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ANTICIPATING INFORMATION NEEDS

Angela Vilkins & Sue Haigh, Queensland Department of Premier and Cabinet, QLD

The library of the Queensland Department of the Premier and Cabinet is a special library that serves key Queensland Government departments. These departments are broad ranging in their functions and in their library requirements and play a central role in determining policy for the Queensland Government. The library therefore has to be on the cutting edge in providing current tailored information to its clients and has developed a range of proactive services to feed information directly to clients' desktops. Journals, blogs and other media are regularly scanned to create what is in effect a searchable collection of current material. New books in the collection, both hard copy and electronic, are also part of this process. This information is disseminated continually by means of blogs, with the options of Twitter feeds, RSS feeds or email delivery. Each month this same material is compiled into bulletins on specific topics and emailed directly to requesting clients in MS Word format.

A by-product of this regular alerting has been the development of a knowledge base of valuable selected and evaluated resources. Titles, abstracts and tags are searchable and the library blogs are often the first place to look to find material to answer research queries. The current awareness blogs are the initial source material for topical bulletins to support officers preparing for special government events such as policy summits.

An important factor in the success of these ventures has been the contribution of all library staff. No extra staff have been employed and no extra funding received to provide these value added services. Rather, promoting current awareness through the blogs, newsletters, media alerts, seasonal reading lists and special bulletins has become an essential part of everyone's work flow.

By anticipating clients' needs, the library has saved them valuable time and effort and has not only added value but demonstrated that value to their clients.