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**BUILDING RELATIONSHIPS**  
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Special libraries are a dynamic environment in which to work, but like many library sectors, special libraries are struggling to find their place, to establish their territory, and define their services in the new information world.

Special libraries have moved from the collection era, to an environment where they are now attempting to link the library user with the right information at the right time. Rather than being gatekeepers to knowledge they are endeavouring to empower users and provide them with the information edge. However, one of the dangers special libraries face is reduced visibility of library services and reduced contact with clients. The reality is for many people their only contact with the library is reading a current awareness alert or accessing a resource from the Intranet.

The next step for special libraries is to re-invent themselves again to become closer aligned to the industry/businesses they are operating in, and to develop effective partnerships, rather than just being a service.

This paper discusses the 3 streams that Blake Dawson is currently focussing on to develop their library service.

1. Being Proactive
2. Learning Culture
3. The Trusted Advisor

The goal of being a trusted advisor to our clients is discussed. The starting point to this is building relationships, which is fundamental to increasing the value of the library to organisations.