

Central Land Council

Alice Springs, Northern Territory,
Australia

The [Central Land Council \(CLC\)](#) is a Commonwealth entity rooted in the struggle for Aboriginal land rights. The council is a 90-member council elected by the Aboriginal communities of Central Australia to represent their rights and manage their land. CLC represents 24,000 people spread across nine sub-regions suspended in 777,000 square kilometres of Central Australia, speaking more than fifteen languages. Their mission is to represent Central Australian Aboriginal people, promoting and supporting their society, country, secured rights, culture, and economy. The Library at CLC plays a crucial role in this mission by managing, preserving, and providing continuing access to CLC's cultural heritage assets and resources.

The Challenge

The Library was facing several challenges with their previous library management system (LMS). The system was primarily designed for print collections, and they needed a solution that could cope with the increasing reliance on electronic resources to support a geographically dispersed workforce. Moreover, the team was seeking to benefit from the efficiencies that modern cloud-based services can offer while ensuring that their enabling technologies remain current.

"The stakes were high. It was essential for the Information Services staff to continue to do their job of providing a suitable, relevant, and accessible service to the staff," stated Birgit Nielsen, Manager Information Services.



CENTRAL LAND COUNCIL

At a glance:

Chosen solutions	Liberty Standard, Orbit, Hosting solutions
Key objectives	Implement an ILMS that could cope with the increasing reliance on electronic resources to support a geographically dispersed workforce.
Flexible Options	Single Sign-On (SSO), SIP2, Federated Search, Massive Knowledge Repository, Orbit, Web Services API, Copyright.
Core Challenges	Embrace and benefit from the efficiencies that modern cloud-based library management services can offer while ensuring that their enabling technologies remain current.
Supported Users	3 licenced users + unlimited homepage (OPAC) users



The Solution

The solution came in the form of [Liberty](#) and Orbit, two integrated library systems that promised intuitive interfaces, streamlined workflows, and robust support. The fact that these systems were housed in cloud-based services hosted in Australia was an added advantage.

The project team agreed that,

"Softlink promised, and did deliver, high levels of support."

Actually, the CLC team found the system to be highly suitable for smaller specialized collections like theirs.

Implementation and Collaboration

The transition to the new system was seamless, largely due to the efficient and responsive customer service provided by Softlink. The team worked tirelessly to incorporate numerous custom features requested by CLC, including enhancements to the Federated search and increased flexibility in landing page design.

One critical customization was highlighted:

"We needed our Orbit catalogue to be more accessible for adults with varying literacy levels. Softlink not only understood our requirements but also actively considered our suggestions for future upgrades."

The partnership between CLC and Softlink IC truly shone when it came to customizing sub-pages. Prompted by an innovative suggestion from CLC, separate sections were created on the homepage. This intuitive design made it easier for users to access information and reduced the clutter on the homepage.

The Softlink development team deserves significant credit for transforming this idea into reality. They developed a hierarchical menu of subpages, improving content categorization based on various subjects or themes. After rigorous testing and review, the feature was successfully integrated, quickly becoming one of the most popular additions to [Liberty](#).

This collaborative success story underscores CLC's innovative approach and Softlink's commitment to customer-centric solutions. Through this successful partnership, they have set a new benchmark in enhancing user experience and accessibility.

Go Live And Results So Far

On December 2nd, 2020, the Alice Springs based Central Land Council (CLC), [went live with Softlink IC's Liberty v5](#). Since then, the adoption of [Liberty](#) and Orbit has resulted in renewed interest and engagement with the Library. While comparable statistics between the old library system and [Liberty](#) are not available, there has been a significant increase in logins, searches, electronic loans, reservations, loan renewals, and the use of academic resources available through databases. In a user survey in 2022, conducted by CLC, one user said, "Searching via the library catalogue is easy."



Looking Forward

With the success of implementing [Liberty](#) and Orbit, CLC has set new targets, including the addition of more eBooks and an increase in the number of subscribed databases.

Advice for Others

For other libraries facing similar challenges, CLC recommends conducting thorough research with different vendors, prioritising non-negotiables in a library system, not rushing the process, and seeking support and ideas. They also emphasize the importance of user input, testing, and continuous improvement.

"Softlink's support has been excellent. User input and testing are very important. Continuous improvement is essential because user needs change so does of course technology," concluded Birgit Nielsen, Manager Information Services.

In the ever-evolving landscape of library management, the Central Land Council's adoption of [Liberty](#) and Orbit exemplifies how embracing modern technology can significantly enhance service delivery. By prioritizing user-friendly interfaces, cloud-based services, and robust support from Softlink, CLC has successfully increased engagement, usage, and overall satisfaction among its users.