

## **Meeting the organisational needs for breaking news at the Department of Labour**

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The Knowledge Centre is the Corporate Library for the Department of Labour charged with responsibility, amongst other things, for ensuring that our diverse research, policy and operational staff are kept up to date with news and news related intelligence.

The news service has multiple inter-linked purposes – amongst these are current awareness, risk management, measuring the efficacy of the Department's public awareness work and professional development.

A review of our services carried out in mid-2008 showed that:

- The organisation as a whole was purchasing duplicated resources from multiple news vendors.
- Delivery was using dated technology.
- News delivered was failing to meet the needs of policy and operational staff.
- We were not capturing overseas news.
- Our ability to match news topics to people was poor.
- The available technology was not being well used.
- We were paying per-item prices to have freely available news delivered to us.
- The delivery mechanisms didn't support the creation of subject files.
- Valuable material referenced in the news was not being captured by the Knowledge Centre.
- We were unable to identify the value of our work to the organisation.

This session will cover:

- Lessons from the project to improve services to date.
- Carrying out research on news and intelligence needs and the results of this in the Department of Labour.
- A survey of some of the news provider services available in New Zealand and elsewhere.
- The trips and traps available for low cost do it yourself news delivery.
- Issues for delivering the news as an integrated but personalised service.
- Integrating news as part of current awareness.