Let’s get Physical
Cairns Hospital
Library & Knowledge Centre
Juliet Marconi  
Manager, Cairns Hospital Library & Knowledge Centre  
Cairns & Hinterland Hospital & Health Service  

What I do:  
Manage a small dynamic Library team; strategic planning and library policy; LKC service performance evaluation and reporting; training for clients; research and literature searching; support clinical evidence based practice  

What I’m excited about:  
😊 Empowering our clients to quickly find and effectively use information  
😊 Supporting the library team to be innovative and develop their skills  
😊 Strategic planning and project management
Who are we?
The LKC team
Road to visibility

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>Business planning Knowledge Centre</td>
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<tr>
<td>2013</td>
<td>Client survey (21% unaware of LKC)</td>
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<tr>
<td>2014</td>
<td>Online presence and internet access Business plan updated</td>
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<tr>
<td>2015</td>
<td>Facilities upgrade continues</td>
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<tr>
<td>2016</td>
<td>Client survey (31% unaware of LKC)</td>
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<tr>
<td>2017</td>
<td>Invisible Librarian; business plan refresh</td>
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<tr>
<td>2018</td>
<td>New LKC Roadmap</td>
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A picture is worth a thousand words....
The new roadmap

**Roadmap**

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

**Objective 1**
Focus on evidence
Connect clients with relevant evidence 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
Proactively 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 <$18.50

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

**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
Challenges

• Social media
• Funding
• Staffing
• Physical <> Virtual resources
• Consumer health information
Fiona Jensen
Librarian, Cairns Hospital Library & Knowledge Centre

What I do:
- Promotion and marketing of library services
- Outreach
- Training
- Support clinician research and patient safety through research support, literature searches etc
- Collection management

What I’m excited about:
- Being part of a small, committed team who work so well together
- Really looking forward to working with clinicians to deliver information to patients and improve the patient experience
Bitesize CKN

In just 30 minutes learn how to get the most from CKN.

Different locations. Remote sessions available. Contact the LKC for details
P: 4226 6679
E: cairns_library@health.qld.gov.au
Making Micro Miracles Happen

Donate today to help us buy a new surgical microscope

For more information about donating, please contact Glenys Duncombe

07 4226 6327 | PO Box 957, Cairns, QLD 4870 | www.fnqhf.org.au

Sponsored by Cairns Post
Find yourself in the LKC, this Library & Information Week

In person
Tell an LKC staff member where our friendly elves are hiding in the library

Online
Watch our video walk through. When you spot the elves let us know

May 21-25 2018
Great prizes to be won!

http://cairns.health.qld.libguides.com/lkc-home
cairns_library@health.qld.gov.au
You're Invited.....
To invite us!

The Library & Knowledge Centre wants to pop up in your work area

You pick a time and place. We will come and staff can drop by and talk to us about:

- Evidence-based practice resources
- CKN
- EndNote
- how to search databases
- journal clubs
- staying current
- our services
- anything library

Call or email us to arrange a time
cairns_library@health.qld.gov.au | 4226 6679
Newsletters

Ours
• Monthly Newsletter
• Monthly New Resources
• Newsletters to students
• Occasional special announcements
• Patient Safety evidence update (and other evidence updates)

Others
• Weekly CHHHS and TCHHS newsletters
• Medical Education Newsletter
Summary

Tools
• https://pixlr.com/ (online photo / picture editor)
• https://pixabay.com/en/ (free images)
• Canva / Piktochart (infographics)

Tips
• Work with what you’ve got/use existing opportunities
• Build slowly (make your budget stretch)
• Use team strengths
• Get involved
• Be seen
• Network
• Love your job
What’s happening now?

- Self check out options and mobile app
- Intranet redesign – look and feel
- Working with Tablelands Regional Council Libraries – consumer health information
The future ... strategic visibility

- CHHHS Patient Care Committee & Accreditation
- Supporting Patient experience initiatives
- Targeted, filtered evidence updates
- Powerful images and meaningful numbers
- Partnering with our clients
- Partnering with libraries in other sectors
- Sustainable resourcing and staffing
- Real time, dashboard performance reporting
LKC journey to be continued...

QUESTIONS?