

From Books to Bytes

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State Library

OF WESTERN AUSTRALIA

Digital revolution: books2bytes



State Library of Western Australia

The State Library is embedded in the lives of Western Australians:

- Captures and preserves the heritage of Western Australia
- Manages a collection of both electronic and paper resources
- Supports borrowing and interlibrary lending to clients of the library
- Provide literacy programmes and services to Western Australians starting from birth.

Client Services Directorate: Frontline

Particular focus on enriching client experiences:

- Answering reference questions
- Providing access to technology
- Assisting with technology challenges
- Leading projects that promote technological solutions to client needs

Reinvigorating Client Services

Ascertain the **suitability** and **preparedness** of designated front line client services, both face to face and electronic, for satisfying the current and emerging **needs of clients** now and in the future; and how they aligned with contemporary library practice.

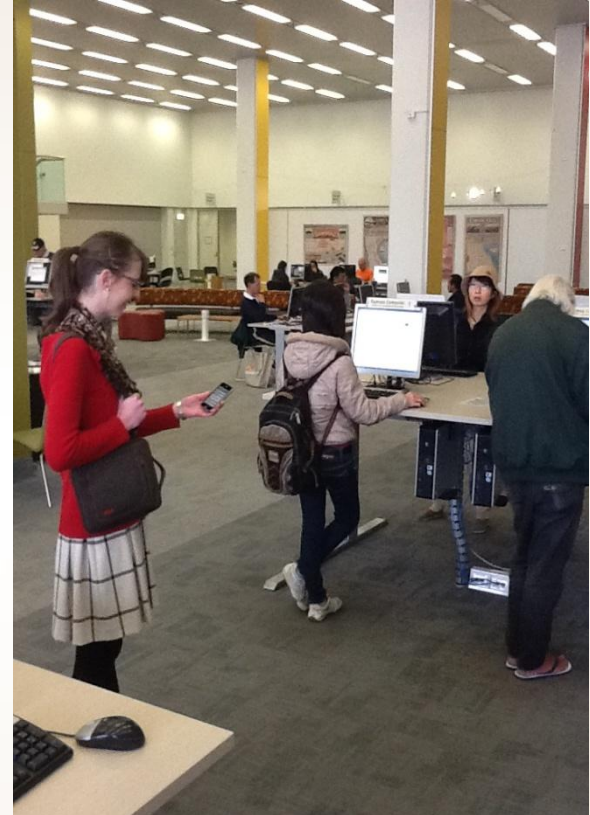


Out of the review SLWA looked for ways to:

- Embracing contemporary information practices and communications technology; and
- Enabling our visitors to adopt a self help approach through an “assume nothing” approach

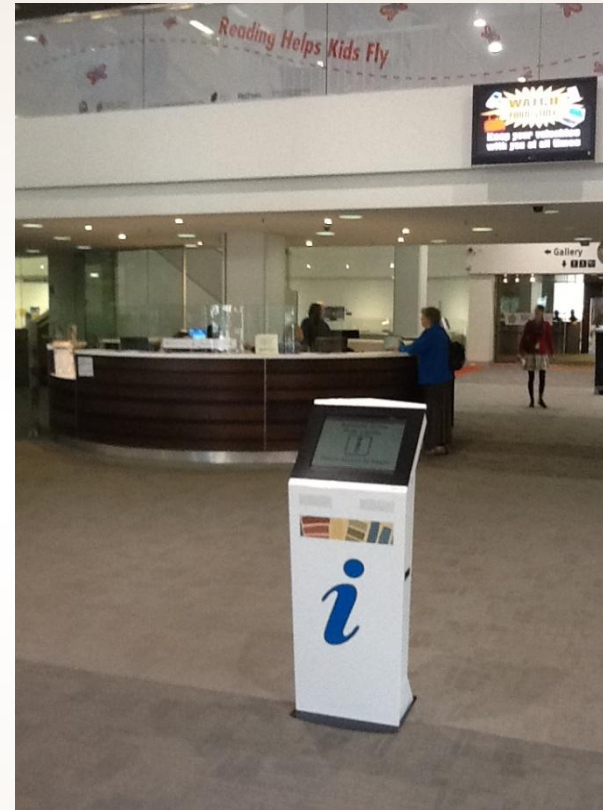
Mobile devices: benefits

- Take the service to the client
- Improve response times to tech challenges
- Improve staff familiarity with technology
- Shows clients we are “plugged in” to current technology
- Improved staff presence throughout the Library



Information kiosks: benefits

- Simple, user friendly, way-finding guide to Library services
- Improved capacity to swiftly meet client needs—Information Triage—in a busy client service environment
- Demonstrates the Library's proactive connection to innovation in client service
- Monitoring of statistical Kiosk data for improved decision making processes



Your Enquiry Service (YES)

- Remote client access to information professionals
- Uniform response times to enquiries
- Auto responses keep clients informed of enquiry progress
- Even distribution of client enquiries to appropriate staff
- Prevents duplication or research work
- Presents opportunities to capture staff knowledge

Wireless Internet services

Public network (current):

- Increased options for Internet access
- Available in the Library and the Cultural Centre precinct

Staff Network (proposed):

- Secure mobile access to databases and staff network
- Internal control of wifi network
- Improved wifi speed



Eresources @ the Library & @ Home

- Convenient, self-directed access to information
- Timeliness, fast “NOW” access
- Ability to download, email and print target information at need
- Provide internal and external clients with improved exposure to electronic resources, information portals and options
- Ability to divide search results by abstract, full text or peer review
- Western Australian residents only

Managing the change **MAKES** the change

1. Involvement and ownership
2. Consistent communication strategy
3. Training
4. Opportunity for feedback and recognition
5. Stay on target



Where next?

- Continue to monitor mobile device developments
- Look to establish internally hosted public and staff wifi networks
- Continue to investigate and plan for cross building expansion of self directed services provided via information kiosks
- Continue to monitor the technology based services, improve, update and/or replace them as required
- Remain alert to change and continue to consistently apply the five basic steps of change management