



**ALIA Access 2010 Conference**  
**Brisbane Convention & Exhibition Centre**  
**Wednesday 1 – Friday 3 September 2010**



**NSLA LIBRARIES WORKING TOWARDS SEAMLESS ACCESS –  
DISCOVER TO DELIVERY**

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*Re-Imagining Libraries* is the 5-year strategic plan endorsed by National & State Libraries Australasia. This program of work is accelerating the transformation of our libraries by tackling challenges collaboratively.

The purpose of this paper is twofold. Firstly, the paper will outline how NSLA libraries through the Delivery team are working towards enabling clients to have improved choice about how and when they “get” digital content. The aim is for clients to have consistency in their experience with NSLA libraries and receive improved delivery and access to content. Secondly; to provide a case study of the State Library of Western Australia’s fledgling home delivery service within the context of the *Re-Imagining Libraries – Delivery project*. Issues arising with implementation and the early stages of the trial will be shared.

The importance of collaboration, innovation and risk taking required to achieve the aim of providing the people of Australia with seamless access to content held in Australian National, State and Territory Libraries will be discussed. The strength of this paper is the findings that have resulted because of our collaboration and willingness to work towards solutions across NSLA systems. Emphasis is placed on developing a user-centric service and the removal of policy and cultural barriers. For example in November 2009 a set of lending principles were endorsed across NSLA libraries.

At the Rethinking Resource Sharing Forum in 2009 Louis van der Merve’s quote “A system is perfectly designed to produce the results it is now producing” was shared; it is very relevant to the work of the *Re-Imagining Libraries - Delivery*. Existing systems are being examined, discarded or remodeled as we collaborate to achieve “One Library”.