

STANDARDS FOR **NEW ZEALAND** **HEALTH** **LIBRARIES**

Incorporating the *National minimum standards for health library services in New Zealand* and *Standards for Australian health libraries* (which acknowledges the Canadian Health Libraries Association's publication *Standards for library and information services in Canadian health care facilities*)

INTRODUCTION

This standard has been developed by the Health Special Interest Group (Health-SIG) of the Library and Information Association of New Zealand Aotearoa (LIANZA). It will be updated annually and fully reviewed every five years.

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SECTION 1 - PLANNING AND DEVELOPMENT

Information services and resources support services in health care. Ongoing strategic planning based on consultation with stakeholders ensures that resources fulfil existing needs and anticipate future trends.

1.1.0 Strategic plan

A strategic plan, consistent with the overall strategic plan of the institution, is developed and implemented. The strategic plan includes:

1.1.1 A mission statement which clearly defines the purpose and philosophy of the library and:

- is reviewed regularly
- is consistent with overall mission and vision of the institution.

1.1.2 A documented needs assessment of client services and resources offered

1.1.3 A gap analysis of service deficiencies

1.1.4 A strategy for relationship management with stakeholders

1.2.0 Annual/business plan

An annual/business plan, with goals and objectives based on client needs, is developed and implemented to be:

- consistent with the strategic plan
- SMART (specific, measurable, achievable, realistic and time constrained).

1.3.0 Monitoring and evaluation

Plans are monitored and evaluated:

- to develop strategies to address problems or deficiencies
- using a range of methods e.g. client surveys, collection and analysis of statistical data

SECTION 2- ORGANISATION

2.1.0 Organisational structure

The library and information service has clear documented lines of internal and external relationships and these are communicated to staff and clients.

2.1.1 The library and information service is designated a separate department with its own budget and reports directly to senior management.

2.1.2 The organisational plan shows clear lines of communication and relationship necessary for the functioning of the library and information service.

2.1.3 The organisational plan is reviewed regularly and updated as required.

2.1.4 The organisational plan is available to all stakeholders.

2.2.0 Relationship management

The library and information service proactively communicates its mission, strategy and services to all stakeholders. The service is involved in facility-wide planning, decision-making and problem solving using co-operative arrangements and service contracts as required.

2.2.1 The library and information service is involved in the development of systems and services for the organisation's evidence-based information needs.

2.2.2 The organisation collaborates with the library and information service in all information management initiatives.

2.3.0 Policies and procedures

The policies and procedures of the library and information service are documented and made available to all stakeholders and are regularly reviewed.

2.3.1 There is a written library disaster preparedness plan. (Was 3.3.7)

2.3.2 There are documented security arrangements for the library staff and the collection. (Was 3.3.8)

2.4.0 Compliance

Library and information staff comply with relevant legislation, professional codes of conduct and contractual agreements.

2.4.1 Library staff adhere to the LIANZA code of conduct and their organisation's policies and codes of conduct.

2.4.3 The library observes the licenses governing its use of resources, and takes all reasonable steps to inform its authorised users of their obligations.

2.4.4 Library staff are aware of and comply with relevant legislation.

2.5.0 Availability

The library service should be made as available as practical to its users;

2.5.1 The location of the library should be reasonably central within the organisation

2.5.2 A library with at least one full time equivalent staff member should be open at least eight hours per day, 5 days per week.

SECTION 3 - RESOURCES

3.1.0 Human resources

Library staff must have appropriate qualifications and skills for their positions.

3.1.1 The library is managed by a librarian who is eligible for professional registration in New Zealand

3.1.2 The library manager is directly responsible for the selection, deployment, training and review of library staff.

3.1.3 The library manager ensures that all relevant organisational human resource policies and procedures are adhered to.

3.2.0 Financial resources

A financial plan is in place and is linked to the Library's strategic plan. The library develops and reviews its annual budget for which it is accountable.

3.3.0 Physical resources

The library and information centre should be a distinct space sufficient to meet the predicted needs of stakeholders. This should comply with relevant standards such as Occupational Safety and Health.

3.3.1 The library manager will be consulted on any proposed alterations to the library premises from the inception of planning and will be involved in all relevant decision making.

3.4.0 Technological resources

Computer-based resources are integral to the provision of core library services. Funds must be allocated to ensure the library computer resources are purchased, supported, maintained and upgraded.

3.5.0 Information resources

3.5.1 The development and provision of information resources is based on stakeholder needs and reflects the stated goals and objectives of the library and information services.

3.5.2 Written collection development and management policies are in place.

3.5.3 Hospital library collection development includes consideration of the Medical Council of New Zealand *Recommended textbooks, manuals, journals and electronic resources*.

3.5.4 Access to the collection is provided through a catalogue.

SECTION 4 - INFORMATION SERVICE PROVISION

4.1.0 Information Literacy, Retrieval and Dissemination

Stakeholders should receive the information they require when needed and as easily as possible.

4.1.1 Instruction and assistance in the use of library resources is provided as required by the stakeholders.

4.1.2 User education programmes will be run to encourage maximum use and return on investment of the resources provided by the library and information service.

APPENDICES

APPENDIX ONE: Recommended minimum Hospital Library staffing levels.

Hospital Library Staffing Levels: Categories and Criteria

The following categories and associated criteria are intended to provide a guide on minimum levels of staffing for hospital libraries in conformity with their respective roles, functions and overall size:

The criteria for the categorisation of hospital libraries are:

- 1) Numbers of potential library users
- 2) Bed number criteria
- 3) Service criteria
- 4) Expenditure criteria
- 5) Collection criteria

1) User criteria:

- a) 2,000 or more professional staff/tertiary students/other library users
- b) 1,000-2,000 professional staff/tertiary students/other library users
- c) 500-1,000 professional staff/tertiary students/other library users
- d) Fewer than 500 staff/tertiary students/other library users

2) Bed number criteria

- a) More than 600 beds
- b) 350-600 beds
- c) 150-350 beds
- d) Fewer than 150 beds

3) Service criteria:

- a) Population greater than 200,000 people
- b) Population 150-200,000
- c) Population 90,000-150,000 people
- d) Population fewer than 90,000 people

4) Expenditure criteria

- a) Expenditure excl capital >\$2.5m
- b) Expenditure excl capital \$500k-2.5m
- c) Expenditure excl capital \$100k-500k
- d) Expenditure excl capital <\$100k

5) Collection criteria

(An online subscription to a package = one subscription)

- a) Hard copy books >10,000, or Journal subscriptions >500, or Online subscriptions >50
- b) Hard copy books 7,000-10,000, or Journal subscriptions 300-500, or Online subscriptions 30-50
- c) Hard copy books 4,000-7,000, or Journal subscriptions 100-300, or Online subscriptions 10-30
- d) Hard copy books <4000, and Journal subscriptions <100, and Online subscriptions <10

Institutional categories

In the larger categories of libraries the ratio of professional librarians to other library staff should be at least 1:2

Category 1: The library scores a) in four or more of the criteria above

Category 2: The library scores a) in at least two and b) in at least two criteria above

Category 3: The library scores b) in at least three criteria above

Category 4: The library scores b) in at least two and c) in at least two criteria above

Category 5: The library scores c) in at least three criteria above

Category 6: The library scores c) in at least one criterion above

Category 7: All criteria above score d)

(Alternative numerical scoring – Each a)=4, b)=3, c)=2, d)=1 then score total scores into categories 1-7 – eg Score 17-20 = cat 1, Score 14-16 = cat 2, Score 11-13 = cat 3, Score 9-10 = cat 4, Score 7-8 = cat 5, Score 5-6 = cat 6, Score 4 = cat 7.)

Recommended Minimum Library Staffing Levels per category. It would be expected that Library managers, librarians, deputy librarians and assistant librarians are 'professional' ie eligible for registration. All numbers are FTE.

Category 1 1 library manager
 1 deputy librarian
 1 assistant librarian
 4 library assistants/clerical officers
 Total FTE = 8

Category 2 1 library manager
 1 deputy librarian
 1 assistant librarian
 3 library assistants/clerical officers
 Total FTE = 6

Category 3 1 library manager
 1 assistant librarian
 2 library assistants/clerical officers
 Total FTE = 4

Category 4 1 librarian
 2 library assistants/clerical officers
 Total FTE = 3

Category 5	1 librarian 1 library assistant/clerical officer Total FTE = 2
Category 6	1 librarian 0.5 library assistant/clerical officer Total FTE = 1.5
Category 7	1 librarian Total FTE = 1

APPENDIX TWO: Recommended minimum space requirements for health libraries

As a guide to planning, the following minimum space requirements are offered for the key aspects of a health library facility. Each specification per item must be multiplied by the anticipated quantity of required items in a given library.

Item	Space in m2
• Audiovisual: Store per 500 titles and 10 equipment items	10.0
• Book display: New books on display stand	2.0
• Book shelving: footprint area on shelf per volume	0.0625
• Circulation desk	15.0
• Computer workstation (including catalogue user terminals) -minimum one per 200 potential users	4.0
• Fax machine	3.0
• Foyer entrance: staff phones, notice board, returns chute	25.0
• Journal display: new journals display and browsing	8.0
• Journal shelving: ratio of 1.0m2 per 100 titles per year (100 titles @ 10yrs = 10.0m2)	
• Library managers office	15.0
• Librarians office	12.0
• Lounge/easy chairs (2 chairs): for casual reading areas	4.0
• Photocopier	6.0
• Reference desk	10.0
• Reference shelving	8.0
• Seminar/meeting room	20.0
• Staff tea room	10.0
• Stationery storage	12.0
• Study carrels including space for seating - minimum one per 400 potential users	2.5
• Study tables (including group seating for 4 chairs) - minimum one per 1000 users	6.0
• Toilet (including disabled access)	12.0
• Trolley holding bay (to park shelving trolleys)	1.25
• Vertical files storage	6.0
• Workroom: to contain technical services and 1 staff member	15.0
• For each additional staff member in the workroom	5.0

APPENDIX THREE: References

Standards

NZS 4203:1992 VOL 1 AND 2
General structural design and design loadings for buildings

NZS 4121:2001
Design for access and mobility: Buildings and associated facilities

AS/NZS 1680.0:1998
Interior lighting - Safe movement

AS/NZS 1680.1:2006
Interior lighting - General principles and recommendations

AS/NZS 4196:1999
Information and documentation - Open Systems Interconnection - Interlibrary loan application service definition

AS/NZS 4197.1:1999
Information and documentation - Open Systems Interconnection - Interlibrary loan application protocol specification - Protocol specification

AS/NZS 4197.2:1999
Information and documentation - Open Systems Interconnection - Interlibrary loan application protocol specification - Protocol implementation conformance statement (PICS) proforma

AS/NZS 23950:1999
Information and documentation - Information retrieval (Z39.50) - Application service definition and protocol specification

New Zealand Legislation

Copyright Act 1994 (Reprint as at 4 November 2005)

Copyright Amendment Act 2005

Employment Relations Act 2000 (Reprint as at 16 September 2005)

Employment Relations Amendment Act 2007

Health and Disability Services Act 1993

Health and Disability Services Amendment Act 1998

Health and Safety in Employment Act 1992 (Reprint as at 31 December 2003)

Health and Safety in Employment Amendment Act 2006

Privacy Act 1993 (Reprint as at 2 October 2006)

Privacy Amendment Act 2007

Core Book Lists

Books for nurses, midwives, health visitors: a core collection / [edited by Jane Williamson]. Wotham [England]: Tomlinsons, 2000. ISBN 0953261522

Core collection of medical books 2006 / compiled by Howard Hague. 5th edition. [London]: Medical Information Working Party, 2006. ISBN 9780953261550

Doody's Core Titles in the Health Sciences. [Updated annually]
<http://www.doody.com/dct/>

Medical Council of New Zealand. *Recommended textbooks, manuals, journals and electronic resources*. Oct 2007.
<http://www.lianza.org.nz/community/health-sig/files/MCNZbooklist.pdf>

Other

List of population numbers per DHB http://www.moh.govt.nz/moh.nsf/wpg_index/About-DHBs#7

APPENDIX 4 – Glossary

- **Business plan.** A written document that describes the objectives of a specific action or project.
- **Catalogue.** A database (electronic or hard copy) describing the items held in the library's collections. This includes books, journals, other print material, non-print material and selected electronic resources.
- **Electronic resources** (also online resources). Information that is held and/or transmitted electronically rather than in paper or 'hard' format.
- **Information literacy.** Library users' knowledge and awareness of the skills needed to use library resources effectively.
- **Information resources.** The resources provided by the library to satisfy the information needs of its users.
- **Librarian.** A person who works in a library
- **Librarian in charge.** A person who is the most senior librarian in their library – usually the library manager.
- **Qualified Librarian.** A person who is eligible to register under LIANZA's professional registration scheme.
- **Stakeholders.** The persons or groups have a financial or organisational interest in the activities of the library.
- **Strategic plan.** A written document outlining the expected activities of an organisation and the expected path of progression towards the stated goals.
- **User education.** The process by which library users receive assistance and/or training in the use of information resources.