CLIC @ CLICK06: a consortial success story

Cathie Jilovsky

Kathryn Pearson

Julie Wilson
CLIC go the rotas, CLIC, CLIC, CLIC,
Wide is our scope and requests move quick,
The users look around for docs to help them know,
And thank the consortium for making a service grow’
The beginning

• CLIC established 2001
• Purposes
  ➢ manage library ILL/Document Delivery operations
  ➢ share expertise
  ➢ share risk
  ➢ achieve economies of scale
• Part of LIDDAS project
• CAVAL as consortium manager
CLIC Members

6 academic libraries in NSW and Victoria

- CARM Centre (CAVAL)
- La Trobe University
- Macquarie University
- RMIT University
- University of Newcastle
- Victoria University
CARM & CAVAL

CARM: CAVAL Archival & Research materials Centre
- high density specialist storage facility
- lower-use research materials

CAVAL: Consortium Manager
- help desk
- configuration
- project management
- training
Indicators of success:

- common needs and goals
- economic benefits through sharing costs
- improved service provision to customers
- effective communication
CLIC Development

• Landmarks
  ➢ Pilot operations 2001-2003
  ➢ Libraries Australia DD Interoperability 2003

• Towards the future
  ➢ new service models
  ➢ cooperative arrangements
  ➢ quality issues
  ➢ workflow and turnaround time improvements
CLIC Management

- Formal contract with CAVAL covers
  - configuration
  - operational support
  - specialised reports
  - documentation
  - training
Increasing usage

CLIC Requests

Year

Number

2003 2004 2005

Outgoing
Incoming
Consortium Administration

• Decision making mechanisms
  - regular teleconferences covering operational issues
  - formal business meetings

• Culture of sharing and learning
  - Group training
  - Practitioners workshops
Consortia advantages

‘Collaboration can reduce costs, leverage expertise, and provide a broader perspective’

(Hawkins and Oblinger 2005)
Consortia disadvantages

- Negotiations and compromises required on a number of issues with varying
  - configuration requirements
  - configuration priorities
  - financial flexibility
- Financial risks
- Knowledge base held centrally
CLIC Success Factors (1)

- Application Hosted Service and Technical Support
- Size and composition
- Consortium management
- Decision making
- Communication – formal and informal
- In-kind support
- Practitioner staff involvement
CLIC success factors (2)

- Implementation of a complex system, VDX, indicates success
  - unexpected outcomes in expertise developed and shared
  - relationships fostered between libraries at all levels
Service Improvements

- Reduction in turnaround times
- Dramatic reduction in rush & express requests
- Integration of cross campus & inter-campus services
- Extension of services to remote, external & offshore students
More Service Improvements

• Future developments
  - LDAP and single log in
  - Automedia
  - Reduce staff processing times and improve service for customers

• Practitioners workshops- collegiality
Help Desk

- Seamless service
- CAVAL Team of experienced support staff provide an efficient helpdesk
- Sharing of expertise amongst technical staff & libraries
- Vendor (OCLC-Pica) provides Hosted system & technical support
Size and Composition

- Relatively small size an advantage
- Members all university libraries with common purpose & understanding of the business involved
- Practitioners involved at policy level
Management

- Administrative expertise provided by CAVAL has minimised bureaucratic processes
- Meetings, minutes & teleconferences scheduled well in advance
- Regular reports on outstanding configuration & help desk calls
- Upgrades planned well in advance
Decision Making

• Shared decision making
• Expertise established
• Access to body of shared knowledge built over time meant decisions can be made more easily
Excellent communication a major factor in success

- Mix of formal & informal
- Regular teleconferences
- Face to face meetings
- Email discussion lists
- Informal contacts telephone & email
In-Kind Support

• A combined commitment to share
• Development of user guides and documented procedures

• Examples
  ➢ La Trobe’s on line user guides
  ➢ Newcastle’s web help text
  ➢ Macquarie’s saved searches
DD & ILL Staff

- Involvement by staff using the system daily contributed to the successful implementations & collaboration
- Staff view operations with confidence & demonstrate this in daily dealings with customers
Conclusion

- Advantages of the consortium approach outweighed the risks of going it alone
- Success attributed to a range of factors
- Complex relationships = positive results
- The right mix – formal & informal processes
- Continuous improvement in service provision
CONTACTS

CAVAL Collaborative Solutions
http://www.caval.edu.au

Macquarie VDX
https://fdihs.vrn.edu.au/portal/macquarie

RMIT VDX
https://fdihs.vrn.edu.au/portal/rmit

Cathie Jilovsky – cathiej@caval.edu.au
Kathryn Pearson – kathryn.pearson@mq.edu.au
Julie Wilson – julie.wilson@rmit.edu.au