

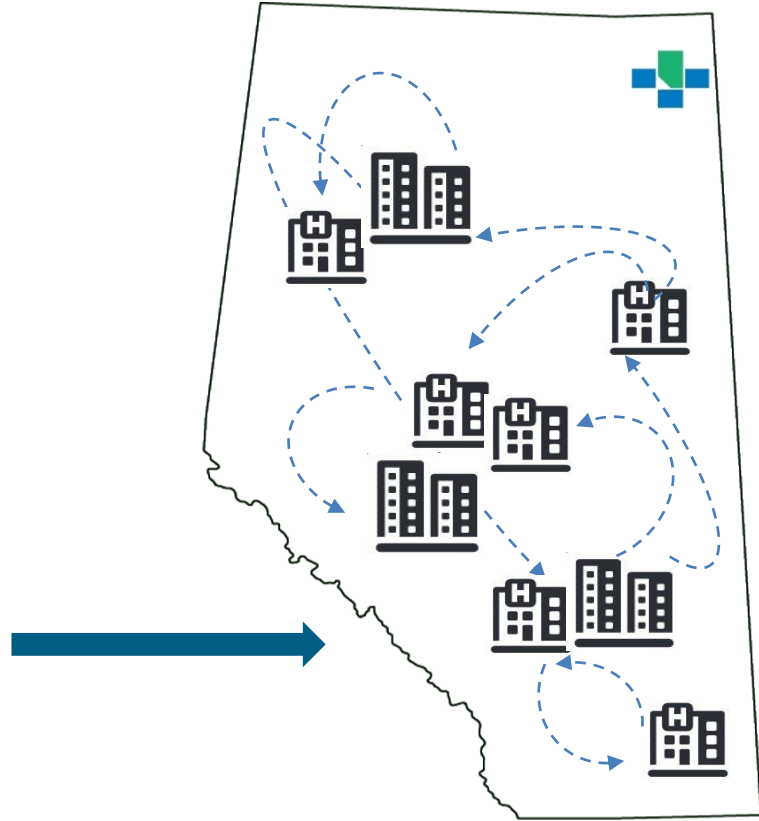
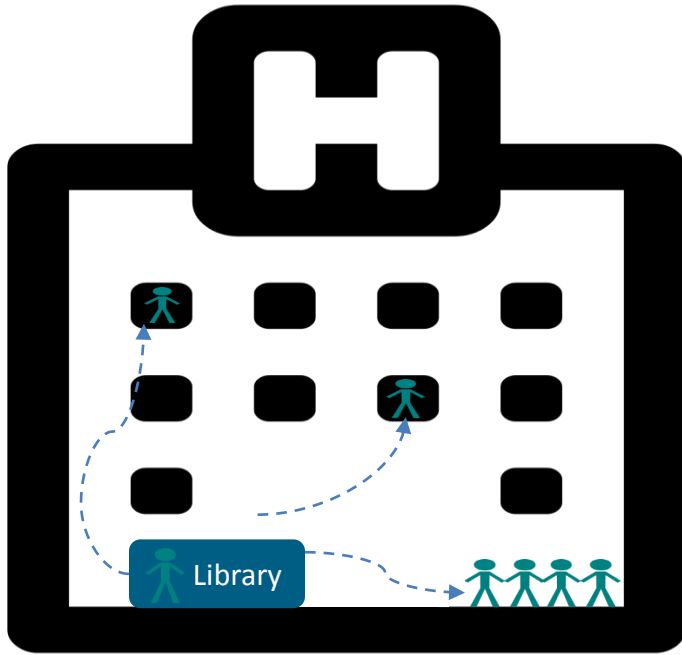
Transforming a Library Service within a Provincial Healthcare Organization: Forging a New Path

Carol Connolly, Morgan Truax, Connie Winther

May 2017

km@albertahealthservices.ca
insite.albertahealthservices.ca/12046.asp

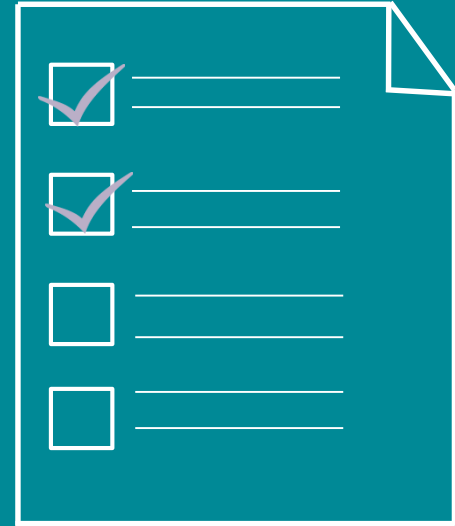
Who are we and how did we get here?



KRS Guiding Service Principles

- Equitable access to resources & services
- Seamless, efficient operations
- Enable lifelong learning
- Support evidence-informed decisions
- Support patient & family access

Milestones, Opportunities & Achievements



Phase I Milestones

Activities:

- Name change
- New website
- Core e-collection
- Service standards

Phase I: new website - major change

The screenshot shows the homepage of the Knowledge Resource Service (KRS) website. At the top left, there is a dark blue box with the letters 'KRS' in white. To its right, the text 'Knowledge Resource Service' is displayed in a light blue font. In the top right corner, the Alberta Health Services logo is shown, featuring a green and blue cross icon and the text 'Alberta Health Services' and 'Knowledge Management' below it. A dark blue navigation bar contains the following menu items: 'Home', 'Search Collections', 'Subject Guides', 'Education Guides', 'Patient Resources', 'Request', and 'About Us'. Below the navigation bar, there is a breadcrumb trail 'KRS Website / Home /' and a search bar with the placeholder text 'Enter Keywords to find Articles, eBooks and more' and a 'Search' button. The main content area is divided into three columns. The left column, titled 'Popular Resources', lists various databases with icons: DynaMed, Nursing Reference Center, MEDLINE (via Ovid), Lexicomp, CINAHL, PubMed, Micromedex, CPS (via RxTx), PsycINFO, and a link for 'all other Databases'. The middle column, titled 'Latest News', features a large banner for an 'Evidence at your fingertips' education series. The banner includes the text 'Find published evidence to answer your practice questions - fast' and 'Join us for an online session'. Below the banner, there is a list of topics: 'KRS (Library) Orientation', 'Finding Full Text Articles', and 'Search Skills I, II & III'. A 'Register Here' button is visible at the bottom right of the banner. The right column, titled 'FAQs', contains a search box with the placeholder 'Type a question...' and an 'Ask' button. Below the FAQs section is a 'Chat with KRS' section with a welcome message and two input fields for 'Name' and 'Email (AHS Preferred)'. At the bottom left of the page, there is a small footer with the text 'des.com/pubmed' and 'Education Sessions' next to a calendar icon.

KRS Knowledge Resource Service

Alberta Health Services
Knowledge Management

Home Search Collections Subject Guides Education Guides Patient Resources Request About Us

KRS Website / Home /

Enter Keywords to find Articles, eBooks and more Search

Welcome to the Knowledge Resource Service website!
A part of the [Research, Innovation & Analytics](#) portfolio

Popular Resources

- DynaMed
- Nursing Reference Center
- MEDLINE (via Ovid)
- Lexicomp
- CINAHL
- PubMed
- Micromedex
- CPS (via RxTx)
- PsycINFO
- all other Databases

Latest News

Evidence at your fingertips

EDUCATION SERIES

Find published evidence to answer your practice questions - fast

Join us for an online session

- KRS (Library) Orientation
- Finding Full Text Articles
- Search Skills I, II & III

Register Here

FAQs

Type a question... Ask

Chat with KRS

Welcome to Knowledge Resource Service Chat!

Name

Email (AHS Preferred)

des.com/pubmed Education Sessions

Phase II Milestones

Activities:

- Print collection management
- One management structure
- Library transitions
- Library closures

Phase II milestone

Online learning

Find published evidence to answer
your questions about clinical care
and best practices-fast

Evidence at your fingertips

EDUCATION SERIES

Most online sessions are under 30 minutes.

Sessions include:

- Knowledge Resource Service (Library) Orientation
- Nursing Reference Centre Basics
- Dynamed Basics
- Finding Full Text Articles
- Search Skills I: Speedy Searching
- Search Skills II: Searching Fundamentals
- Search Skills III: Advanced Literature Searching **new**
- Introduction to Grey Literature **new**

Register at our website: KRS.ahs.ca



Phase II Opportunities & Challenges

Opportunities:

- Greater control, flexibility
- Efficient
- More time for clients

Challenges:

- External factors

Phase III Milestones

Activities:

- Service directions
- Site consolidations
- Hubs of staff



Phase III Opportunities & Challenges

Opportunities:

- No pressure
- Right decisions

Challenges:

- Change fatigue

Lessons Learned

- Value systems & partners
- Focus on long term
- Communicate
- Context matters

Next steps...



Photo by Lindsay Henwood/ [CCO](#)