



Austin Health Sciences Library Roadmap 2025-27

July 2025



Mission statement

Exceptional patient care is at the heart of what we do. Our mission is to provide high-quality information resources, services, and spaces to support our community in evidence-based practice, research, and learning.

Vision

To enable exceptional care, discovery and learning by creating a library that is welcoming, accessible, expert, and focused on our community.



Our user community

We provide library services for all of Austin Health, including Repat and Royal Talbot campuses, Austin affiliated research institutes, and Mercy Hospital for Women in Heidelberg.

As a teaching hospital, we have arrangements in place to support University of Melbourne medical students, and La Trobe University nursing students. We support all students on placement at the Austin.

Medical staff	Nurses	Allied Health	Researchers	Executive & admin staff
Clinical educators	Medical students	Postgrad nurses	Students on placement	Research students



Guiding Principles

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We provide services that align with Austin Health's Guiding Principles.

Timely access to high quality care

We enable timely access to high quality information to support patient care:

- **Collection development:** we purchase books and journals in both print and electronic formats to meet the clinical and research needs of our users. We also subscribe to databases and clinical tools that support clinical practice.
- **Document delivery & interlibrary loans:** we have reciprocal arrangements with other libraries to extend access to materials beyond our collection.
- **Library website:** our website enables 24/7 access to resources and information.



A great place to learn, work and grow

We support the learning and professional growth of staff and students:

- **Reference services:** we provide timely support via email, phone, Teams and in-person.
- **Literature search consultations:** we assist our users at point of need.
- **Orientation:** presentations and tours to explain the benefits of the resources available to staff and students.
- **Training:** we offer a range of training to support literature searching, EndNote, clinical tools etc.
- **eLearning tutorials:** a range of online learning to enable flexible access to training.

We support our librarians to learn, work and grow:

- **Ongoing professional development:** we offer informal and formal opportunities for staff development, and encourage staff to join our professional association, ALIA, to gain certified practitioner (CP) recognition.
- **Supportive team culture:** we pride ourselves on creating a positive and collaborative team culture.
- **Flexible work arrangements:** to ensure we're competitive with other employers we provide flexibility for staff while prioritising operational requirements.



Research activities that improve patient outcomes

We provide resources and services to support research activities:

- **Systematic review assistance:** we provide consultations and search strategy advice and can partner with the review team as a co-author when time permits.
- **Austin Health Research Online (AHRO) repository:** we provide a platform for researchers to share their work and to meet Open Access (OA) funder requirements.
- **Research training:** we partner with the Discovery & Innovation Unit and Clinical Education Unit (CEU) to provide a range of research education opportunities.
- **Library bulletin:** a regular newsletter showcasing the latest research relevant to our community, including research by Austin Health researchers.



Listen to what our patients and community say

We listen to our Austin & Mercy communities, proactively respond to their information needs, and look for opportunities to collaborate:

- **Collaboration:** we participate in working groups and committees including CliPP, ResearchFest, Information for Consumers, Nurses Research CoP, Research Education Working Group, and DoS University of Melbourne.
- **Feedback:** we gather and review feedback received on training, consultations, and service provision.
- **Promotion:** we promote resources and services to relevant groups via a range of communication channels.

Culturally safe services for Aboriginal and Torres Strait Islander Peoples

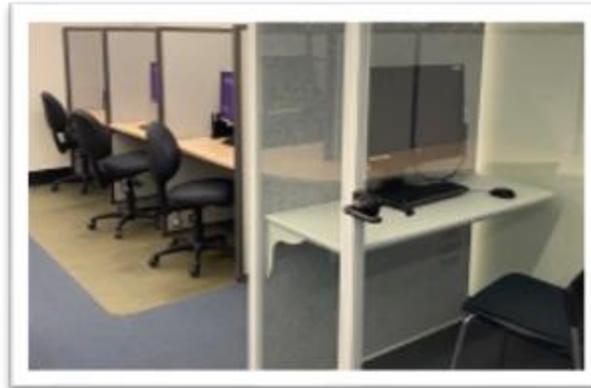
We continue to provide culturally safe services for Aboriginal and Torres Strait Islander staff and students. Our collection includes quality resources to help clinicians address health inequalities and enable better care of First Nations patients.



Technology and infrastructure support patient care

We provide technology and working spaces that enable staff to learn and develop:

- **Seamless access:** we enable and administer a variety of systems that provide access to electronic resources throughout the Austin campus and remote, via system management and troubleshooting.
- **Library spaces:** the physical library is a 24/7, welcoming and inclusive space that meets the needs of our diverse users. We provide quiet study spaces, a group study room with video conferencing, consultation rooms and booths, and the Innovation Space. We are staffed Monday–Friday between the hours of 8:30–5:00pm.
- **Technology:** we have 30 desktop computers and a colour printer. The Innovation Space has a Microsoft 85” Surface Hub. Microsoft surface tablets, and headphones are available for use.



Our team

Austin
HEALTH

Our team

We have a team of five medical librarians, covering 4.6 EFT, a reduction of 0.8 EFT from 2024. In keeping with the Austin values, our team are highly qualified, professional, and take pride in supporting our community. All staff are involved in reference services, literature search assistance, and providing excellent customer service.

Chief Librarian – Elizabeth Harris

Liz leads the team who support a workforce engaged in evidence-based practice. She provides strategic and operational leadership by preparing the annual budget, managing resources and Library spaces, and promoting a collaborative, professional work environment.

Clinical Librarian – Mina Nichols-Boyd

Mina leads our training and literature searching services. She provides individualised support for research, conducts training sessions on evidence-based practice, and develops online training. Mina also supports the professional development of the Library team in expert searching.

Collections Librarian – Amy McKenzie

Amy takes responsibility for our electronic and print resources, ensuring the collections are up to date and relevant. She is involved in the procurement and contract management of electronic subscriptions, ensuring contract compliance and timely invoicing and payment.



**Our actions
show we
care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**



Our team

Digital Resources Librarian – Mozhdeh Dehghani

Mozhdeh takes responsibility for the technical functions in the Library. She administers the Library management system (OCLC) and resolves access issues. She maintains the Austin Health Research Online digital repository and updates content on the Library’s web and intranet sites. Mozhdeh also conducts training and literature searches.

Community Engagement Librarian – Monica Simpson

Monica takes responsibility for communication and engagement activities, including promotion of Library resources and services to our various user groups. She produces communications and content such as the Library Bulletin, website content, the Library’s monthly report, and presentations. She also manages our document delivery and interlibrary loan services.



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Goals 2025-27

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We have seven goals that will support our vision of a welcoming, accessible, expert, and community-focused Library.

Libraries are ever-evolving in response to the changing needs of users and the organisation. As such, our goals are defined on a two-year cycle.



Goals 2025-27

GOALS

WEBSITE

Improve usability of our website, resources and information.

EDUCATION, TRAINING and RESEARCH SUPPORT

Enable more people to access the training they need, when they need it.

TEAM DEVELOPMENT

Ensure our team have the skills needed to provide expert library services for a hospital environment.

ACCESS

Improve access to the Library's resources, to facilitate use in EBP.

ACTIONS

Review and reorganise overall structure of the website.
Usability testing and relaunch.

Continually review our education calendar of events and maintain engagement.
Look for opportunities to engage with researchers.

Orient staff to new Library team structure.
Ongoing peer learning, online training courses, external committee membership and conferences.

Implement LibKey Nomad org-wide.
Improve accuracy and currency of collection records in OCLC.
Install a self-check machine to enable out of hours borrowing.



Goals 2025-27

GOALS

COLLECTION MANAGEMENT

Implement processes to monitor resource usage.

ENGAGEMENT

Increase uptake of Library resources, services, training, and use of Library spaces.

LIBRARY SPACES

Improve the Library space to meet our community's needs.

ACTIONS

Set up SUSHI statistical reporting.
Implement process for print book usage monitoring.
Review print journal collection for weeding.

Write a communications and engagement plan to increase uptake of print and e-resources.
Build engagement with Mercy staff.

Resolve computer access issues with disk drives.
Implement "follow me" printing.
Reconfigure Library space to create a new training room.



**We look forward to
working with you!**

Austin
HEALTH