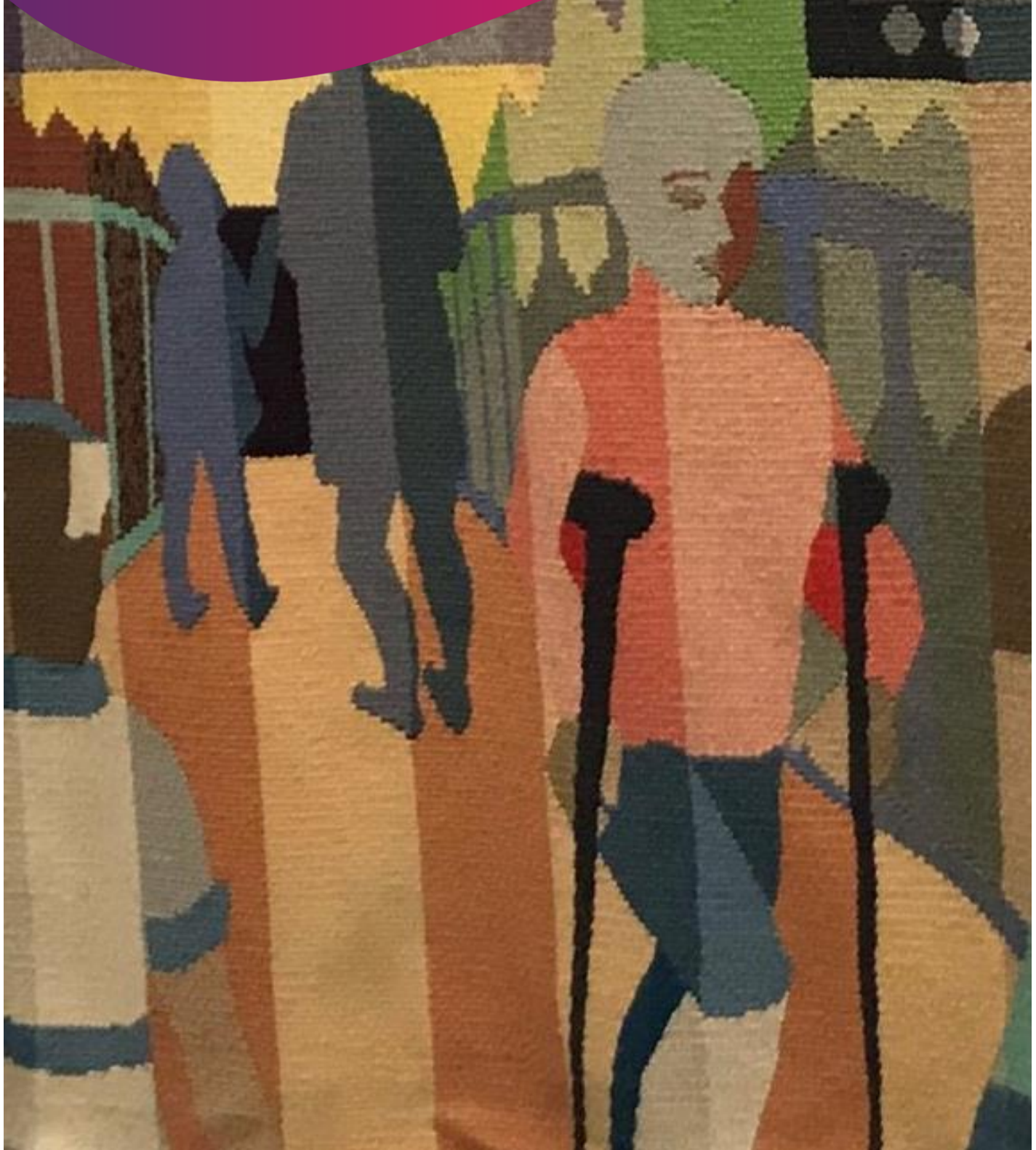


Austin Health Sciences Library Roadmap 2023-25

Liz Harris & Mina Nichols-Boyd
May 2023



Austin Health Sciences Library Roadmap 2023-25

Liz Harris, Mina Nichols-Boyd & the Library team, May 2023

Mission statement

Exceptional patient care is at the heart of what we do. Our mission is to provide high-quality information resources, services, and spaces to support our community in evidence-based practice, research, and learning.

Vision

To enable exceptional care, discovery and learning by creating a library that is welcoming, accessible, expert, and focused on our community.

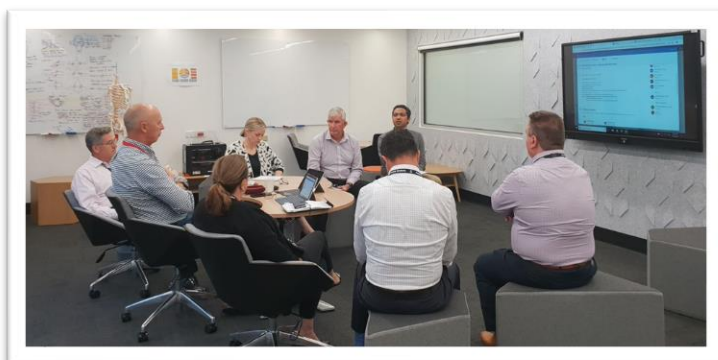
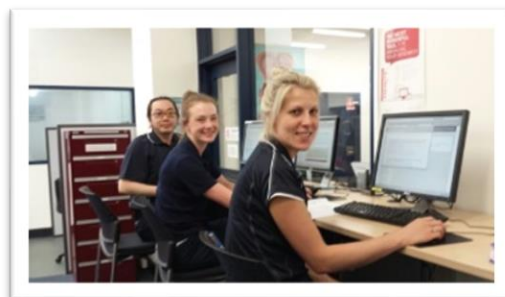


Our user community

We provide library services for all of Austin Health, including Repat and Royal Talbot campuses, Austin affiliated research institutes, and Mercy Hospital for Women in Heidelberg.

As a teaching hospital, we have arrangements in place to support University of Melbourne medical students, and La Trobe University nursing students. We support all students on placement at the Austin.

Medical staff	Nurses	Allied Health	Researchers	Executive & admin staff
Clinical educators	Medical students	Postgrad nurses	Students on placement	Research students



Guiding principles

We provide services that align with Austin Health's Guiding Principles.

Timely access to high quality care

We enable timely access to high quality information to support patient care:

- **Collection development:** we purchase books and journals in both print and electronic formats to meet the clinical and research needs of our users. We also subscribe to databases and clinical tools that support clinical practice.
- **Document delivery & interlibrary loans:** we have reciprocal arrangements with other libraries to extend access to materials beyond our collection.
- **Library website:** our website enables 24/7 access to resources and information.

A great place to learn, work and grow

We support the learning and professional growth of staff and students:

- **Reference services:** we provide timely support via email, phone, Teams, and in-person.
- **Literature search consultations:** we assist our users at point of need.
- **Orientation:** presentations and tours to explain the benefits of the resources available to staff and students.
- **Training:** we offer a range of training in literature searching, EndNote, clinical tools etc.
- **eLearning tutorials:** a range of online learning to enable flexible access to training.

We support our librarians to learn, work and grow:

- **Ongoing professional development:** we offer informal and formal opportunities for staff development, and encourage staff to join our professional association, ALIA, to gain certified practitioner (CP) recognition.
- **Supportive team culture:** we pride ourselves on creating a positive and collaborative team culture.
- **Flexible work arrangements:** to ensure we're competitive with other employers we provide flexibility for staff while prioritising operational requirements.



Research activities that improve patient outcomes

We provide resources and services to support research activities:

- **Systematic review assistance:** we provide consultations and search strategy advice and can partner with the review team as a co-author when time permits.
- **Austin Health Research Online (AHRO) repository:** we provide a platform to capture and manage publications by our researchers to allow reporting of Austin's research outputs, and to meet Open Access (OA) funder requirements.
- **Research training:** we're partnering with the Office for Research and Clinical Education Unit (CEU) to provide a range of research education opportunities.
- **Research bulletin:** a regular newsletter showcasing the latest research relevant to our community, including research by Austin Health researchers.

Listen to what our patients and community say

We listen to our Austin & Mercy communities, proactively respond to their information needs, and look for opportunities to collaborate:

- **Collaboration:** we participate in working groups and committees including CliPP, ResearchFest, Information for Consumers, Nurses Research CoP, Research Education Working Group, and DoS University of Melbourne.
- **Feedback:** we gather and review feedback received on training, consultations, and service provision.
- **Promotion:** we promote resources and services to relevant groups via a range of communication channels.

Culturally safe services for Aboriginal and/or Torres Strait Islander Peoples

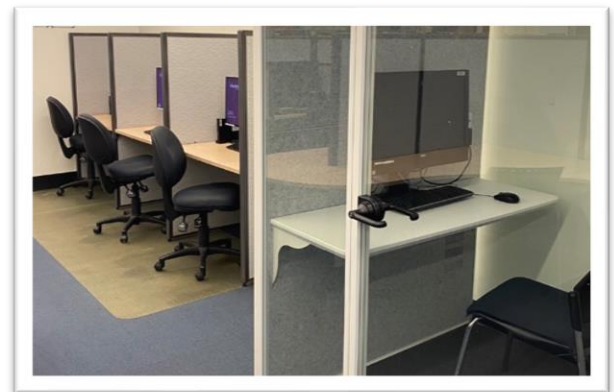
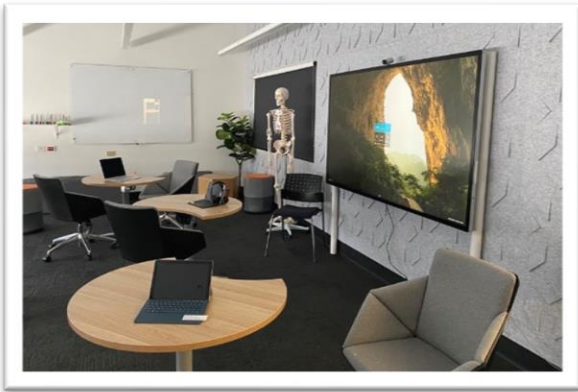
We endeavour to provide culturally safe services for Aboriginal and/or Torres Strait Islander staff and students. We are developing our collection to include resources that address health inequalities and enable better care of First Nations peoples.



Technology and infrastructure support patient care

We provide technology and working spaces that enable staff to learn and develop:

- **Seamless access:** we enable and administer a variety of systems that provide access to electronic resources throughout the Austin campus and remotely, via system management and troubleshooting.
- **Library spaces:** the physical library is a 24/7, welcoming and inclusive space that meets the needs of our diverse users. We provide quiet study spaces, a group study area, a training room, and the Innovation Space. We are staffed Monday–Friday between the hours of 8:30am–5:00pm.
- **Technology:** we have 30 desktop computers and a colour printer. The Innovation Space has a Microsoft 85” Surface Hub. Microsoft surface tablets, and headphones are available for use.



Library team

We have a team of six staff, covering 5.4 EFT. In keeping with the Austin values, our team are highly qualified, professional and take pride in supporting our community. All staff are involved in reference services, literature search assistance, and providing excellent customer service.

Chief Librarian

The Chief Librarian leads a team of specialised librarians who support a workforce engaged in evidence-based practice. Providing strategic and operational leadership, the Chief Librarian prepares the annual budget, manages resources and Library spaces, and promotes a collaborative, professional work environment.

Clinical Librarian

The Clinical Librarian leads the training and literature searching functions of the Library. The role partners with clinicians and students to develop literature search strategies, conducts training sessions on information resources and database searching, and develops online training. The Clinical Librarian also supports the professional competence of the Library team in these skills.

Collection Development Co-ordinator

The Collection Development Co-ordinator takes responsibility for collection development of our print and e-book collection, to ensure the collection is up to date and relevant. The role also acts as the liaison for Mercy Hospital for Women, conducts training and literature searches, and contributes to the Library point-of-service and promotion functions.



**Our actions
show we
care**



**Together
we achieve**



**We bring
our best**



**We shape
the future**



Library team

eResources Co-ordinator

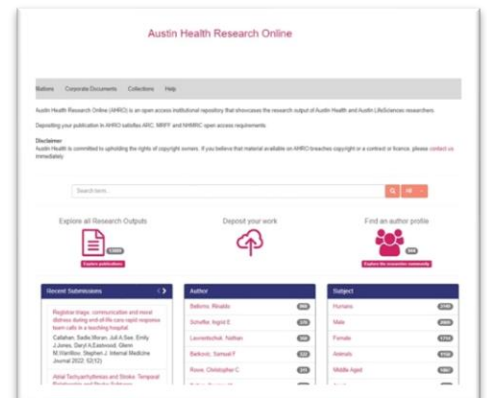
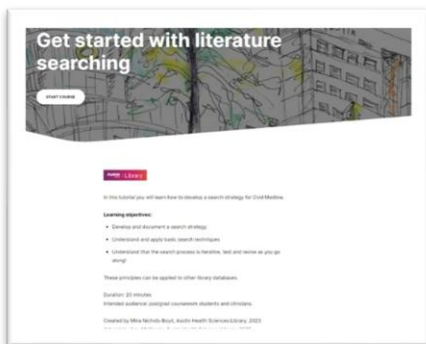
The eResources Co-ordinator takes responsibility for the Document Delivery Services at Austin Health. The role assists the Chief Librarian with procurement and management of digital resources, including invoicing and payments, and licensing. The eResources Co-ordinator communicates with vendors to resolve issues and supports the Digital Content Co-ordinator to ensure continuous access to electronic content.

Digital Content Co-ordinator

The Digital Content Co-ordinator takes responsibility for the technical functions in the Library. The role administers the library management system OCLC and works with the eResources Co-ordinator to resolve access issues. The Digital Content Co-ordinator maintains the Austin Health Research Online digital repository and updates content on the Library's web and intranet sites.

Communication & Engagement Co-ordinator

The Communication & Engagement Co-ordinator takes responsibility for communication and engagement activities, including promotion of Library resources and services to our various user groups. The role produces communications and content such as the Library Research Bulletin, website content, the Library's monthly report, social media, and presentations. The Communication & Engagement Co-ordinator also organises and promotes our training sessions.



Goals 2023-25

We have eight goals that will support our vision of a welcoming, accessible, expert, and community-focused Library.

Libraries are ever evolving in response to the changing needs of users and the organisation. As such, our goals are defined on a two-year cycle.

GOALS

WEBSITE

Improve usability of our website, resources and information.

TRAINING

Increase training opportunities to enable more people to access the training they need, when they need it.

RESEARCH EDUCATION

Boost research capability among clinicians by creating new research training opportunities and making them more accessible.

ACCESS

Improve access to the Library's electronic resources, to facilitate use in EBP.

ACTIONS

Review the library website structure and content. Implement LibGuides for structured access to information.

Develop & deliver a range of training opportunities including a suite of eLearning tutorials, and a series of webinars and face-to face sessions throughout the year.

Partner with CEU and Office for Research to provide a range of research education opportunities, targeted at foundational level.

Move to a single sign-on access model for Library resources that aligns with the current Austin-wide login.



Goals 2023-25

GOALS

BOOK COLLECTION

Update print and e-book collections to ensure they are relevant and current.

ENGAGEMENT

Increase uptake of Library resources, services, training, and use of Library spaces.

LIBRARY SPACES

Improve the Library space to meet the changing needs of users in a post COVID-19 environment.

TEAM DEVELOPMENT

Ensure our team have the skills needed to provide expert library services for a hospital environment.

ACTIONS

Perform collection review, weeding process, and strategic acquisition of new print books to meet increased demand.

Develop and implement a communications plan, with a focus on nurses during 2023.

Install single-person workstation pods, create 2x 2-person training spaces, and a small-group study room.

High level training in literature searching, including peer learning, online training courses, and conference.

We look forward to working with you!

