

For Immediate Release

Relais International Appoints CAVAL for Local Support in Australasia

Relais International is pleased to announce an agreement with CAVAL Ltd to provide Support and Hosting Services for Australasian customers of the Relais ILL Management Software.

CAVAL will provide a Help Desk and first line Application Support Service for libraries using Relais in Australia and New Zealand. The Help Desk will operate as a triage service, assigning local resources to issues based on their severity and urgency, and escalating calls to the Relais International Service Centre in Canada where appropriate. CAVAL staff will be trained to provide application support for Relais.

From June, existing and new Australasian Relais sites will have local, real time support from CAVAL's ISO ILL specialist staff, based in Melbourne, Australia. CAVAL will assume the management of local hosting services for Relais International hosted customers.

Relais International and CAVAL see this partnership providing a significant benefit, immediately and in the future, to libraries in Australia and New Zealand by affording access to local hosting, support and training.

CAVAL is a not-for-profit library consortium owned by 11 Australian universities and offering a range of specialist services to libraries including inter-library-loan and document delivery services and systems, digitisation of library materials, consultancy, specialist cataloguing services, training and staff development in library and related fields, and off-site storage for library and archive materials.

Relais International has been providing ISO ILL compliant Inter Library Loan and resource sharing systems for over a decade. Based in Ottawa, Canada, specialised Inter Library Loan application staff provides continuous improvements to the Relais product. Currently, 11 Australian libraries are using Relais to interoperate with over 1000 Australian and New Zealand libraries and also libraries world wide.

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