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University of Newcastle, Australia Selects Relais ILL Hosted Service

Relais International is pleased to announce that University of Newcastle, Australia has selected the Relais ILL Hosted Service. The Hosted Service will be managed by CAVAL Ltd, Relais' partner in Australia.

The University of Newcastle is migrating from the OCLC VDX ILL management system to Relais ILL. The Relais ILL Service includes the Relais Access web-based pages that allow library patrons to create and monitor their own ILL requests. Staff will use a new and enhanced web-based staff interface to allow them to process ILL requests. The system includes the fully integrated Relais Scanning Module for seamless electronic delivery of items to patrons and to other libraries.

Clare MacKeigan, COO of Relais International, says "we are delighted to welcome the staff of the University of Newcastle Library to our growing network of customers in Australia."

Sharon Howells, Lending Services Co-ordinator for the Library says, "We are looking forward to working with Relais to continue to provide economical and responsive services to our library users."

Via a centralized Resource Sharing unit at University of Newcastle, Inter Library Loan & Document Delivery, Intercampus, Distance, Off Campus and Consortial Borrowing services are delivered to staff and students across six libraries on five campuses.

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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