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The East Coast Relais Consortium (ECRC) is now using Relais International's hosted service. The Relais system used by the Atlantic University libraries was moved to the Relais International office in Ottawa. RI staff monitors and maintains the system as well as providing support services for ILL staff. The ECRC uses Relais as their interlibrary loan and document delivery system; supporting the exchange and sharing of resources within the region as well as managing the process of acquiring material for users that must be obtained outside the Atlantic provinces.

According to Dick Ellis of Memorial University, "The move of the Relais system from our offices here at Memorial to the Relais office in Ottawa, translates into a significant cost saving. ILL staff have access to all the same functionality as in the past, but the cost of running the system and providing the service has dropped since we no longer need the same level of IT staff. We have been able to move technical staff into other new and developing areas in the library."

Clare MacKeigan is pleased to welcome the East Coast Relais Consortium into the growing number of hosted sites. "This service is very popular with a wide range of our library customers. Having our staff take care of the running of the Relais system, leaves library staff time to focus on their primary objectives – providing services to their users."

Relais™ International Inc is based in Ottawa, Canada and has been selling systems to support interlibrary loan and document delivery services since 1996. Relais International (www.relais-intl.com) assists libraries in implementing intelligent and automated methods to support the delivery of documents. Relais products range from scanning stations through to fully integrated request management, scanning and delivery software suitable for a single library through to a consortium.

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