Department of Veterans Affairs   **VHA HANDBOOK 1932.01**
Veterans Health Administration   **Transmittal Sheet**
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LIBRARY SERVICE OR LIBRARY SECTION PROCEDURES

1. REASON FOR ISSUE. This Veterans Health Administration (VHA) Handbook is a complete revision establishing guidelines regarding all matters regarding the Library Service or Library Section.

2. SUMMARY OF MAJOR CHANGES. The major changes include updating:

    a. The physical facilities to include a link to the new Library Service Space Criteria.

    b. Information on centrally-directed programs.

    c. Definitions.

3. RELATED DIRECTIVE. VHA Directive 1930 (to be published).

4. RESPONSIBLE OFFICE. The Office of Information, Library Network Office (19E) is responsible for the contents of this Handbook. Questions may be directed to 202-461-5839.

5. RESCISSIONS. VHA Handbook 1932.1, dated December 31, 2003, is rescinded.

6. RECERTIFICATION. This VHA Handbook is scheduled for recertification on or before the last working day of August 2013.

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                              Under Secretary for Health

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LIBRARY SERVICE PROCEDURES

1. PURPOSE

This Veterans Health Administration (VHA) Handbook contains procedures for the conduct of the VHA Library Program in order to achieve VHA goals and objectives and those of the Chief Information Officer (CIO).

2. SCOPE

a. To ensure that the knowledge-based information needs of staff, residents, students, and patients and their family members are met, each Department of Veterans Affairs (VA) medical center will establish and maintain a Library Service or Section, hereafter called Library, providing materials, programs, and services in support of clinical, research, training, and patient health education programs. Based on local needs, patient therapeutic recreational reading services may also be provided. Independent Outpatient Clinics (OPC), Community Based Outpatient Clinics (CBOC), regional offices, and other facilities without an on-site Library needs to align themselves with a VA health care facility having a Library and jointly prepare a statement of responsibility for the sharing of library resources.

b. The Library is the primary organizational unit at the health care facility level authorized to purchase, organize, control, store, and disseminate books, journals, audiovisual (AV) software, electronic resources, and other learning media. Materials are made available at no charge and on a timely basis to other VA Library Network (VALNET) libraries except those materials which are designated as core titles or have license restrictions.

c. The Library must be under the direction of an academically-qualified professional librarian or will have access to one on a consultant basis.

d. The Library needs to be organized into separate Health Sciences Library, Patient Education Resource Center (PERC) or Patients' Library or information center. ***NOTE: The Library is strongly encouraged to establish and maintain a PERC to fulfill the VHA and the local health care facility's mission.*** When appropriate, in support of Community Living Centers (CLC)nursing home, domiciliary, residential rehabilitation treatment, or other long-term care programs, the Library may provide recreational reading materials and services.

e. The Library needs to expand the range of resources and services available to the local health care facility by participating in local, regional, state, and national government and other professional library or informatics networks and systems.

3. OBJECTIVES

The Library serves patient care, education, research, and VA, Department of Defense (DOD) contingency program needs. It responds to changing agency priorities and local health care facility programs by identifying, retrieving, and delivering information economically and efficiently in both traditional and emerging formats.

a. **Services to Patients.** The Library provides reference, bibliographic, and educational materials supportive of the treatment and rehabilitation of hospitalized and ambulatory care patients and their families or caregivers. A patient health information collection supports formal and informal patient health education programs. Computers, under appropriate supervision, need to be made available for the use of patients and their families. Libraries may also provide therapeutic recreational reading material as appropriate. Patients and their families receive preferential use of materials in the PERC or Patients' Library or information center. *NOTE: In some VA facilities the PERC is not affiliated with the Medical Library; is a separate unit not under the control of the Library Manager.*

b. **Services to Staff.** The Library provides reference, bibliographic, and related services for all facility personnel, residents and students in connection with their official duties. *NOTE: The library collections and services at each facility need to reflect the informational requirements of that facility, including OPCs, CBOCs, affiliated clinics, etc.*

c. **Services to Other VALNET Libraries.** VALNET is comprised of VA Medical Center Libraries and the VA Central Office Library.

(1) The Library Network Office develops, organizes, implements, and reviews library program policy, procedures, and projects beyond the scope of an individual health care facility, e.g., network web-based library systems, union lists, liaison with national library organizations, etc. *NOTE: For additional information on programs and services see the VALNET website (http://vaww.vhaco.va.gov/VALNET/).*

(2) Minimum standards for participation in the VA Library Network (see App. E) require:

(a) Maintaining a current, accessible, appropriate collection, including networked materials, supported by salaried library staff in dedicated space;

(b) Demonstrating compliance with the Joint Commission and other accrediting body standards;

(c) Providing materials free of cost and on a timely basis to all other VALNET libraries; and

(d) Actively supporting the mission and goals of VALNET, i.e., timely submission of the Annual Statistical Report, (RCS 10-0020) use of the national cataloging contract, and accurate, prompt and timely updating of VALNET directories. *NOTE: At various points in time individual VALNET library staff may coordinate services that benefit the network.*

d. **Services to Others.** The Library provides knowledge-based information services related to the needs of individuals, families, groups, and communities. As appropriate, the Library initiates and participates in ventures which foster the dissemination of health care information to professionals within VA and the community.

4. DEFINITIONS

a. **Cataloging.** Cataloging is the process of describing an item in the library collection in terms of author(s), title, physical description, etc., and making a record related to that item. This usually includes bibliographic description, subject analysis, assignment of classification notation, and activities involved in physically preparing the item for the shelf. These tasks are usually performed under the supervision of a librarian trained as a cataloger. Records may be maintained within a manual or automated card catalog.

b. **Compact Disc-Read Only Memory (CD-ROM).** A CD-Rom is high-capacity optical disc used as a publishing medium and for storing information in digital format. The data encoded on a CD-ROM can be searched and displayed on a computer screen, but not changed or erased. The disc is read by a small laser beam inside a device called a CD-ROM drive. In libraries, CD-ROMs are used primarily as a storage medium for bibliographic databases and full-text resources.

c. **Classification.** Classification is the process of dividing items into logically hierarchical classes, subclasses, and sub-subclasses according to a set of pre-established principles for the purpose of organizing them in a collection or catalog. This process of assigning a numeric or alpha-numeric designation to an item, its subject or form, and indicating its physical location in the collection based upon a set classification scheme is accomplished in order to facilitate access and retrieval of materials.

d. **Core Title.** The Core Title refers to journal or book title identified as being basic to the provision of information at the local level. *NOTE: Core titles should be available locally and therefore need not be made available on interlibrary loan.*

e. **DOCLINE®.** DOCLINE is the National Library of Medicine's web-based interlibrary loan (ILL) request routing and referral system.

f. **Document Delivery.** Document Delivery is provision of published or unpublished materials, in print, microform, or digital format. Considered part of the ILL loan process, document delivery may be facilitated by use of integrated library systems or electronic databases, e.g., DOCLINE®, OCLC®, Ariel®, e-mail and fax transmission.

g. **Digital Video Disk (DVD).** A DVD is a type of optical disk of the same size as a compact disc but with significantly greater recording capacity, partly because it is double-sided. Although DVD requires special equipment for playback, most DVD players can also read CD media.

h. **End-User Search.** An end-user search is a literature search conducted by the person who actually intends to use the results, as opposed to a mediated search conducted by a trained librarian on behalf of the user.

i. **Interlibrary Loan (ILL).** An ILL is a transaction whereby one library lends an item from its collection, or furnishes a copy of the item, to another library or conversely borrows an item or

receives a copy of an item from another library's collection.

   j. **Knowledge-based Information.** Knowledge-based information is current expert information, produced externally to an organization. Formats may include journals, texts, documents, and databases in print or electronic format; benchmarks; best practices; guidelines; consensus development statements; research studies; and/or quality-filtered Internet resources.

   k. **Library Network Office.** The Library Network Office is the VHA Program Office responsible for coordination of the delivery of national library programs and services to VALNET.

   l. **License.** A license is a formal written contract between a library and a vendor for the lease of one or more proprietary (copyrighted) bibliographic databases or online resources, usually for a fixed period of time, in exchange for payment of an annual subscription fee or per search charge.

   m. **MEDLINEPlus®.** MEDLINEPlus® the National Library of Medicine's website for consumers containing health information from the National Institute of Health (NIH) and other authoritative sources.

   n. **Pamphlet.** A pamphlet is an unbound non-serial publication consisting of at least five, but not more than forty-eight, pages.

   o. **Patient Education Resource Center (PERC).** A PERC, also known as the Patient Health Education Collection or Library, consists of patient education and consumer health print and non-print materials for patients, patients' families or caregivers, and medical center staff to support patient care and enhance the shared decision making process between patients and their health care providers. Materials include those suitable for consumer awareness programs. These materials may be housed in a PERC, Patients' Library or information center, Health Sciences Library, or other appropriate setting within the medical center under the purview of the Library. *NOTE*: *In some VA facilities the PERC is not affiliated with the Medical Library and as such is a separate unit not under the control of the Library Manager.*

   p. **Patient Health Education (PHE).** PHE is any set of planned, educational activities or use of resources designed to improve patients' health behaviors, healthcare decision-making, or health status.

   q. **PubMed®.** PubMed® is a database that provides free access to MEDLINE®, the NLM database of indexed citations and abstracts to medical, nursing, dental, veterinary, health care, and preclinical sciences journal articles, and other citations indexed by the NLM.

   r. **Specialized Reference (Administrative).** Specialized Administrative References refers to materials, books, and journals purchased by the Library that are maintained by an individual or office other than the Library.

   s. **Technical Services.** Library technical services are those operations concerned with the acquisition, organization (bibliographic control), physical processing, and maintenance of library

collections, as opposed to the delivery of public services. Technical processing is performed "behind the scenes".

    t. **Therapeutic Recreation Collection or Materials.** Therapeutic Recreation Collection or Materials serve a therapeutic purpose in providing diversionary activities to patients and assisting veterans in finding ways to develop and use their leisure to enhance their health, independence, and well-being.

    u. **User Education.** User education includes all the activities involved in teaching users how to make the best possible use of library resources, services, and facilities, including formal and informal instruction delivered by a librarian or other staff member, one on one or in a group. It also includes online tutorials, audiovisual materials, printed guides and pathfinders. It is a broader term than bibliographic instruction.

    v. **User Services.** User services refers to library activities and operations, including circulation services, reference, computerized search services, end-user searching instruction, ILL, ward cart, and other services with similar characteristics, which entail regular contact between library staff and users.

    w. **VALNET.** VALNET is comprised of the staff at VA Medical Center Libraries and the VA Central Office Library. It is a library network of national significance that shares resources, information, ideas, etc., and offers mutual support and guidance.

    x. **VALNET Audio-Visual (AV) and Print Delivery Program.** The VALNET AV and Print Delivery Program is a centrally-funded and managed program ensuring the availability of educational and informational AV (commercial or VA-produced) and print material for personnel throughout the agency. These materials are sent to VALNET libraries at one of two delivery levels, either all VA Libraries (All/HCF) or 22 Veterans Integrated Services Network (VISN) delivery sites.

    y. **VALNET New Library Manager Training Program.** The VALNET New Library Manager Training Program is a mentoring program for new library service chiefs and managers designed to review library service program policies, procedures, and standards.

    z. **VA Library Public Access Catalog (VALPAC).** VALPAC is a bibliographic listing of all VALNET books and AVs available for loan within VA. This listing also includes information on the individual holdings of each library. This service is available on an annual subscription basis.

    aa. **Videonotebook.** Videonotebooks are locally-developed materials in any of the AV formats, whose primary purpose is to record or document a local event, procedure, etc. Videonotebooks have a limited life span of one year or less and are not assigned centralized cataloging.

5. SHARING RESOURCES

    a. VALNET libraries serve as resource centers to support the goals and objectives of VHA

service areas, VISN's, individual health care facilities, and clusters, to enhance the quality of health care delivery to our nation's veterans. Sharing programs (e.g., shared acquisitions, coordinated collection development, consolidated procurement, AV and print delivery, etc.) support national education, training and information needs, and augment local resources.

b. Sharing is an effective and efficient way to maximize resources. It has particular application in those communities where the local VALNET library provides the strongest health sciences library program and collection. Individual libraries need to consider opportunities to make materials and services available to the local medical community, either free, quid pro quo (shared), or fee-based, under the authority of Title 38 United States Code (U.S.C.) 8154. *NOTE: VALNET libraries need to initiate, and participate in local library or information consortia to strengthen and expand resources and services.*

6. PRIORITIES FOR SERVICE

a. The primary users of the Library include patients, their families and caregivers, clinical and administrative staff, residents, students or other trainees of the local health care facility, and staff at allied facilities (e.g., CBOC, etc.). Subject to the established needs of the primary users, locally-based materials, programs, and services are made available for use in the following priority:

(1) Patients, staff, residents, and students of the local VA facility, OPCs, CBOCs, etc.;

(2) VA facilities in VISN;

(3) VA facilities in the agency as a whole;

(4) Local libraries with existing formal and informal agreements; and

(5) All other libraries.

b. The Library ensures equitable access to centrally-provided resources held at a local level, e.g., AV or print delivery materials.

7. MANAGEMENT RESPONSIBILITY

The Library Manager at each facility is responsible for:

a. Directing and managing all aspects of the library program, including strategic planning, marketing, quality management, human resource and financial management, and space utilization to ensure proactive delivery of information.

b. Coordinating the selection, acquisition, organization, preservation, and availability of library materials through regular needs assessments, user satisfaction surveys, and other evaluation reviews used to develop or modify programs, resources, services, and materials collections.

c. Maintaining a cooperative, proactive interaction with other services and VA facilities through personal contacts and participation in committee meetings, multidisciplinary planning conferences, and other health care facility activities.

d. Ensuring the professional development of library staff.

8. LIBRARY STAFF

a. **Library Manager Positions.** Library Manager positions are not centralized; however Library Network Office staff take an active role in working with Medical Center management where there are vacancies. *NOTE: The controls stated in VA Handbook 5005 Staffing must be followed.*

b. **Additional Library Staff Positions.** Additional library staff positions are authorized locally at the discretion of facility management based upon the size and type of the facility; complexity of programs offered; training responsibilities; affiliations; network, or cluster library roles; sharing programs; and consortia participation. Adequate clerical support is essential for the performance of such duties as processing correspondence and materials, typing reports, and maintaining library records and report files. Recruitment and retention of professional librarians is critical for quality, knowledge-based library programs and services. *NOTE: Suggested staffing guidelines for hospital libraries may be found in the Medical Library Association's Standards for Hospital Libraries 2002 with 2004 Revisions.*

c. **Recruitment.** Selection of VALNET librarians must follow local policies and procedures.

d. **Training.** The Library Manager will ensure equitable access to continuing education and in-service training opportunities for all library personnel, subject to national and local facility guidelines.

(1) New Library Managers should participate in the VALNET New Library Manager Training Program**.**

(2) Library staff are encouraged to become actively involved in professional organizations in order to update, reinforce, and broaden professional knowledge and skills.

9. PHYSICAL FACILITIES

a. **Space Criteria.** The latest VA guidelines for planning VA facilities related to libraries, Chapter 400: Veterans Health Administration: Library Service, must be used to determine minimum space requirements. Libraries not meeting space criteria need to develop plans addressing corrective measures, submit plans to medical center management for inclusion in facility development plans, and keep the Library Network Office apprised of both plans and actions taken by the health care facility. Special attention must be given to ensure the Library provides accessibility to handicapped users in compliance with applicable Public Laws, including the Americans with Disabilities Act Title 42 United States Code (U.S.C.) §§ 12101-12213**.** *NOTE: VA Guideline PG 18-13, "Barrier Free Design Guide," was written to comply*

with all Federal regulations. In facilities where space is not specifically designated for a patient information center or library, materials are made available through the health sciences library program until such time that a physically separate, designated patient information center or library space is available.

    b. **Compact Shelving.** Compact shelving may be installed when space limitations within a health care facility prohibit expansion of the Library to meet space criteria, or when the Library has outgrown existing shelving capacity but still needs to retain materials essential to the mission and vision of their health care facility. Before considering the use of compact shelving, Engineering Service needs to be consulted to determine if the flooring and structure are able to support the weight.

    c. **Location.** The health sciences library and patient information center or library needs to be located in contiguous areas to increase efficient use of library staff and office and workroom areas should serve both libraries. A single circulation desk area may serve both libraries when it is possible to do so. Health sciences and patient information centers or libraries need to be conveniently located for users. *NOTE: If patient information centers are not located adjacent to health science libraries, it is suggested that they be located within the outpatient clinic areas for ready access by patients and their families.*

    d. **Environment.** In all renovation, construction, and space planning activities, the Library needs to be viewed as an integrated information and learning center containing print and non-print materials and equipment. Space needs to be designed for efficient workflow, the comfort of users, and the use of information technology by both library staff and users.

10. EQUIPMENT

    a. **Basic Requirements.** Sufficient quantities of specialized and office equipment must be permanently available within the Library. Specialized equipment includes photocopiers, ½ inch VHS videocassette players and/or monitors, fax machines, scanners, DVD players, slide projectors, audiocassette players, viewing screens, microform readers and/or printers, CD-ROM players, and computers for library staff and users.

    b. **Control.** The library staff ensures that library equipment is inventoried, maintained, and serviced appropriately.

11. FISCAL CONTROL

    Annually, the Library Manager determines budget needs and prepares a program budget, conforming to VA facility guidelines, and presents it, through appropriate channels, to facility management. This budget includes personnel, materials, equipment purchase and rental, ILL, consortia participation, contracts, collection preservation, and on-line bibliographic access. The budget justification is based on existing and projected workload, program standards, and documented need for new or modified programs and inflation. Separate budget entries may be prepared for books, journals, AV software, educational computer software, data bases, ILL, contract needs for special resources, and specialized reference collections.

NOTE: An additional budget request may be required for Information Technology (IT) resources and equipment.

a. **Authority.** The Library Manager is the control point official for the acquisition of books, journals, AV software, and educational computer software purchased with library funds through the Medical Care Appropriation. In order to avoid unnecessary duplication of expensive materials, and ensure facility-wide access to these resources, concurrence of the Library Manager is recommended for the acquisition of all such items using funds from other appropriations.

b. **Support of Research and Development Programs.** Library support is required for medical research programs. It is essential that there be an equitable distribution of costs for these services between the Medical Care and the Medical and Prosthetic Research Appropriations. Programs, services, and materials provided by the Library, above and beyond patient care needs, are to be reimbursed from the Medical and Prosthetic Research Appropriation. This includes any fees incurred by the Library on behalf of Research for borrowing or the purchase of books, journals, and AVs unique to their needs. Books, journals, and AVs may not be purchased directly from the Medical Research Appropriation (see VHA Directive 1200).

12. SECURITY

The Library Manager implements policies and procedures to ensure the security of library personnel, equipment, and materials according to VHA policy. All equipment must be properly marked and inventoried in accordance with local procedures.

13. PRIVACY

The Library Manager and library staff must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

14. VA, NATIONAL LIBRARY OF MEDICINE (NLM), AND THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE (NN LM) INTERFACE

VALNET libraries need to participate in NLM and NN/LM programs including DOCLINE® training programs, and grants. VALNET librarians should participate in the NLM goal-setting process to ensure VA interests are considered.

15. REPORTS

a. **Library Statistical Report (Records Control Schedule (RCS) 10-0020).** The Library Manager prepares this report using the electronic version of VA Form 10-1405, Library Statistical Report FY __ and submits it electronically within 30 days following the close of the fiscal year (see App. A).

b. **VA Union Lists of Library Materials**

(1) **Journals**. Annually, all Library Managers submit reports of changes in locally-maintained journals to the NLM DOCLINE Serial Holdings database following guidelines and schedules

provided by NN/LM.

(2) **Books and AVs**. Library Managers must submit changes to the book and AV union list in the VA Library Public Access Catalog, as appropriate.

16. RESOURCES

a. **Selection.** The Library Manager establishes a written collection development policy based upon professional library selection standards, the information needs of the facility, and information requests submitted by patients, staff, residents and students, to ensure the availability of a balanced collection.

(1) **Gift Materials.** The Library Manager may review all books, journals, and AV software donated to the health care facility for appropriateness. Materials meeting established library collection development policy criteria may be added to the collection; rejected material must be disposed of according to local procedures. Unsolicited donations of religious literature must be referred to Chaplain Service for disposition (see Handbook 1111.2).

(2) **Censorship.** Materials are not excluded from the Library because of origin, background, or views of those contributing to their creation. Materials and information representing different points of view on current and historical issues, within the scope of the local collection development policy, are provided in the Health Science Library, PERC or Patients' Library or information center. Materials are not prescribed or removed because of partisan or doctrinal disapproval. VA does not endorse the censorship of materials.

b. **Collections.** Materials organized into reference and circulating collections support the informational, therapeutic, and educational needs of health care facility patients, residents, staff, and students, and reflect the commitments of any sharing agreements. Material and format selection is based on such factors as, frequency of use, availability of equipment, and cost-effective alternate sources. Collections are accessible to facility patients, staff, residents, and students for browsing and other independent use. Library staff evaluates the collections annually, using data from needs assessment activities, user inquiries, circulation, and ILL, to identify items to be withdrawn and subject areas to be expanded. Materials that are outdated or which are infrequently used are removed from the materials collection in accordance with locally-established library materials weeding criteria, unless they are of historical value and it is determined that they need to be retained in the collection. Excessed materials are disposed of according to local facility guidelines.

(1) **Health Sciences Collection.** This collection is intended for use by health care facility staff, residents, and students and is developed to meet the information and education needs of the facility as a whole.

(a) The collection includes materials in such subject areas as: clinical medicine, pre-clinical sciences, allied health, management, personnel administration, nursing, engineering, quality management, etc.

(b) Appropriate formats include, but are not limited to: books, journals, AVs, computer

software, microforms, and electronic resources. When patients or their family members request clinical materials, the Library makes these materials available according to established local facility guidelines.

(2) **Patients' Collections.** Patients should have access to consumer health information materials in a variety of formats and reading levels. The PERC includes materials supporting planned, coordinated patient health education activities and programs of the facility. Materials are for the direct use of patients and their families in order to help them understand about wellness and diseases in general; and their specific diagnoses, prognoses, and treatment regimens. Information allows them to become active participants in the shared-decision making process. Where there is not a separate PERC, the Library provides access to health information materials (e.g., books, pamphlets, AVs, journals, electronic resources, etc.) through the health sciences library.

(3) **Collection Organization**

(a) Reference. Reference material may exist as hardcopy or electronic products. The basic reference collection includes such items as, standard subject and language dictionaries, encyclopedias, manuals, handbooks, and directories necessary to support facility programs. The medical reference collection includes materials used on a daily basis, such as basic clinical and drug information resources. Reference materials must be readily accessible for consultation and are generally non-circulating except in special circumstances.

(b) Circulating. A collection of current knowledge-based materials, in a variety of formats, selected to meet facility information and education needs is available for use within the Library, the facility, or for ILL. Loan periods are determined by local policy.

(4) **Specialized Reference (Administrative)**

(a) Books, journals, electronic resources, and other materials routinely housed in the Library, which are critical to the successful accomplishment of official duties and used on a daily basis, may be housed in services or sections outside of the Library. Specialized Reference collections should not be created within a service based solely upon the ease or convenience of access by an individual, service, section, or educational program. To avoid unnecessary duplication of expensive purchases, all requests for items to be housed outside the Library must be submitted to the Library Manager for approval. If approved, these requests are processed according to locally-established library procedures and funding availability. *NOTE: No more than 10 percent of funds designated for the library collection should be used to purchase specialized reference items during any fiscal year.*

(b) Upon receipt, materials are processed by library staff and released to the appropriate individual from the requesting service or section; however, the materials remain the property of the Library.

(c) Specialized reference collections are inventoried periodically. If the materials cannot be located, especially in the case of excessive loss of materials by a service, a local decision will be made regarding replacement. Materials that are outdated, superseded, or otherwise found to be

excess to service or section needs must be returned to the Library for disposition.

(5) **Types of Materials**

(a) <u>Journals.</u> Current subscriptions for key health sciences and management journal titles are maintained. A 10-year back file for most professional journals is the recommended retention period, subject to space availability. The number of subscriptions and back file retention period needs to be based on:

1. The variety of health care facility programs and affiliations, special local needs, and the extent of participation in shared acquisitions programs;

2. Scope, depth, and indexing of the journal;

3. Copyright restrictions; and

4. Alternate availability.

(b) <u>Microforms.</u> Titles in microform may be purchased in lieu of binding print materials to retain back files of journals or to enable retention of low-use materials.

(c) <u>Monographs.</u> Current editions of monographs are acquired, cataloged, classified, and maintained in support of the patient care, education, research, and management activities of the facility.

(d) <u>AVs.</u> All facility AV software is under the purview of the Library for control, cataloging, housing, circulation, and ILL. ***NOTE:*** *AV formats approved for VHA are: ½ inch VHS videocassette, DVD, CD-ROM, 2 by 2 inch slide, audiocassette, multi-media material.*

1. The collection may include computer-based training courseware and CD-ROM materials.

2. Programs distributed through the VALNET AV and Print Delivery Program are publicized and made available for use by all facility staff, residents, students, and patients as appropriate.

3. Videonotebooks and copies of satellite broadcasts supporting local facility education and training programs may be housed in, and controlled by, the Library, but should not be loaned outside the VA system. The content and documented use of these materials needs to be reviewed annually.

(e) <u>Pamphlets.</u> Pamphlets are not within the sole purview of the Library. Pamphlets used as handouts for Patient Health Education (PHE) activities and programs need be purchased through a central PHE control point. This control point is the fiscal responsibility of the facility PHE Coordinator. In the absence of this position, the fiscal responsibility may be assigned to the Education Coordinator or the Library Manager. Bulk supplies of pamphlets are not to be funded from the annual library budget.

(f) Databases. Bibliographic or full text databases appropriate to the needs of the facility PHE are accessible to library users.

(6) **Electronic Resources**

(a) Several of the types of the preceding materials may be available in electronic or digital formats. These resources may be online or on computer disks.

(b) Licensing. The Library Manager needs to review any licenses for electronic resources, in consultation with a local Contracting Officer and, if necessary, legal counsel. Particular attention must be paid to technical issues and programmatic issues to determine if conflicts with government policies, rules, or regulations exist.

17. USER SERVICES

a. **Reference.** Reference services include, but are not limited to: on-site bibliographic database searching, response to patron inquiries, readers advisory, current awareness service, evidence-based quality filtering of the literature, and bibliographic verification.

b. **Database Service.** Library staff offer mediated, professional searching of the literature, as well as education on how to search the literature (see subpar. 17f).

c. **Circulation.** Policies and procedures for the circulation of library materials, including restricting library privileges of delinquent borrowers, are detailed by local facility memorandum. Library materials are not issued on indefinite loan to an individual or a service unless special circumstances exist.

d. **Interlibrary Loans (ILL).** Informational needs beyond the scope of the library coll ection are met through ILL agreements established with other libraries. Payment for loan charges is authorized using the same fiscal subaccounts as those used for book, periodical, and AV software procurement.

(1) VALNET libraries may charge fees to non-VA libraries for providing ILL under authority of 38 U.S.C. 8154. ***NOTE: Monies received should be handled according to VHA Handbook 4721.***

(2) Access to DOCLINE is required to expedite the transmission of ILL requests to other VALNET and non-VALNET libraries. Material required for decision making in immediate patient care should be acquired in the most expeditious manner possible and should be sent via electronic means, i.e., fax or scanning into e-mail, when possible.

(3) When requesting routine ILL of either print or non-print library materials, VA and local consortia collections need to be considered first. The Library may also subscribe to locator document delivery services, (e.g., OCLC's First Search, etc.) to assist in obtaining interlibrary loans.

e. **Ward Service.** The Library may provide ward cart service for patients who are unable to visit the Patients' Library, information center, or PERC. Ward cart visits may be provided in cooperation with Voluntary Service. Consumer health information may also be delivered to the bedside or to clinicians' locations, as requested, for use in the provision of patient health education.

f. **User Education.** Library staff teach their users to efficiently and effectively locate and evaluate authoritative healthcare information, using, but not limited to, tools such as Online Public Access Catalogs (OPACs), PubMed, MEDLINEPlus, and related databases, with emphasis on the location of clinical practice guidelines, evidence-based medicine, and the establishment of current awareness alerts.

g. **Hours of Operation.** The Library needs to be staffed during the regular tour-of-duty of the facility. Expanded hours for early morning, evening, or weekends may be authorized when such need is documented. After-hours, access to the health science library is authorized in compliance with medical center policies and the standards of the Joint Commission.

18. TECHNICAL SERVICES

a. **Acquisitions.** The Library Manager, in conjunction with the Contracting Officer, is responsible for determining the method of procurement for library materials. Library materials must be procured through contracting services using established contracting procedures. *NOTE: Links to regulations governing advance payment, multiyear subscriptions, and licensing, especially regarding the purchase of periodicals and electronic resources, are available on the **Periodicals** page of the VALNET website (http://vaww.vhaco.va.gov/VALNET/Periodicals.asp)* .

b. **Organization of Material**

(1) **General**

(a) Books, AVs, and similar materials must have cataloging records to, including full descriptive cataloging and subject classification. These materials need to be shelved in subject classification order.

(b) Periodicals, whether in original or microform formats, need to be shelved alphabetically according to title.

(c) Pamphlets may be indexed by broad subject classification and shelved or maintained in filing cabinets according to the subject classification.

(d) Books, periodicals, and AV materials published in electronic format may be shelved with their print counterparts or maintained on a file server for patron use.

(e) Library staff offers coordinated Internet access to library materials either through a library home page or through a web-based Integrated Library System (ILS).

(2) **Cataloging and Classification.** Library materials are cataloged and classified through a

centralized contract using the OCLC database for bibliographic records. All requests for centralized cataloging services must originate from VHA Library Network Office (19E).

c. **Preservation.** The Library staff arranges for the preservation of library materials according to locally-established retention policies.

d. **Excess Materials.** Materials that are outdated, in poor physical condition, or in excess of the information needs of the facility are to be removed from the collection.

(1) Excess materials that are current and in good condition may be offered to other VALNET libraries using Outlook VHA Library Excess Mail Group (**VHALibraryExcess@va.gov**).

(2) Materials not required by other VALNET libraries may be used as duplicate exchanges with public or private agencies whenever it is to the advantage of VA to do so.

(3) Remaining materials are to be considered in excess of all VA requirements and given to Logistics Service of disposal in accordance with facility guidelines.

(4) Excess materials will not be given to individuals for personal use or transferred to other facility services as specialized reference materials.

e. **Accountability.** When library materials charged to personnel or patients are lost through negligence or returned in unusable condition, Official Form (OF) 1114, Bill for Collection, may be prepared and forwarded to Fiscal Service for processing.

19. PUBLICATION OF PROFESSIONAL PAPERS

a. The preparation and publication of professional papers by VA employees is encouraged as a vehicle for contributing to the advancement of professional education and practice within the VA and the health care community.

b. As a courtesy, the Library Network Office is to be notified of publications by VA library staff. *NOTE: Submit bibliographic information for publications to the Network Librarian, VHA Central Office (19E).*

20. CENTRALLY DIRECTED PROGRAMS

a. **VALNET AV and Print Delivery Program.** The VALNET AV and Print Delivery Program supplements individual health care facility learning resources. Multiple copies of select AV programs and print materials are bulk-purchased and delivered centrally to designated locations to conserve funds. This system provides equal access to materials necessary to support VA-wide information, staff development, and training activities (see App. C & D).

b. **Union Lists.** Library Network Office, coordinates the development, maintenance, and updating of VALPAC, a union list of monographs and audiovisual holdings appropriate for sharing within the Department. Access or subscription charges for VALPAC are the

responsibility of the local health care facility. ***NOTE: Order information for <u>VALPAC</u> is available on the VALNET website (<u>http://vaww.vhaco.va.gov/VALNET/VALPAC.asp</u>)*** .

DEFINITIONS AND INSTRUCTIONS FOR VA FORM 10-1405
LIBRARY STATISTICAL REPORT, RCS 10-0020

NOTE: The Department of Veterans Affairs (VA) Form 10-1405, Library Statistical Report, Report Control Symbol (RCS) 10-0020, can be found on website: http://vaww.vhaco.va.gov/VALNET/Documents/Annual_Statistical_Report_Form.xls in Excel format. The line numbers in the" see references" refer to the numbers on the Annual Statistical Report form itself. The line number references do not refer to, or correspond to, the row numbers in the Excel document.

1. **REPORTING REVENUE**

The Library must report revenue generated and all dollars expended by the Library. This includes:

a. Funds deposited by Fiscal Service into the library fund control point as its fiscal year budget allotment.

b. Funds transferred from other resources into the library's fund control point. For example: Pharmacy transfers funds to the Library for the purchase of American Hospital Formulary Service (AHFS) Drug Information books. The Library would report those funds under Line 1, Column D.

c. Funds in the facility General Post Funds designated specifically for use by the Library.

d. Revenue generated by the Library. For example: The Library generates income by charging for interlibrary loans. Revenue generated would be reported in Section A, Column E.

e. Funds transferred by the Library out of its fund control point for use by other services or groups. For example: the Library transfers $5,000 to the Veterans Integrated Services Network (VISN) Fiscal Office to pay their facility's portion of a contract for access to "MDConsult." The Library would report that $5,000 under Line 6, Column A.

2. **DEFINITIONS**

a. **Administrative Materials Collection, (formerly entitled Specialized Reference).** The Administrative Materials Collection is material (e.g., books, journals, audiovisuals, etc.) purchased by Library that is maintained by an individual or office other than the Library. *NOTE: See Section A, Lines 1-6, Column D.*

b. **Archival Medium.** An archival medium which is used for the storage of recorded material is expected to retain information, so that such information can be retrieved without significant loss when properly stored. For the purposes of the Annual Statistical Report archival medium specifically refers to journals stored in a microform or CD-ROM format. *NOTE: See Section A, Line 4.*

c. **Audiovisual Software.** AV software is any stand-alone audiocassette, slide set, videocassette, motion picture, model, CD-ROM, DVD, microform or multimedia kit that is cataloged and considered part of the local library collection. For reporting purposes, all audiovisual software formats are counted together. *NOTE: See Section A, Line 5 Audiovisuals, Columns A-E; Section B, Lines 1, 2, and 3, Column D; Section C, Lines 1, 2, 3, 4, 5, & 6; Column C.*

d. **Audiovisual (AV) Hardware.** AV hardware is equipment used to view or listen to any AV software format: slide projector, overhead projector, motion picture projector, projection screen, television and/or monitor, videocassette recorder and/or player, DVD player and/or recorder, LCD projector, etc. This does not include computers. *NOTE: See Section C, Line 10.*

e. **Circulation.** Circulation is the number of materials used by library customers (staff, residents, students, patients, etc.) either within or outside the Library. One book "checked-out" and two books and one journal retrieved from a study carrel or table and re-shelved by library staff need to be counted as four circulations. Include materials transferred, circulated, and/or loaned between or among the divisions of a consolidated facility, and materials "checked-out" from a ward cart (see subpar. 2x). Circulation of equipment (i.e., overhead projectors, video projectors, slide projectors, etc.) is not included here. *NOTE: See Section C, Lines 2(E),4(E), and 6(E), Columns A-C.*

f. **Consolidated Facility.** VA medical centers consisting of more than one division operating under one administration and considered by VA to be a single facility.

g. **Electronic or Internet Resources.** Electronic or Internet resources include electronic (e.g., CD-ROM, computer diskette, DVD, or laser disk format, etc.) or Internet accessible versions of journals, monographs, audiovisuals, or bibliographic or full-text databases. These are resources for which the Library has paid a fee for acquisition or access. *NOTE: See Section A, Line 2-6, Columns A-D; Section B, Lines 1-3, Columns A-D; and Section C, Lines 1-6, Columns A-C.*

h. **Health Sciences Library.** This was formerly called the Medical Library.

i. **Interlibrary Loan (ILL).** ILL is a transaction whereby one library lends an item from its collection, or furnishes a copy of the item, to another library or conversely borrows an item from another library's collection. This does not include items transferred, loaned, and/or circulated between divisions of a consolidated facility. *NOTE: See Section C, Lines 1(A&B), 2(C&D), 3(A&B), 4(C&D), 5(A&B), 6(C&D), Columns A-C.*

j. **Library Fiscal Control Point.** The library Fiscal Control Point is the budget or funds under the sole purview of the Library. *NOTE: See Section A.*

k. **Local Facility.** The local facility is the VA medical center, domiciliary, or outpatient clinic in which a library is located including those remote sites for which it has direct responsibility for providing service, e.g., single division medical centers, two or more division medical centers, and independent outpatient clinics.

l. **Monographs.** Monographs are cataloged, classified material (such as hardbound or paperback book, document, pamphlet, technical report, manuscript, proceeding, and monographic or publishers series) either complete in one part, or complete in a finite number of separate parts. Materials may be in print, microform, or electronic format, and may have been cataloged locally, by an outside contractor, or by the national contract cataloger. *NOTE: See Section A, Lines 1-2, Columns A-E; Section B, lines 1-3, Column A; Section C, Lines 1-6, Column A.*

m. **Networked Materials.** Networked materials are distributed to medical center libraries and identified with a network designation of All/HCF or VISN, in the call number field. These materials may be in any format, e.g., audiovisual, print, or electronic (CD-ROM). They are not considered part of the local site's collection and are not to be reported as part of a site's local collection in Section B Materials Collection. *NOTE: Usage of networked materials is reported in Section C Materials Usage.*

n. **Non-VA Libraries.** Non-VA libraries consist of all libraries, other institutions, and individuals outside the VA system. *NOTE: See Section C, Lines 1(B), 2(D), 3(B), 4(D), 5(B), and 6(D), Columns A-C.*

o. **Operating Expenditures.** Operating expenditures are funds expended by the Library during the reporting fiscal year. This includes funds from the library fiscal fund control point, facility General Post Funds, funds transferred from other accounts into the library control point, budget supplements, etc. This does not include funds expended by the VISN or by another service or section's fund control point to purchase products that may be considered 'library' material. *NOTE: See Section A, Lines 1-9, Columns A-D.*

p. **Patient Health Education Collection (PERC) or Library.** The Patient Health Education Collection or Library consists of patient education/consumer health print and non-print materials for use by patients, patients' families or caregivers, and medical center staff to support patient care and enhance the shared decision making process between the patients and their providers. Materials shall also include those suitable for consumer awareness programs. These materials may be housed in a Patient Education Resource Center (PERC), Patients' Library, Health Sciences Library, or other appropriate setting within the medical center under the purview of the Library. *NOTE: See Section A, Lines 1-9, Column C; Section B, Line 2(A-C), Columns A-D; Section C, Line 3(A&B), Line 4(C-E), Columns A-C; Line 7, Row B.*

q. **Patients' Library (formerly called the Patient Information Center or General Library).** The Patients' Library is the responsibility of the Library. It should contain therapeutic recreational print and non-print materials for long-term patients in Nursing Home Care Units, Rehabilitation and Spinal Cord, etc., as needed. *NOTE: See Section A, Lines 1-9, Column C; Section B, Line 3(A-C), Columns A-D; Section C, Lines 5(A-B), 6(C-E), Columns A-C.*

r. **Periodicals.** Periodicals are publications, which have no foreseeable end, that are issued over a period of time, usually on a regular basis, with some type of numbering used to identify issues.

(1) **Periodicals-Active.** Active periodicals are journals, magazines, newspapers, and/or serial publications to which the Library has a current paid electronic or print subscription or free print subscription and is actively receiving, adding and retaining the title in its collection. Materials may be in print, microform, AV (e.g., Audio Digest) or electronic format (e.g., CD-ROM, Internet, etc.). Some examples include popular magazines (Newsweek), scholarly journals (Journal of the American Medical Association (JAMA)), and electronic journals (The Scientist), and annual reports. *NOTE: See Section A, Lines 3-4, Column A-E; Section B, Lines 1-3, Column B; Section C, Lines 1-6, Column B.*

(2) **Periodicals-Inactive.** Inactive periodicals are journals, magazines, newspapers, and/or serial publications, which the Library no longer receives, but has elected to retain as part of its collection and make available for use by library patrons. Includes cancelled periodical subscriptions or titles that have ceased publication. Does not include title changes for periodicals that continue to be published under a new title and subscribed to by the Library. Materials may be in print, microform, AV (e.g., Audio Digest) or electronic format (e.g., CD-ROM, Internet, etc.). Included are: popular magazines (Newsweek), scholarly journals (JAMA), electronic journals, and annual reports. *NOTE: See Section B, Lines 1-3, Column C; Section C, Lines 1-6, Column B.*

s. **Photocopy.** A photocopy is material (e.g., journal articles, book chapters, etc.) copied from original material or microform. This includes material printed directly from electronic sources (e.g., CD-ROM, Internet). For reporting purposes count the number of articles, book chapters, whole or in part, or topics. Do not report the number of pages photocopied. *NOTE: See Section C, Lines 1-6, Column A-B.*

t. **Revenue Generation.** Revenue is monies earned as revenue by the Library, such as payment for services for which the Library charges a fee (e.g., photocopying, ILLs, search services, overdue fines, etc.). This includes revenue retained for use by the Library, or returned to the medical center for other uses. It does not include Bills of Collection issued for lost or damaged materials. *NOTE: See Section A, Lines 1-9, Column E.*

u. **Searching.** Library staff mediated searching for users. Mediated searches usually involve a reference interview with the patron to determine appropriate resources and construction of the search strategy. *NOTE: See Section C, Line7, Rows A-C.*

v. **Specialized Reference.** See Administrative Materials Collection (subpar. 2a).

w. **Title.** A title is an item for which a separate shelf-list card, on-line catalog entry, or separate entry on a journal title holdings list has been made. *NOTE: See Section B, Lines 1-3, Columns A-D.*

x. **Ward Cart.** A ward cart is a mobile unit (e.g., cart, book truck, etc.) that can be transported throughout the medical center and used by the Library to circulate (check-out) library materials or to distribute free materials (e.g., magazines, paperback books, pamphlets, etc.). *NOTE: See Section C, Lines 1-6, Columns A-C for library materials checked-out from the ward*

cart; Section C, Line 8 for free items distributed or given away from the ward cart.

3. INSTRUCTIONS

a. **Section A - Operating Expenditures and Revenue Generation (Library).** *NOTE: See Definitions for: Administrative Materials Collection (subpar. 2a); Archival Medium (see subpar. 2b); AV Software (subpar. 2c), Health Sciences Library (subpar. 2h), ILL (subpar. 2i), Library Fiscal Control Point (see subpar. 2j); Monographs (subpar. 2l); Patient Health Education Collection or Library (subpar. 2p), Patients' Library (subpar. 2q), Periodicals (subpar. 2r), and Title (see subpar. 2t).*

(1) **Line 1, Columns A-D.** Dollars spent on monographs in print format. For example: funds expended to purchase a print copy of Harrison's Principles of Internal Medicine. Dollars spent to purchase a print monograph that is accompanied by a CD-ROM are reported here.

(2) **Line 2, Columns A-D.** Dollars spent on monographs in electronic format. For example: funds expended to purchase a CD-ROM or Internet accessible version of Harrison's Principles of Internal Medicine. Dollars spent to purchase an electronic database collection of monographs such as StatRef are reported on Line 6, Column A.

(3) **Line 3, Columns A-D.** Dollars spent on periodicals in all formats, i.e., print and non-print. For example: funds expended to purchase a print subscription to JAMA or electronic or Internet access to Rehabilitation Nursing.

(4) **Line 4, Columns A-D.** Dollars spent on periodicals in archival mediums, i.e., microfilm, CD-ROM, etc. This does not include dollars spent on binding print journals. Report binding under Line 9, Column A.

(5) **Line 5, Columns A-D.** Dollars spent on audiovisuals in all formats. For example: funds expended to purchase a videocassette of Joel Barker's Wealth, Power, and Innovation, a CD-ROM version of The Six Pillars of Character, or 35mm slides on How to Prepare Lab Specimens.

(6) **Line 6, Columns A-D.** Dollars spent on electronic or Internet database resources. For example: funds expended to purchase Cumulative Index of Nursing and Allied Health Literature on CD-ROM from Ovid; or to access UptoDate or MDConsult via the Internet. *NOTE: If the Library transferred funds from its control point to the VISN to pay for access through a VISN-wide contract, then report those dollars here.*

(7) **Line 7, Columns A-C.** Dollars spent on satellite programming.

(8) **Line 8, Columns A-C.** Dollars spent on ILL activity.

(9) **Line 9, Columns A-C.** Dollars spent on all other expenses not covered by preceding Lines
1-8. This includes supplies, professional membership fees, consortium fees, binding, contracts, etc.

(10) **Lines 1-9, Column E.** Report all revenue generated by the Library no matter into which account the money is deposited (e.g., service or section control point, medical center general revenue fund, general post funds, Electronic Funds Transfer System (EFTS) account credits, etc.)

b. **Section B - Materials Collection.** *NOTE: See Definitions for: Administrative Materials Collection (subpar. 2a); AV Software (subpar. 2c), Audiovisual Hardware (subpar. 2d), Circulation (subpar. 2e), Consolidated Facility (subpar. 2f), Electronic or Internet Resources (subpar. 2g); Health Sciences Library (subpar. 2h), ILL (subpar. 2i), Monographs (subpar. 2l); Non-VA Libraries (subpar. 2n), Patient Health Education Collection or Library (subpar. 2p), Patients' Library (subpar. 2q), Periodicals (subpar. 2r), Photocopy (subpar. 2c), and Title (subpar. 2w).* **Section B, Line 1 Health Science Library, Line 2 Patient Health Education Collection or Library, and Line 3 Patients' Library, Columns A through D.** Use lines 1(A), 2(A), and 3(A) to report the number of titles added to the collections as of September 30 of the reporting year. Use lines 1(B), 2(B), and 3(B) to report the number of titles deleted from the collections as of September 30 of the reporting year. Use lines 1(C), 2(C), and 3(C) to report the total number of titles in the collection as of September 30 of the reporting year. Do not include networked titles. Include only locally acquired titles.

(1) **Column A, Monographs**

(a) All formats, print and non-print, of a title are to be counted here. Multiple copies of titles held in different formats are only counted once. For example: A library holding a copy of Harrison's Principles of Internal Medicine in print and in CD-ROM format would only count one title.

1. Monographs that are included in the purchase of an audiovisual program are to be considered part of the audiovisual and should not be counted as an addition to the monograph collection. For example: the book The One Minute Manager is included in the purchase of the audiovisual by the same title. The book is part of the audiovisual "kit" and should not be reported as an addition to the monograph collection.

2. CD-ROMS or computer programs that are included in the purchase of a monograph are to be considered part of the monograph and should not be reported as an addition to the electronic and/or Internet resources. For example: the book Neuropsychological Scales includes a floppy disk of neuropsychological testing instruments. The floppy disk is part of the monograph and should not be reported separately.

(b) Networked titles are not to be included as part of the local collection on the Annual Statistical Report. If networked items have been counted as part of the local collection, use the distribution number supplied by Library Network Office to adjust the size of the number of titles held at the end of the reporting year. A networked title that has been weeded from the network collection and which has been retained may be considered part of the local collection. If needed, networked titles may be included as part of the local collection when reporting this data to local (facility or VISN-level) management. However, when submitting the Annual Statistical Report

to VA Central Office, a site must remove networked titles from the total count of titles held.

(c) Count titles not volumes. For example: count the two-volume edition of Harrison's Principles of Internal Medicine as one title.

(d) Do not include second or additional copies of a previously counted title within a collection in this count. For example: a library holding two or more copies of Harrison's Principles of Internal Medicine would count the title once no matter how many copies are on the shelf within a given collection.

(e) Previous editions of monographs which are retained as part of the collection are counted as a separate title if they are a separate catalog entry. For example: the library has the current edition of Harrison's Principles of Internal Medicine plus the previous edition. That would count as two titles. Serial monographs such as Physician's Desk Reference (PDR) that have open entry cataloging are counted as one title no matter how many editions the library has retained in the collection.

(2) **Column B, Periodicals-Active Subscriptions**

(a) All formats, print and non-print, of a title are to be counted here. Multiple copies of titles held in different formats are only counted once. For example: a library subscribing to JAMA in print and in an electronic format would only count one title.

(b) Count titles, not volumes and/or issues. For example: count JAMA as one title. Do not count how many volumes or issues of the journal are on the shelf.

(c) Do not include second or additional subscriptions of a previously counted periodical title within a collection in this count. For example: a library with two or more subscriptions to JAMA would count the title once no matter how many subscriptions have been purchased.

(d) All previous titles of a periodical currently being published and to which the library has an active subscription are counted as part of the current title. For example: a journal that has undergone three title changes and to which the library has an active subscription to the current title is counted as one title.

(3) **Column C, Periodicals-Inactive**

(a) All formats, print and non-print, of a cancelled or ceased title being retained as part of the collection for use by library patrons, are to be counted here.

(b) Count titles not volumes and/or issues. For example: count JAMA as one title. Do not count how many volumes or issues of JAMA are on the shelf.

(c) A title change of an active subscription is not counted as a separate journal title.

(4) **Column D, AVs**

(a) All formats are to be counted here.

(b) Networked titles are not to be included as part of the local collection on the Annual Statistical Report. If networked items have been counted as part of the local collection, use the distribution number supplied by Library Network Office to adjust the number of titles held at the end of the reporting year. A networked title that has been weeded from the network collection and which is retained, may be considered part of the local collection. Only current networked titles may be included as part of the collection when reporting this data to local (facility or VISN-level) management.

(c) Do not include second or additional copies of a previously counted audiovisual title within a collection in this count. For example: A library with two or more locally purchased copies of I am Joe's Lung would count the title once no matter how many copies are on the shelf within a given collection.

c. **Section C - Materials Usage.** *NOTE: See Definitions for: AV Software (subpar. 2c), Audiovisual Hardware (subpar. 2d), Circulation (subpar. 2e), Consolidated Facility (subpar. 2f), Health Sciences Library (subpar. 2h), ILL (subpar. 2i), Monographs (subpar. 2l); Non-VA Libraries (subpar. 2n), Patient Health Education Collection or Library (subpar. 2p), Patients' Library (subpar. 2q), Periodicals (subpar. 2r), Photocopy (subpar. 2c), Title (subpar. 2w), and Ward Cart (subpar. 2x).*

(1) **Lines 1(A) Health Sciences Library, 3(A) Patient Health Education Materials, and 5(A) Patients' Library, Columns A through C.** Number of materials (including networked materials) borrowed via ILL from all other VA locations. This does not include items transferred, loaned, and/or circulated between divisions of a consolidated facility.

(2) **Lines 1(B) Health Sciences Library, 3(B) Patient Health Education Materials, and 5(B) Patients' Library, Columns A through C.** Number of materials borrowed via ILL from non-VA sources.

(3) **Lines 2(C) Health Sciences Library, 4(C) Patient Health Education Collection, and 6(C) Patients' Library, Columns A-C.** Number of materials (including networked materials) loaned to all other VA locations via ILL. This does not include items transferred, loaned, and/or circulated between divisions of a consolidated facility.

(4) **Lines 2(D) Health Sciences Library, 4(D) Patient Health Education Collection, and 6(D) Patients' Library, Columns A-C.** Number of materials (including networked materials) loaned to all non-VA locations via ILL.

(5) **Line 2(E) Health Sciences Library, 4(E) Patient Health Education Collection, and 6(E) Patients' Library, Columns A-C.** Number of materials (including networked materials) circulated to local facility patrons, i.e., staff, residents, students, patients. This includes: materials shown over closed-caption television (CCTV), if data is available; photocopies made by library staff for local facility patrons; materials transferred, loaned, and/or circulated between

divisions of a consolidated facility; photocopies made by patrons from library materials; and/or materials circulated (checked-out) from a ward cart.

(6) **Line 7, Rows A-C. Searches Completed by Library Staff.** See Definitions for Searching. Total number of searches performed by library staff separated by the categories Health Sciences Library (i.e., a clinician asks for a search on treatment for gout), Patient Health Education Collection or Patients' Library (i.e., a patient asks for information on a drug he is taking), and Patients' Library (i.e., a staff person or patient asks for information on veterans education benefits).

(7) **Line 8.** Number of materials distributed (given away) from a ward cart, e.g., paperbacks, newspapers, magazines, etc. This does not include materials that are part of a library's permanent collection which are circulated with the expectation that they will be returned to the Library.

(8) **Line 9.** Number of consumer health or patient education materials distributed (given away); e.g, pamphlets, printouts from Internet websites, etc. Examples include: "Quit Smoking" pamphlets handed out from a ward cart; mass copies of flu shot guidelines printed from the Center for Disease Control and Prevention (CDC) website and handed out from the circulation desk or from a rack in the Library; twenty copies of a diabetic foot care pamphlet sent to an outpatient clinic for distribution to patients; etc. These items were printed or copied or acquired in multiple quantities with the intent to distribute. *NOTE: This does not include materials that are part of a library's permanent collection which are circulated with the expectation that they will be returned to the Library or photocopies made from library owned print or non-print resources (see Section C, Line 5(E), Columns A and B) or copies made from resources available on the Internet (see Section C, Line 7B) and given to a patient or employee as the result of a specific reference request.*

(9) **Line 10.** Number of times AV equipment was circulated by the Library.

PROCUREMENT OF CATALOGING RECORDS

1. PROGRAM DESCRIPTION

Cataloging records are provided through a centralized contract funded and monitored by Veterans Health Administration (VHA), Office of Information (OI), Library Network Office.

2. POLICY

Centrally-produced cataloging records, including catalog cards, must be provided only for nonfiction titles. *NOTE: Libraries may obtain cataloging records for fiction materials through commercial sources using local funds. All materials for which cataloging is requested will be input into Department of Veterans Affairs Library Network (VALNET) Union Lists.*

a. **Classification.** Materials are classified according to National Library of Medicine (NLM), Library of Congress (LC), or Dewey Decimal classification schemes, to be specified on Department of Veterans Affairs (VA) Form 10-7018, Catalog Service Request.

(1) NLM classification is the authority for the majority of medical titles; NLM Medical Subject Headings (MESH) must be followed.

(2) LC classification and subject headings are used to supplement NLM classification for most non-medical titles included in health sciences library collections.

(3) Dewey Decimal classification may be used for other titles, especially Patient Information Center or library recreational materials. Classification numbers ordinarily do run beyond one decimal point. The LC List of Subject Headings must be followed.

b. **Special Identification Codes.** Reference indicators, delivery level abbreviations, and centrally directed subjects may be included as either part of the call number or in the body of the descriptive cataloging.

c. **Descriptive Cataloging.** Descriptive cataloging will be provided primarily from LC records and authority files.

d. **Centrally Provided Material.** According to each library's requirement, either a full set of cards (author, title, appropriate subject and added entry, shelflist, and one additional main entry card) or a shelflist card only will be furnished for all titles acquired centrally and distributed to networked delivery points. When no catalog cards are required by a library, it is the library's responsibility to obtain its own automated cataloging record for use in their local Online Public Access Catalog (OPAC).

3. PROCEDURES

VA Form 10-7018, or a facsimile thereof, must be completed for all cataloging requests, unless otherwise authorized, and forwarded directly to the contractor. Requests for catalog cards

must not be submitted prior to actual receipt of the materials for which catalog cards are being requested. The Library Network Office cataloging policy serves as the final authority for cataloging decisions.

a. **Local Responsibility.** Local Libraries are responsible for submitting accurate and complete cataloging requests, following up on delinquent receipts, and reporting cataloging errors.

b. **VHA Central Office Responsibility.** The Library Network Office seeks adequate centralized funding to:

(1) support VALNET cataloging needs,

(2) provide mechanisms for producing cataloging records,

(3) monitor the program using VALNET input,

(4) provide status, error, and statistical reports to VALNET; and

(5) serve as liaison with the Ohio College Library Consortium and other contractors involved in providing cataloging products and services.

**VA LIBRARY NETWORK (VALNET)
AUDIOVISUAL (AV) and PRINT DELIVERY PROGRAM**

1. Definition. The Audiovisual (AV) and Print Delivery Program provides access to AV and print materials for Veterans Health Administration (VHA) employees nationwide through the VA Library Network (VALNET). Materials included in the program are commercially purchased or agency produced. AV and print materials acquired for this program must support VHA strategic plans and policies, training, or information programs directed by the Under Secretary for Health. The Library Network Office directs the placement or removal of specific materials based upon accuracy and content of the materials.

2. Acquisition and Delivery

a. Materials are considered for inclusion in the AV and Print Delivery Program if they are:

(1) produced by the agency;

(2) represent a major agency program thrust; or

(3) represent materials that would be difficult to acquire at the local level.

b. Donated materials are accepted for distribution and inclusion in the AV and Print Delivery Program when the content is within the scope of the agency's mission and goals and is approved by the appropriate Service in VHA Central Office. Personal recreational reading materials are not included as part of the AV and Print Delivery Program and are referred to Voluntary Service for appropriate action.

c. Based upon projected use and fiscal constraints, networked AV and print materials will be acquired and delivered at the following delivery levels (delivery levels will be periodically adjusted to accommodate changes in patterns of use):

(1) **Veterans Integrated Service Network (VISN).** One copy to each VALNET Network delivery library and one to VA Central Office (VACO) Library.

(2) **All Health Care Facilities (All/HCF).** One copy to each health care facility library and one to VACO Library.

3. Access. Availability of networked materials may be determined through the Networked AV/Print Database (**http://vaww.vhaco.va.gov/AVLibrary/**) , medical center library card catalogs or online public access catalogs, and the VA Library Online Public Access Catalog (VALPAC), the union lists of materials held in VALNET.

4. Ownership. All networked materials are the property of the Library Network Office, which is responsible for their maintenance and replacement. Queries regarding lost or defective materials need to be directed to the Library Network Office for replacement.

5. <u>**Lending and Borrowing Policy and Procedures.**</u>

    a. **Scope.** This policy applies to all centrally-provided AVs and print materials received and loaned by delivery sites. The designated VISN delivery site library for a field facility corresponds to the VISN catchment area.

    b. **Responsibilities of Delivery Sites.**

    (1) The delivery site must ensure fair access to the collection by all libraries in the catchment area served. If local need for networked materials conflicts with the responsibility of the delivery site to lend the material to other libraries, the delivery site needs to acquire a copy for local use.

    (2) For scheduling and use, access to networked materials is based on a first-come, first-served basis. Reserves are accepted up to a maximum of 2 months in advance of need. Delivery sites must use the following list of priorities to resolve scheduling or waiting list conflicts:

    (a) VALNET libraries within the designated delivery area;

    (b) Other VA offices within the designated delivery area, e.g., cemeteries, regional offices;

    (c) VALNET libraries outside the designated delivery area, referred by another delivery site;

    (d) Department of Defense libraries or libraries of affiliated institutions;

    (e) Libraries which belong to consortia with VALNET; and

    (f) Community libraries

    (3) Networked titles circulate for 3 weeks, including the time required for both transit and use. The delivery site must notify the requesting library of the unavailability of a requested title within 2 days of receipt of the loan request. Unless a specific request for confirmation is made, no notification is made if the title is available for the requested dates.

    (4) When a waiting list of more than three requests develops, the delivery site is responsible for investigating the availability of the program from other delivery sites, and making referral arrangements. If the item is not available, the delivery site investigates the possibility of obtaining the program from VA Central Office Library and recommend that the Library Network Office consider elevating the material's delivery level.

    (5) If borrowers habitually neglect to

    (a) return the complete program; or

    (b) return the program on or before its due date,

the Library Manager at the delivery site advises the Chief, Library, at the borrowing site (or responsible official at sites with no library) of the recurring problem and document specific incidents on VA Form 119, Report of Contact (http://vaww.va.gov/vaforms/va/pdf/VA119.pdf) and transmit a copy to the Director, Library Network Office. If the problem continues, the Library Manager at the delivery site advises the Director, Library Network Office, in writing, that the borrowing site has not been able to resolve the problem.

(6) Delivery sites are responsible for requesting replacement of lost or damaged networked titles
from the Library Network Office within 1 week of confirmation of loss or damage.

c. **Responsibilities of Borrowing VALNET Sites.**

(1) The borrowing site must ensure that all networked titles are returned by the due date to the delivery site or sent to another borrowing site if so instructed by the delivery site. Borrowers may not request networked titles from delivery sites outside their designated region; such referrals are only made by Designated Delivery Sites. If local use for a single networked title (other than All/HCF titles) exceeds one use per quarter, the borrowing site should consider acquiring a local copy.

(2) Requests for an extension of the loan period need to be made as far in advance of the due date as possible. An extension will be granted only if there is no waiting list for the title or if it does not conflict with a scheduled showing at another location.

(3) If the delivery site habitually neglects to:

(a) notify the borrowing site of the unavailability of a title within 2 days of receiving the request,

(b) honor advanced bookings,

(c) make referrals to other delivery sites,

(d) deliver materials on or before confirmed need date,

the Library Manager at the borrowing site advises the Chief, Library Service or Section, at the delivery site of recurring problems and document specific incidents using VA Form 119 (http://vaww.va.gov/vaforms/va/pdf/VA119.pdf) and transmit a copy to the Network Librarian. If the problem continues to occur, the Library Manager at the borrowing site must advise the Network Librarian in writing, that the delivery site has not been able to resolve the problem.

d. **Responsibilities of Network Staff.**

(1) **Network Librarian** (19E). The Director, Library Network Office is responsible for:

(a) Upon receipt of a written complaint of negligence against a borrowing site, will advise the Library Manager at the borrowing site that if the problem is not resolved:

(1) The supervisor at the borrowing site will be advised of the situation; and

(2) The Service to that facility may be suspended for 1 month. Continued violation may result in termination of Network Delivery Program borrowing privileges for an extended period.

(b) Upon receipt of a written complaint of negligence against a delivery site, advising the Library Manager at the delivery site that if the problem is not resolved, the supervisor will be notified. Continued violation may result in reassignment of the networked AVs to another facility.

(2) Technical Services Librarian. The Technical Services Librarian is responsible for:

(a) Developing and maintaining the networked collection;

(b) Ensuring access to the collection by providing copies of materials and replacements, on request, to designated delivery sites; and

(c) Ensuring currency and usefulness of the collection by conducting an annual review.

e. **VALNET Responsibilities**. The delivery sites are responsible for notifying the Network Librarian (19E) of items with more than a month waiting period.

MINIMUM STANDARDS FOR PARTICIPATION IN THE VA LIBRARY NETWORK (VALNET)

The Veterans Affairs Library Network (VALNET) is a network of national significance whose member libraries, under the "One VA Concept", support the information needs of the Department of Veterans Affairs (VA) Health Care System, the Veterans Benefits Administration, and the National Cemetery Administration. Member libraries provide services for inpatient and outpatient care, as well as community-based clinics. The collective resources of VALNET offer significant cost effective resource sharing opportunities. Member libraries fulfill a large percentage of the information needs of VA medical center staff from within VALNET. To remain a viable network the libraries that form VALNET need to support the "One VA Concept" through the free, reciprocal exchange of information. The vision of VALNET is to provide high-quality information and consistent value added service to all VA staff, residents, and students, as well as veterans and their families. To accomplish this each member library must meet the following minimum standards by:

1. Maintains a current, accessible, and appropriate collection supported by salaried library staff and recurring funding; also maintains the networked collection in dedicated space within the VA facility that is easily accessible to VA staff.

2. Maintains reciprocal borrowing/lending agreements with VALNET to receive no cost interlibrary loans of materials to meet the information needs of the health care facility.

3. Demonstrates compliance with JCAHO guidelines as well as other accrediting organizations on the Management of Information and Education of Patient and Family standards.

4. Actively supports the mission and goals of VALNET by ensuring that information related in databases and other electronic networks supporting the infrastructure of VALNET (DOCLINE, SERHOLD, VALPAC, the national cataloging contract, Annual Statistical Report, and VALNET Directory Web Page) is accurate and current.

5. Membership and participation in appropriate electronic mail groups (Outlook).