



**ALIA Access 2010 Conference**  
**Brisbane Convention & Exhibition Centre**  
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**FACILITATING ACCESS AND ADDING VALUE**  
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As a large geographically dispersed scientific research organisation, CSIRO has a strong culture of working with virtual teams and improving and reinventing the delivery of library service and training opportunities for library staff and clients. In this distributed environment, library staff require training and appropriate technologies to facilitate access to library resources and services for their client groups. Clients also require flexible and convenient library training programs.

CSIRO Library Services has enhanced the delivery of desktop training programs to clients through the use of collaboration technologies to provide desktop training opportunities, using web conferencing. An effective training program, developed by CSIRO's Information Specialist team, provides clients across the Organisation with desktop access to advice on the use of databases, bibliographic management software, information resources, and other library services.

CSIRO Library Services has also developed new current awareness products which are delivered via the desktop. These products include subject portals across specific disciplines relevant to CSIRO research interests, and a series of current awareness sites, titled Info Updates. Aligned with CSIRO research capabilities, the Info Updates service assists researchers to identify key information such as news items, journal articles, conference information, web sites, and other relevant sources, quickly and efficiently.

Together, these new services provide CSIRO library staff and clients, regardless of their geographic locations, with access to quality desktop training programs, efficient and relevant current awareness and subject portal services and enhance the delivery of library services across the Organisation.