

Yarra Plenty Regional Library Service



LIBRARYLINK
VICTORIA

Deanne Jones

Yarra Plenty Library Service

- Banyule, Nillumbik & Whittlesea shires
- 8 branches & 1 mobile
- 148,000 members
- 800,000 visits
- 480,000 collection items
- 8000 ILL requests annually

LibraryLink Victoria

- VDX system implemented April 2007
- Zportal implemented September 2007
- Increase in patron requests of 200% as opposed to April 2007
- Increase in library service requests of 300% as opposed to April 2007
- LLV is assisting with the increase in demand through automated technologies

Innovative ILL processes

- Auto-authorisation
- Auto-responding
- Borrower & staff education initiatives
- Marketing plan
- Streamline workflows
- Staffing structure
- Planning

Marketing & education initiatives

- Patrons
- Review of existing ILL guidelines
- Marketing brochure distribution
- Multimedia advertising
- Website update
- Bi-annual survey
- LLV classes
- Bookmark
- Inclusion of ILL service into membership documentation
- Staff
- Development of bi-annual training scheme
- Implementation of ILL procedures manual
- Regular dissemination of information to staff
- Implementation of borrower education strategy

Streamlining workflows

- Paperless processes
- Online documentation & retrieval of information
- Incorporation of non YPRL materials into the YPRL LMS
- Internal printing of labels
- Issue dockets for shipping purposes

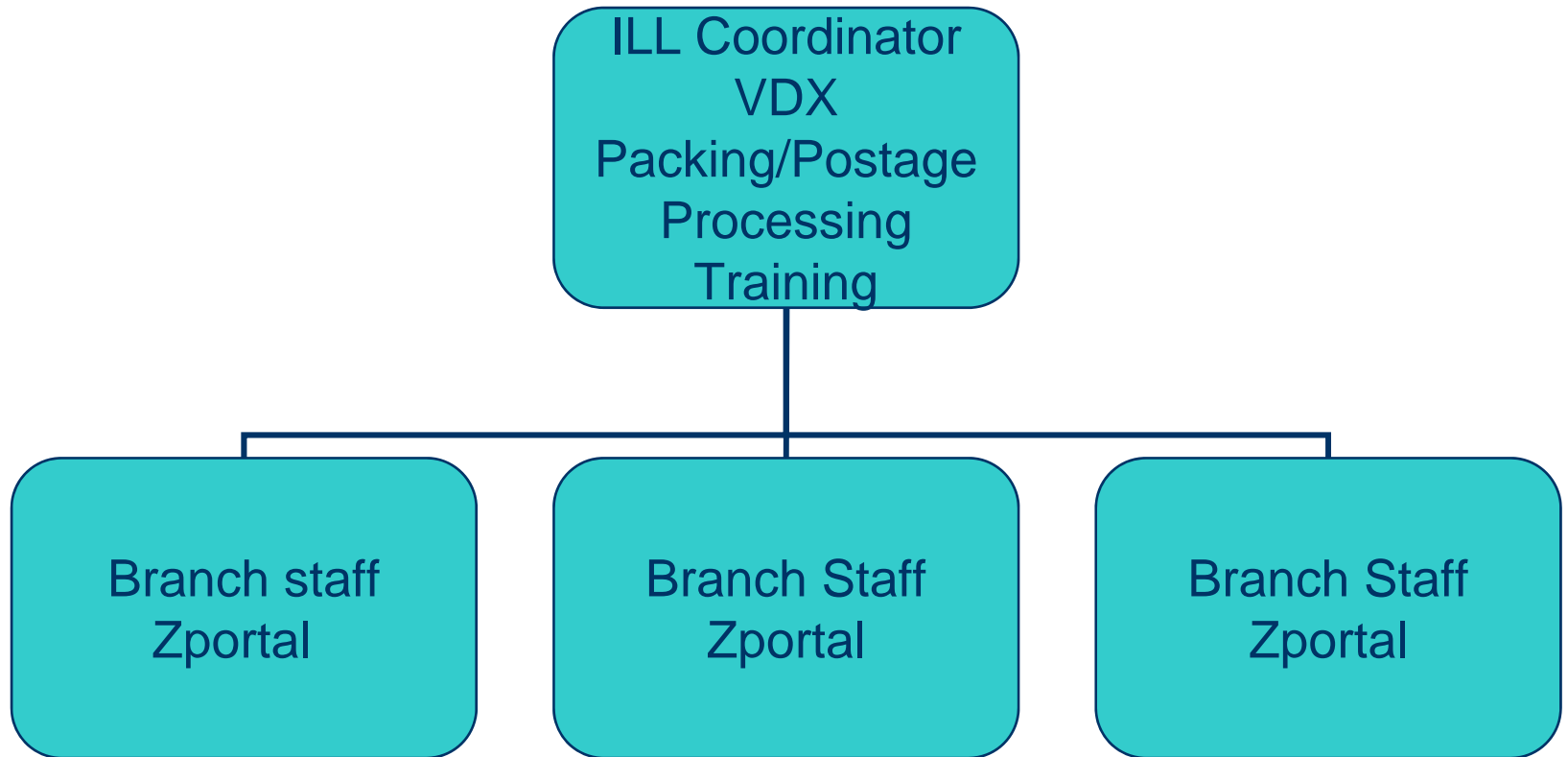
Process changes

- 2006
 - Reliance on paper trails
 - Filing
 - Printing
 - Reactive follow up process
 - Manual tracking of materials
 - Manual online searching & responding
- 2007
 - Paper trail abolished
 - Time managed requesting
 - Facilitated tracking service
 - Online follow up to non-supplied requests
 - Automated tracking of materials
 - Automated searching & responding

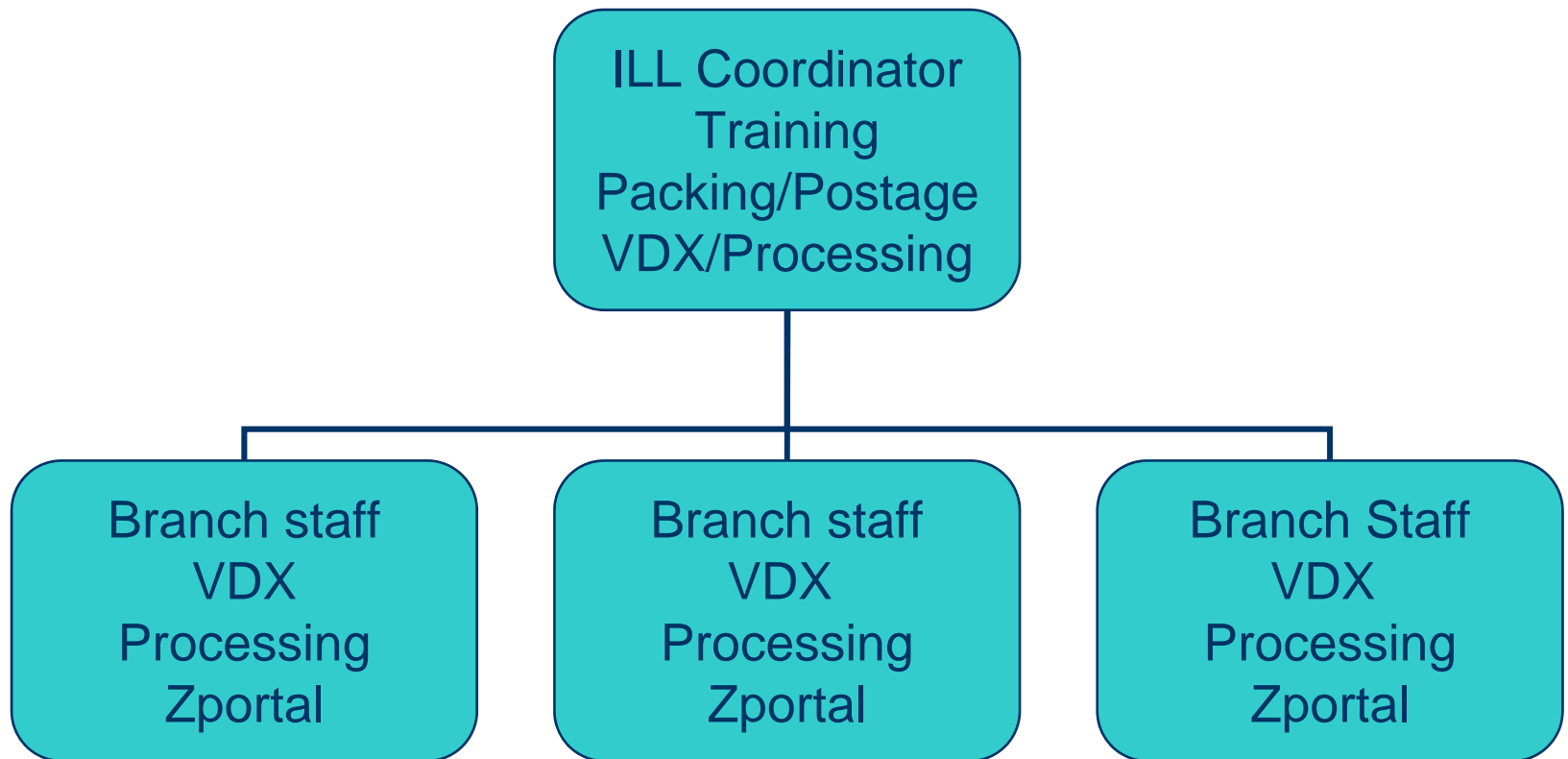
Staffing structure

- Three staff subsequently manage ILL
- VDX system managed centrally at LSS
- Packing centralised at LSS
- Zportal accessible in branches & from home
- Two staff assist with packing & processing
- Proposed decentralisation of parts of service throughout branches

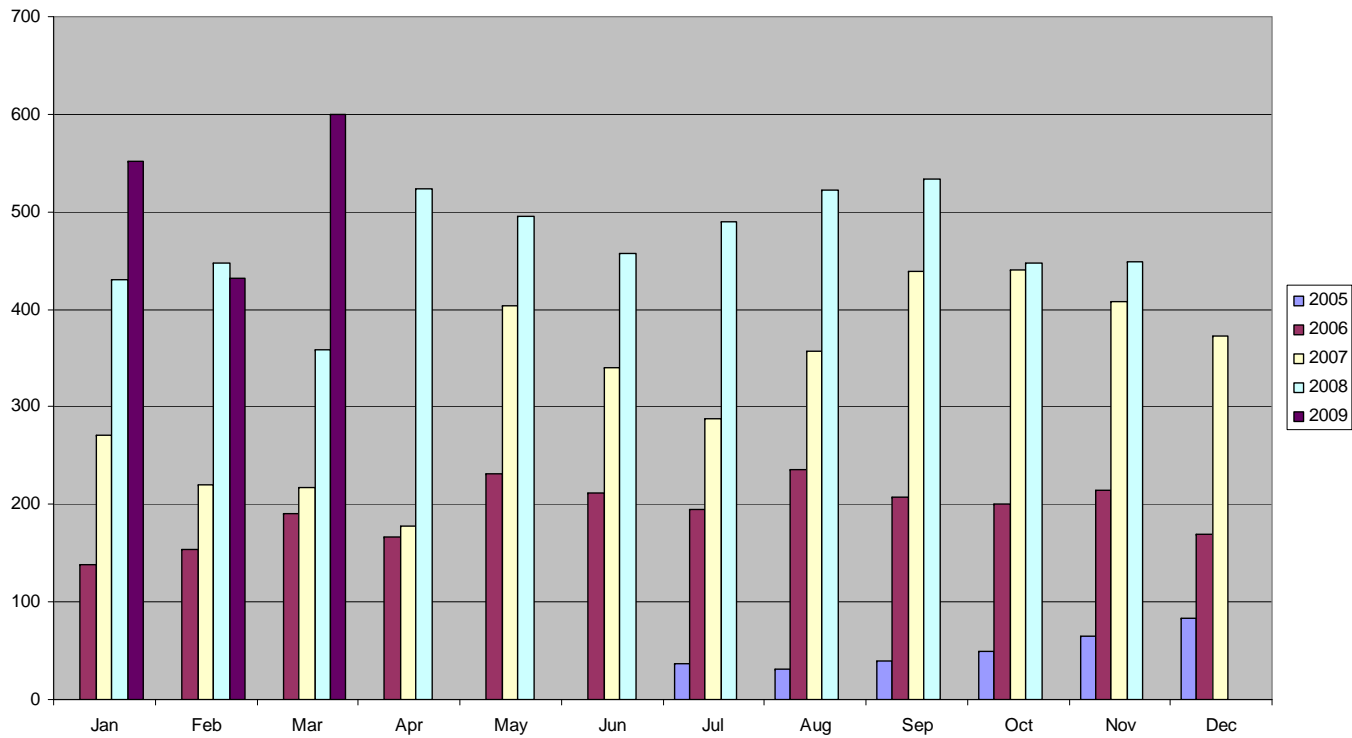
Staffing structure



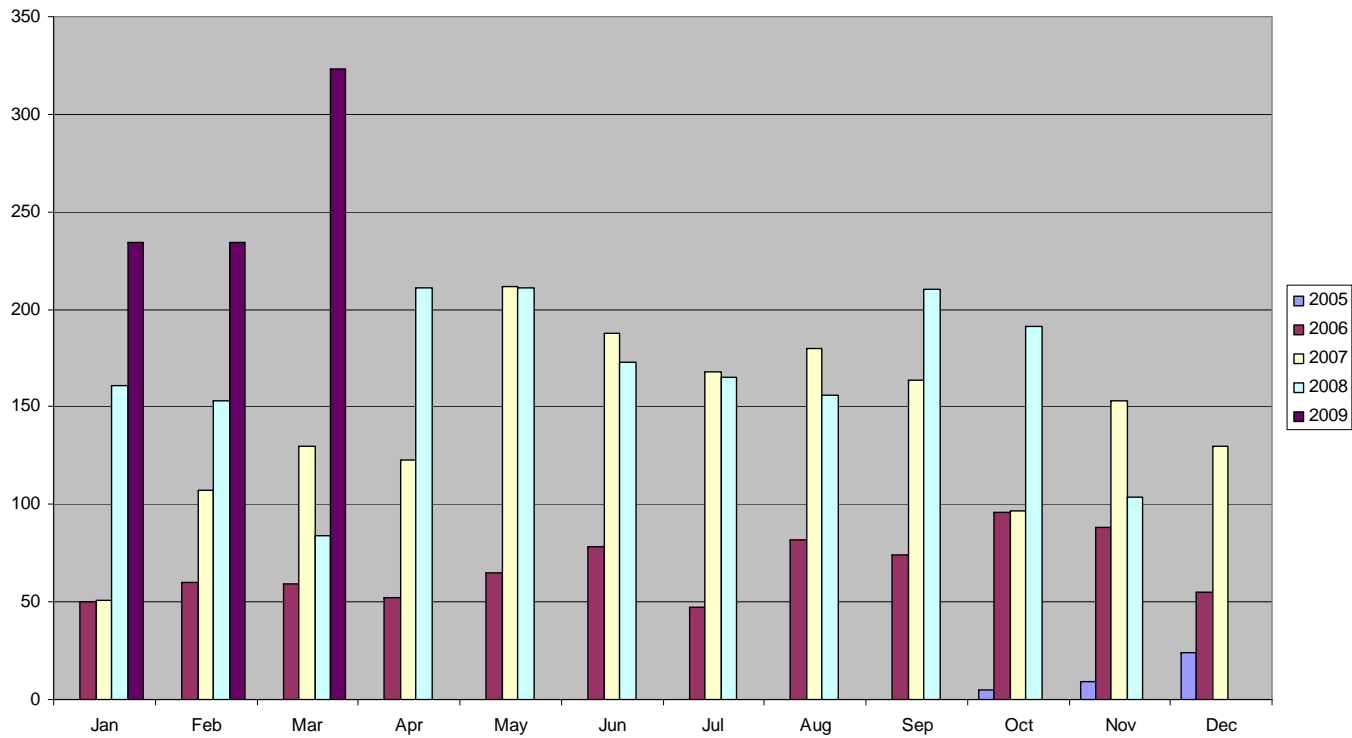
Proposed staffing structure



Requests from patrons



Requests from library services



Key factors for success

- Collaboration between libraries
- Standardisation
- Balanced staffing levels
- Customer focus
- Adequate training
- Planning for growth & development
- Automated processes

Goals 2009/2010

- Identify strategies to assist with cost absorption into current resources eg decentralisation
- Continue education initiatives
- Structure & implement marketing plan
- Identify budget requirements to maintain service viability
- Investigate developing technologies
- Develop strategic plan for future growth

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