org), an information and referral service in the US and Canada that provides free and confidential information and referral to people needing help to access human services such as food assistance, housing, employment, health care and counselling. 2-1-1 services are supported by United Way (www.liveunited.org) a philanthropic fundraising organization, as well as community foundations, federal and local government funds.

Another major partner of 2-1-1 is the Alliance of Information and Referral Systems (www.airs.org), the professional association for over 1200 community information and referral providers. AIRS provides training,

accreditation and certification for providers and organizes an annual conference that brings these practitioners together. The AIRS standards for professional information and referral are available on their website and may be of interest to library and information service professionals as they cover a range of standard professional skills such as the reference interview, database management, classification, indexing, and search methods.

Connecting Up Australia staff members have had the opportunity to meet with colleagues from 2-1-1 services on two separate visits to the US. We were welcomed by the staff who shared with us the

joys and pain of collecting, managing, maintaining and disseminating information with limited funds, working with a combination of paid and volunteer staff, the challenges of regional and state level collaboration, and the difficulties of sharing information across different platforms. 2-1-1 has developed into a national service as the result of sustained effort and collaboration over many years combined with effective lobbying to gain federal government recognition of the value of this service and the funding required to sustain it.

Connecting Up Australia's additional international networks have resulted in other developments that have benefited the Australian non-profit community:

- establishment of our DonorTec software donations program, delivered in partnership with TechSoup Global (www.techsoupglobal.org)
- NTEN Mutual Conference Scholarship Program - several Connecting Up Australia staff have attended the NTEN conference in recent years and we are now offering an opportunity for two people working in Australian non-profits to receive assistance to attend (www.nten.org)
- international speakers presenting at Connecting Up Conferences including social media guru Beth Kanter (www.bethkanter.org), social enterprise expert Peter Dietz (www.mysocialactions.com) and non-profit technology leader Allen Gunn (www.aspirationtech.org)

Jean Arnot Memorial Fellowship 2011

\$1000 AWARD FOR WINNING ESSAY



The annual Jean Arnot Memorial Fellowship honours Jean Fleming Arnot (1903-1995) MBE, FLAA, who had a distinguished career of 47 years in librarianship and was a pioneer of equal pay and women's rights.

The fellowship is funded by a generous donation from the National Council of Women in New South Wales Incorporated, and the Australian Federation of Business and Professional Women's Associations Incorporated.

The fellowship is awarded to a female librarian or student of librarianship for an outstanding paper of no more than 5000 words on any aspect of librarianship. An award of \$1000 will be presented to the winner at the annual Jean Arnot Memorial Luncheon to be held on 8 April 2011, at Parliament House, Sydney.

Entries for the fellowship close on 15 March 2011 and should be submitted to:

Richard Neville, Mitchell Librarian
State Library of NSW
Macquarie Street Sydney NSW 2000

Conditions of entry and application forms can be found on the State Library website at www.sl.nsw.gov.au/about/awards/arnot.html. Please telephone (02) 9273 1478 or email rneville@sl.nsw.gov.au if further information is required.

P&D-3/527-12/2010

Rosalie Day
Information Manager
Connecting Up Australia
rd@connectingup.org

