2.1 Collection management guidelines and instructions

Cairns and Hinterland Hospital and Health Service

Purpose

This procedure describes the guidelines and processes for how the Cairns Hospital Library & Knowledge Centre (LKC) acquires / purchases, retains and disposes of materials for its collection, including print and online resources, to meet the information and research needs of its clients.

Scope

This Work Instruction applies to LKC team.

Supporting documents

Authorising Procedure and Standard/s:

- LKC Roadmap 2018-2020

Forms and templates

- 4.1.1 Client groups and service access (LKC work instruction)
- LKC financial instructions
- LKC Feedback form online [http://cairns-health-qld.libsurveys.com/feedback](http://cairns-health-qld.libsurveys.com/feedback)

Related documents

Guidelines and instruction for the management of LKC collections

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Background to the collection
The LKC collection was established in 1990 with funds provided under a Federal Government Library Enhancement Grant.

The collection includes books, textbooks, reports, audio visual items, computer based resources, etc and journals or magazines (serials). Formats collected include text or printed, videorecording, computer files, DVDs or CD ROMs, multimedia and digital / online resources.

The collection has been developed to meet the clinical and non-clinical needs of staff within the Cairns & Hinterland and Torres & Cape Hospital and Health Services.

In addition, from 2002, LKC has provided access to resources that support the needs of James Cook University medical students through a formal service agreement; including donations from JCU Library of specific medical textbooks. Any JCU donations will be noted on the library management system and may not be available for interlibrary loans.

Increasingly the LKC will focus on meeting the needs of its clients who are located across diverse geographical locations within far north Queensland through the provision of online resources.

In addition, the LKC will strengthen its focus on capturing and preserving the explicit knowledge resources of the organisation (eg publications and research, etc) and ensuring they are available digitally as well as print or hard copy formats where appropriate.

The LKC is committed to supporting its clients’ learning and professional development activities by ensuring appropriate and current resources are available when requested, either directly through purchasing resources for the collection or via interlibrary loan or document delivery services.

Budget and financial allocations
Funding is allocated by the CHHHS Finance & Performance department each financial year for operational and salary related recurrent costs.

Items purchased by the LKC using its allocated budget are retained in the collection to ensure access for all clients. LKC does not purchase resources on behalf of health units for their exclusive use or held offsite. LKC does not purchase resources for personal, individual use.

JCU provides annual funding through a service agreement with the CHHHS for the provision of services to their medical students based at the CH campus.

The LKC budget is reviewed annually by the Manager, Library & Knowledge Services and negotiated with a designated Business Analyst in the Finance & Performance department.

Financial allocations for collection expenditure will be determined through an annual assessment of collection effectiveness, demonstrated client needs and resource availability with a view to strengthening online collections over time.

The LKC also benefits by having access to a wide range of online clinical and research resources through the centrally funded Clinical Knowledge Network (CKN). This includes research databases, e-journals, e-books, drug information products, evidence based
practice resources (eg Cochrane, BMJ Best Practice, etc) and point of care resources (ie full text clinical reference databases, such as DynaMed Plus, ClinicalKey, etc). Should centralised funding arrangements for CKN change in the future (ie devolution of costs / funding), then LKC budget allocations and purchasing arrangements for these services will need to be reviewed.

LKC purchases some specific online databases since government reform in 2012 and formation of the Hospital & Health Service where CKN and the Department of Health ceased to centrally fund some products. Examples include Standards Online, JBI Database of Systematic Reviews & Reports online journal, etc. LKC will purchase electronic resources and databases where there is local demand and approval for costs has been given by the appropriate executive delegate.

**Core selection criteria**
The following criteria apply in the selection of materials for the collection.

- Currency (up-to-date, recently published where applicable)
- Authority of the author(s) and publisher (expert knowledge, reputation)
- Australian / local content for core areas (high priority)
- Comprehensiveness and accuracy of content
- Potential use of the item and client demand
- Value of the subject content to the collection (ie is it filling a gap, is it strengthening a core or important subject area, etc?)
- Format of the resource (eg print vs online, audio-visual such as DVD, etc).
- In some cases, multiple formats for the same resource may be purchased to provide broader access where there is a high demand from clients (eg print and online books)
- Price (dollar value should be considered together with subject content value and potential use)
- Fits within collection priorities for LKC (eg relevance to client needs and CHHHS health care specialities; see sections 4, 5 and 6 of this document)

**Collection scope and coverage**
The LKC will collect and manage resources within the following scope and subject coverage. Scope falls into three categories:

- Clinical and study (Core)
- Basic (Core)
- Minimal
Clinical and study (Core)

Definition: Collection can meet the needs of undergraduate, graduate and continuing education or research work and key health care specialty areas for CHHHS. This includes a wide range of standard texts and major representative journals and reference materials. It may also require multiple copies and regular updates of the resource to meet needs.

The LKC will collect material to this depth for the following subject areas:

- Aboriginal & Torres Strait Islander health
- Diabetes
- Evidence based practice
- Maternity care & midwifery
- Medicine
- Nursing
- Obstetrics & gynaecology
- Oncology
- Patient safety & quality
- Physiology
- Psychiatry & mental health
- Renal medicine (nephrology)
- Research methodology
- Tropical medicine / diseases

In addition, the following core text series (and others as / when identified or available) will be purchased and maintained as current editions (as per client demand).

- 100 cases
- 20 common problems
- Blueprints
- Case files
- Crash course
- Lecture notes
- Made incredibly easy
- Master medicine
- Oxford Handbooks
- SOAP
- Secrets, etc

Basic (Core)

Definition: Collection is selective and introduces or defines a topic. It includes reference texts and dictionaries and may include multiple texts and one or more basic journals.

The LKC will collect material to this depth in the following subject areas:

- Allied health specialities
- Anaesthesia
- Cardiology & Coronary care
- Dentistry
- Dermatology
- Disaster management
- Diseases
- Drug & Alcohol medicine
- Emergency medicine
- Geriatrics & aged care
• Health care management
• Infection control
• Intensive care
• Management
• Mental health
• Neurology
• Nutrition & Dietetics
• Orthopaedics
• Paediatrics

• Palliative care
• Pathology
• Pharmacology
• Psychology
• Public health
• Rheumatology
• Sexual health
• Surgery
• Thoracic medicine

Minimal

**Definition:** *Collection will only contain basic reference materials with fewer items and no multiple copies.*

The LKC will collect material to this depth in the following subject areas:

- Computer instruction manuals
- Education & Training
- Ethics & Law
- Health promotion
- Information / knowledge management
- Library science

- Ophthalmology
- Otolaryngology
- Public administration
- Radiography
- Sociology
- Statistics

In some cases LKC staff will purchase resources outside of these categories where few or no other Australian health libraries hold them and there is a local need. These resources form the basis of the ‘general collection’.

**Online or e-Resources**

Since 2013-14, LKC subscribed to a few online resources on behalf of CHHHS. These currently (as at July 2018) include:

- Databases (Standards Australia)
  - A CHHHS UpToDate Anywhere subscription is organised and funded through the Executive Director Medical Services CHHHS
- eJournals (see [LKC Catalogue Journal title list – marked [electronic resource]])
From 2017, the LKC will focus purchasing activity on acquisition of eBook resources to meet demand from clients. Criteria for purchasing eBooks include:

- High demand from clients for core titles
- Where access needs to be provided to rural and remote clients

This purchasing will be undertaken once an authentication solution for the LMS is implemented.

**Special collections**

In addition to the above categories, the LKC maintains the following special collections.

**Reserve or Reference collections**

Available for temporary collections requested for a specific purpose. For example, core medical texts for medical students for overnight loan.

There are currently no items in reserve collections.

There are several items marked as reference, including library tools such as Dewey. At this stage, Library tools are held in the office where they are required. Other reference items should be carefully considered and a decision made about location reflected by the LMS item type and collection codes.

**General collection items – Held in Library Office**

High demand items that are identified as “at risk” of unofficial borrowing or theft will be placed in the library office. As at July 2018, examples include current editions of:

- Advanced life support 2 manuals
- Clinical cases in obstetrics & gynaecology
- DSM 5 titles
- Essential Med notes
- MKSAP sets
- PROMPT manuals
- USMLE resources
- Any other department specific tools or resources that are loaned via LKC, eg OT testing kits

**Historical collection**

In the past, LKC inherited many older medical or nursing texts. These items were not used and in varying physical condition. As the LKC team does not have required skills to ensure they are adequately preserved, given the low value of holding out of date editions (even for historical interest) and in keeping with the objective to provide accurate and current evidence based information for clients, the LKC will cease holding historical editions of published texts.
Items to be retained in the historical collection will be housed in main collection room in a specific cupboard. They must meet the following criteria:

- Items of an historical significance to Cairns & Hinterland and far north Queensland health service regions (kept indefinitely). Where possible, key documents will be digitally preserved and published.
- Resources pertaining Aboriginal and Torres Strait Islander health, in particular, far north Queensland populations, and that are too old for the general collection.
- Previous editions of resources that may be required for medico-legal purposes in future, eg where a diagnosis or treatment was prescribed by that resource; such as ICD, DSM, etc.
- Publications or theses by local health practitioners, and that are too old for the general collection.

Non-English language resources
LKC does collect non-English language materials unless specifically requested by clients to meet an urgent, clinical need.

Other resources
The following resources are also collected.

Annual reports
Current year for national, state, local health units or organisations are held.
Cairns & Hinterland Hospital & Health Services annual reports in print format are held indefinitely; however, these reports may be digitised and published electronically (and not retained in hardcopy) in the future.

Newspapers
Current daily papers purchased include The Australian, The Courier and The Cairns Post, Weekend Cairns Post.
The current week’s papers are on display in the LKC and not to be removed from the LKC (not for loan).
Past month’s issues may be kept after which they are offered to staff or discarded.

Newsletters
Current issues of newsletters are displayed and then discarded once new issue arrives or within three months.
Resources not collected
The LKC does not collect:

- Ephemera which includes pamphlets, fliers, etc
- Patient or consumer education resources

Gifts and donations
The LKC accepts donated or gifted books, texts or other resources from staff, students and members of the public. These resources are assessed for inclusion using the criteria outlined in section 3 of this document.

Where the LKC already has copies or more current copies, items are offered to charity organisations, if the information is deemed useful and current.

Donated or gifted items can have notes added to item record on the library management system (eg Source of acquisition field = Donation; and a public or non-public note field eg Donated by Dr De Costa).

Collections held by health units throughout Cairns & Hinterland Hospital & Health Service
Prior to 1 July 2018, LKC purchased and catalogued resources on behalf of health units. However, the LKC was not responsible for the selection, maintenance or weeding of these collections.

The LKC can provide titles list via spreadsheets so that health units can review and manage their collections. Health units are responsible for the management and update of their departmentally purchased and held collections.

Cooperative relationships with other libraries
- Beyond core resources (ie Clinical and study & Basic), selection of materials within the LKC will complement existing collections across Queensland Health libraries.
- The LKC will not duplicate resources already available via CKN where possible and will contribute to a coordinated approach to the selection of online resources.
- Where the core collection and other Queensland Health resources cannot satisfy clients’ needs, the LKC will access resources from other libraries using existing interlibrary loan and document delivery services such as Gratisnet and Libraries Australia Document Delivery Service.
- If a resource is repeatedly requested from other libraries, the LKC will purchase its own copy.
- The LKC will participate in collaborative resource sharing activities of Queensland Health libraries and other libraries offering a reciprocal arrangements (eg Gratisnet, QShare, etc).
- The LKC will collect and purchase materials to ensure it meets its cooperative obligations for participation in the Gratisnet and QShare networks. This may include duplicating resources already held or purchasing specialist materials that are not widely held in other libraries.

**Collection evaluation**

The collection will be continually evaluated or assessed to ensure it can meet client needs. The evaluation process includes the following activities:

- Annual review of journal subscriptions
- Regular discussions with content specialists across the hospital and health service
- Regular review of interlibrary loans and document delivery requests
- Stock take and weeding of the collection every year
- User feedback or usage patterns, eg when a new edition becomes available, review of loans including interlibrary loans
- Annual review of sample (eg 2 months or 1 year) for new items or resources purchased and historical charges (ie loans)
- Contribute to CKN product evaluations and review processes to ensure local needs are met

**Preservation activity**

- Bound volumes of journal titles are acquired from other libraries to replace loose issues, if usage warrants cost of acquisition (eg freight costs)
- All resources produced by or about hospital and health services within far north Queensland will be kept indefinitely and preserved digitally where possible
- Once these resources are no longer current, they are added to the historical collection
- Historical resources include staff theses, annual reports, any publications or resources pertaining to local health services
- Where possible, documents of local and historical interest will be published in a searchable digital repository (with author’s permission if applicable) once implemented (expected 2018-19 FY)

**Weeding and disposal**

Weeding of the collection is undertaken on an annual basis where possible, or more regularly.
The following criteria apply to the weeding (removal) and disposal of LKC resources:

- Advice arising from consultation with clients
- Age of the resource
- Continued reliability of the information contained in the resource
- Availability of a more recent edition
- Most recent edition and one previous edition are retained
- Multiple copies of the most current edition are retained
- Dispose of duplicate copies of previous editions
- Relevance of the resource to current Hospital & Health Service activities
- Availability of alternative, more current sources for the same information
- Physical condition of the resource
- Items in poor condition but with high use should be replaced with new copies
- Items in poor condition but with low or no use within last 2 years should be removed and replaced with newer editions or alternative sources if appropriate
- Historical or cultural significance of the resource
- ‘Classic’ works by renowned subject experts may be retained indefinitely (eg Elisabeth Kubler-Ross on grief and loss, Eric Ericson on child development, etc)
- Availability of space to appropriately store resources
- Usage pattern (ie how often it has been borrowed)
- Items more than 10 years old, with no new editions but used within previous 2-4 years may be retained

Resources selected for disposal:

- Duplicate items already held by LKC but still current will be offered as below
- Older than 15 years and one or several editions out of date should automatically be disposed of – either via recycling or green bins.
- Do not offer disposed items that are too old as a giveaway to other libraries or charity
- Older than 15 years but considered a ‘classic’ can be offered other libraries, or as below
- Resources still considered useful should be offered as below

Resources for disposal, but still considered useful, will be offered as follows:

- Offer to other Queensland Health libraries, if deemed to be useful
- Offer to other Australian health libraries, if deemed to be useful
• Offer to charity organisations or local contacts collecting for charity, eg Cairns Rotary sends items to PNG

Definition of Terms

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<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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<tr>
<td>CKN</td>
<td>Clinical Knowledge Network - website with access to online research and information resources to support clinical practice, patient care and professional development. Available to all QH staff, funding through Department of Health CKN Service.</td>
<td><a href="http://www.ckn.org.au">www.ckn.org.au</a></td>
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<tr>
<td>Core collection</td>
<td>For CH LKC, resources covered under Clinical &amp; Study and Basic criteria, Section 4 of this document including subject coverage and extent to which resources are purchases.</td>
<td>2.1 Collection Development guidelines &amp; procedures / Section 4.</td>
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<td>Gratisnet</td>
<td>Australian Health Libraries cooperative network for reciprocal sharing of mostly free interlibrary loans or document delivery</td>
<td>Gratisnet code of conduct</td>
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<td>Interlibrary loan or document delivery</td>
<td>Interlibrary loans (includes book loans, document delivery of journal articles, etc) – sourced from other libraries</td>
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Consultation

Key stakeholders (position and business area) who reviewed this version are:

• LKC Team

Work Instruction Revision and Approval History

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Audit Strategy

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**Key elements / indicators / outcomes**

- LKC staff who undertake purchasing activities understand the criteria for selecting resources for the collection
- LKC staff know what, when and how to remove and dispose of obsolete resources from the collection
- Clients understand the LKC process and guidelines for selecting and disposing of LKC collection resources