LIBRARY INFORMATION SERVICES AND RESOURCES PROGRAM

1. REASON FOR ISSUE: This Veterans Health Administration (VHA) directive is a complete revision establishing policy and responsibilities for the VHA Library Program.

2. SUMMARY OF MAJOR CHANGES: The removal of programmatic details. Programmatic details can be found at the following on the VA Library Network (VALNET) website at
https://vaww.vets.vaco.portal.va.gov/sites/valnet/Pages/default.aspx. This Web site is updated as needed. ***NOTE***: *This is an internal VA Web site that is not available to the public.*

3. RELATED ISSUES: None.

4. RESPONSIBLE OFFICE: The Office of Health Informatics (OHI) (10A7), Library Network Office (LNO), is responsible for the contents of this directive. Questions may be directed to 214-857-0379.

5. RESCISSION: VHA Handbook 1932.01, Library Service or Library Section Procedures, dated December 30, 2013 is rescinded.

6. RECERTIFICATION: This VHA directive is scheduled for recertification on or before the last working day of October 2023. This VHA directive will continue to serve as VHA policy until it is recertified or rescinded.

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Executive in Charge

NOTE: All references herein to VA and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

DISTRIBUTION: Emailed to the VHA Publications Distribution List on October 12, 2018.

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1. PURPOSE

   This Veterans Health Administration (VHA) directive establishes the policy and responsibilities for the provision of library and information services and resources. **AUTHORITY:** Title 38 United States Code (U.S.C.) Sections 7301(b) and 8153.

2. BACKGROUND

   The Veterans Affairs Library Network (VALNET) is the largest health care library network in the United States. The Library Network Office (LNO) is the VHA Program Office responsible for coordination of the delivery of national library programs, resources and services to Veterans, VHA staff and VALNET. VALNET libraries facilitate the Library Information Services and Resources Program, hereinafter called Library Program. VALNET serves a diverse group of users: Veteran inpatients and outpatients, their families and caregivers; VA staff and employees; researchers; and students and trainees in affiliated teaching programs. VALNET library staff provide knowledge-based information for clinical and management decision-making, research, and education critical to enhance the quality of care for Veterans enrolled in the VA health care system. The services they provide contribute to VHA's patient-centered care focus by empowering Veterans through information and education.

3. POLICY

   It is VHA policy that VA Central Office (VACO) and every VA medical facility will provide library and information services and resources coordinated by a librarian with a Master's degree in library science from an American Library Association (ALA) accredited school to serve Veterans, their families and caregivers, VA employees, researchers, and students and trainees in affiliated teaching programs.

4. RESPONSIBILITIES

   a. **Under Secretary for Health.** The Under Secretary for Health is responsible for the overall compliance of this directive.

   b. **Deputy Under Secretary for Health for Operations and Management.** The Deputy Under Secretary for Health for Operations and Management is responsible for ensuring that Veterans Integrated Service Networks (VISN) are in compliance with this directive.

   c. **Veterans Integrated Service Network Director.** The VISN Director is responsible for ensuring that medical centers within their VISN are providing staff with access to library services and resources under the direction of a librarian with a Master's degree in library science from an American Library Association (ALA) accredited school.

d. **Library Network Office Director.** The Library Network Office Director is responsible for:

(1) Developing policies and standards for establishing and implementing VHA library and information services beyond the scope of an individual medical facility. *NOTE: For additional information on programs and services see the VALNET website* https://vaww.vets.vaco.portal.va.gov/sites/valnet/Pages/default.aspx. *NOTE: This is an internal VA Web site that is not available to the public.*

(2) Advocating for equal access to the services of a librarian with a Master's degree in library science from an American Library Association (ALA) accredited school at every medical center, taking an active role in working with VHA medical facility management where there are vacancies.

(3) Providing centralized information services and resources: VHA National Desktop Library https://www.va.gov/library/, the VHA National Core Collection of Online Resources, technical services programs, and the network delivery program.

(4) Promoting and supporting VALNET, the VA Library Network of library professionals and support staff, by conducting meetings and training sessions to enhance the knowledge and skills of individual librarians and information professionals.

(5) Providing consultation to VHA administration and VA medical facilities on issues relating to the provision of information services and resources, including library policies, staffing, space, and collections.

e. **VA Medical Facility Director.** Each VA medical facility Director is responsible for:

(1) Establishing and maintaining library services and resources under the direction of a librarian with a Master's degree in library science from an American Library Association (ALA) accredited school in support of clinical, research, training, and patient health education programs.

(2) Reporting any significant changes in the library program (administration/structure, staffing, services, and resources) per Reporting Requirements for Significant Changes in Local Library Programs.

(3) Providing space sufficient to minimally house library program staff and an emergency print collection.

(4) Consulting with the LNO on vacancies for library manager positions and collaborating with the LNO during recruitment.

(5) Ensuring that the VHA National Core Collection of Online Resources is made accessible to all employees through a link to an accurate library/clinical resources page on the VA medical facility's Intranet Web site.

    f. **VA Medical Facility Librarian Manager.** The VA medical facility Librarian Manager is responsible for:

    (1) Directing and managing all aspects of the VA medical facility library program, including strategic planning, marketing, quality management, human resources, budgeting and financial management, and space.

    (2) Providing data in response to the LNO's informational requests and updates, i.e., reports, changes in staffing and collections, within designated time frames.

5. REPORTS

    Library Statistical Report: The Library Manager prepares the Library Statistical Report on an annual basis using the web-based form available on the VALNET Intranet Web site. Registration is required for the statistical portion of the Intranet site to access and complete the report. The Library Statistical Report must be submitted within 30 days following the close of the fiscal year.

6. TRAINING REQUIREMENTS

    The VALNET Librarian Manager Mentoring Program is an orientation and mentoring program for new librarian managers designed to review library and VHA program policies, procedures, and standards. An on-site mentor visit is not required, but provides increased opportunities for the mentor to tailor the program to the specific needs of the facility, library, and new manager. Managers whose medical centers do not fund mentor travel to the site will be mentored via phone and email contact. No other formal training is provided by VALNET or the Library Network Office.

7. RECORDS MANAGEMENT

    All records regardless of format (paper, electronic, electronic systems) shall be managed by individual VA libraries as per VA Records Control Schedule 10-1, Chapter 1950. Any records not included in VA Records Control Schedule 10-1, Chapter 1950, shall be managed per the approved records schedules found in VA Records Control Schedule 10-1. Questions regarding any aspect of records management should be referred to the facility Records Manager or Records Liaison.

8. REFERENCES

    a. 38 U.S.C. 7301(b) and 8153.

    b. VHA Records Control Schedule 10-1, section 1950 Library Services.