**MISSION**  
Contribute to patient centred care by:
- Promoting access to EB resources  
- Supporting research, decision making, policy development  
- Enabling learning & knowledge sharing

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**Objective 1**  
Focus on evidence  
Connect clients with relevant & reliable information to support evidence based decision making, knowledge creation, & learning

**Objective 2**  
Provide value  
Save money by reducing duplication, maximising the use of assets, and saving clients’ time

**Objective 3**  
Collaborate  
Collaborate with clients, partners, and stakeholders to achieve our mission

**Objective 4**  
Continually improve  
Pro-actively review processes, and comply with legislation and standards

**Objective 5**  
Build team capacity  
Value and enable LKC staff to be innovative, skilled, and adaptable

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**KPIs SATISFACTION**  
- 90%+ clients are satisfied  
- 60%+ facilities rated above average  
- 100% actionable complaints successfully resolved

**KPIs RELEVANCE**  
- 95%+ literature searches are relevant  
- 90%+ training provided is relevant  
- 90%+ requests supplied internally vs externally

**KPI VALUE**  
- Average cost per loan is <$16.50

**KPI DEMAND**  
- 10% annual increase in usage

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**KPIs TIMELINESS**  
- 90% requests actioned in one work day  
- 90% literature searches actioned in two work days

**KPIs COMPLIANCE**  
- 100% compliance with:  
  - Legislation  
  - Policy and Standards  
  - Individual development plans  
  - CHHHS values

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**Strategic Alignment**

| Cairns and Hinterland Hospital and Health Service: | Patients | People | ATS/ Communities | Research & Education | Technology | Future Growth & Sustainability |
| Organisational Sustainability Plan: | Safety | Quality | Cost |
| Clinical services plan: | 3 Patient focused & integrated services, evidence-based models of care |
| Nursing & Midwifery, Medical Services, Allied Health Operational Plans: | Clinical governance | Education | Research goals |

| Queensland Health: | My health, Queensland’s future: | Advancing health 2026 |
| | 2.2 Empowering our workforce | 2.3 Continuous improvement culture & clinical practice | 4.2 Research & new ideas into practice |

| National Safety & Quality Service Standards (2 ed): | Clinical governance | Partnering with consumers | Comprehensive care | Communicating for safety |

| Australian Library & Information Association: | Guidelines for Australian Health Libraries |