Using Clarity programs:
Melbourne Library Service and Road to IELTS

Background
Melbourne Library Service currently delivers services and programs from three facilities including City Library, North Melbourne Library and East Melbourne Library, as well as a virtual, online library service. The libraries are community hubs and places where people can meet for recreation, information and to foster a love of lifelong learning.

Subscription
50 licences of Road to IELTS Academic
50 licences of Road to IELTS General Training

Period
December 2009 to the present

Interview with Lucas Scully, Learning Support Librarian

ROAD TO IELTS
IELTS preparation and practice

What were your objectives in making Road to IELTS available to your members?
The big idea was that books for IELTS have become a bugbear. People register to do the exam, and want the practice materials quickly, but the IELTS books are so popular that we have to put them on hold. Sometimes they have to wait months – by which time they have done the exam. We're not satisfied with the experience we are giving these people.

We wanted to try out Road to IELTS as something that they can use either in the library, or more usefully, at home. We've found that almost all our library members have home Internet access. We like that it's published by the British Council as this gives it the same cachet as the Cambridge books. We like that it is being supplied in limited form to candidates by the official British Council test centres overseas.

Some of the advantages of the program are that:

▶ It's bright, shiny and new. It looks good.

▶ It includes listening and videos.

▶ Books are only available for a one-week loan with no renewal. This resource is available 24 hours a day via the website with no time limit.

▶ We have found that books go missing, are written in, or lose AV components. Road to IELTS is completely secure in that respect.

What is the reaction from library members?
"That's great. Fantastic." is the typical response from users. Also, it is popular with library staff as it's quick and easy to demo.

Are you happy with the usage?
Very happy. Road to IELTS has quickly become one of our most frequently used e-resources. Over the last two months alone we've averaged 1,600 users per month!

What about support?
Technical support from Clarity has been fantastic and there have been no issues at all making the program available to our members.

The bottom line: would you recommend Road to IELTS to other libraries?
Absolutely, without hesitation. It's gone a long way to improving the library experience for IELTS candidates. If they come in looking for books that are not available, they are pretty much at a dead end. With Road to IELTS we can be sure they will have a good experience and there's every chance they will come back and be good library patrons. ■

Melbourne Library Service also subscribes to these Clarity online programs:

TENSE BUSTER   Active Reading   Study Skills success

For more information, or a FREE trial, email Andrew Stokes at:
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ClarityEnglish

www.ClarityEnglish.com