
FOR IMMEDIATE RELEASE
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CSIRO is first Relais customer in Australia to be hosted by CAVAL

Relais International is pleased to announce that the Australian Commonwealth Scientific and Industrial Research Organisation (CSIRO) is our first Australian customer to be hosted by CAVAL Ltd. which provides Support and Hosting Services for Australasian customers of the Relais ILL Management Software.

We expect all of our Australian customers to be migrated to the CAVAL-hosted Relais ILL Service over the next few months.

CAVAL provides a Help Desk and first line Application Support Service for libraries using Relais in Australia and New Zealand. The Help Desk operates 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 are trained to provide application support for Relais.

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, digitization 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 Inc has been providing ISO ILL compliant Inter Library Loan and resource sharing systems for over a decade. Based in Ottawa, Canada, specialized 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 worldwide.

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