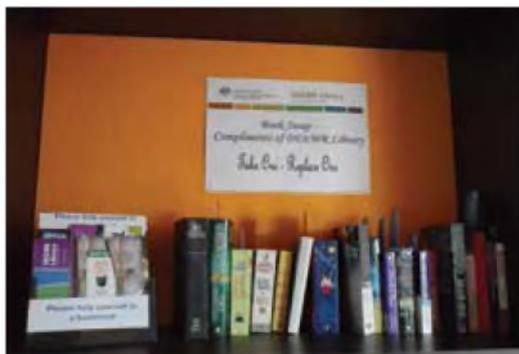


# ALIA TEAM – OUT AND ABOUT

## Responding to change: The Department of Education, Employment & Workplace Relations Library



Left image: The DEEWR Book Swap in the staff common area. Right image: The library staff and ALIA team members – Left to right: Beverley Richards, Caroline Bujarowski, Helen Roberts, Thea Moyes and Rachael Hind.

Government libraries, like most academic, corporate or public libraries, must respond to the changes in their environment, reflecting the needs of their parent organisation and their client base. With rapidly changing technologies and finite government resources affecting staffing and library acquisitions, these libraries must develop clever approaches to meet and anticipate our clients' needs.

The Department of Education, Employment & Workplace Relations library provides library services to the Department as well as to Safe Work Australia and the Fair Work Ombudsman. DEEWR library was reviewed in 2012 with a view to meeting the future needs of the Department, and as a result of that review, we commenced liaison relationships between each library team member and a different cluster of the Department. The designated library 'rep' attends branch meetings within that cluster to forge closer relationships between the library and the various areas of the Department. This also enables the 'rep' to gain an understanding of the work, challenges and priorities of that area.

This initiative has resulted in a better understanding of information requirements of the clusters and an increased exposure of the library staff skills and experience. As a result of these closer liaisons, the current awareness alerts produced by the library have been refined to reflect the requirements of the different subject areas and library staff have given guidance to areas of the Department on managing their repositories of subject information.

We take every opportunity to take part in departmental events such as

Reconciliation, NAIDOC and Social Inclusion Week activities, to display our resources and products and talk about the Library & Information Service. Our prime services revolve around research, current awareness and interlibrary loans, but we also manage the ISBNs for the Department and Safe Work Australia as well as access to the Australian Bureau of Statistics and other datasets.

At a time of further resource constraints, government libraries are very conscious of showing value for money for the resources they purchase. Consortia arrangements with other government libraries via the Australian Government Libraries Information Network (AGLIN) for journal subscriptions and electronic resources allow us to provide an efficient service while achieving savings. We must also respond to changes in information technology and are starting to evaluate the ebook collections that best suits our client needs. The coming election may also result in changes to department functions and their responsibilities and therefore to the focus of their libraries. Government libraries must therefore continue to evolve to

meet future needs of departments and agencies.

**Kym Holden**  
A/g Director  
DEEWR Library and Information Service  
kym.holden@deewr.gov.au

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