

Standards for
Irish Healthcare
**Library and
Information
Services**

Second Edition

Contents

| | |
|--|----|
| Preface | 4 |
| Acknowledgements | 5 |
| Introduction | 7 |
| Standard Area 1: Planning and Development | 9 |
| Mission Statement | 10 |
| Identification of user groups | 10 |
| Needs Assessment | 11 |
| Strategic Planning | 12 |
| Service Planning | 13 |
| Quality | 13 |
| Accreditation Schemes | 14 |
| Spatial Planning | 14 |
| Standard Area 2: Organisation and Administration | 17 |
| Organisational Structure | 18 |
| Communications Strategy | 18 |
| Marketing Strategy | 19 |
| Policies and Procedures | 20 |
| Legal and Ethical Responsibilities | 21 |
| Standard Area 3: Resources Management | 23 |
| Physical Resources Management | 24 |
| Technological Resources Management | 25 |
| Library and Information Service Staff Management | 27 |
| Library and Information Service Staff Training | 28 |
| Collections Management | 29 |
| Financial Resources Management | 31 |
| Standard Area 4: Service Management | 33 |
| Statement of Service | 34 |
| Access to the Library and Information Service | 34 |
| Access to Print Resources | 35 |
| Access to Electronic Resources | 36 |
| Access to Library Catalogue | 36 |
| User Education Services | 37 |
| Reference and Enquiry Services | 38 |
| Inter Library Loans/Document Supply Services | 38 |
| Current Awareness Services | 39 |
| Bibliography | 41 |
| Glossary | 45 |
| Appendix 1: Recommended Minimum Space Requirements | 53 |
| Appendix 2: Recommended Library Grading and Career Structure | 57 |

Preface

The publication of the 2nd edition of the *Standards for Irish healthcare library and information services* is very timely. Work practices and users' expectations of healthcare libraries have changed radically over the past ten years. Several changes have evolved through the increasing availability and accessibility of electronic resources, the emergence of evidence-based practice as an essential tool for every day clinical decisions and the ever-increasing demand for high value current information in a quicker response time.

In education, there have been changes in teaching and learning methodologies in undergraduate curricula, a multiplication of continuing education programmes for clinical and non-clinical staff, and an escalating demand to meet accreditation standards. A glance at the Table of Contents illustrates the complexity of the current issues facing all library staff in their endeavours to provide an excellent service to a diversity of user groups.

This set of Standards will benefit librarians, administrators, managers and accrediting bodies. Compliance to them will ensure that healthcare libraries and information services will have the appropriate resources and services to meet existing and anticipated educational and research needs and, most importantly, to contribute to high standards of patient care.

Congratulations to the Standards Steering Group of the Health Sciences Libraries Group. They have produced an excellent and comprehensive document that will guide us in the early years of 21st Century. At this stage, one can only speculate on the issues which will be studied in the third edition!

Gabrielle Doyle, BSocSc, DLT, MLIS

Chairperson of the Working Party for the first edition (1993) of Standards for Irish health care libraries

Acknowledgements

The Steering Group would like to recognise the tremendous amount of work undertaken in the early stages of the process by John Lancaster and we thank him most sincerely for giving so generously of his time and expertise. In addition, the Group gratefully acknowledge the support and efforts of the Health Science Libraries Group Committee throughout the process.

The Steering Group would like to acknowledge that much of the inspiration for the scope and organisation of this document came from the Canadian Health Libraries Association and the Australian Library and Information Association.

Finally our sincerest thanks to Marjorie Sliney and Gobnait O’Riordan, former Presidents of the LAI, for their advice on publishing and launching this document.

Standards Steering Group Members

Niamh Lucey, BA, MLIS. Chairperson, Joint Editor
St. Vincent’s University Hospital

Rosarii Buttimer, BA, HDE, HDCS, MLIS. Secretary
University College Cork

Patrick Fitzgerald, BA, PGDip ILM, MA, MCLIP.
HSE, Southern Area

Muriel Haire, BSc Econ ILS, DLIS.
Irish Nurses’ Organisation

Linda Halton, BA.
HSE, North Eastern Area

Dympna Lynch, BA, DLIS.
HSE, North Eastern Area

Margaret Morgan, BA, DLIS.
HSE, Midland Area

Anne Murphy, BA, DLIS. Joint Editor
Adelaide & Meath Hospital inc. NCH

Introduction

The first edition of *Standards for Irish health care libraries*, published by the Library Association of Ireland (LAI) in 1993, was a landmark in the development of healthcare librarianship in Ireland. Written in the absence of any formal national guidelines and arising out of inconsistencies in the delivery of library and information services to Irish hospitals, health boards and health agencies, the document was influential in the establishment of many professionally run health library and information services in Ireland, which were set up following the publication of Jennifer MacDougall's 1995 report, *Information for health*. Armed with a national set of standards, many librarians were able to argue for improved staffing levels, accommodation, services and budgets.

As the 1990s drew to a close it became apparent that the existing document was in need of revision, to take cognisance of a number of significant changes that had occurred both nationally and internationally in healthcare provision in general, and the management of health information in particular.

- The past decade has seen unprecedented development in information and communications technology (ICT). This has brought access to electronic information resources tantalisingly close to healthcare professionals who may, however, lack the expertise to exploit and retrieve high quality information. Thus, the role of the librarian as information handling skills trainer is becoming increasingly important.
- The evolution of evidence-based practice, contemporaneous with developments in ICT, affects all health professionals. Access to high quality evidence is critical to decision making, clinical governance and, most importantly, to providing the highest quality patient care. Various national publications since the first edition of the Standards - *Information for health* (1995), *Well read* (1998), *Making knowledge work for health* (2001) – stress the growing need for access to high quality current information by healthcare professionals and patients alike. Healthcare libraries are crucial to the process as repositories of, and gateways to, best evidence.
- Undergraduate medical education continues to take place in hospitals as well as in medical schools, while recent changes in nursing education have led to a significant increase in the pursuit of further education qualifications by this profession. At the same time the clinical governance model of hospital management requires a high quality of care which relies on the continuing professional development of all staff. This again has had a huge impact on the use of, and need for, healthcare libraries.
- The role of information within the health environment has been prioritised by the government's health strategy, *Quality and fairness* (2001). The government report *Health information: a national strategy* (2004) emphasises that access to the knowledge base in health will be through the marriage of existing healthcare libraries and the proposed eLibrary section of the Irish Health Services Portal.
- As hospitals and health agencies become accredited by the Irish Health Services Accreditation Board (IHSAB) the role of the librarian becomes central to the parent organisation and compliance with national and international standards becomes crucial to our development.
- Since the publication of the first edition of *Standards for Irish health care libraries*, there are many more professionally qualified librarians working within the healthcare

sector in Ireland and there is a high level of activity within this group, under the aegis of the Health Science Libraries Group of the Library Association of Ireland. Examples of national initiatives include the annually produced *Index to Irish health care libraries journal holdings*, an annual conference, training programmes, mailgroups, web presence and a newsletter.

It has taken some years and a lot of work to put the second edition of *Standards for Irish healthcare library and information services* together, from the earliest days in consultation with the HSLG group to publication and launch. Almost as soon as this document reaches every health institution in Ireland, the process will begin again to produce a third edition.

Two areas predicted to develop over the next five years (and which are expected to feature in future standards publications) are clinical librarian services and consumer health information. Clinical librarian services aid and enhance evidence-based practice and direct patient care. The clinical librarian sifts the knowledge base and brings the best evidence to the clinical team who will implement it to improve patient care and clinical outcomes. Consumer Health Information has great potential to benefit patients and the general public by providing them with accurate easily understood health information.

It is hoped that the following pages will set a standard that all healthcare librarians can achieve, with the support of their parent organisations.

Niamh Lucey
Chairperson
Standards Steering Group
December 2004

The central function of a healthcare library and information service is to provide access to timely, relevant and high quality knowledge-based information. The Head of the Library and Information Service provides effective leadership in the planning and development of library and information services, to ensure that the current and anticipated information needs of all users are met, and facilitates quality assessment and quality improvement to achieve best practice.

1.1 Mission Statement

The Library and Information Service has a clearly defined mission statement.

Clarification

A written mission statement clearly states the vision of the Library and Information Service.

Criteria

- 1.1.1 The mission statement reflects the philosophy and vision of the parent organisation.
- 1.1.2 The mission statement is developed in collaboration with library management, other staff and users.
- 1.1.3 The mission statement is communicated to all library staff and users and is reviewed on a regular basis.
- 1.1.4 The mission statement reflects the needs of the user community.

1.2 Identification of user groups

The Library and Information Service has a clearly defined policy to identify the users it serves.

Clarification

The Library and Information Service has a written statement that identifies the different user groups it serves. These groups are identified based on the structure of the parent organisation, its affiliations and its mission statement. This statement is communicated to library staff and users and is regularly reviewed.

Criteria

- 1.2.1 All staff of the parent organisation may use the Library and Information Service, including the following:
 - medical and nursing staff
 - allied health professional staff
 - other professionally qualified staff
 - research staff
 - education and training staff
 - administrative and management staff
 - technical and ancillary staff

- 1.2.2 Other user groups may include, but are not limited to:
- university/third level affiliated staff
 - undergraduate and postgraduate students
 - staff of affiliated organisations
 - general practitioners
 - staff of local voluntary organisations
 - patients and families
 - community staff
- 1.2.3 Identification of users takes into consideration the following:
- mission statements of the parent organisation and the Library and Information Service
 - programmes and services of the parent organisation and the Library and Information Service
 - affiliations of the parent organisation with academic and other bodies
 - participation in networks and other consortia
 - existing and potential users
 - usage patterns and user needs

1.3 Needs Assessment

The Library and Information Service has a documented strategy to regularly assess and analyse the information needs of its users in order to provide an effective user-focused service.

Clarification

The Head of the Library and Information Service employs a range of methods to determine the information needs of users. As a result, resources and services are tailored to meet those needs and the quality of the Library and Information Service is improved.

Criteria

- 1.3.1 Methods used to identify user needs include, but are not limited to:
- focus groups
 - surveys
 - collection and analysis of usage statistics
 - budgets
 - strategic plans
 - stock takes
 - consultation with senior staff and other user representatives
 - committees and other fora
 - documents e.g. guidelines, standards, recommended resources etc.
- 1.3.2 User needs assessment should consider the following:
- parent organisation: mission statement; strategic plan; staffing; services; affiliations; clinical, research and education interests; information systems
 - existing and potential library users: information needs and expectations; information priorities; users' opinion on quality of service and necessary improvements
 - external factors: availability and accessibility of other services; cost effectiveness of alternative services; national and international standards and guidelines for library services; available technology, networks and databases; economic climate

- 1.3.3 Criteria for analysing user needs includes, but is not limited to:
- results of user needs assessment
 - quantitative tools e.g. statistics, performance indicators, etc.
 - qualitative tools e.g. user consultations, feedback etc.

1.4 Strategic Planning

A strategic plan is developed to implement the mission of the Library and Information Service.

Clarification

The Head of the Library and Information Service writes, implements and monitors a plan for the development of the Library and Information Service. The strategic plan is informed by the identification of user groups and by user needs assessment and analysis. This plan describes strategies that identify and provide for the staffing, financial, technical and physical resources required to meet current and future needs.

The strategic plan ensures that the future direction and development of the Library and Information Service reflects the mission and future initiatives of the organisation as a whole.

Criteria

- 1.4.1 The Library and Information Service strategic plan considers:
- the organisational mission statement and strategic plan of the parent organisation
 - user needs, including access to services
 - staffing, financial, technical and physical resources
 - quality improvement
 - future organisational initiatives
 - anticipated environmental and technological changes
 - collaboration and partnerships with other organisations and services
- 1.4.2 The Head of Library and Information Services writes the strategic plan in consultation with management, library staff, users and stakeholders, as appropriate.
- 1.4.3 The Head of Library and Information Service implements the strategic plan with library staff. Implementation may be shown through the service plan:
- development of a service plan
 - development and review of goals and objectives
 - development or expansion of programmes, services and technologies
 - reduction or elimination of programmes or services
 - co-operative arrangements with other relevant libraries/services/facilities as appropriate
- 1.4.4 The Head of the Library and Information Service keeps up to date with national and international developments in the practices of the library and information profession, in healthcare and in evidence-based information services in order to provide the best service to its parent organisation and user group.
- 1.4.5 The Head of the Library and Information Service monitors the strategic plan regularly and the plan is reviewed and revised at the end of its specified timeframe.

1.5 Service Planning

There is a written service plan which contains clearly defined goals and objectives for the Library and Information Service.

Clarification

The service plan is consistent with the strategic plan. The service plan contains a set of written goals for all components of the Library and Information Service and a set of written objectives by which these goals will be achieved.

Criteria

- 1.5.1 Goals are consistent with the strategic plan.
- 1.5.2 Realistic, timed and measurable objectives are developed regularly to help achieve identified goals.
- 1.5.3 Goals are regularly reviewed and revised as necessary.
- 1.5.4 Goals provide for, but are not limited to, the following:
 - ↗ sufficient professionally qualified staff to meet user needs
 - ↗ sufficient financial resources to meet user needs
 - ↗ providing access to information through networks
 - ↗ technological resources to meet user needs
 - ↗ development of co-operative relationships with other libraries/bodies and participation in regional, national and international networks
 - ↗ adequate physical facilities, equipment and supplies to meet user needs in the areas of function, comfort and safety
 - ↗ learning opportunities and resources for the continuing education of library staff and users
 - ↗ a quality improvement programme to evaluate and improve the service

1.6 Quality

The Library and Information Service implements best practice programmes for the evaluation and quality improvement of its services.

Clarification

The Head of the Library and Information Service develops a systematic and continuous programme to evaluate the performance of the Library and Information Service, and library staff use all available resources to achieve excellence in the management and administration of the Library and Information Service.

Criteria

- 1.6.1 The following tools may be used in the pursuit of excellence. This list includes, but is not limited to:
 - ↗ written policies and procedures
 - ↗ continuing programme of staff training
 - ↗ compliance with standards and guidelines
 - ↗ compliance with relevant legislation, e.g. copyright law, health and safety law, etc.
 - ↗ statistics and performance indicators

- 1.6.2 Quality improvement is informed by the following:
- consultation with senior managers and user group representatives
 - analysis of user needs assessments

1.7 Accreditation Schemes

The Head of the Library and Information Service participates in relevant accreditation processes involving the parent organisation. In addition, the Library and Information Service participates fully in relevant library and information service accreditation schemes. The Library and Information Service also participates in accreditation schemes for post-graduate training programmes.

Clarification

Accreditation validates the service that the Library and Information Service provides and demonstrates the importance of the role of the Library and Information Service within the organisation. Accreditation provides a mechanism for achieving continuous quality improvement and best practice.

Criteria

- 1.7.1 The Head of the Library and Information Service participates in any hospital or healthcare service accreditation scheme, particularly with regard to information management.
- 1.7.2 The Head of the Library and Information Service is fully involved in internal and external quality assessment of the Library and Information Service.
- 1.7.3 The Head of the Library and Information Service's involvement should include:
- co-ordinating and leading self-assessment or a checklist for assessment
 - supplying information about the service to external assessors
 - meeting and discussing with external assessors

1.8 Spatial Planning

See Also Standard Area 3.1: Physical Resources Management

The Head of the Library and Information Service is directly involved, at every stage of the process, in the improvement of existing spatial resources and in the planning of new library and information facilities.

Clarification

New Library and Information Service facilities should be planned and constructed by a multidisciplinary team comprising the Head of the Library and Information Service, library staff, management and design and construction professionals.

Criteria

- 1.8.1 Criteria for consideration include, but should not be limited to:
- compliance with building regulations

- compliance with health and safety regulations
- physical conditions: lighting; heating; cabling; ventilation
- floors should conform to live weight-bearing standards
- wall and floor finishes should contribute to light diffusion, noise control and the elimination of glare
- implementation of the minimum standards for space requirements in libraries (see Appendix 1)
- space provided should be used exclusively for Library and Information Services
- space should be secured in order to protect from theft and unauthorised access

The Library and Information Service exists to support patient care, teaching, lifelong learning, continuous professional development, management decision-making and research activities of staff within the organisation. A clear organisational structure exists which delineates lines of communication between the Library and Information Service, senior management and appropriate external bodies.

2.1 Organisational Structure

An organisational chart details the Library and Information Service's role as information service provider within the organisation.

Clarification

The organisational chart highlights the administrative direction of the Library and Information Service and clarifies appropriate lines of management and responsibility. Formal lines of communication between the Library and Information Service, the parent organisation and other relevant external bodies are described and communicated to all staff and users.

Criteria

- 2.1.1 The Library and Information Service has departmental status.
- 2.1.2 The Library and Information Service's organisational chart reflects the relationships, responsibilities and lines of communication necessary to ensure the effective exchange of information between the Library and Information Service, its users and the wider organisation.
- 2.1.3 Clear lines of accountability are delineated and are made available to all members of the Library and Information Service staff.
- 2.1.4 The organisational chart is reviewed regularly and updated as required.
- 2.1.5 The organisational chart is available to Library and Information Service staff and users.

2.2 Communications Strategy

The communications strategy for the Library and Information Service encourages staff involvement in the planning process and quality of the Library and Information Service. The Library and Information Service collaborates with the parent organisation in planning, decision-making and problem solving. External services and networks are utilised to identify and deliver resources that are not available within the organisation.

Clarification

The communications strategy encourages the inclusion of all library staff in the planning process and the development of the Library and Information Service. The strategy provides an opportunity for staff to present contributions towards the provision and development of resources.

The Library and Information Service develops mechanisms to communicate its mission, strategy, services, policies and procedures to users. The Library and Information Service encourages open communication and inclusiveness.

The Library and Information Service participates in multidisciplinary teams and committees in the planning, delivery and improvement of resources and services.

Criteria

- 2.2.1 There are regular staff meetings to ensure effective communication between staff, and to report on new developments, services and policies.
- 2.2.2 Library staff have the opportunity to participate in meetings of relevant professional bodies.
- 2.2.3 The Library and Information Service communicates with its users.
- 2.2.4 The Library and Information Service is proactive in its involvement with the parent organisation's decision-making and problem solving fora. The Service participates in the development and implementation of the information management of the parent organisation. The Service's contributions include:
 - ↗ resource allocation
 - ↗ partnerships and projects with other departments
 - ↗ programme planning, implementation and evaluation
 - ↗ membership of, or input into, committees
 - ↗ development of management information systems
- 2.2.5 The service uses co-operative arrangements and service contracts as required. These may include, but are not limited to:
 - ↗ resource sharing
 - ↗ access to online databases and information systems
 - ↗ access to cataloguing services
 - ↗ shared acquisition programmes
 - ↗ equitable distribution of interlibrary loan requests/document delivery
 - ↗ union lists
- 2.2.6 The Library and Information Service provides for feedback from users through formal and informal channels.

2.3 Marketing Strategy

The Library and Information Service has a current marketing strategy which actively promotes services and resources to all potential user groups.

Clarification

The marketing strategy for the Library and Information Service communicates to user groups the services and resources available. Promotional programmes and materials are developed, disseminated and regularly reviewed. Promotional materials target specific user groups or specific services.

Criteria

- 2.3.1 There is a formal marketing plan which is regularly reviewed and updated as required.
- 2.3.2 Promotional materials and programmes are utilised to increase users' awareness and use of the resources and services available. These may include, but are not limited to:
 - ↗ annual report
 - ↗ printed Library and Information Service guide
 - ↗ information brochures
 - ↗ induction programmes
 - ↗ Library and Information Service web/intranet/extranet presence detailing Library and Information Service services and links to electronic resources
 - ↗ current awareness service
 - ↗ bibliographies on special topics
 - ↗ newsletters
 - ↗ presentations at meetings and conferences
- 2.3.3 The Library and Information Service web/intranet/extranet presence is optimised to publicise resources and services available. Items may include, but are not limited to:
 - ↗ Library and Information Service OPAC
 - ↗ access to full-text journals
 - ↗ access to online databases
 - ↗ Library and Information Service contact information and opening hours
 - ↗ Library and Information Service policies
 - ↗ current awareness service

2.4 Policies and Procedures

The Library and Information Service's policies and procedures reflect those of the parent organisation and are consistent with current library practice. These policies and procedures provide both library staff and user groups with a thorough understanding of the role of the Library and Information Service (including its limitations) within the parent organisation.

Clarification

The Head of the Library and Information Service develops the policies and procedures of the Library and Information Service in collaboration with library users, staff, senior management and relevant external bodies.

Policies and procedures are current and comprehensive, and are designed to reflect best practice in the delivery of resources and services within budgetary limits. New or revised policies and procedures are communicated to library staff and users and are readily available for consultation.

Criteria

- 2.4.1 The policies and procedures of the Library and Information Service are documented, and available for consultation in a staff manual, a hard copy of which is held in the Library.

The staff manual may be used as an induction tool for new library staff and as a day-to-day point of reference for existing staff.

- 2.4.2 Policies relevant to user groups are included in Library and Information Service information brochures, presentations, and the Library and Information Service web/intranet/extranet presence.
- 2.4.3 Policies and procedures are revised on a regular basis to reflect changes in library practice, user needs, and the parent organisation's policies and philosophy.
- 2.4.4 Revised policies and procedures are communicated to library staff, users, and to relevant internal departments and external bodies.
- 2.4.5 Policies and procedures include, but are not limited to:
 - ↗ access to Library and Information Service
 - ↗ collection development
 - ↗ document supply
 - ↗ circulation/lending
 - ↗ copyright
 - ↗ education and training
 - ↗ marketing and promotion
 - ↗ technological resources

2.5 Legal and Ethical Responsibilities

Library staff are conversant with relevant legislation, ethical guidelines and organisational standards and practice these accordingly.

Clarification

The Library and Information Service policies and procedures are designed to meet the requirements stipulated in current guidelines and legislation. Library staff apply their expert knowledge and judgement to maintain high standards of integrity, objectivity and accountability.

Criteria

- 2.5.1 Library staff are aware of and comply with current legislation. This may include, but is not limited to:
 - ↗ Health and Safety at Work Act, 1989
 - ↗ Copyright and Related Rights Act, 2000
 - ↗ Data Protection Act, 1988 and Data Protection (Amendment) Act, 2003
 - ↗ Freedom of Information Act, 1997
 - ↗ Employment Equality Act, 1998
- 2.5.2 Guidelines relating to personal security of staff and readers, cash security, and lost property are contained in the staff handbook, which is held in the library.
- 2.5.3 Copyright legislation and the legal limitations of photocopying are appropriately publicised beside photocopiers.

Easily accessible, current information is paramount in a healthcare setting. The Library and Information Service must have sufficient physical, technological, human, information and financial resources to effectively support the requirements of users and to comply with relevant legislation and regulations. The Head of the Library and Information Service, in consultation with library staff, users and the parent organisation, continually evaluates and develops strategies to secure the resources necessary to effectively meet the needs of all library users.

3.1 Physical Resources Management

See Also: Standard Area 1.8: Spatial Planning

The Library and Information Service has sufficient physical resources in order to support the current and planned requirements of the service to meet the needs of its users, complying with relevant legislation and regulations. The Head of the Library and Information Service, in consultation with library staff, is involved in all stages of physical facility planning and development.

Clarification

There is sufficient secure accommodation available in a central location for ease of circulation, access, use and retrieval of Library and Information Services resources for all users.

Criteria

- 3.1.1 The Library and Information Service is located in a self-contained accessible area under the management of the Head of the Library and Information Service. The Library is furnished, decorated and maintained to a good standard, in line with modern library facilities and the layout of the furniture allows for the effective supervision of the library area.
- 3.1.2 There is adequate space for library staff to carry out their duties in a safe working environment. (see Appendix 1).
- 3.1.3 There is provision for a variety of seating for reader consultation of the various library resources and for study purposes, appropriate to the size of the user population.
- 3.1.4 There are sufficient storage facilities which meet health & safety requirements for all library materials, with provision for additional storage as the resources of the Library expands.
- 3.1.5 A fully equipped networked seminar room is available to library staff for the provision of library education and training.
- 3.1.6 The Library will contain clearly designated areas for such purposes as:
 - service area

- office for the Head of the Library and Information Service
 - library staff office and/or work room
 - clearly labelled book shelves
 - clearly labelled journal shelves
 - current journals
 - study space: there should be enough space to accommodate existing and potential readers
 - ICT use, for such purposes as accessing the library catalogue and online resources
 - public photocopying area
 - storage
 - a book return bin for out of normal service hours
 - notice board for information purposes
- 3.1.7 There are security arrangements in place for staff and users.
- 3.1.8 There is appropriate equipment, stock and supplies to support the activities of the Library and Information Service.
- 3.1.9 There is an electronic security system to protect library stock and equipment.
- 3.1.10 The physical resources are organised in a manner as to allow for maximum flexibility as the needs of the service change.
- 3.1.11 There is sufficient equipment to support the needs of users and in order for library staff to carry out their duties. The equipment is maintained as appropriate, with renewal plans where necessary, and there is an up-to-date inventory of major equipment.
- 3.1.12 There is a public photocopying machine in a properly ventilated area with usage costs.

3.2 Technological Resources Management

The Library and Information Service uses appropriate technologies to access and manage information resources. The Library and Information Service evaluates, implements and integrates new technologies as they become available.

Clarification

The Library and Information Service uses the appropriate computer hardware, software and technical support to provide users with appropriate access to electronic information resources. Library management systems are in place to support the management and operation of library procedures and functions. The Library and Information Service participates in the planning of organisation wide information systems, services and networks.

Criteria

- 3.2.1 Staff and users have access to the resources they require to utilise technological advances in information access and delivery. These may include but, are not limited to, the resources required to support:
- networking and telecommunications
 - user education
 - access to local and remote databases

- ↗ access to the Internet and the parent organisation's intranet
 - ↗ electronic publications and multi-media programs
 - ↗ database development, file management and program authoring
 - ↗ interlibrary loan and document delivery systems

- 3.2.2 The Library and Information Service has the technological resources to support the effective management and operation of the service. These may include, but are not limited to:
 - ↗ automated library management systems, incorporating an online public access catalogue
 - ↗ access to the Internet and other networks
 - ↗ management reporting systems
 - ↗ financial management systems
 - ↗ materials management systems
 - ↗ quality management systems
 - ↗ content management systems
 - ↗ email
 - ↗ a range of software which includes word-processing, graphics, spreadsheets, statistics, presentation packages and bibliographic reference management packages
 - ↗ shared files on the parent organisation network
 - ↗ web-based administrative systems, including authority control systems such as Athens, online resources management, online claiming systems for journals, etc.

- 3.2.3 Local and remote access points and workstations are available in numbers, locations and configurations to effectively meet the needs of library staff. These may include, but are not limited to:
 - ↗ equitable access to personal computers which are designated in each case for the sole use of library staff
 - ↗ library staff have unique logins to the computer network

- 3.2.4 Local and remote access points and workstations are available in numbers, locations and configurations to effectively meet the needs of library users. These may include, but are not limited to:
 - ↗ databases
 - ↗ Internet access
 - ↗ web-based resources
 - ↗ the parent organisation intranet (where appropriate)

- 3.2.5 Evaluation and selection of technological resources are performed according to appropriate criteria and procedures. Mechanisms for selection/evaluation may include:
 - ↗ needs assessment
 - ↗ committee input
 - ↗ focus groups
 - ↗ literature review
 - ↗ systems evaluation
 - ↗ product trials
 - ↗ user feedback

- 3.2.6 There is provision for regular maintenance, repair, trouble shooting and upgrading of technological resources.
- 3.2.7 There is provision for technical support from the organisation's ICT function to the

Library and Information Service. This may include, but is not limited to:

- service level agreement between the Library and Information Service and ICT
- appropriate software protection to protect equipment from viruses
- disaster management plans and policies on backups

3.2.8 The Library and Information Service has procedures concerning the operation of staff and public workstations which conform to the organisation's health and safety and security policies.

3.2.9 The Library and Information Service participates in planning for organisation wide information systems and networks. There are linkages or integration with other information systems and services, both within and outside the organisation, which facilitate, enhance and improve access to information for library staff and users.

3.3 Library and Information Service Staff Management

There are appropriate levels of qualified staff to operate a Library and Information Service effectively in all relevant aspects.

Clarification

The Library and Information Service's primary resource is its staff. The quality of the library staff is fundamental to the functioning of any Library and Information Service. It is vital to document and describe strategies for establishing and reviewing staffing levels.

Criteria

3.3.1 A professionally qualified librarian manages the service.

3.3.2 A professional qualification in librarianship means the National University of Ireland Diploma or Masters in Library and Information Studies, or an equivalent qualification as recognised by the Library Association of Ireland.

3.3.3 A professionally qualified librarian always participates in the recruitment of library staff.

3.3.4 There are written job descriptions for each staff member which specify the duties and responsibilities appropriate to the level of the position and accurately reflect the requirements of the position. Job descriptions are reviewed regularly and updated as required. The job description includes:

- job summary
- nature and scope of the position
- duties and responsibilities
- general and specific accountabilities
- conditions of employment
- performance expectations
- required qualifications and competencies

- 3.3.5 There are adequate professional, technical and clerical staff to meet the needs of clients and the stated goals and objectives of the service. Factors considered in deciding staffing levels include, but are not limited to:
- needs assessment
 - service levels, including opening hours
 - service use
 - workload measurement
 - cost-effective skills mix
 - number of branches/location of health sites
 - adequate cover in times of absence so that library staff and users normally have access to professional staff
- 3.3.6 Where the location of facilities within a multi-site Library and Information Service warrants the services of a librarian only on part-time basis, a library assistant may perform routine library operations to ensure the maintenance of library resources and collections under the direction of the Head of Library and Information Services or his/her deputy.
- 3.3.7 In order to recruit and retain experienced staff, salaries and conditions must be appropriate to skills and qualifications. As there are no career structures for librarians and other library staff within the Health Services, refer to Appendix 2: Recommended Library Grading and Career Structure.

3.4 Library and Information Service Staff Training

There is a training and development programme in place, which meets the needs of Library and Information Service staff. The programme reflects and facilitates each Library and Information Service staff member in gaining the appropriate level and skill-mix required for their role. The level of training programmes is appropriate to the level of post/responsibility/area of expertise and appropriate to job description.

Clarification

Due to the complex nature of healthcare information needs, library staff must have both an appreciation of the activities of its users and familiarity with the nature and structure of the literature in a variety of relevant disciplines. Library staff frequently respond to urgent clinical case related enquiries and have the responsibility of interpreting the request correctly and supplying current information.

Criteria

- 3.4.1 There are formalised staff development assessment discussions, which identify the personal development and training needs of all staff. From this review of current skills and staff identified needs, a programme is developed to meet staff training, development and continuing education requirements.
- 3.4.2 The library staff training programme includes, but is not limited to, the following areas:
- Library orientation / induction programme to all new staff covering both the Library and Information Service and the parent organisation
 - communication and interpersonal skills
 - information retrieval and handling skills

- critical appraisal and systematic review skills
 - the automated library management system
 - the Library and Information Service's policies and procedures
 - Health and Safety, Copyright, Freedom of Information, Data Protection and any other appropriate legislation
 - Support by their parent organisation in continuing professional development including attendance at external continuing education programmes, conferences, external training and training programmes supplied by the parent organisation
- 3.4.3 Library staff have the necessary abilities, skills and competencies to manage the Library and Information Service effectively.
- 3.4.4 The areas where expertise is required are as follows:
- planning and development of the Library and Information Service
 - organisation and management of the Library and Information Service
 - library staff management
 - resource management
 - service management
 - Continuous Quality Improvement
- 3.4.5 There is a staff development programme in systematic review skills for librarians to meet the needs of all Library and Information Services staff, which includes, but is not limited to, access to training in the following:
- systematic review
 - critical appraisal skills
 - qualitative research
 - searching skills to find evidence systematically
- 3.4.6 Professionally qualified librarians are supported by their parent organisation in participating with their professional bodies.

3.5 Collections Management

Library and Information Services provide and develop core collections of information resources to meet user needs.

Clarification

The Library and Information Service provides information resources to support the organisation's clinical, educational, administrative, research, technical and consumer health information needs as appropriate. Resources reflect the organisation's primary needs and may include print, electronic and non-print formats. Resources are organised in a manner that facilitates easy identification, access and retrieval of materials. When resources are not available on-site arrangements are made to provide ready access to this information from other libraries, departments or services.

Criteria

- 3.5.1 The development and provision of information resources is based on user needs and reflects the stated goals and objectives of the Library and Information Service.

- 3.5.2 A written collection development policy describes the purpose, content, format, scope and currency of information resources to be collected. It is reviewed on a regular basis and involves consultation with users. Information resources are selected in accordance with this policy to ensure a current, authoritative and balanced collection that satisfies user needs.
- 3.5.3 The collection development policy deals with replacement plans where necessary, deselection of materials, donations, binding and repair policies and storage arrangements.
- 3.5.4 The Library and Information Service develops and co-ordinates cost-effective methods for the acquisition and distribution of information for the parent organisation. These may include, but are not limited to:
- ↗ locating the principal collections of information resources in a central, accessible library
 - ↗ where necessary to the daily functioning of a department, locating collections of information resources in departments
 - ↗ providing access to electronic information resources to the user in their workplace or home, using the appropriate technological networks, intranets or web-based access
- 3.5.5 Information resources are continuously evaluated to ensure they meet user needs. Methods used for evaluation may include:
- ↗ collection and analysis of circulation statistics
 - ↗ user surveys
 - ↗ collection and analysis of interlibrary loan statistics
 - ↗ review of reference transactions
- 3.5.6 Criteria for evaluation should include:
- ↗ currency
 - ↗ accuracy
 - ↗ format
 - ↗ relevance
 - ↗ authority
- 3.5.7 The Library and Information Service uses recognised acquisition tools.
- 3.5.8 The collections are of a size and range appropriate to the numbers in the user community. Resources are available for use in the most appropriate format for the requirements of the whole range of users. These may include, but are not restricted to:
- ↗ textbooks
 - ↗ print journals
 - ↗ databases for all principal professional categories in healthcare
 - ↗ electronic journals
 - ↗ official publications
 - ↗ video and multimedia items
 - ↗ reference tools including directories, yearbooks, dictionaries etc
 - ↗ electronic tables of contents
 - ↗ electronic bulletins
 - ↗ indexing and abstracting services
- 3.5.9 Web-based resources and information are co-ordinated via a Library and Information Service web/intranet/extranet presence and so organised as to permit remote access.

- 3.5.10 The Library and Information Service manages the licensing agreements pertaining to Library and Information Service electronic resources.
- 3.5.11 Print or computerised catalogues provide easy access to the information resources in a variety of ways including, but not limited to, author, title and subject.
- 3.5.12 The Library and Information Service uses standard cataloguing controls such as Anglo-American Cataloguing Rules and MARC-US.
- 3.5.13 The Library and Information Service uses a formal classification scheme.
- 3.5.14 The Library and Information Service uses a recognised thesaurus system, such as the National Library of Medicine MeSH thesaurus or CINAHL thesaurus for subject headings.

3.6 Financial Resources Management

The Head of the Library and Information Service produces an appropriate financial plan to incorporate the current and anticipated financial requirements of the service over a specified period of time.

Clarification

The Head of the Library and Information Service is responsible for the budget and produces the financial plan after consultation with senior management and library staff. The plan details the budgetary requirements of current service provision, changing user needs and anticipated funding requirements for specific developments. There are clear procedures for accountability of funds allocated and the monitoring of expenditure, consistent with those of the parent organisation.

Criteria

- 3.6.1 A specific Library and Information Service budget is allocated to the Head of the Library and Information Service annually from the parent organisation. The allocated budget is sufficient to meet the needs of the Library and Information Service.
- 3.6.2 There are financial planning and review cycles for budgets. These allow for predicted increases in costs of materials to be taken into account and for new developments to be considered by the parent organisation. Categories within the budget may include, but are not limited to:
 - ↗ personnel (pay budget)
 - ↗ capital expenditure
 - ↗ service contracts
 - ↗ ICT equipment and software (purchase/maintenance/replacement)
 - ↗ equipment (purchase/maintenance/replacement)
 - ↗ fixtures and fittings (purchase/maintenance/replacement)
 - ↗ print and electronic resources
 - ↗ communications (telephone/postage/fax/Internet/brochures/signage)
 - ↗ staff training and development
 - ↗ binding
 - ↗ interlibrary loans
 - ↗ supplies (stationery/sundries)

- 3.6.3 There are specific guidelines and procedures in place for budget administration. The financial procedures of the parent institution are known and adhered to by the Head of the Library and Information Service.
- ✔ The Head of the Library and Information Service manages the budget and is accountable for its expenditure.
 - ✔ The Library and Information Service receives regular financial reports from the finance office of the parent institution.
 - ✔ The budget is monitored on a regular basis so that expenditure is actively managed and errors can be rectified.
 - ✔ The budget is sub divided according to the service needs of the Library and Information Service and supports the information needs of all categories of library user.

The Library and Information Service plays a key role in contributing to evidence-based practice, the education and training of users and the achievement of the research objectives of the organisations of which they are a part. The services and resources provided through the Library and Information Service are designed and developed to ensure an effective and efficient response to the needs of all user groups.

4.1 Statement of Service

The Library and Information Service has a statement of services available to its users.

Clarification

There is a written statement of service, which outlines the delivery of services to its users.

Criteria

- 4.1.1 The statement of service makes explicit the services available to users.
- 4.1.2 Where the Library and Information Service is also responsible for branch libraries there is a clear statement of service for each branch.
- 4.1.3 The statement of service is communicated effectively to users and the parent organisation.
- 4.1.4 The statement of service is reviewed regularly by the Head of the Library and Information Service and senior management.
- 4.1.5 The statement of service defines who the users of the service are.

4.2 Access to the Library and Information Service

The Library and Information Service has a clearly defined access policy. This is effectively and efficiently communicated to users.

Clarification

The Library and Information Service is accessible to all staff and/or users working within the organisation and other users at the Head of the Library and Information Service's discretion. The Library and Information Service has a clear policy with regard to accessing and using the service.

Criteria

- 4.2.1 The access policy should include, but not be limited to:
 - ↗ hours of service
 - ↗ permission to access by different groups
 - ↗ physical access to the Library and Information Service facilities

- 4.2.2 In deciding the opening hours, the Head of the Library and Information Service considers the following:
 - ↗ the working hours of the parent organisation
 - ↗ the existence of a student population
 - ↗ the needs of its users to access the service during normal working hours i.e. 9am-5pm, Monday to Friday
 - ↗ the needs of its users to access the service outside of normal working hours

- 4.2.3 The Library and Information Service has a level of staffing that ensures it can operate its opening hours.

- 4.2.4 The Library and Information Service is supplied with locum cover to ensure normal hours of opening can be operated.

- 4.2.5 Signage, layout and directional information facilitate access to resources.

- 4.2.6 The Library and Information Service ensures that information resources are physically accessible to all users.

4.3 Access to Print Resources

The Library and Information Service provides access to its print resources.

Clarification

The Library and Information Service provides access to its print resources both for use in and without the Library and Information Service by way of a circulation policy.

Criteria

- 4.3.1 Print resources include, but are not limited to:
 - ↗ print journals
 - ↗ textbooks
 - ↗ reports
 - ↗ official publications
 - ↗ bibliographic tools e.g. thesauri
 - ↗ newsletters
 - ↗ newspapers
 - ↗ maps
 - ↗ legislation

- 4.3.2 The Library and Information Service has circulation policies which allow for:
 - ↗ the lending of certain print resources to its users
 - ↗ the designation of reference material
 - ↗ borrowing privileges pertaining to different categories of users

- fines for overdue items
- determining length of lending periods for different types of material

4.4 Access to Electronic Resources

The Library and Information Service provides access to its electronic resources.

Clarification

The Library and Information Service provides access to its electronic resources from ward, office or department level, and outside of library opening hours.

Criteria

4.4.1 Electronic resources include, but are not limited to:

- electronic books
- electronic journals
- databases for all principal professional categories in healthcare
- electronic reference tools
- electronic tables of contents
- electronic bulletins
- online public access catalogue
- electronic bibliographic tools
- parent organisation's intranet/extranet
- parent organisation's website
- Library and Information Service web presence
- Internet access

4.4.2 The Library and Information Service's web and intranet/extranet presence brings the relevant information about the service it offers to the user.

4.4.3 The Library and Information Service web and intranet/extranet presence may provide, but is not limited to:

- contact information
- opening hours
- Library services
- online public access catalogue
- journal holdings
- links to electronic resources
- Library and Information Service news
- training and user guides
- Library and Information Service charges

4.5 Access to the Library Catalogue

The Library and Information Service provides access to a catalogue of its resources.

Clarification.

The Library and Information Service catalogues its print and electronic resources and makes this catalogue available to users.

Criteria

- 4.5.1 The Library catalogue is available:
 - ↗ in the Library
 - ↗ via the Library and Information Service web presence
- 4.5.2 The Library catalogue lists its collection by:
 - ↗ author
 - ↗ title
 - ↗ subject/keyword
- 4.5.3 The Library catalogue indicates the availability and location of each item.
- 4.5.4 The Library catalogue may provide direct access to electronic resources.

4.6 User Education Services

The Library and Information Service offers structured education and training programmes to its users.

Clarification

The education and training programmes ensure users have the necessary skills to access the information they require.

Criteria

- 4.6.1 The Library and Information Service provides education and training programmes which may include, but are not limited to:
 - ↗ use of the online public access catalogue
 - ↗ database searching skills
 - ↗ instruction in locating physical resources
 - ↗ information retrieval skills
 - ↗ web searching skills
 - ↗ critical appraisal skills
 - ↗ systematic review skills
 - ↗ research skills
- 4.6.2 The Library and Information Service provides induction/orientation to the Library.
- 4.6.3 The Library and Information Service participates in orientation programmes for staff where they exist in the parent organisation.
- 4.6.4 Library staff advise users of their obligations under copyright legislation.

4.7 Reference and Enquiry Services

The Library and Information Service provides a reference and enquiry service to its users.

Clarification

Library staff provide an effective and efficient reference and enquiry service which meets the users' information queries.

Criteria

- 4.7.1 Reference services may include, but are not limited to:
- ↗ subject specific information
 - ↗ troubleshooting on database /Internet searching
 - ↗ search strategies
 - ↗ advice on obtaining items from reference lists
 - ↗ advice on obtaining items on interlibrary loan
 - ↗ literature searches
 - ↗ advice on referencing systems e.g. Harvard, Vancouver etc.
- 4.7.2 Enquiry services may include, but are not limited to:
- ↗ how to find a book
 - ↗ how to read a reference
 - ↗ renewal of books
 - ↗ information on the service
 - ↗ advice on all library services
 - ↗ checking borrower record
 - ↗ location information of items
 - ↗ reporting of missing items
 - ↗ information on other libraries
- 4.7.3 Enquiries may be made in person, by post, through email, by telephone or by fax.

4.8 Interlibrary Loans/Document Supply Services

The Library and Information Service provides access to interlibrary loans and document supply services.

Clarification

Access to materials not held in the library is made available through an effective interlibrary loans/document supply service.

Criteria

- 4.8.1 The Library and Information Service participates in appropriate interlending schemes.
- 4.8.2 The Library and Information Service processes interlibrary loan requests in a timely manner.
- 4.8.3 The Library and Information Service communicates with its users about the status of requests.

- 4.8.4 Where a library acts as supplier to another library it endeavours to fulfill a request in a timely manner.
- 4.8.5 The Library and Information Service may make arrangements with the libraries of affiliated organisations for the provision of interlending services.

4.9 Current Awareness Services

The Library and Information Service provides current awareness (CAS) and selective dissemination of information (SDI) services.

Clarification

The Library and Information Service ensures that appropriate current awareness and selective dissemination of information services are made available to users.

Criteria

- 4.9.1 CAS include, but are not limited to:
 - ↗ internal accessions list
 - ↗ external accessions list
 - ↗ table of contents alerting service
 - ↗ list of government publications
 - ↗ bulletins
 - ↗ automatic SDI facilities via databases
 - ↗ other online SDI services

ALIA (2000) *Guidelines for Australian health libraries*, ALIA.
www.alia.org.au/sections/health/guidelines/index.html Accessed
1/10/2001

American Library Association: ACRL College Libraries Section
Standards Committee (2000) *Standards for college libraries*, 5th ed.,
Chicago: Association of College & Research Libraries.

Boland, Roisin. *Accreditation: the way forward?*, *Journal of Health Gain*,
2000 4(4) pp. 8-9.

Booth A (Ed) (2000) *Managing knowledge in the health services*, London:
Library Association Publishing.

Canadian Health Libraries Association: Task Force on Standards for
Library & Information Services in Canadian Healthcare Facilities (1995)
*Standards for library & information services in Canadian healthcare
facilities*, 2nd ed., Ontario: Canadian Health Libraries Association.

Cornell University Library (2003) *Glossary of library terms*. New York:
Cornell University Library.
<http://campusgw.library.cornell.edu/newhelp/glossary.html> Updated
1/4/2003, Accessed 29/9/2003

Corrall S (2000) *Strategic management of information services: a planning
handbook*, London: Aslib/IMI.

Department of Health and Children (2001) *Quality and fairness: a health
system for you*, Dublin: Department of Health and Children.

Department of Health and Children (2001) *Making knowledge work for
health: a strategy for health research*, Dublin: Department of Health and
Children.

Department of Health and Children (2004) *Health information: a
national strategy*, Dublin: The Stationery Office.

Ennis, Kathy (2000) *Guidelines for learning resource services in further
and higher education: performance and resourcing*, 6th ed., London:
Library Association Publishing.

Fowler C and Trinder V (2002) *Accreditation of library and information services in the health sector: a checklist to support accreditation*, 2nd ed. Helicon.
http://www.nelh.nhs.uk/librarian/Accreditation_Checklist.pdf Accessed 18/01/2002

J. Willard Marriott Science And Engineering Library (1999) *Glossary of common library terms*. Utah: University of Utah and the J. Willard Marriott Library.
<http://www.lib.utah.edu/science/glossary.html> Accessed 29/09/2003

Library Association of Ireland (1993) *Standards for Irish health care libraries*, Dublin: Health Libraries Section of the Library Association of Ireland.

McDonald, A. (1996) *Space requirements for academic libraries and learning resource centres*, London: SCONUL.

McDonald, A. (1994) *Moving your learning resource service*, London: Aslib.

MacDougall J (1995) *Information for health: access to healthcare information services in Ireland*, Dublin: Library Association of Ireland.

MacDougall J (1998) *Well read: developing consumer health information in Ireland*, Dublin: Library Association of Ireland.

Medical Library Association (1994) *Standards for hospital libraries*, Chicago: Medical Library Association.

Medical Library Association (2002) *Standards for hospital libraries*, Chicago: Medical Library Association. <http://www.mlanet.org/publications/standards/index.html#hospital> Accessed 27/01/03

Procter, Paula M (1992) *Nurses, computers and information technology*, London: Chapman and Hall.

Shoop, Jane (2003) *Seattle Central Community College Library: glossary of library terms*, Seattle: Seattle Central Community College Library.
<http://www.seattlecentral.org/faculty/jshoop/glossary.html> Accessed 29/9/2003

Trinder VM (1998) *Accreditation of library and information services in the health sector: implementation guide and toolkit for librarians in NHS Trusts*, Plymouth: LINC Panel.
<http://www.gp-web.net/HELICON/toolkit.pdf> Accessed 27/01/03

Wallace, Maggy (1999) *Lifelong learning: PREP in action*. London: Churchill Livingstone.

AACR2

Anglo-American Cataloguing Rules, 2nd edition, 1988 revision.

Abstracting and Indexing Service

Available in both electronic and print format, they provide searchable bibliographic data. Abstract and index databases assist with locating journal articles by subject, author, title, or other criteria.

Accreditation

The evaluation of a healthcare organisation by a recognised external body. The body evaluates the organisation's degree of compliance with a set of nationally devised standards.

AMED

Allied and Complementary Medicine Database. A bibliographic database that indexes journals in complementary medicine, palliative care, and allied health professions.

Benchmarking

A Total Quality tool, used on a continual basis, to measure and compare libraries' processes. The objective is to identify and adopt best practices to improve library performance.

Bibliographic Database

An electronic collection of information that contains bibliographic citations. It allows the user to identify publications by author, subject, title or other search terms.

Bibliography

A comprehensive or selective list of publications that are selected and organised by subject or author.

CD-ROM

Compact Disc Read Only Memory. A high-capacity optical information storage device. In a library, databases and reference works are sometimes stored on CD-ROM.

CINAHL

Cumulative Index to Nursing and Allied Health Literature. A nursing and allied health bibliographic database.

Classification Scheme

A scheme for the arrangement of library materials in a systematic sequence, according to their subject and (to a lesser extent) their form.

Clinical Librarianship

The practice of directly supporting evidence-based medicine whereby the librarian provides quality filtered, patient-centred information to clinicians at ward level to enable them to treat individual patients.

Collection Development

A library policy involving the examination and evaluation of the library's information resources. Collection development is an ongoing process requiring continuous evaluation of the library's resources with respect to users' needs and changes in the community.

Consortium

A group of librarians working collaboratively to provide high quality information services.

Consumer Health Information

Information on any aspect of health and medicine, or healthcare management and delivery,* intended for the general public.

Core Collection

A minimal comprehensive collection of current and authoritative information resources in any given field. The core collection should be tailored to meet the needs of all user groups within the parent organisation.

Cost Benefit Analysis

A technique designed to determine the feasibility of a project or plan by quantifying its costs and benefits.

Critical Appraisal Skills

The skills necessary to evaluate the validity, reliability and clinical applicability of current literature to support evidence-based practice.

Current Awareness Service

A service designed to inform library users of new developments and materials published in their field of interest.

Database

A standardised collection of information in computerised format that is searchable by various parameters.

DDC22

Dewey Decimal Classification and Relative Index, Edition 22.

Document Delivery/Document Supply

A transaction in which library material, or a copy of the library material, is made available by one library to another upon request.

E-Book

Electronic Book. An electronic file with text and/or graphics.

E-Journal

Electronic Journal. A journal that is made accessible in computerised format and accessed via the Internet.

Electronic Resources

All resources and materials in electronic form that require computer access to operate.

E-Mail

Electronic Mail. A system whereby a computer user can exchange messages with other computer users (or groups of users) via a communications network.

End-User

A person who uses and interacts with electronic information retrieval systems.

End-User Searching

End-user access to and use of electronic information retrieval systems for literature searches and research purposes.

ETOC

Electronic Table of Contents. Contents pages of selected journals that are received by e-mail as they are published.

Evidence-Based Healthcare

The conscientious use of current best evidence in making decisions about patient care and the delivery of health services.

Evidence-Based Information

Published, documented or electronically stored information that is quality filtered or peer reviewed, and based on accepted knowledge or current research.

Evidence-Based Practice

A process of lifelong learning that involves continually posing specific questions of direct practical importance to clients, searching objectively and efficiently for the current best evidence related to each question, and taking appropriate action guided by evidence.

Extranet

A collaborative network linking organisations in order to share information externally.

File Management

Management of data files using one or more file management software programs.

Focus Group

A group representative of the target population, which assembles to discuss a specific topic; a method which facilitates collecting information from clients.

FTE

Full Time Equivalent.

Full-Text Database

An online resource that provides the complete text of a document in electronic format for printing or downloading.

Goals/Objectives

A series of succinct statements based on fundamental and specific issues that confirm and develop the strategic focus of the service.

HSLG

Health Sciences Libraries Group; a section of the Library Association of Ireland.

ICT

Information and Communications Technology.

Information Handling Skills

The ability to locate and access information, to compare and evaluate information from different resources, and to organise, apply and communicate information to others in a way appropriate to the situation.

Information Retrieval

Techniques of storing, recovering and often disseminating recorded data especially through the use of computerised information systems.

Interlibrary Loan

The provision of library and information resources as requested by library users via a co-operative arrangement among libraries.

Internet

A worldwide network linking millions of local networks together. The Internet is used by Library and Information Services for various purposes including e-mail, accessing catalogues and databases and document delivery.

Intranet

A private network that is contained within an organisation to share information and computing resources among employees.

LAI

Library Association of Ireland.

Library Management System

A computerised system with modules for administering all of a library's technical and public service functions.

Lifelong Learning

A concept that embraces the value of continuous education and learning as a means of improving the quality of life.

LIS

Library and Information Service.

Literature Search

Selective scanning and searching of online databases, bibliographic databases and library catalogues, to prepare bibliographies of books, journal articles, audiovisual materials or computer software on a particular subject.

MARC-US

MACHine-Readable Cataloguing. An international, standardised format for computerised bibliographic data developed by the Library of Congress.

Medline

U.S. National Library of Medicine's (NLM) premier bibliographic database that contains approximately 13 million references to journal articles in life sciences, with a concentration on biomedicine.

MeSH

Medical Subject Headings. Used by the Medline database.

Mission Statement

A clear definition of the purpose and mission of the Library and Information Service. This statement is the foundation for all strategic planning.

Needs Assessment

An evaluation tool to identify the tools and resources that will be most effective to meet the needs of library users.

Network

A facility which interconnects electronic equipment so that communication and sharing of information can take place.

Online Database

A remote database of machine readable bibliographic records searchable via a connection to an online service host.

OPAC

Online Public Access Catalogue. An electronic catalogue of a library's holdings, usually searchable by author, title, subject and keyword.

Parent Organisation

The wider organisation of which the Library and Information Service is a department.

Performance Indicators

Recordable, reliable and relevant methods of gathering data to monitor and evaluate a library's development and progress.

Quality Improvement

The sum of all activities that create desired change in quality. Quality improvement involves a feedback loop that identifies patterns of service, the analysis of those patterns to identify opportunities for improvement and actions to improve quality in services.

Reference Service

A service usually provided by a professional librarian that provides library users with assistance in locating information or using library resources for study and research. Assistance may range from locating a requested fact to designing a strategy for retrieving and evaluating comprehensive information on a broad topic.

Remote Access

Direct access to library catalogues, databases, resources and services from a point external to the Library.

SDI

Selective Dissemination of Information. An information retrieval technique that enables users to receive relevant information automatically, on a regular basis, through files that reflect their information needs.

Service Plan

The Service Plan documents the process of allocating resources in the most effective and efficient manner possible in order to achieve agreed objectives and goals. The Service Plan's purpose is to clearly indicate the core activities of the Library and Information Service for the year ahead.

Skill Mix

The use of a variety of professionals, with varying qualities and expertise, to carry out roles traditionally performed by one healthcare professional.

Strategic Plan

A formalised, ongoing, long-range plan which identifies the Library and Information Service's major strategies and how it will achieve them.

Systematic Review (Skills)

The accumulation, appraisal and evaluation of literature to a specific research question.

Union List

A list of the library holdings of a group of co-operating libraries.

Recommended minimum space requirements

Head of the Library and Information Service's Office
15m²

Library Staff Work Area
Minimum of 30m² for general workspace
Allow 12m² per FTE staff member¹

Library Service Area
Minimum of 35m² for circulation/enquiry/information service
Additional 15m² for Inter Library Loan service point

Library Staff Room
25m²

Allocation of Learning Space
The recommended ratio of reader place to FTE user is 1:5
The minimum ratio of reader place to FTE user is 1:10
The recommended individual reader workspace is 2.5m²
The recommended individual IT workspace is 3m²

Heating/Temperature
The recommended temperature range is between 19-21°C.

Photocopying Area
Allow a minimum of 12m², with appropriate provision for ventilation.

Seminar/Training Room
Recommended 50m²

Shelving Requirements²
Shelving for Books: Minimum of 1m² per 100 books to be shelved.
Shelving for Periodicals: Recommended 1m run of periodical slopes per 3 periodicals to be displayed.

Environmental Requirements³
Total space allocation: The total area allocated should be at least 10% of the total organisational space or a minimum of 20% of the total teaching space.

¹ FTE refers to Full Time Equivalent

² Library Association of Ireland (1993) *Standards for Irish health care libraries*, Dublin: Health Libraries Section of the Library Association of Ireland, p.10.

³ Ennis, Kathy (2000) *Guidelines for learning resource services in further and higher education: performance and resourcing*, 6th ed., London: Library Association Publishing, p.51

| | |
|-------------------------|---|
| Load bearing structure: | The minimum load bearing capacity of the floor housing book stacks must exceed 6.5 kNm^{-2} . |
| Light: | 50% daylight is recommended but the glare of sun must be eliminated. |
| Lighting: | Minimum illumination of 300 Lux on work surfaces and light fittings should produce a glare index no higher than 19. |
| Ventilation: | Minimum ventilation should be at least 3 litres of fresh air per second per occupant. Capacity should exist for providing at least 8 litres of fresh air per second per occupant on very hot days. Natural ventilation is preferred; mechanical methods should be draught free. |

Recommended Library Grading and Career Structure

Professional qualifications and experience should be reflected in the grading of librarian posts.

The following is the recommended grading system for health service librarians:

Professional grades:

Librarian, Manager

A professionally qualified librarian who is Head of Library and Information Services in the public health service.

College Librarian (Institute of Technology Grade)/
Physiotherapy, Manager/
Sub-Librarian (University Grade)

Librarian, Senior

A professionally qualified librarian who is a branch librarian in a library system, a head of section e.g. systems, collection development, reader services etc. Reports to the Librarian, Manager.

Grade VII (Institute of Technology Grade)/
Physiotherapist, Senior/
Assistant Librarian I (University Grade)

Librarian

A professionally qualified librarian. Entry grade for a newly qualified librarian. Reports to the Librarian, Manager or a Librarian, Senior.

Grade VI (Institute of Technology Grade)/
Physiotherapist, Basic/
Assistant Librarian II (University Grade)

Paraprofessional library grades:

Library Assistant, Senior

Grade V (Institute of Technology Grade)/
Senior Library Assistant (University Grade)

Library Assistant

Grade IV (Institute of Technology Grade)/
Library Assistant (University Grade)

