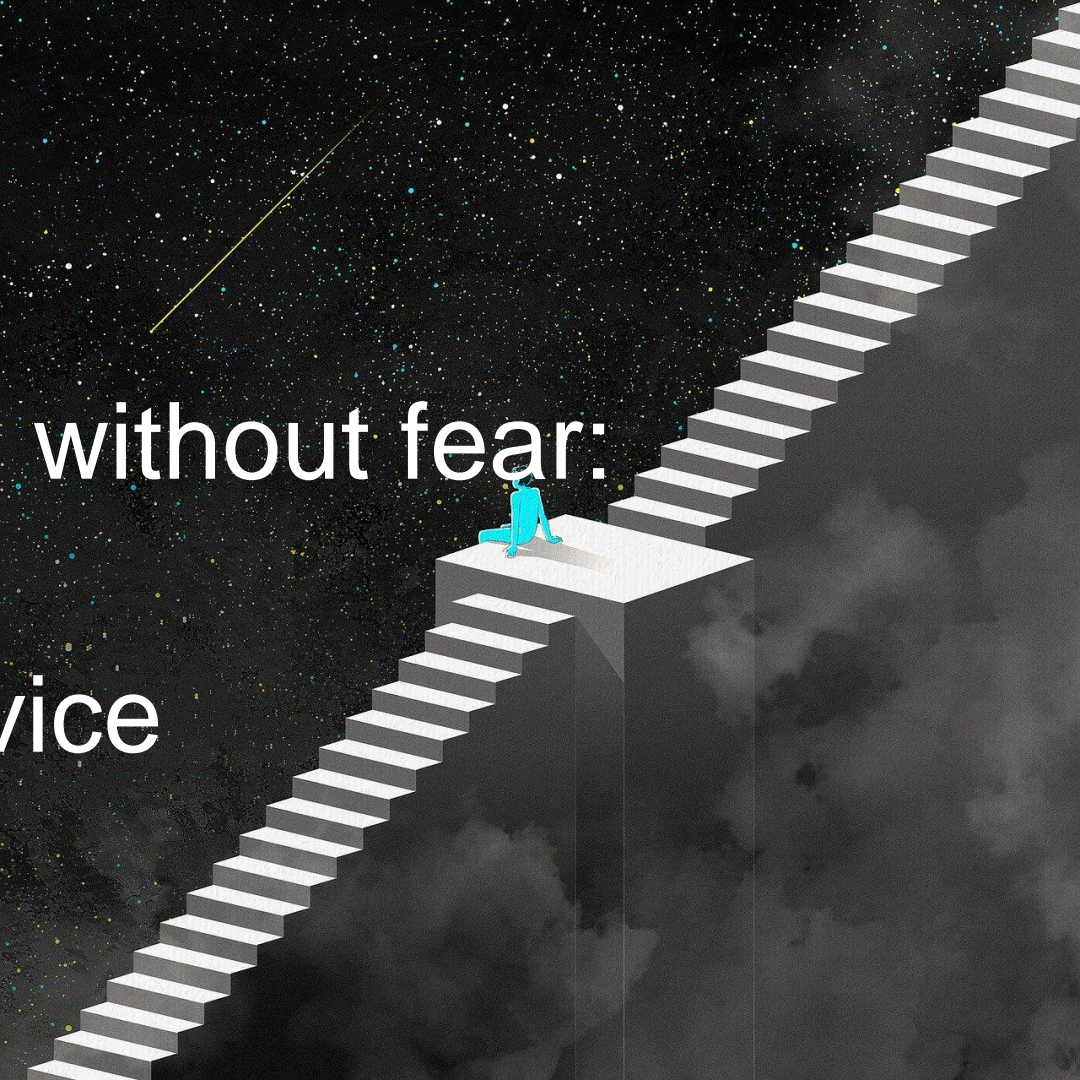




Facing the future without fear: a strategy for the HSE Library Service

Aoife Lawton, HSE National Librarian
HSLG Conference 07.03.24





Outline

Deconstructing 'fear'

Ways to combat fear

- Resilience supports
- Future planning by having a strategy in place



Image credit: [falco](#) from [Pixabay](#)



Fear – a four letter word

noun

an unpleasant emotion caused by the threat of danger, pain, or harm.

verb

be afraid of (someone or something) as likely to be dangerous, painful, or harmful.

Source: Oxford Languages accessed 06/02/2024



Fear culture

Propagated by Media – ‘fear sells’

Used throughout history by Leaders “The Art of War” (1532); “The Prince” (1521) Machiavelli – ‘fear is power’;
“it is much safer to be feared than loved”

Governments – ‘fear controls’

Fallout from fear is

increase in anxiety, mental health disorders and lack of resilience
e.g. ‘climate anxiety’ is real; fear of future;
Inability to deal with change



'We are living in a climate of hatred and fear': Students discuss rooting out antisemitism on campus

More than 80% of Irish people worried about climate change, report says

US airman sets himself on fire outside Israel embassy to protest 'genocide'

War on Gaza: Palestinian child dies from hunger and malnutrition in Gaza

Pussy Riot member says 'fear is counterproductive'

Asylum seekers fearful living on Dublin's streets

Data Shows a Global Surge in Searches Related to 'Climate Anxiety'



You need to stay away from groups of people in your home.



You cannot have visitors to your home.



... BBC

Artificial intelligence could lead to extinction, experts warn

Heads of OpenAI, Google Deepmind and Anthropic say the threat is as great as pandemics and nuclear war.

30 May 2023



Resilience Supports

Peer support

Existing resources: SLACK peer-to-peer support, culturally accepted

**New Strategy: buddying system for new staff AND for staff joining new teams;
Mentoring opportunities via HSLG and/or CILIP; EAHIL**

Annual virtual staff wellness day since 2020

People – investing in people key part of strategy

HSE is the national health service

Healthy Ireland [Staff Health and Wellbeing programme](#) (Steps to Health Challenge; Mindfulness, Choirs.. Etc.)

**Access to Employee Assistance Program;
Stress Management;
Smoking Cessation;**





Future Planning: A new strategy for HSE Library



Tests

Test out new things,
learn from it



Interviews

Senior Stakeholders



UX

UX activities
Throughout HSE
Libraries 2023



Research

Latest trends
In health libraries
Input from
international peers
Patient Rep



Feedback

Staff Engagement
Day May 2023
Online Townhalls
In person meetings
x4



<https://my.visme.co/view/ojod8m79-strategy>





Our Vision

||

AN INTEGRATED LIBRARY SERVICE PROVIDING INSTANT
ACCESS TO QUALITY HEALTH INFORMATION, THROUGH A
NETWORK OF LIBRARY EXPERTS, FOR THE BENEFIT OF ALL.

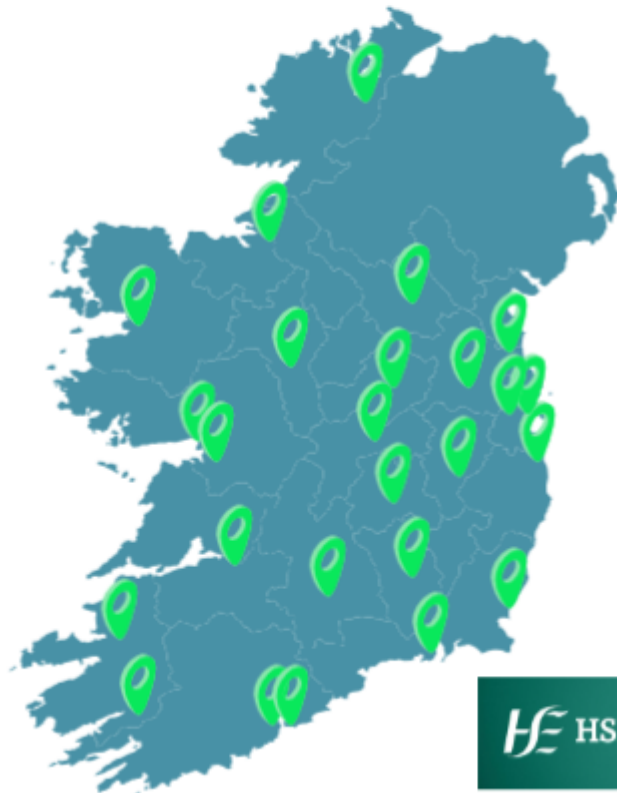
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" An integrated library service ..."

WE PROVIDE ACCESS FOR USERS IN PRIMARY, SECONDARY AND TERTIARY CARE, IN HOSPITAL AND COMMUNITY SETTINGS, IN ALL HEALTH SCIENCES' DISCIPLINES, TO TRUSTED HEALTH INFORMATION AND EVIDENCE VIA A NATIONAL ELECTRONIC LIBRARY AND A SERVICE INFRASTRUCTURE OF 25 HEALTH LIBRARIES CO-JOINED INTO ONE ORGANISATIONAL UNIT.

HSE Library Strategy 2024-2029 will consolidate and expand our **INTEGRATED LIBRARY SERVICE** by:

- Implementing in full the recommendations of an independent report which demonstrates the positive impact of our service on the **quality and safety of patient care**, and **associated cost savings**†
- Acquiring the necessary **budget** to achieve strategic goals
- Establishing a **national stakeholder group** with wide representation throughout the health service
- Ensuring that strategic developments in our service integrate with the **new health regions** and **evolving organisational structures** in the context of the continuing implementation of **Sláintecare**
- Investing in **inviting, adaptable, multifunctional, collaborative, social library spaces**, together with the resources — print, electronic and human — to transform these spaces into **integrated knowledge sharing environments**
- Exploring and implementing new, creative community outreach pathways, **bringing library expertise to the user**
- Measuring and reporting outcomes relating to an integrated library service through clearly defined **key performance indicators**



" ... providing instant access to quality health information "

WE PROVIDE ACCESS FOR THOUSANDS OF HEALTHCARE PROFESSIONALS TO HIGH-QUALITY INFORMATION RESOURCES AND SERVICES, SUPPORTING EVIDENCE-INFORMED HEALTHCARE, CONTINUING PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION, AND KEEPING UP TO DATE WITH RAPID ADVANCES IN THE HEALTH SCIENCES.

HSE Library Strategy 2024-2029 will optimize access routes to **QUALITY HEALTH INFORMATION** by:

- Prioritizing rapid access to **up-to-date and trustworthy health information** to support decision-making at all levels within the health service
- **Re-designing and simplifying** our website, and **simplifying** engagement with and navigation of native **supplier and publisher platforms**
- Creating **seamless authentication**
- Providing **mobile connectivity** to resources and services via a **HSE Library app**
- Establishing the HSE Library 'Evidence' service as a first point of contact to **answer health questions and help facilitate evidence-informed healthcare**
- Using technology to provide innovative ways to **keep healthcare professionals up to date** with new trends and developments in the health sciences through **targeted bulletins and alerts**
- Improving **information literacy** competencies through **targeted training programmes**
- **Advocating** with relevant stakeholders to **improve wi-fi and network connectivity** throughout all of our library spaces
- Continuing to monitor **emerging trends** in digital library services, including the potential application of artificial intelligence (AI)
- Measuring and reporting outcomes relating to access to quality health information through clearly defined **key performance indicators**



" ... through a network of library experts"

OUR LIBRARY STAFF CONSTITUTE THE CORE OF OUR SERVICE. USERS PLACE HIGH VALUE ON THE FACE-TO-FACE AND VIRTUAL SUPPORT, GUIDANCE AND EXPERTISE PROVIDED BY INFORMATION SPECIALISTS THROUGH A RANGE OF SERVICE FUNCTIONS.

HSE Library Strategy 2024-2029 will continue to support and develop our **LIBRARY WORKFORCE** by:

- Investing in the **recruitment and retention** of library staff at all levels within the service, assuring **sufficient human resources** to accomplish strategic objectives
- Monitoring library staff **workload**
- Providing a planned programme of **relevant continuing professional development and continuing education**
- Providing **career development** opportunities and pathways
- Providing **peer-support and mentoring** opportunities with colleagues
- Creating clearly **defined roles, responsibilities and accountabilities** associated with strategic goals and milestones **set out on a multi-year roadmap**
- **Celebrating library staff achievements**
- Measuring and reporting outcomes relating to the library workforce through clearly defined **key performance indicators**



" ... for the benefit of all"

WE ARE COMMITTED TO GENERATING THE WIDEST POSSIBLE IMPACT OF HEALTH LIBRARY RESOURCES AND SERVICES.

HSE Library Strategy 2024-2029 will achieve greater impact **FOR THE BENEFIT OF ALL**

by:

- Creating **greater awareness** of resources and services
- Implementing **targeted marketing and promotional campaigns** with defined messaging
- Ensuring that **outreach** resources and services support healthcare delivery in the **new health regions** and **evolving organisational structures** in the context of the continuing implementation of Sláintecare
- **Eliminating barriers and impediments** to accessing or utilizing resources or services
- Pre-testing the **usability and intuitiveness** of resources and services prior to implementation
- Exploring routes to **greater provision of health information to the Irish population**, and advocating for investment to expand provision of resources and services to support **patient-engagement** and **shared healthcare decision-making**
- Improving **user experience and trust** in the library service through **proactive engagement with stakeholders, including patient representatives**
- Creating **partnerships and collaborations** with other relevant organisations
- **Challenging health information inequalities**
- Measuring and reporting outcomes relating to increased library impact through clearly defined **key performance indicators**



Roadmap

DOMAIN: AN INTEGRATED LIBRARY SERVICE

2024



Milestones

- Raise **profile and awareness** in new health regions
 - Open **newly refurbished libraries** in Tralee and Wexford
- Invest in and promote **library spaces**
 - Initiate pilot **outreach programme** in Mid-West and West
- Set up **national stakeholder group**
- Scope out requirements for **new helpdesk system**

2025



Milestones

- Host annual **webinar**
- Plan and initiate project for **new library** in Mullingar
- Expand library **outreach programme**
- Expand hselibrary.ie to include **new specialist resources**
- Create **multifunctional library spaces**
- Implement **new helpdesk system** to enhance user experience

2026



Milestones

- Open pilot **patient-focused library**
 - Embed hselibrary.ie in **electronic health record**
 - Develop organizational **publications policy**
- Publish **open access journal** for health service
- Pilot **open library** in Portlaoise
- Develop easy-to-use **feedback mechanisms**

2027



Milestones

- Expand **patient-focused library**
- Open **new library** in Mullingar
 - Expand **open library** model providing **24/7 access** to all library sites
 - Implement **health library standards**
 - **Eliminate inequalities** by providing hselibrary.ie to whole health service

2028



Milestones

- Review impact of **patient-focused library**
- Review impact of **hselibrary.ie**
- Review impact of **outreach programme**
- Open **multifunctional library spaces**
 - Review **lessons learned relevant to "integrated library service"** for new strategy

2024



Milestones

- Build **workforce capacity**
- Introduce **buddy system and mentoring**
- Develop **in-house procedural guidance**
- Standardize **national teams and working groups**
- Identify **strategy-specific CPD** for library staff

2025



Milestones

- Provide **career development opportunities** for all grades of library staff
- Formalize **internal mobility opportunities**
- Liaise with universities and industry to provide **strategy-specific CPD** for library staff
- Standardize **induction and onboarding** processes
- Celebrate **library staff achievements**

2026



Milestones

- Implement target **workforce operational model**
- Implement **knowledge paths**
 - Develop **library staff recognition programmes**
 - Celebrate **library staff achievements**
- Review **strategy outcomes against objectives**

2027



Milestones

- Improve supports for library staff **wellness and wellbeing**
- Implement **succession planning**
 - Review **CPD processes and work environments**
 - Support **talent management**

2028



Milestones

- Introduce **human resource analytics**
 - Celebrate **diversity**
 - Review **lessons learned relevant to 'network of library experts'** for new strategy

Roadmap

DOMAIN: THROUGH A NETWORK OF LIBRARY EXPERTS



Raise Profile and Awareness of HSE Library

<https://vimeo.com/916683531>



Strategy Launch 21 March

Thank you!

Watch this space..



www.hselibrary.ie