



DIGITAL HEALTH LITERACY

MY HEALTH RECORD

Public libraries empowering members of their local community
to manage their own digital health futures

Final program report February 2022

Background

Libraries are used by people from all walks of society, from all cultural backgrounds, of all ages and ability. Library staff are their trusted information providers.

Many people access government services through the internet and computer access available at their local library, and people turn to libraries for help in navigating government websites. Libraries offer free access to a wide range of health information including print and electronic resources. As digital services increase, there has also been an increase in people seeking information about digital health in public libraries.

In 2019, the Australian Library and Information Association (ALIA) in partnership with Australian Public Library Alliance (APLA) and ALIA Health Libraries Australia (HLA), submitted a tender application to the Australian Digital Health Agency (ADHA) to be a My Health Record (MHR) Consumer Education Community Delivery Partner, by developing and delivering train-the-trainer sessions on My Health Record for public library staff and other interested community across Australia. The application was successful and secured \$1 million in funding to deliver the proposed program.

The aim of ALIA's MHR education program was to deliver training to public library staff and relevant community partners so that they would be able to respond to enquiries about MHR, to be proactive in offering information about MHR, and feel confident when providing guidance about issues relating to community members MHRs. The intent of this program was consistent with the information literacy role played by public libraries.

The programs also offered public libraries an opportunity to leverage existing community partnerships with healthcare providers, such as child health services, and to incorporate MHR training and information within existing library programs.

ALIA approached State Library of Queensland and Public Libraries Western Australia to participate in the pilot of the MHR training program. The pilot MHR training program, developed by State Library of Queensland, was for public library staff and relevant community health care staff and volunteers, and aimed to build their confidence and knowledge to support community to access the MHR online portal and to build a greater awareness of consumer health issues and digital health resources.



Train-the-trainer session at Cooktown, Queensland



Pilot training program

The pilot training program was delivered at two Public Libraries Western Australia locations (City of Mandurah and Town of Cambridge) in September 2019, and at four Queensland Local Government public library service locations (Moreton Bay, Quilpie, Cooktown and Rockhampton) between October to November 2019.

Based on feedback received from pilot program participants, the training program was revised and rebranded for the 2020 national rollout - *Digital Health Literacy: Empowering your community to manage their own health future* - training program.



2020 national rollout

The national rollout of the Digital Health Literacy training program commenced in New South Wales on the 1 February 2020, delivered at five locations across the state, then these were followed by two locations in Queensland during late February/early March 2020. An online training session was also delivered with two library staff from the Northern Territory during this time.

One Queensland location was Emerald, as Emerald is part of [ADHA Communities of Excellence](#) project. This project is looking at ways to improve care coordination and access to digital health services. Two training sessions were held in Emerald with participants from Central Highland Council libraries, local PHN and community organisations.



Impact of COVID-19

From 16 March 2020, all national Digital Health Literacy face to face training programs that were scheduled to take place between 23 March and 30 June 2020 were postponed indefinitely due to the COVID-19 pandemic. Even though COVID restrictions started to ease across all states and territories from July-August 2020, there was still a need to be mindful of limited numbers at gatherings, venue sizes, social distancing and non-essential travel.

Because of this, State Library of Queensland, in partnership with ALIA and ADHA developed an online version of the face-to-face training program that included all the information from the in-person sessions and could be conveniently accessed from a PC, laptop or tablet from any location.



Online Digital Health Literacy training program

The [online Digital Health Literacy training program](#) was launched on the 24 August 2020 and available till the end of December 2021. As with the face-to-face training, the online program included information that enabled public library staff to support and guide the community to navigate and understand the Federal Government digital health initiatives, such as MHR and how to access online health and well-being resources through their local library.



Program extension

Due to the success of the online training program, ADHA requested that ALIA extend the online training program till the 31 March 2021, to enable more public library staff and community to participate. This extension was to give all key state stakeholders the opportunity to expend funding received.



Phase two Program extension

Because of COVID-19 impacts on program delivery and cost savings, ALIA advised that there would be a second phase of the program where public libraries across Australia would be encouraged to roll out community programs (webinars, workshops, morning teas and/or Zoom sessions) focusing on digital health literacy for the remainder of 2021.

The online DHL training program was to officially close on 31 March 2021 but remained open so library staff and community could continue to register and complete the program for the remainder of 2021.

Program outcomes

Train-the-trainer participant numbers

Since the program began in 2019, a total of 3,285 public library staff and interested community (from Health, Education, Universities, Government, national organisations and community groups) have participated in either face to face training delivered prior to COVID-19 lockdown, or the online training program and consumer sessions.

 Location	 Face to face	 Online	 Total train-the-trainer library sessions
ACT	-	106	106
NSW	72	530	602
NT	2	13	15
QLD	91	444	535
SA	-	302	302
TAS	-	190	190
VIC	-	1,254	1,254
WA	21	362	383
Total	186	3,201	3,387

Non-library organisations undertaking train-the-trainer

- Western NSW Local Health District
- UNSW
- UOW
- University of New England
- University of South Australia
- University of Technology Sydney
- TAFE NSW
- St Joseph's College
- St Vincent's Hospital Sydney
- Patrician brothers college linrar
- NSW government
- National Art School
- Department of Education Training
- Children's Hospital at Westmead
- Canterbury Boys HS
- Business & Technology College
- Wynnum Baptist Church
- Avenues Montessori children's House
- All Hallows' School
- Children and Youth Services
- Woolworths
- Victorian Institute of Forensic Medicine
- Victorian Institute of Technology
- The Royal Women's Hospital
- Bureau of Meteorology
- Alcoholics Anonymous Victoria
- Aboriginal Fabric Gallery
- Batchelor Institute of Indigenous Tertiary Education
- St John of God Hospital Bendigo Victoria
- Carlton Public Housing Residents Social club
- Canberra Institute of Technology
- Hong Kong College of Technology
- Access Language Nova Scotia
- Australian National University
- ACT Government
- Defence Library and Information Service
- Western Australian Group for Evidence-Informed Healthcare Practice
- One Arm Point Remote Community School
- WA Department of Health
- Mindarie Senior College

Participating libraries by state

Primary library site list, individual branches not named.

ACT – 9

- Libraries ACT
- Belconnen Library
- Civic Library
- Dickson Library
- Erindale Library
- Gungahlin Library
- Kingston Library
- Kippax Library
- Tuggeranong Library
- Woden Library
- Gosford Library
- Goulburn Mulwaree Council
- Greater Hume Council
- Gunnedah Shire Library
- Gwydir Shire Council
- Hawkesbury Library Service
- Hornsby Shire Library Service
- Innerwest library
- Inverell Shire Public Library
- Ku-ring-gai Council
- Lane Cove Library
- Leeton Shire Council Library
- Liverpool Council
- Liverpool Plains Shire Council
- Macquarie Regional Libraries
- Maitland City Council
- Mid Western Regional Council
- Moree Community Library
- Moree Plains Shire Council
- Mudgee Library
- Mulwala Library
- Narrabri Shire Council
- Northern Beaches Council
- Parkes Shire Council
- Parramatta Council
- Port Macquarie-Hastings Council
- Penrith City Library
- Queanbeyan-Palerang Libraries
- Randwick City Libraries
- Richmond Tweed Regional Library
- Riverina Regional Library
- Shoalhaven Libraries
- Singleton Council
- Snowy Monaro Regional Council
- St Vincent's Hospital Sydney
- State Library of NSW
- Sutherland Shire Council
- Tamworth Regional Council
- Tenterfield Library
- The Hills Shire Council
- Upper Hunter Shire Council
- Walgett Shire Council

NSW – 80

- Albury LibraryMuseum
- Armidale Regional Council
- Bathurst Regional Council
- Bayside Council
- Bega Valley Shire Council
- Berrigan Shire Council
- Big Sky Libraries
- Blacktown Council
- Bland Shire Council
- Blue Mountains Council
- Broken Hill City Council
- Burwood Council
- Camden Libraries
- Campbelltown City Council
- Canterbury/Bankstown
- Carlingford Library
- Castle Hill
- Central Coast Council
- Central Northern Regional Libraries
- Cessnock City Library
- City of Canada Bay Library Services
- City of Newcastle
- City of Parramatta Council
- City of Sydney
- Clarence Valley Council
- Coffs Harbour City Council
- Coolamon Shire Council
- Cootamundra/Gundagai Regional Council
- Ermington Library
- Eurobodalla Shire Libraries
- Fairfield City Council
- Federation Council
- Georges River Council

- Waverley Council
- Willoughby City Council
- Wollongong City Library
- Woollahra Libraries
- Yarra City Council

NT – 7

- City of Darwin Libraries
- Palmerston Library
- Katherine Library
- Pine Creek Library
- Alice Springs Library
- Casuarina Library
- Nhulunbuy Library

QLD – 45

- Blackall-Tambo Regional Council library service
- Brisbane City Council library service
- Bulloo Shire Council library service
- Bundaberg Regional Council library service
- Burdekin Shire Council library service
- Carpentaria Shire Council library service
- Cassowary Coast Regional Council library service
- Central Highlands Regional Council library service
- Charters Towers Regional Council
- Chinchilla Library
- City of Gold Coast Council library service
- Cloncurry Shire Council library service
- Etheridge Shire Council library Service
- Flinders Shire Council library service
- Fraser Coast Regional Council library service
- Gladstone Regional Council library service
- Goondiwindi Regional Council library service
- Gympie Regional Council library service

- Hinchinbrook Shire Council library service
- Hope Vale Shire Council Indigenous Knowledge Centre
- Ipswich City Council
- Isaac Regional Council library service
- Lockyer Valley Regional Council
- Logan City Council library service
- Mackay Regional Council library service
- Maranoa Regional Council library service
- Mareeba Regional Council library service
- Moreton Bay Regional Council library service
- Noosa Council library service
- North Burnett Regional Council library service
- Redland City Council library service
- Rockhampton Regional Council library service
- Roma library
- Somerset Regional Council library service
- South Burnett Regional Council library service
- Southern Downs Regional Council library service
- State Library of Queensland
- Sunshine Coast Regional Council library service
- Tablelands Regional Council library service
- Toowoomba Regional Council library service
- Torres Strait Island Regional Council, Kubin Indigenous Knowledge Centre
- Townsville City Council library service
- Western Downs Regional Council library service
- Whitsunday Regional Council
- Wujal Wujal Aboriginal Shire Council Indigenous Knowledge Centre

SA – 44

- Adelaide Hills Council libraries
- Adelaide Plains Council libraries
- Barossa Council libraries
- Campbelltown City Council libraries
- City of Adelaide libraries
- City of Burnside libraries
- City of Charles Sturt Libraries
- City of Holdfast Bay libraries
- City of Marion Libraries
- City of Mitcham libraries
- City of Mount Gambier libraries
- City of Norwood Payneham & St Peters libraries
- City of Onkaparinga libraries
- City of Playford libraries
- City of Port Adelaide Enfield libraries
- City of Port Lincoln libraries
- City of Prospect libraries
- City of Salisbury libraries
- City of Tea Tree Gully
- City of Unley
- City of Victor Harbor
- City of West Torrens libraries
- City of Whyalla libraries
- City of Wodonga libraries
- Clare and Gilbert Valleys Council libraries
- Copper Coast Council libraries
- District Council of Grant libraries
- District Council of Loxton Waikerie libraries
- Holdfast Bay Library Service
- Light Regional Council libraries
- Loxton Library
- Mid Murray Council libraries
- Mitcham Council
- Naracoorte Lucindale Council
- Port Pirie Regional Council libraries
- Port Augusta City Council
- Port Pirie Regional Library
- Rural City of Murray Bridge libraries

- The Barossa Council Public Library
- Tatiara District Council libraries
- Town of Walkerville libraries
- Mount Barker District Council libraries
- Whyalla Council Whyalla Public Library
- Wattle Range Council - Millicent Library

TAS – 16

- Libraries Tasmania
- Beaconsfield
- Campbell Town
- Devonport
- Glenorchy
- George Town
- Hobart
- Kingston
- Launceston
- Queenstown
- Rosny
- St Helens
- St Marys
- Swansea
- State Library and Archive Service
- State Library of Tasmania

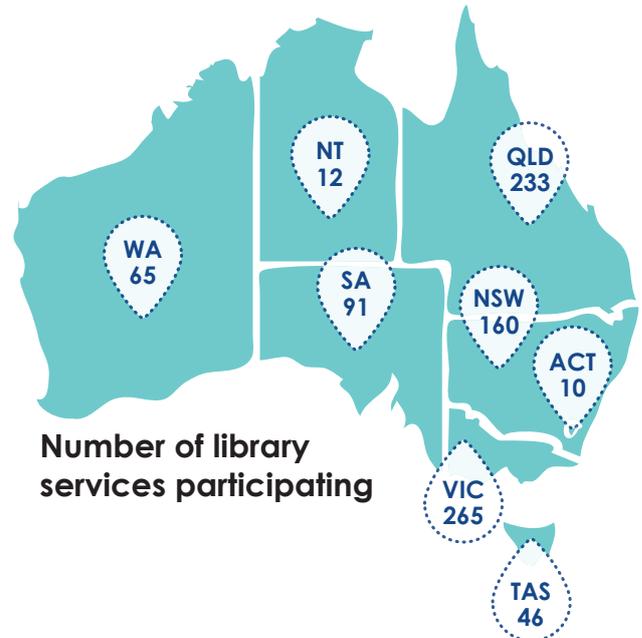
VIC – 54

- Ararat Rural City Council libraries
- Ballarat City libraries
- Baroondara City libraries
- Bayside City Council
- Big Sky Library
- Brimbank City libraries
- Campaspe Shire libraries
- Cardinia Shire libraries
- Casey City libraries
- Central Goldfields Shire libraries
- Darebin City libraries
- East Gippsland Shire libraries
- Frankston City libraries
- Gannawarra Shire libraries
- Glen Eira libraries
- Greater Bendigo City libraries

- Greater Dandenong City libraries
- Greater Geelong City libraries
- Greater Shepparton City libraries
- Hepburn Shire libraries
- Hume City libraries
- Indigo Shire libraries
- Kingston City libraries
- Melbourne City libraries
- Monash City libraries
- Port Phillip City libraries
- Stonnington City libraries
- Wodonga City libraries
- Yarra City libraries
- Latrobe City libraries
- Maribyrnong City libraries
- Melton City libraries
- Mildura Rural City libraries
- Monash City libraries
- Moonee Valley City libraries
- Moorabool Shire libraries
- Moreland City libraries
- Mornington Peninsular Shire libraries
- Murrindindi Shire libraries
- Northern Grampians Shire libraries
- Southern Grampians Shire libraries
- State Library of Victoria
- Swan Hill Rural City libraries
- Towong Shire libraries
- Wangaratta Rural City libraries
- Wellington Shire libraries
- Whitehorse City libraries
- Wyndham City libraries
- Wimmera Regional Library Cooperation
- West Gippsland Regional Library Corporation
- Yarra Plenty Regional Library
- Public Libraries Victoria
- Central Highlands Regional Libraries
- Corangamite Shire libraries

WA – 32

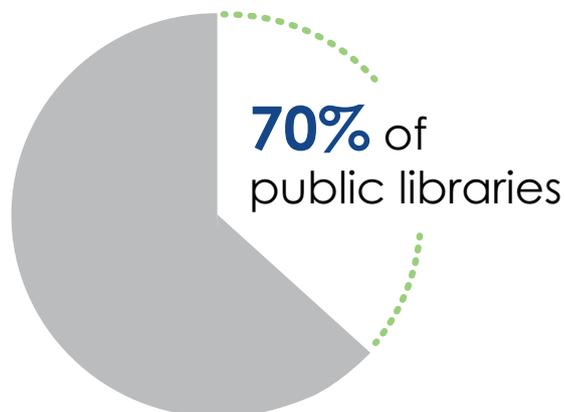
- City of Armadale libraries
- City of Bayswater libraries
- City Of Bunbury libraries
- City of Busselton libraries
- City of Gosnells libraries
- City of Kalamunda Libraries
- City of Melville libraries
- City of Perth libraries
- City of Rockingham libraries
- City of South Perth libraries
- City of Stirling libraries
- City of Swan libraries
- City of Wanneroo libraries
- City of Yarra Libraries
- Plantagenet Shire libraries
- Shire of Broome libraries
- Shire of Capel libraries
- Shire of Harvey libraries
- Shire of Serpentine Jarrahdale libraries
- State Library of Western Australia
- Town of Victoria Park libraries
- Shire of Merredin
- Monash Public Library Service
- City of Joondalup
- City of Cockburn
- Shire of Augusta-Margaret River
- City of Mandurah
- Town of Port Hedland
- City of Canning
- City of Melville



20,000 Australian digital health agency promotional materials distributed



300 consumer sessions (ongoing)

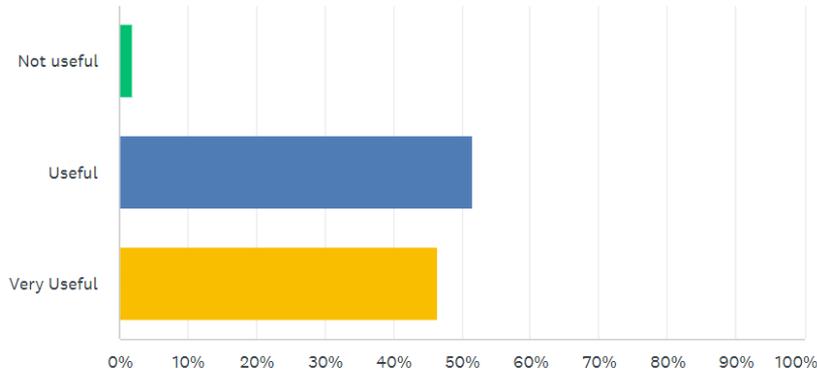


Participant survey responses

Note: not all participants provided a response to training survey

How useful have you found the training session content?

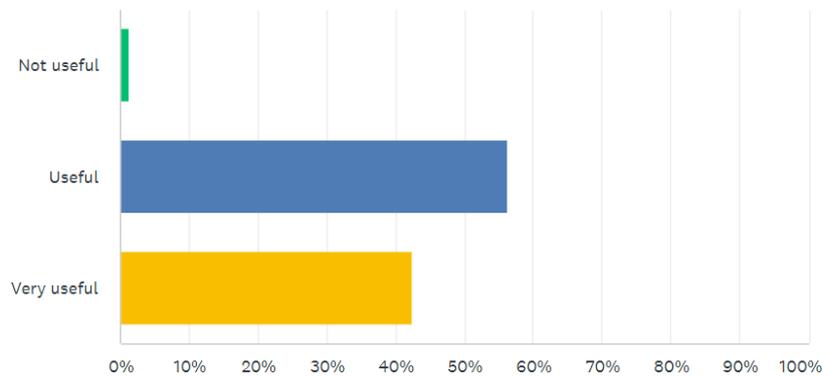
Answered: 867 Skipped: 0



Answer choices	Responses
Not useful	1.85% 16
Useful	51.67% 448
Very useful	46.48% 403
Total Respondents: 867	

How useful have you found the material provided by the Australian Digital Health Agency?

Answered: 866 Skipped: 1



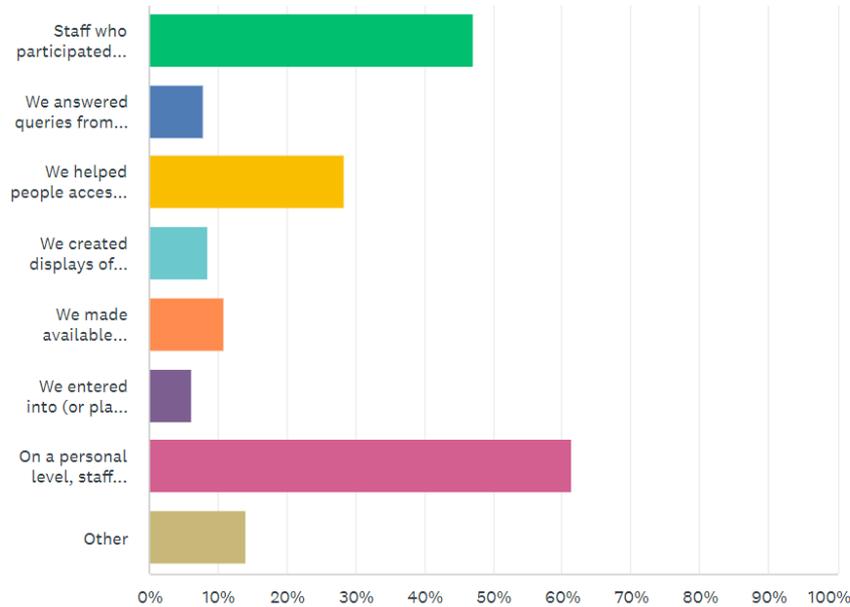
Answer choices	Responses
Not useful	1.27% 11
Useful	56.24% 487
Very useful	42.49% 368
Total Respondents: 866	

Train-the-trainer session at Sutherland, NSW



How have you, the library, IKC, community group or organisation used the information from the training to enhance the services you provide your community? (You can choose more than one option)

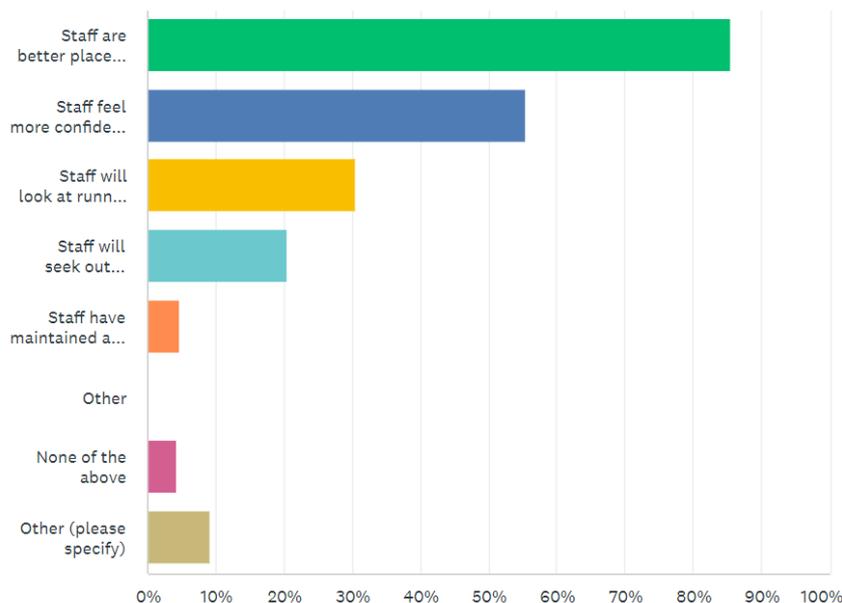
Answered: 867 Skipped: 0



Answer choices	Responses	
Staff who participated in the training shared their knowledge with other members of the team	47.06%	408
We answered queries from library/Indigenous Knowledge Centre users about My Health Record	7.96%	69
We helped people access and better understand their My Health Record	28.37%	246
We created displays of consumer health information	8.54%	74
We made available posters, flyers and other Australian Digital Health Agency materials	10.96%	95
We entered into (or plan to enter into) a partnership with one or more health organisations/practitioners to deliver consumer health information activities	6.23%	54
On a personal level, staff found the information useful and said they shared it with friends and family	61.48%	533
Other	14.07%	122
Total Respondents: 867		

How has the training impacted your service delivery? (you can choose more than one)

Answered: 867 Skipped: 0



Answer choices	Responses	
Staff are better placed to answer questions about My Health Record	85.58	742
Staff feel more confident providing consumer health information	55.36	480
Staff will look at running more consumer health activities including databases and resources	30.57	265
Staff will seek out partnerships with other consumer health organisations and health practitioners	20.53	178
Staff have maintained a relationship with networks established at the workshop	4.61	40
Other	0.00	0
None of the above	4.27	37
Other (please specify)	9.11	79
Total Respondents: 867		

Sample of participant responses to how they plan to inform the community about MHR

Diane

I think that it would be great to offer several small group information sessions (PCs on) as introductions to the My Health Record, and then follow up with booked individual times as needed. Perhaps, the small group information

sessions could be held twice a year (every six months) to help a wider number of people in the community and to cover changes or updates to My Health Record.

Wendy

One-on-one and group IT training would be a good space to include sessions on My Health Record, perhaps as part of 'Positive Ageing' and in Outreach programs.

Penny

We could promote the My Health Record by providing a Digital Health session separate to our existing tech sessions for seniors and adults. During the Seniors Week month, we could run sessions on how to set up a MyGov account, My Health Record, Medicare, Centrelink. As we are using the Be Connected portal for our sessions, we could go through the MyGov module and other linked services for the digital health literacy. These health sessions could be run as one-on-one sessions or in a group of 4 or 5.

Suzanne

Am feeling inspired to add My Health Record training to our digital trainings, probably one on one or small groups with the simulator if there is still access when we run them. Words for wellbeing are also a great idea and I will have to see about getting recommendations from local health care providers for resources.

Jen

So many good ideas in this forum! I liked having My Health sessions available through our standard library tech training or Be Connected/Tech Savvy Seniors (if we can address privacy issues) and having flyers up near the WfW stock. Ideally, we'd tie this in as an aspect of literacy in our modern world, such as using cloud and online services to manage our digital footprint.

Emily

A lot of great suggestions here. I think perhaps a dedicated talk during Get Online Week or Library and Information Week, with a morning tea provided, and staff with iPads or laptops available to answer specific questions afterwards could be effective. Brochures with links to the My Health Record YouTube etc. could be available to take away for anyone who feels a bit shy about asking their question in the library. These people could be encouraged to consider a 1 on 1 tech help session later if they wanted one.

Georgia

- Have a designated area within the library that has Posters and Noticeboard that displays upcoming Health talks or Events.
- Have a designated computer for clients to use when updating their records.
- Health Issue displays-informing the public and encouraging them to update/create their MY HEALTH RECORD.

Teresa

I think it would be great for our public library to provide a one-on-one session with patrons. Not everyone will have the same level of understanding/knowledge and are comfortable in a group environment when learning new technology. The biggest goal is to ensure all patrons are comfortable with what they have access to and are always open to asking for assistance when needed.

Robert

I work in a TAFE library that has many English language students. This program can be used and taught to an existing class of students. Students include refugees, recent and not so recent immigrants, both young and old. From an information perspective, this program would be useful as an educational tool that would increase their awareness of services provided by the government.

Leanne

Being in a small rural community, we could post notices on local business notice boards, promote through the school newsletter and incorporate a post box drop in our district post offices.

Pat

Our library could incorporate My Health Record Information Sessions in conjunction with assisting our community to navigate booking a COVID-19 vaccine. I also like the ideas of other library services for MCH nurses at story time sessions and a featured promotion of Health & Wellbeing links on our web page.

Rolf

Working in a Health Library, we are keen to partner with our local public library to support the delivery of digital health literacy training incorporating My Health Record to the local community. Our hospital staff will also benefit from exposure to MHR training by raising awareness of their role as a healthcare provider in contributing to an individual's MHR. Also, for clinicians to encourage their patients who don't have an MHR to request one. Our website could provide links to the appropriate resources to support training and MHR information.



Kerryn

We are working with COTA Qld to develop some volunteer health/tech advice in our libraries and this information will be very valuable to pass on to the volunteers to support older community members who could benefit from My health Record.

Karyn

At our library we already promote health messages into our early literacy programs through the term themes e.g., Healthy eating at Storytime and Brain Development / Speech pathology tips at our Wriggle time and Baby time sessions. We run events that also support health messages such as meditation / group yoga / healthy cooking.

It would be great if we could run some small group sessions in our Tech Help time and Reboot Training programs. We already run similar public information sessions so this would be a natural fit.

I love the Words of Wellness Website links idea - this is a possibility as is links to other general health/parenting websites.

Matthew

Answering as a public library.

Mostly as a community partnership

- Child Health nurse to attend Rhymetime
- As part of Be Connected - My Health Records Learning Module available.
- As part of guest presented "Community Partnerships" especially getting relevant government department to be the presenter e.g., Department of Human Services, Services Australia (Medicare), Australian Digital Health Agency, Centrelink

Beth

We could contact local health professionals to provide sessions for information needs, we could provide links to books, online courses, apps and websites on our website. For children, incorporating the importance of washing your hands, coughing properly, etc. for better health. There are many ways that programs and people could be supported.

Melanie

We could display digital posters and run sessions on my health record for staff and senior patrons during health week. By doing this, we will give staff and patrons the chance to think about my health records and make an informed choice.

Katelyn

We have a doctor's surgery next door, and we could have a partnership of some kind to educate our community.

Lex

Occasionally our branch hosts health speakers who have written books which are well attended. If the expert speakers are comfortable, we could include material about the potential benefits of consolidated health information via My Health Record.

Rose

When one on one sessions and group digital sessions begin again, we could have a directed poster at the local medical practice, chemist etc., to remind people to speak with the Dr about My Health Record and direct them to the additional help the library can offer. Having curated lists of resources, eresources as well as apps is something I would like to see added and offered to our customers.

Wilma

I love the idea of having a child-health nurse at story-times. I could also chat with my GP / Clinic and offer our library services to help with My Health record sessions. I agree that the sessions will need to be booked for 15 min. one to one due to privacy.

Excellent ideas to deliver My Health record maybe by promoting it on our Facebook or Instagram acc.

Our patronage is mainly senior residents with little or no computer knowledge, we do provide help with the State web page, and other private programs as requested. This is relevant and important for accuracy and access to medical history in life and dead situations.

Rose

Wonderful ideas have been shared above! While it's difficult in the current climate to offer physical digital training classes in the library, we could promote online digital training for My Health and My Gov. It would be great if we could partner with council /community leaders to obtain interpreters to offer this training in a variety of languages.

Also we currently offer a "Help with Forms" program to our community. This is a one-on-one delivery program (teacher and student) delivered 30min slots. This format could also be used to deliver My Gov/My Health training.

Community case studies

Mackay Regional Council Library Service (QLD)

Mackay libraries were very pleased that so many of their staff were able to complete the Digital Health Literacy training, particularly with this being offered online, as there may not have been able to get such high attendance if this was face-to-face. The team are utilising those skills to assist library customers with accessing their My Health Record and promoting the benefits of the service.

Over the past 12 months Mackay has engaged with Services Australia around engaging with customers wanting to access more information about their health record status to ensure our staff are a little more removed from managing personal information to comply with privacy requirements.

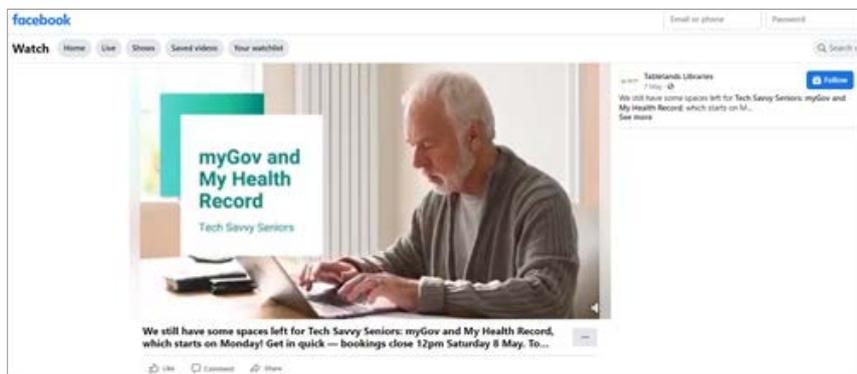
Here is a breakdown of the My Health Record / Services Australia involvement with their members.

- My Health Record – 14 sessions and 273 participants
- Services Australia – 17 sessions and 231 participants



Tableland Regional Council library service (QLD)

Tablelands Tech Savvy Seniors Queensland trainers completed the online Digital Health Literacy training program and were keen to promote and deliver the course. Participants really appreciated the opportunity to work with the online My Health Record simulator. People, and this is not restricted to seniors, are reluctant to put personal data on software applications they don't understand.



Community can also ask for help and information at Tech Help sessions held across Tableland library branches. These sessions are non-structured, and people can talk with staff one on one as well as group sessions on topics such as My Health Record.

Upskilling staff on Flinders Island (ASGS Classification Very Remote Australia) (TAS)

Upon completing the My Health Record online training, two Libraries Tasmania staff travelled to our public library in Whitemark on Flinders Island (population approx. 1000). They guided five local Libraries Tasmania staff and one staff member from the local health hub community agency in their online My Health Record training. Participants noted the value of My Health Record for rural and remote residents and looked forward to sharing their new knowledge of it with the community.

My Health Record and Health Libraries Australia

Health Libraries Australia have made varied contributions to these efforts. Initially several hospital-based librarians attended the "train-the-trainer" sessions which were coordinated by the State Library of Queensland (SLQ) and delivered in numerous public library settings. Having a health librarian attend these full-day workshops allowed for a different perspective on health information and consumer health to be in the mix. It also allowed health librarians to meet with public library colleagues and explore the potential for collaboration on programs. Fiona Jensen, librarian from Cairns and Hinterland Hospital and Health Service, describes attending one such session in the first issue of the first volume of the Journal of Health Information and Libraries Australasia.

In addition to these "train-the-trainer" sessions, and the subsequent online modules delivered to many public library staff across Australia, it was felt that "My Health Record" education sessions targeted more specifically for library staff working in the healthcare sector could be beneficial. After piloting a proof-of-concept test event among executive members of HLA, four 90 minute sessions were held in June, July, August and September of 2021. These were delivered via zoom. Each session offered the same content, but took on its own characteristics depending on the questions asked. Daniel McDonald or Ann Ritchie from HLA "hosted" each event, providing introductory remarks and coordinating the Q&A. The bulk of each presentation was delivered by Briana Meawad, adoption lead and educator with the ADHA. The unique element of the content Briana covered, and how it differed from that which was delivered by SLQ, was that this training addressed "My Health Record" from both the public or consumer perspective and also the healthcare provider perspective. This allowed attendees to more fully appreciate how "My Health Record" is used across the care continuum. It also reflects the unique position health-oriented librarians occupy at times in serving the information needs of clinicians while also considering the health literacy needs of the broader communities in which they are situated. It is hoped this more comprehensive overview of "My Health Record" will allow attendees and their colleagues to tailor local solutions to improving awareness and understanding of "My Health Record" among the clinicians and communities they serve.

Each of the sessions had very lively questions and discussions. The presenter, Briana, commented how engaged the audience always was and how much she enjoyed presenting to the HLA group. A selection of indicative additional comments from participants left in the feedback include:

It was a good session and very useful thanks.

Thank you for making this available and live so that we could have immediate interaction.

Nice, clear and well paced session. Presenter was very knowledgeable.

I was hitherto unaware of access codes or that I could upload records to my own file so this training was enormously helpful.

Thank you for organising this session. It's a year since I did the training so it was useful to learn about more recent changes and issues.

Even though I don't work in the health area, and was not sure if I should activate a My Health Record, I found the presentation answers my questions. I am glad that the presentation will be available so I can share with my work colleague what My Health Record is all about.

The information provided identified more questions and has encouraged me to read the relevant legislation. I am concerned that it is assumed that everyone has easy access to online resources.

This suite of training has been very successful in upskilling health-oriented librarians about "My Health Record" and where it fits in the broader digital health landscape. It is anticipated that health librarians will continue to adopt and adapt and articulate the tools and strategies of digital health as it becomes a more integrated part of Australian healthcare.

Outreach to Aboriginal community (TAS)

Having completed the online training module orienting them to the use and features of *My Health Record*, Devonport Library staff subsequently facilitated two community engagement sessions for consumers at the No 34 Aboriginal Health Service in the nearby town of Ulverstone.

The men's session had eight attendees and the women's session attracted eighteen participants. These sessions were part of organised monthly gatherings and ran for approximately one hour each. Participants were interested to learn more about how *My Health Record* worked, and how it could be a useful tool in managing their health and wellbeing. At the end of each session participants indicated that they were open to the possibility of using *My Health Record* in the future

Devonport Library staff plan to follow up this introduction to *My Health Record* over coming months, inviting the health service and individual consumers to contact their local library for further assistance with accessing and using *My Health Record* and health literacy resources more broadly.



The Aboriginal community is a priority population for diversity and inclusion action for Libraries Tasmania and so orientation of 26 consumers to *My Health Record* was a very successful outcome from these sessions. Further, some ripple or multiplier effect of information dissemination may be inferred from participants noting they were likely to tell some relatives and friends about *My Health Record*.

Supporting a senior learner on their digital health literacy journey

A 91-year-old Libraries Tasmania client recently presented at their local public library for help to access their coronavirus vaccination certificate. They were aware of MyGov but were not a registered account holder.

A Library Services Officer, having completed the *My Health Record* training, was readily able to assist this client, guiding them through the steps for setting up a MyGov account, linking Medicare and then accessing their vaccination certificate.

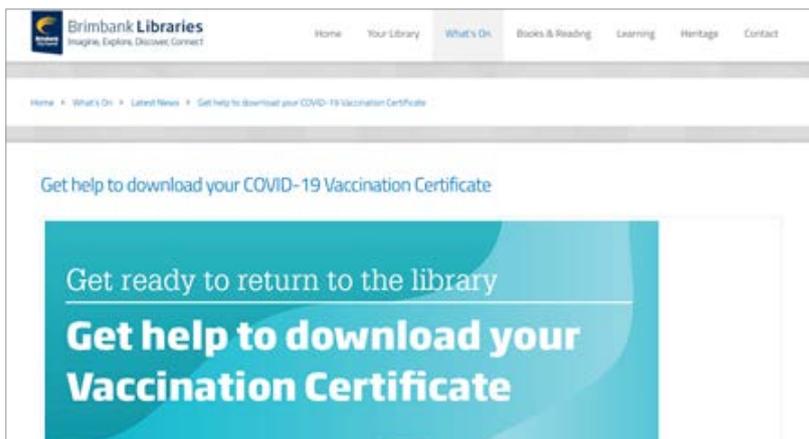
The library services Officer oriented the client to the key features of MyGov, the Medicare site and *My Health Record*, and used this time also as a learning opportunity on safeguarding personal information.

The client was relieved to be able to access the digital download of their vaccination certificate, and left the library equipped with step-by-step information to help them to login to MyGov again at their convenience.

Ongoing commitment to support ADHA MHR consumer learning program

Libraries are important inclusive, welcoming and accessible local community resources that support intergenerational cohesion through diverse activities and programs that promote literacy, social inclusion and lifelong learning.

Through this program, library staff across the country feel better informed and confident keep empowering members of their local community to manage their own digital health futures, especially during this period of COVID-19 pandemic and the need to provide proof of vaccination.



ALIA Digital Health Literacy webpage

ALIA's [Digital Health Literacy webpage](#) has some great promotional resources and provided links to information and training materials to support you to deliver community engagement sessions.

Digital Health Literacy webpage – Public Libraries Connect QLD

Information and resources to help libraries to support community to manage their own digital health future.

[Digital health literacy - Public Libraries Connect \(slq.qld.gov.au\)](#)

Supporting UN 2030 Agenda for Sustainable Development framework

Australian public libraries join libraries from around the world in advocating for greater social equality, improved economic prosperity and a more sustainable environmental approach. By enabling access to *information (such as My Health Record)*, supporting the development of literacy skills and providing access to information and communication technologies, libraries contribute to the [17 Sustainable Development Goals](#) by thinking globally and acting locally.

Nationwide figures



300

workshops held



3,387

staff attended



9,318,194

potential number of
library visitors reached

Nationwide roll out



Public libraries ACT

106

Train-the-trainer
attendees

176,338

library visitors



Public libraries New South Wales

602

Train-the-trainer
attendees

3,139,207

library visitors



Public libraries Northern Territory

15

Train-the-trainer
attendees

77,851

library visitors



State Library of Queensland

535

Train-the-trainer
attendees

2,026,804

library visitors



Public libraries South Australia

302

Train-the-trainer
attendees

525,072

library visitors



Public libraries Tasmania

190

Train-the-trainer
attendees

123,136

library visitors



Public libraries Victoria

1254

Train-the-trainer
attendees

2,242,625

library visitors



Public libraries Western Australia

383

Train-the-trainer
attendees

1,007,161

library visitors