4.1.1 Client groups and service access

Cairns Hospital Library & Knowledge Centre, Cairns and Hinterland Hospital and Health Service

Purpose

This Work Instruction describes the clients who are eligible to access the Cairns Hospital Library & Knowledge Centre (LKC) and which services they are entitled to access.

2. Scope

This Work Instruction applies to library staff and all client groups.

3. Supporting documents

Authorising Policy and Standard/s:

- None applicable

Forms and templates

- LKC After Hours access application form
- Cairns Hospital LKC paid memberships information

4. Related documents

- None applicable.

Version No.: 3.0; Effective From: 30/06/2016

Printed copies are uncontrolled
5. Instruction for determining client groups and their eligibility to access to services

This instruction covers the following:
- Library & Knowledge Centre client groups
- Service access
- Paid memberships

Library & Knowledge Centre client groups

The primary client groups for LKC are:
- Staff (employees) of the Cairns & Hinterland Hospital & Health Service (CHHHS), permanent OR temporary or casual – for the term of their contract only
- Staff (employees) of the Torres & Cape Hospital & Health Services (TCHHS), permanent OR temporary or casual – for the term of their contract only
- James Cook University (JCU) – medical students (4th, 5th & 6th year), employees (on site at Cairns Hospital)
- James Cook University (JCU) – other health disciplines 3rd year onwards**
- Royal Flying Doctors Service (RFDS) staff**
- Qld Ambulance Service (QAS) staff**

Other client groups (as listed below**) may be permitted limited access to Library & Knowledge Centre services:
- Retired or volunteer staff (up to 5 years from employment or service end date)
- Visiting Queensland Health (QH) staff or Visiting Medical Specialists (for the period of their visiting rights)
- Health practitioners in positions that are jointly funded by CHHHS or Queensland Health, on a case by case basis only
- Students on placement at Cairns Hospital (CH), for the term of their placement only
- Overseas visiting specialists, health practitioners and students, on a case by case basis only

** After hours access is not available for these groups.

Paid membership is available to:
- Private health practitioners in Cairns local area (individuals only)
Members of the public or patients are **not** eligible to apply for paid membership. Public and patients will be referred to their local public library or their treating health professional/s for assistance.

Patients and their family members and members of the public are not entitled to access library services.

- The LKC does not hold appropriate information to meet their needs
- Patients and their families may request to access computers and printers if they cannot access elsewhere (eg Sea Breeze has paid wireless internet), case by case basis
- LKC provides links to free online information for patients and members of the public via the LKC website and most specialty guides with ‘For Consumers’ pages at:

### Services and access

LKC offers access to a range of services for clients, however, not all clients will have access to all services.

Services include:

- Interlibrary loans / document delivery (articles and books LKC obtains from other libraries or service providers)
- Literature (database) searches – searches conducted by librarian using online resources for references to journal articles, reports, etc; for work related purposes only
- Literature (database) searches – assistance and coaching with how to search for information & research (ie search strategy); for work or private study
- Reference services (client queries for information and assistance)
- Purchasing services (for resources to be kept in health units)
- CKN access and assistance within LKC for QH staff only or JCU students with QH login
- CKN remote access for QH staff only
- Training (how to use online research and clinical information resources)
- Printing and photocopying services (no charges for printing, code applies for photocopying or charges for personal use)
- Scanning (paper documents to PDF, etc) and faxing services
- Computer access with Internet and email – QH logins required
- Wireless internet (WiFi) access for purpose of accessing LKC and CKN resources onsite
- After hours access to the LKC (for specified clients only)

The LKC does not purchase resources or text books for employees or other clients for personal or individual use.

Staff have priority access to LKC computers and printing including CKN online resources.

The following table provides an overview of which services specific clients groups are entitled to access.

<table>
<thead>
<tr>
<th>CHHHS staff or Torres &amp; Cape HHS staff</th>
<th>Visiting QH staff / RFDS / QAS</th>
<th>JCU staff, 5th &amp; 6th yr medical students</th>
<th>JCU 4th yr medical students</th>
<th>JCU health discipline 3rd yr + Other tertiary students</th>
<th>Paying Members / Retired staff / Volunteers</th>
<th>Members of the public / Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ (for period of their membership / visiting rights, etc)</td>
<td>×</td>
</tr>
<tr>
<td>ILL / document delivery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ articles YES (case by case basis) / × books NO</td>
<td>×</td>
</tr>
<tr>
<td>Literature searches</td>
<td>✓</td>
<td>✓</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Search strategy</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ Paying members only</td>
<td>×</td>
</tr>
<tr>
<td>Reference services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ basic queries only</td>
</tr>
<tr>
<td>Purchasing services (health units only)</td>
<td>✓</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>CKN access onsite</td>
<td>✓</td>
<td>✓ not RFDS</td>
<td>✓</td>
<td>✓</td>
<td>✓ only those with QH login</td>
<td>×</td>
</tr>
<tr>
<td>CKN remote access</td>
<td>✓</td>
<td>✓ not RFDS</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>CKN training</td>
<td>✓</td>
<td>✓ not RFDS</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>×</td>
</tr>
<tr>
<td>Printing</td>
<td>✓*</td>
<td>✓*</td>
<td>✓* (limited to 10 pages)</td>
<td>✓* (limited to 10 pages)</td>
<td>✓* (limited to 10 pages / case by case basis)</td>
<td>✓ (limited to 10 pages / case by case basis)</td>
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<tr>
<td>Photocopies</td>
<td>✓ (personal @ cost per page*)</td>
<td>✓ (personal @ cost per page*)</td>
<td>✓ (personal @ cost per page*)</td>
<td>✓ (personal @ cost per page*)</td>
<td>✓ (personal @ cost per page*)</td>
<td>✓ (cost per page / case by case basis)</td>
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<tr>
<td>Scanning</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Faxing</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ case by case basis</td>
<td>✓ case by case basis</td>
</tr>
<tr>
<td>Computer (Internet / Email) access</td>
<td>✓</td>
<td>✓ not RFDS</td>
<td>✓</td>
<td>✓</td>
<td>✓ (only those with QH login)</td>
<td>✓ restricted / staff priority / case by case basis</td>
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</table>
Photocopying and printing charges apply for staff or JCU clients where it is for personal use. Cost for black & white printing or copies is 10c per page and for colour, 20c per page.

To access services, LKC requires clients to be registered on the library management system. Registrations expire after 12 months to ensure all details are kept up to date. After hours access requires a current LKC registration.

Paid memberships

- LKC membership for 12 months (as at 2017) is $170
- Membership cost increases are determined by Manager LKC, and guided by Australian CPI increase
  
  Paid membership information is available from LKC staff or LKC FAQ
- Paid membership information is available on Library common drive: \Cbh-cl1_sc_data9\data9\EDUCATIONAL\SERVICES\Library\Common\Stationery\Forms\Paid-members-information-flier-2016-01
- Manager of Library & Knowledge Services is responsible for updating membership cost on an annual basis

6. Definition of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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<tbody>
<tr>
<td>ILL or document delivery</td>
<td>Items sourced from other libraries via interlibrary loan or document delivery services</td>
<td>Gratisnet / VDX - LADD</td>
</tr>
<tr>
<td>CKN</td>
<td>Clinicians knowledge network – website with access to online resources (eg databases, e-journals, e-books, etc) accessible via QHEPS and remotely to all Queensland health staff and eligible users</td>
<td><a href="http://www.ckn.org.au">www.ckn.org.au</a></td>
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</table>
7. Consultation

Key stakeholders (position and business area) who reviewed this or previous versions are:

- Cairns Hospital LKC staff
- Executive Director of Nursing & Midwifery CHHHS
- Executive Director of Allied Health CHHHS
- Executive Director of Medical Services CHHHS
- Caroline Wagner, Executive Director of People & Culture CHHHS

8. Work Instruction Revision and Approval History

<table>
<thead>
<tr>
<th>Version No.</th>
<th>Modified by</th>
<th>Amendments authorised by</th>
<th>Approved by</th>
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<tr>
<td>1.0</td>
<td>Juliet Marconi, A/Director of Library Services</td>
<td>Director of Library Services, Library team</td>
<td>Library team, Director of Library Services (DOLS), EDONM CHHHS</td>
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<tr>
<td>1.1</td>
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<td>2.0</td>
<td>Manager of Library &amp; Knowledge Services</td>
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<td>Manager of Library &amp; Knowledge Services</td>
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9. Audit Strategy

<table>
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<th>Modified by</th>
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<td>Level of risk</td>
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<tr>
<td>Audit strategy</td>
<td>Annual review or as changes occur</td>
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<td>Audit tool attached</td>
<td>NA</td>
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<td>Audit date</td>
<td>30/06/2017</td>
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<td>Audit responsibility</td>
<td>Manager of Library &amp; Knowledge Services</td>
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<td>Key elements / indicators / outcomes</td>
<td>Library staff members know who their client groups are and what services they are entitled to access. Library clients understand which services they are entitled to access.</td>
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