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**A TALE OF TWO LIBRARIES AND THEIR DEVELOPMENT OF A USER  
FOCUSED REQUESTING SERVICE**

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Users want a fast, easy and inexpensive way to get copies of articles, chapters of books, photographs, pictures, maps and manuscripts. The National Library of Australia's Copies Direct service was launched in 2002 and it allows National Library users to easily request copies of material from the collection.

The State Library of Victoria will release its digital delivery service in October 2010. As a part of the slv21 digital strategy, State Library has re-examined how to provide a seamless order service for digital copies from its collection. This project focuses on automation across the interlibrary loan and the copying services at the Library.

In 2009 the National Library commenced a project to review the Copies Direct Service with a view to making significant improvements. As the State Library has invested in the use of the same software, Relais, it was an opportune moment for the two libraries to learn from each other. Although both libraries have taken different approaches there is significant overlap and opportunities to collaborate. This paper describes the processes the two libraries used for these projects, the cooperation and collaboration to develop new online services and the outcomes. The lessons from sharing institutional approaches have provided each library with greater knowledge and power to increase their capacity to serve their users online.