







WORTH EVERY CENT AND MORE

An independent assessment on the return of investment of health libraries in Australia



THE VALUE OF SERVICES

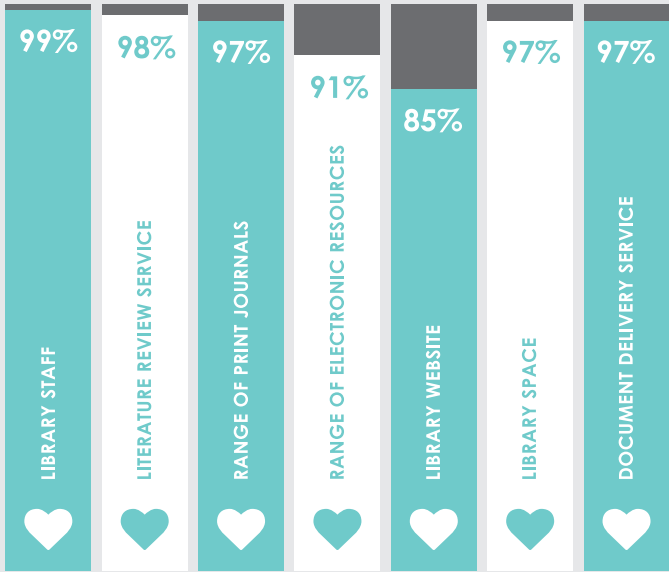
Healthcare professionals were asked how they thought their use of library and information services had helped them over the last year...

76%	changed their thinking and improved their diagnosis or treatment plan	
83%	said it helped them to improve health outcomes for their patients	
71%	had saved time by using their health library and information service	
95%	said it helped them to discover new and valuable information	
86%	used their service to keep abreast of the latest clinical developments	
65%	said it helped them to confirm their diagnosis or treatment plan	



HOWEVER

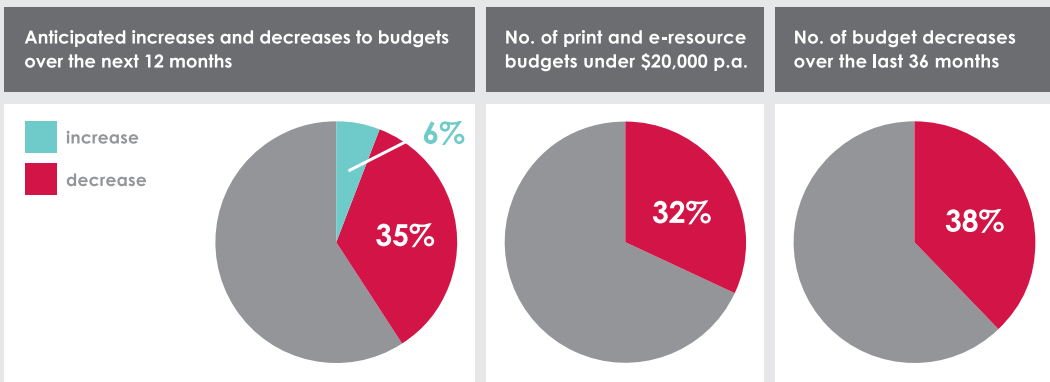
Despite their clear value and the high satisfaction level these services provide, they still face budget and staffing cuts...




SATISFACTION LEVELS

as rated by service users...

99% for expertise	93% for information content
93% for information services	94% for facilities

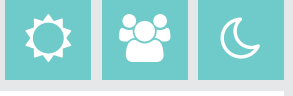


DESPITE THE FACT THAT:


90% of library users used books in the last year	86% accessed e-resources in the last year	74% of library and information professionals feel that future investment in their website is critical	
		67% of library and information professionals want more investment in e-resources	
		64% of library and information professionals say they need more investment in staff hours	

AND





Library and information service users support more staff and longer opening hours



Users and library and information service professionals see the continuing need for print books and journals



But library and information service professionals remain concerned about a number of issues:

visibility of the service in a digital environment	the lack of understanding of the value of the service at senior level	reduced staff hours adversely affecting the delivery of services	uncertainty about the future of library and information services
			

The investment in these services is just 0.1% of the recurrent expenditure in Australian hospitals

A modest move upwards would unleash the potential for significant incremental benefits.



WITH AN INDICATIVE RETURN OF

\$9

FOR EVERY DOLLAR INVESTED

IT MAKES SENSE

for Australian organisations to look again at their health library and information expenditure

FOR MORE INFORMATION, PLEASE VISIT:

Health Libraries Inc.
www.hlinc.org.au

Australian Library and Information Association
www.alia.org.au



Australian Library and Information Association

