



## **INTERNAL ACTION PLAN**

### **“Closing or Outsourcing Libraries Checklist for Librarians”**

#### **Determine the real reason for the proposed action about the library**

- What is motivating the decision? Is it staff/FTEE, space, or money? False belief that libraries are not required?
- Have any discussions been held with potential providers for services? If so, who?

#### **Approach your staff who are active library users for support**

- How does the clinical staff feel about the decision?
- Individuals with and without academic appointments.
  - Clinical Services
  - Nursing, pharmacy, and allied health areas – they may not get any support from a university library.
- Are they aware of all the ramifications?
- What about residency programs requirements?
- How are Dietetics, Engineering, Environmental Management, and others going to meet mandatory VA training requirements?

#### **Get the reaction of the union(s)**

Bargaining unit employees may not have privileges at a university health sciences library. They will therefore not have access to materials on self-development, upward mobility, skills enhancement, high performance development model (e.g. resume writing, computer skills, keyboarding).

#### **Will non-traditional library or collateral duties be reassigned?**

- CCTV
- Swank or HSTN
- VA Satellite TV Coordinator
- Tempo or Synquest Administrator
- Patient Education
- Publication Control Officer

- Web page developer
- Computer training
- EES contact
- Other

### **What about patient education collections?**

Most university or public libraries cannot match VA library collections in this area. What will happen to these materials? How will the staff, veterans and their families access similar materials?

### **Virtual Concept Issues**

- Requires a strong and **dependable** infrastructure be in place!!!!
- Will not save money
- Limited number of materials available electronically at this time
- Embargo period for electronic journals obtained through jobbers/vendors
- Access to archival issues may not be available
- Who will provide training on how to use the electronic resources?
- Who will oversee the program? Evaluate materials, make selections, review license agreements?
- Who will handle changes in the resources? Titles dropped, etc?
- Who will review usage, trends in users and subjects?
- IT issues – speed, firewall, Internet access

### **Ramifications within the VA**

- If there is no library or library staff, receipt of networked materials (AV and print) will be discontinued.
- Interlibrary loan is reciprocal – if you cannot lend to VA libraries, they won't lend to you.

### **Who is going to fund administrative books and journals or patient education pamphlets?**

### **What will happen with current physical collection?**

- Staff and time are required if materials are going to be properly excessed.
  - This includes the need to delete materials from OCLC/VALPC and SERHOLD®.
- Consideration needs to be made of special collections (Networked items, unique back runs of journal titles, subject specialization)

### **How will services be paid for (individual, service level or institutional)?**

For cost comparison purposes, compute the estimated charges using your statistics from the last annual report (searches, ILLs, etc.) and compare it with the university or other vendor sources.

- Interlibrary Loan
- Online Searches
- Photocopying

**University queries** – Contact the university health sciences library if the medical center administration *expects* staff to receive library services. If appropriate, ask the following:

- Has anyone at the medical center been in contact about providing services? Who?
- Who will receive services? Does this include administrative staff?
- Will different levels of service exist for various job categories of users?
- What fees will be charged for what services?
  - interlibrary loans
  - online searches
  - photocopying
  - RUSH services
- Who will be charged?
- Are there any limits in number?
  - interlibrary loans
  - online searches
  - photocopying
  - RUSH services
- Will the specific needs of your facility be met?
  - Journals subscriptions that are unique to your facility? Who (if anyone) is going to continue their upkeep?
  - Books
- What about license agreements for electronic resources? Determine who can access and from where. (Note: restrictions often prevent them from making the databases available to non-staff or off campus. Therefore your staff would have to go there to access the information.)
- Do you charge fines? (VA staff will NOT be used to that)