

Informing our quality systems and standards

Jean G. Shaw

Partnerships in Health Information

Registered charity no. 1031674

Are librarians “value for money”?

- Trends in information flow
- What our stakeholders want
- Do our evaluation tools address current concerns?
- A more research oriented profession?

The competition

- The internet and electronic delivery
- Trends in information flow
 - Electronic distribution
 - Integration of information resources
 - Empowering the client

What our stakeholders want

- Our clients will judge our performance by delivering what they want
- What administrators want is proof of value for money
- Information providers want to sell their products

Evaluation tools

- Problems with numbers
 - Efficiency and potential effectiveness
- Demonstrating value
 - Effectiveness
 - Impact

What is to be done? – the background

- Fast changing situation needs new thinking
 - Cannot remain static
 - Outsourcing
 - Need to justify our salaries
- Increasing specialization in librarian roles
 - Management
 - Subject specialization

What we need to encourage

- Innovation and creativity
- Research in information topics
- Leadership to put evidence-based librarianship into practice
- Ensure our clients and budget holders get the message