

Lining up all your ducks

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**Public Libraries
Victoria**

The Background



Inter-Library Loans
and Intra-Library
Loans



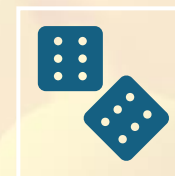
End of Statewide
courier contract



Exponential increase
in costs



Libraries Victoria
affected the most



StarTrack offers a
solution, but.....

Making it work



PUBLIC LIBRARIES
VICTORIA AS POINT



ENSURING STATE
GOVERNMENT
SUPPORT



CONSULTANT
REVIEWING
PATTERNS



WORKING WITH
LIBRARIES VICTORIA
LIBRARIES



TOOLS USED



EMAIL IS NOT DEAD!

<https://www.linkedin.com/pulse/email-dead-corey-perlman-csp-certified-speaking-professional->



Interaction

- PLV Member Portal
- Staff familiarisation



Getting buy in

- Universal support?
- Engagement
- Limits
- Share Groups
- Requests

Rolling out the changes

- Configuration
- Equipping
- Courier routes
- Communication
 - Library staff
 - Public
- **TIMING!**





Public Libraries
Victoria



Where to from here?

- Review completed
 - Limits
 - Share Groups
- Changes in Libraries Victoria
- Ongoing review

Lessons Learned

Right people in
the right place

Work with your
vendor

Regular
communication

Good data

Listen

Changes in staff

Get the
messaging right



Questions?

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