

Vic Specials

The official newsletter of ALIA Special Libraries (Vic.), a section of the Australian Library and Information Association

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Special events for special librarians

The Vic Specials group had an excellent start to the year with a visit to the Prahran Mechanics' Institute in February. Christine Worthington, their hard-working and enthusiastic librarian, gave a spirited presentation of the history of the library from when it was first opened in 1854. The Institute continues to play an important role in the local community as an educator and a repository for local history materials within the local region, and also...well, read for yourself... Christine prepared an article for this newsletter, for those who couldn't attend.

Also in this edition is information on the role of the M. G. Lay library at ARRB Transport Research, from Library Manager Rosa Serratore. This is a larger "special" library set in the green, eastern suburbs of Vermont South. It's a little too far out for us to visit, so Rosa takes us on a virtual tour. Rosa notes that the library, like other special libraries, "delivers answers to questions", but the article also clearly demonstrates the quality services that can be provided with strong commitment from a team of professional librarians and a high level of management support.

Events in 2005

And talking about library visits, there are two planned so far for this year. We have been invited to the Salvation Army Archives and Museum, Australia, which holds collections of historical materials recording the story of the Salvation Army in Australia. There is also a very interesting, special exhibition about the making of the first feature film in Australia. So mark Wednesday 13 April in your diary now and keep a lookout for an email from Mary Ayling who will give further details.

Then in May we are off to the Parliamentary Library for a combined meeting with members of ALIA Vic. The date of the visit is Wednesday 11 May. This is likely to attract a large number of librarians so please respond quickly to the invitation when it is sent out by Mary Ayling, our hard-working secretary. Make sure Mary has your email address (see contact details on the back page).

We are always pleased to see new members at these functions, as well as our familiar friends. We look forward to seeing you all at our special events for very special librarians. ■

Read this for CPD

Did you know Professional Reading is a category in the ALIA CPD (Continuing Professional Development) scheme?

Articles from library journals, the business and financial press, monographs etc. through which you can keep up-to-date with sector and other issues impacting upon your practice are all regarded as professional reading materials. Items may be published in print format or as electronic documents. As general reading is, by its nature, less directed than, for example, a personal study project it attracts less credit within the ALIA CPD scheme than other, more directed activities.

Under the ALIA CPD scheme you may accumulate one point per hour and up to maximum of 10 points per year in this category.

The ALIA CPD scheme is a sub-category of membership which enables ALIA associate and technician members to formally record, and be acknowledged for, their participation in CPD activities.

Documentary evidence required for audit

You can track your CPD points via the online database but when advised you have been selected for audit you will be required to provide a list of the bibliographic citations of the items read or a list of journals you regularly read for example: *Vic Specials newsletter*, *inCite*, *The Australian Library Journal*, or other relevant professional industry publications.

You may find it helpful to reinforce your reading by completing an ALIA record of learning activities sheet for each article that you have read. Remember to maintain a personal record *as you go* of the time you spend on CPD activities so it will not be an onerous task to get all your paperwork together to satisfy audit requirements.

To find out more, or to join ALIA's CPD scheme, please contact Jill Yvanovich: ph 02 6215 8216 or email cpd@alia.org.au or visit <http://alia.org.au/education/cpd> ■

Where is it?

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No responsibility is taken for the content, text of articles or advertisements in this publication, by the editor, the Committee, ALIA or the printer.

The Australian and New Zealand Society of Indexers

The Australian Society of Indexers was set up in the 1970s, mainly by librarians, to encourage the practice and craft of indexing and to promote the skills of its members to the publishing industry throughout Australia.

Skills

Indexers have a unique combination of skills – they can organise recorded knowledge in any of its formats; analyse the structure and content of particular works; express complex ideas concisely; arrange information systematically into a helpful order; create finding aids, such as indexes, abstracts and subject gateways, to help users/readers find information quickly. Indexers add value to a project by providing many access points to information.

Training

To assist aspiring indexers improve their capabilities, training sessions have been held in back-of-book, bibliographic and database, Web and occasionally pictorial indexing, not only throughout Australia but also in New Zealand and the Pacific Rim countries. Members can have their published works examined for excellence and thus gain accredita-

tion as a Registered Indexer of the Society. To further promote our members within the publishing world, the Society annually offers the Indexers Medal to the indexers and the publisher of a work of outstanding achievement.

Mentoring

A mentoring scheme has recently been set up to encourage and support members with the publication of their first work. Works which are in constant use but do not have indexes, such as newspapers, historical manuscripts, genealogical journals etc. are matched to a new indexer, who in turn is supported by a Registered Indexer mentor. The finished product is published by ANZSI and thus becomes an item of added value to the original text, and our newer indexers have launched their first published work.

Conferences

The Society organises international conferences every few years. We are about to host one in Melbourne on March 17th–19th, entitled *Indexing: Engage, enlighten, enrich* to be held at Rydge's Riverwalk in Richmond, Vic. Conference speakers and attendees

include both international and local organisations such as libraries, government departments, universities, private indexing or publishing companies. For the coming year we have planned excursions to Philanthropy Australia in April ("Where does all the money go?"), a display of historic buttons in June where we shall be asking questions such as: How do you sort them – by fabric, shape, period? How do you store them, record them, write notes on their provenance (e.g. garage sale, antique auction, granny's sewing box etc.)? How do you insert new treasures into this vast collection? In May we are having a guest speaker tell us about Mining the Archives – how she tracked down documents, archives, resources etc. whilst she was writing her thesis, and how one reference collection could reveal a gem or a link which sped her off to another library or institution and the thrill of the search.

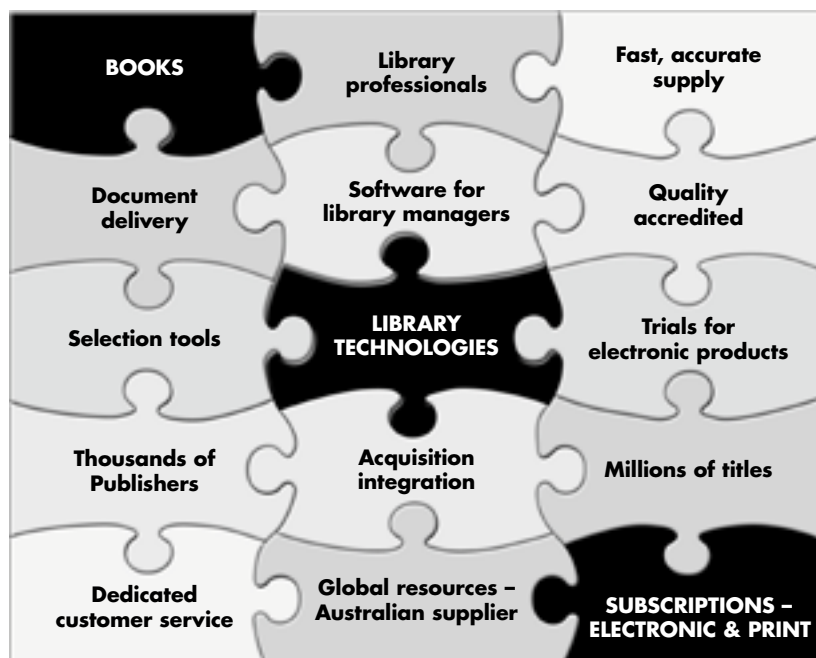
For further information regarding the Society's activities, in particular the March Conference, please go to our website at www.aussi.org

Without indexes, documents become

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Puzzled about library resources?

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DA Information Services 648 Whitehorse Road, Mitcham Victoria 3132, Australia
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Prahran Mechanics' Institute Victorian & Local History Library

The Prahran Mechanics' Institute celebrated its 150th Anniversary in 2004. The little library, which began as a reading room and meeting place for the local community, has endured many storms through its long life – which has at times hung in the balance.

Through dogged perseverance, community support and wise management the Institute became a centre for adult and technical education, and now contains a specialist lending collection.

Managed by a committee of seven and operated by a staff of three (two full-time, one part-time), the not-for-profit Prahran Mechanics' Institute Victorian & Local History Library has demonstrated the ability to adapt to changing times, formed vital partnerships, and promises to be a useful and vibrant library service in the future.

Background to Mechanics' Institutes

The origin of the mechanics' institute movement is attributed to Dr. George Birkbeck of the Andersonian Institute, Edinburgh, Scotland. In 1801 he gave a series of evening lectures for skilled labourers about steam pump technology. In those days skilled labourers, tradesmen and artisans were generally known as "mechanics". The lectures were very popular because they were offered free at a time when educational opportunities were available only to the wealthy. The lectures developed and lead to the establishment of facilities dedicated to workers education and life-long learning – the Edinburgh School of Arts and the London Mechanics' Institute. Soon there were hundreds of mechanics' institutes spread throughout the British Isles.

Institutes appeared throughout the British Commonwealth. Mechanics' institutes (also referred to as athenaeums and schools of arts) were popular in 19th century North America, Canada, New Zealand, and Australia. There were over 1050 institutes in the state of Victoria alone. They were not formed by a central body, but sprang up in communities by the donations and subscriptions of the local residents. In colonial Victoria the institutes provided remote communities with their first libraries and reading rooms, public halls and meeting places, and programs for self improvement. Apart from some government funding in the late 1800s, which dried up with

the 1890s depression, mechanics' institutes relied on subscriptions and the generosity of their local communities. As municipalities and public facilities developed, mechanics' institute libraries were absorbed into public libraries or closed altogether. Around 500 of the halls remain today, in varying states of usefulness and repair. Six of the original institute libraries remain in Victoria today – Ballarat Mechanics' Institute, Berwick Mechanics' Institute, Footscray Mechanics' Institute, Maldon Athenaeum, Melbourne Athenaeum (formerly Melbourne Mechanics' Institute) and Prahran Mechanics' Institute.

Prahran Mechanics' Institute

Prahran was a remote village surrounded by swampland in 1854 when the local residents decided to build a mechanics' institute. There was no municipal council at the time and very few amenities in the area. The institute immediately started a library and a program of public lectures and by 1856 a new building at 259–261 Chapel Street was completed and opened by Governor Barkly.

As Prahran had a municipal library by 1861 the Institute, throughout its 150-year history, has seen boom periods and periods of drift and decline. Milestones included the Prahran Mechanics' Institute Act of 1899, the formation of the Prahran Technical School in 1915 at High Street, Prahran and the specialisation of the library collection in 1981.

The Institute built the High Street building and made it available to the Minister for Education for a peppercorn rental, providing the Education Department accepted the job of maintaining and running the technical school. Since the Institute moved to High Street, the Chapel Street properties have been commercially leased to provide an income for the Library. This income covers operational costs and salaries.

For further information about the colourful history of the Prahran Mechanics' Institute, visit the Library and look at our 150th-Anniversary Gallery containing images and documents in a permanent display, and an accompanying booklet which describes notable people and events in the history of the Institute.

The Collection

After 120 years of quiet competition with the municipal library for local patronage, the Institute's committee

conducted a review of the Library in the late 1970s. The assessments and reports on the Institute's collection and its role in the community resulted in the decision that the Library would specialise in the history of Victoria, particularly local histories.

Gradually, the general collection has been weeded to accommodate the growing historical collection, and we now provide a complementary service to the municipal library and archives.

Many of the first historical collection items came from second-hand booksellers. Over the past three years we have made contact with many historical societies in Victoria, buying their books and subscribing to their newsletters. We also buy books directly from publishers and authors, and distributors such as Information Victoria. Our borrowers are generous and donate many items. Recent additions appear in our newsletter and on our website.

We are able to respond well to user requests for particular items, provided they fall within our collection policy. Apart from Victorian history, we also collect genealogical resources for Victoria, and items about mechanics' institutes in Australia and abroad.

Our historical catalogue sits on the City of Stonnington web-server, and the council has provided us with a computer linked to their server which is used exclusively for cataloguing. The software is URICA with a Spydus interface. The catalogue is available via our home page.

Holdings are entered into the Kinetica database and then originally catalogued on our system. We have developed our own subject headings, loosely based on SCIS subject headings. Items are arranged on the shelves by simplified Dewey. We arrange items primarily by location, as our users generally search for information that way. All items about a particular place, its history, schools, churches, fire stations, hospitals and natural history will sit together on the shelf. Most of the collection is available for loan, and reference items are interfiled with the rest of the collection. More valuable items are kept in a locked glass cabinet. Many of the items in the cabinet are also for loan, especially to the long-standing and reliable borrowers.

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Membership and Lending Policy

Our current membership is around 365 members and includes authors, historians, tour guides, teachers, students, genealogists, and people with an interest in history. Anyone may use the library for reference, but only members may borrow items. Membership subscription is \$12 per year (\$10 for students and pensioners, \$30 institutional). We let people know that we are not an exclusive club and that membership is open to all, and affordable.

Our circulation system is manual (Brown pocket system), so all items on our online catalogue show as being available. If people want a particular book, it is wise to call us to ensure the book is available. Individual members may borrow three books at a time for the first three months, and after that there is virtually no limit on the number of books borrowed at one time. The loan period is three weeks, with no limit on the number of times an item may be renewed (provided no one else has reserved it). Renewals and reserves/holds are free. Overdue fines are 25c per item per week.

The Library is not a part of the inter-library loan voucher system, because we only lend our items to other libraries and we do not borrow from other librarians.

ies. Our only charge for inter-library loans is the cost of posting the items to the recipient library, and we ask that that be paid in stamps when the items are posted back. A public library may wish to charge the borrower a fee for being used as a pick-up and drop-off point for our books. The loan period, for items sent to libraries all over Australia, is six weeks. Inter-library loan requests may be faxed or emailed.

Activities

In keeping with the original function of mechanics' institutes, we run a program of activities for members and the general public. Activities include:

- public lectures on historical topics (not necessarily about mechanics' institutes)
- book discussion groups
- genealogy tutorials
- an annual history essay competition for school students
- awards for school children.

Our members receive a regular newsletter which gives details of coming events. We also advertise events on our website – all are free of charge.

Prahran Mechanics' Institute Press was formed out of a grant from the Department for Victorian Communities in 2004. The aim of the Press is to be a facilitator of small publications about Victorian history. The first PMI Press publication is currently at the printers

– a 430-page monster entitled Buildings, Books & Beyond: Mechanics Institutes Worldwide Conference 2004.

Future Prospects

The Prahran Mechanics' Institute is fortunate to have formed very valuable partnerships with the City of Stonnington and local and metropolitan historical organisations.

For many years the waning numbers of mechanics' institutes in Victoria did not have regular or substantial contact with each other, and battled on alone. In 1998 a meeting was held at Kilmore for staff of some remaining institutes, and out of it arose the Mechanics' Institutes of Victoria, Inc. This group has since organised a number of conferences (state, national and international), lobbied the Department for Victorian Communities for funding, conducted research into all Victoria's past institutes, and is currently constructing a state mechanics' institutes database of that information entitled Big Mech. Their continued work might mean that eventually all will know what a mechanics' institute is, and may never need to ask.

Christine Worthington
Promotions & Publications Librarian
140 High Street, Prahran
Ph/fax: 9510 3393
Website: www.pmi.net.au
email: library@www.pmi.net.au

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Industry news from DA Information Services

If you can't beat them, join them!

DA Information Services advises that OCLC has recently made records of library-owned materials in its WorldCat database available to Web users via Google and Yahoo.

Known as Open WorldCat, this application allows Web users to easily find items that are held at their local libraries. A Web user using either Yahoo!Search or Google can enter a search phrase that matches the title of a library-owned item. The returned search results include a link to the Open WorldCat "Find in a Library" interface, where they can enter geographic information that will then help them locate the item at a library in their city, region or country.

Web users can also find Open WorldCat built into popular search applications. A special version of the Yahoo! Toolbar provides an ever-present browser pane with links to the Yahoo! services and input box that then allow a direct search for WorldCat libraries. More information at www.oclc.org/worldcat/open

Audio eBooks over the Internet

NetLibrary, the largest aggregator of electronic books has partnered several leading audio book publishers to make available a new audio books program that will feature the best-selling audio titles from the leading audio book publishers. The service will be available in Australia in September 2005.

NetLibrary is also developing an innovative program that will allow library users to easily download audio titles from their library's NetLibrary website. Initially, the new audio collection will feature bestsellers, classics, book club favourites, award winning authors and foreign language tutorials. However, more titles will be added as NetLibrary continues to negotiate with other publishers.

Audio books add a new dimension to the NetLibrary collection of over 80,000 eBook titles. Audio books will integrate seamlessly into the NetLibrary interface and allow users to download files for playback on desktop, laptop and Pocket PC devices compatible with Windows Media Player. More information can be found at www.dadirect.com ■

We are busy

Jill = Convenor

The committee is pleased to announce that Jill Bartholomeusz, librarian at the Athenaeum Library has decided to join us for our meetings, which are usually held on the third Monday of each month. With Jane Oliver moving on, there was a serious gap in the committee. Of course the Christmas event, organised as a joint event for ALIA Vic members and our Special Libraries, which was held at the Athenaeum Library in November, had absolutely no influence on the committee's decision to extend an invitation to Jill to join us. On the other hand, the possibility of visiting the Athenaeum again, may have influenced us, but just quietly, it's not in the minutes.

Jill has agreed to take the position of Convenor. We are delighted to welcome you, Jill. Here's to a very eventful (event-filled?) year.

Moyra

There is a rumour that Moyra McAlister, National Library Manager for the legal firm of Blake Dawson and Waldron, is thinking of retiring. That's hard to believe. A Google search using the term *Moyra Mcallister* recently brought up over a hundred hits. There are links to conference papers, committees, articles by Moyra and about Moyra. Among them is a link to a web page of LexisNexis which regularly features law librarians from different countries. A summary of Moyra's professional life as librarian, was titled *A Voice from Down*

Under. It's a good article and there's a picture of Moyra in one corner – it's worth a read, but it's only half of the story. The article doesn't mention her mentoring, her work with ALIA, as a director and as a member and leader of many committees, both national and local (including the Specials group). Then there's the conferences organised, papers written and delivered. It also doesn't mention the hands-on, practical approach she demonstrates in her work, or how willingly she shares her knowledge and enthusiasm. That's the other Moyra we know.

(Moyra said she would write about her career for this newsletter. Maybe the next edition?)

Very special

Did you know that there are only two Special Library groups in Australia? The other one is in South Australia. The only newsletter published and distributed to Special Librarians in Australia is this one, in Victoria. The newsletter exists because our advertisers support us. Because of their generosity this newsletter is forwarded to around 270 librarians and libraries in Victoria, with a few sent to other states and one or two overseas. The newsletter doesn't make a profit but keeps us all in touch.

Free events

Yes – that's right. Our events are free to ALIA members, although sometimes a member is accompanied by a non-member. Invariably the non-members that we meet say they are interested in joining the group through an ALIA membership. We hope they do. ALIA

supports and encourages our activities because it is important that like-minded, professional, information-providers can meet colleagues, whether they discuss industry issues or not. It's just good to talk to someone who deals with similar work. We look forward to seeing you soon. Make sure Mary Ayling has your email address so that you receive advice on upcoming activities and events.

Any more?

The newsletter convenor is always on the look-out for articles, advertisers and industry news for this newsletter. And the committee likes to find new libraries to visit. Your contribution to our small group would be greatly valued. If you can support us in these activities, or you know of someone who can help, the committee details are on the back page – please contact us. ■

ANZSI

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useless, institutions lose their corporate memories, information becomes inaccessible and knowledge vanishes.

We would be delighted to have any of your members come and join us.

Kind regards

Jenny Restarick, Vice President
Victorian Branch
Australian and New Zealand Society
of Indexers ■

(Ed. sez: The above-mentioned ANZSI website has excellent information about the craft of indexing, training courses and ANZSI contacts. Have a look at the "Resources" page.)

AARB Transport Research Ltd – M.G. Lay Library

ARRB Transport Research Ltd is a leading Australian provider of value-added research and technical services addressing transport problems. The organisation was founded in 1960 and ARRB's M.G. Lay Library, which is almost as old as ARRB itself, is well known as one of the leading transport information centres in Australia.

The Library works towards achieving ARRB's organisational purpose: "To advance safety and efficiency in transport through knowledge" (G. Waldron, MD, Feb 2004).

Collection

The M.G. Lay Library collection covers transport research information ranging from transport engineering, pavement and road design to transport economics, road safety and human factors and intelligent transport systems.

We maintain a deposit collection of Austroads (previously NAASRA) publications, as well as ARRB Internal Reports, Research Reports, Special Report, Conference proceedings and our quarterly journal *Road and Transport Research*.

Max Lay

Dr Maxwell Gordon Lay is internationally recognised as a leader in transport engineering. He was the Executive Director of the then Australian Road Research Board from 1975 until he became a director at VicRoads in 1989. From 1996 to 2003 he was the independent Reviewer for the Melbourne City Link Project and a Principal of Sinclair Knight Merz. He is now associated with Theiss, Australia's largest road building firm. He holds numerous administrative and academic positions including Professorial Fellow at the University of Melbourne, past president of the Royal Automobile Club of Victoria, the Australian Automobile Association and the Royal Society of Victoria. Max is a Fellow of the Academy of Technological Sciences, the Institution of Engineers, Australia, and the Chartered Institute of Transport and a member of the Chartered Institute of Arbitrators. He is a recipient of the Centenary Medal.

Max is currently an Independent Director on the Board of Directors of ConnectEast, which is building the Mitcham-Frankston Tollway, as well being on the Board of Directors of the RACV.

Max Lay played an important role in the development of our Library during his years as Executive Director at ARRB. His academic and research background,

as well as his passion for the dissemination of high-quality professional information, meant that he was a champion of the Library. During his years here, the Library developed a high profile in the road and transport profession throughout the country; and its overseas role grew steadily through such initiatives as the International Road Research Documentation database.

On 12 April 2000, as part of the ceremonies to commemorate the 40th anniversary of ARRB Transport Research, the library was officially named the M. G. Lay Library in honor of Max's enduring support and vision. He is a longstanding friend and advocate of this Library.

Lynne Beaumont, Reference Librarian at ARRB, is working on a bibliography of Max's work, which presently numbers 350 citations.

NIS Member support

The M.G. Lay Library receives support from the listed contributor Members to the National Interest Service (NIS), which comprise:

- Department of Infrastructure, Energy and Resources, Tasmania
- Department of Infrastructure, Planning and Environment, Northern Territory
- Department of Transport and Regional Services, Australia
- Main Roads Western Australia
- Queensland Main Roads
- Roads and Traffic Authority (RTA), New South Wales
- Transport SA, Department of Transport and Urban Planning, South Australia
- VicRoads, Victoria

Providing Answers

The M.G. Lay Library has been described by senior management as an "enabler" and our seven Library staff use a range of resources, products and services to assist our research and technical staff to deliver their research goals.

ARRB comprises 150 staff located in our Vermont South site, in regional offices in Perth, Brisbane, Sydney, Adelaide and in our Jakarta office. Professional specialties cover engineering, science, technology, IT, psychology, economics and planning. ARRB capabilities include: road asset management; transport policy; road safety; environment; materials; road surveys and data collection; products and software and publications and technology transfer.

Our charter also means our Library is

open to those who may need to use the various resources for their own research needs. These includes transport engineering university students, consultants, other researchers and interested members of the public.

Our visitors' book from 1995 holds the signature of a young James Hird. As an RMIT engineering student, he came out to Vermont South in September of that year, in the midst of an Essendon finals campaign, to do some research for an assignment on pavements! Who said transport research was dull?

The following are some products and services we use:

- *Australia Transport Index* (ATRI) database is produced by the Library and currently contains nearly 148,000 records. ATRI is hosted externally by Informit and also contains contributor records from our Member libraries and other research organisations such as the University of Adelaide's Centre for Automotive Safety Research (CASR).
- *Australia Transport Index Thesaurus* is the thesaurus we use to support our ATRI database. We use MultiTes software to create the Thesaurus. An electronic copy is available on the ARRB web.
- *Union List of Periodicals & Serials in Australia and New Zealand Transport Libraries* is compiled by the Library and comprises holdings of member libraries as well as the RACV, NRMA, SMEC, Australian Maritime College, Port of Brisbane Corporation and the Victorian Department of Infrastructure libraries.
- *Transport and Road Update* (TARU) is a monthly current awareness bulletin produced by the Library and distributed in PDF format to subscribers. It contains about 320 to 350 records of newly indexed material; we also include URLs for gratis online reports, Conference papers or articles and information about relevant upcoming Conferences.

Tranzinfo

Tranzinfo is a collective of transport research libraries across Australia and New Zealand. The Manager of the M.G. Lay Library has a permanent position on the three-person Steering Committee. The other Committee members for 2004-05 are Dianne Miers (Port of Brisbane Corporation) and Eddie Schubert (VicRoads).

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Success Strategies for Finding the Best People

With employment rates at a record high, it is becoming increasingly difficult to source top Information Management staff. Research and demographic data indicate that this will continue. Employers need to differentiate themselves and develop appropriate recruitment strategies to source and attract quality applicants.

Re-think your advertising & interviewing techniques. It is best to ...

- Investigate and identify the appropriate media to attract the best people
- Highlight benefits in your advertisements rather than just listing requirements
- Sell the position and your company, don't turn the interview into an interrogation
- Know the market and IM trends across a range of sectors to identify the best skills
- Have recent IM interviewing experience to be able to benchmark roles and salaries
- Use behavioural interviewing and referencing skills to identify best-fit applicants

Don't necessarily wait for someone to resign. Be prepared and ask yourself ...

- Should I request resumes from external sources before a vacancy arises?
- Have I allowed enough lead time to source the best person, not the first person?
- Can I devote enough time to effectively screen, assess and interview applicants?
- Will the process remove valuable time and resources from my core business?
- Would it be more cost effective to outsource the recruitment process?

For a successful sourcing strategy you need to have ...

- Access to the widest talent pool IM professionals throughout Australia
- Relationships with a variety of IM networking groups across a range of industries
- A recognised brand and marketing plan to entice passive job seekers
- A website that regularly attracts quality IM professionals

Your staff are the most important part of your business. Dedicating enough time to develop and manage a successful search strategy is integral in attracting the best people. This will take your already stretched time and resources away from delivering quality information services. If you do decide to engage a recruitment consultant, make sure they get to know your business and are experts in your industry.

Though generalist agencies and preferred suppliers may agree to discounted rates, the up-front cheapest option may not be the most efficient or cost effective. They may have a higher number of positions to fill to cover overheads and expenses, resulting in less time dedicated to each vacancy. To ensure a placement in a tight market, the best candidates may be presented to clients paying full fees rather than those locked in to reduced rates.

Specialist information management recruiters have access to a wide range of applicants through national databases and networks. They have strategic industry marketing plans to attract the best applicants and keep up to date with industry trends. Don't rely on traditional methodology and advertising to attract the best people. Business values may be impacted if vacancies cannot be filled. Successful sourcing requires an innovative, fresh and commercial approach.

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Committee members 2005

Jane Oliver – Convenor

12/55 Haines Street
North Melbourne Vic 3051
Ph: 03 9328 1810
Email: janeoliver@ozemail.com.au

Mary Ayling – Secretary

16 Wingrove Street
Forest Hill Vic 3131
Ph: 03 9878 3057
Email: mayl1234@aol.com

Jean Truebridge – Treasurer

PO Box 1195
Hawksburn Vic 314
Ph: 03 9687 9718

Tania Barry – Liaison Officer

Ph: 03 9749 2271
Email: taniabarry@optusnet.com.au

Marjorie Dalvean – Newsletter Co-ordinator

Ph: 03 9434 3491
Email: rmdalv@ozemail.com.au

M.G. Lay Library

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Membership of Tranzinfo is free and is open to any transport-research-related Library in Australia or New Zealand, covering corporate, government, academic and special libraries.

Members communicate via an electronic discussion list hosted by Yahoo, which is currently managed by Lyn Whitney, Transport SA.

Our Tranzinfo “vision” is “To be the leading professional group in the provision of transport research information in Australia and New Zealand for our member organisations”. Our mission is: “to provide a framework for information exchange, best practice development and co-operative activities”. We have achieved this by:

- Attending annual meetings
- Publication of the Tranzinfo Union List of serials
- The creation of a consortium in 2004 to negotiate a best price with Ovid for access to the Transport database
- Annual benchmarking of services
- Maintaining a Tranzinfo web-site, hosted by ARRB
- Communication via the discussion list

Conclusion

The M.G. Lay Library faces challenges common to most special libraries: delivering answers to questions received from a range of clients, using the most appropriate resources, in a timely and resource-efficient way.

Rosa Serratore
Manager, M.G. Lay Library
ARRB Transport Research Ltd
Ph: 03 9881 1603
Email: rosas@arrb.com.au

Rates of Advertising in the Vic Specials newsletter 2005

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