Technology supporting CSIRO Library Services

The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is Australia's national science agency and one of the largest and most diverse research organisations in the world. In support of its science effort, CSIRO Library Services maintains nationally significant library resources to support the information needs of over 6000 CSIRO staff and the wider science community, located throughout Australia, and overseas.

Traditionally, CSIRO libraries have been early adopters of information technologies. The organisation was one of the first in Australia to introduce a web-enabled library catalogue, and online information resources.

Following the formation of an organisation-wide library service in 2006, CSIRO Library Services prepared a business case to upgrade and improve all CSIRO library systems. A wide-ranging review of existing CSIRO library systems, and an information technology environmental scan, resulted in a Technology Plan which recommended a developmental path for delivering information resources and services in an integrated manner. The Technology Plan also addressed the considerable challenges presented by a restructure of CSIRO support services which had created an enterprise library service from an informal network of CSIRO research libraries, and diverse approaches to library systems and processes across CSIRO.

The components of the Technology Plan included:
- Implementation of an enterprise–wide document delivery system to manage over 35 000 incoming and outgoing requests per annum through a single interface, using the ISO protocol,
- Introduction of a next-generation resource discovery system to provide an alternative search platform for CSIRO information resources, incorporating both the local catalogue and ot,her databases, including federated searching capabilities
- Migration to a new Open-URL resolver to link clients directly from citations to full-text, and other library services, including document delivery,
- A comprehensive A - Z list to over 18 000 electronic journals available across CSIRO, and
- Improved resource asset management, usage data collection and analysis, through the introduction of an Electronic Resource Management (ERM) system.

In November 2008, CSIRO released a Request for Quotation (RFQ) to seek expressions of interest from firms wishing to partner with CSIRO in the implementation of new information technologies. The over-arching requirements of the RFQ were that components needed to be interoperable and standards based, able to be integrated into CSIRO's existing systems including user authentication, and be a full Software as a Service (SaaS) solution.

After a detailed analysis of the responses to the RFQ, CSIRO selected *Relais* as a document delivery system, and the *SerialsSolutions* systems: *360 Suite* and *AquaBrowser*. CSIRO Library Services implemented all systems successfully by May 2010. Since the introduction of these information technologies, CSIRO researchers across the organisation have access to improved, modern, and visually appealing interfaces to search, browse, and find relevant library and information resources. Additionally, library staff can manage information resources more effectively and provide comprehensive and accurate reporting and analysis on resource usage.

inCite readers can search the new interface to CSIRO's library catalogue, branded Discovery, at: **http://csiro.aquabrowser.com/**

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